Creating an Atmosphere and Maintaining an Attitude of Equal Opportunity While Increasing Employment in Mississippi.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Haley Barbour
Governor of the State of Mississippi

Les Range
MDES Executive Director

Timothy Rush
State - WIA Equal Opportunity Officer

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Increasing Employment in Mississippi

1-888-844-3557 | www.mdes.ms.gov

An equal opportunity employer and program, MDES has auxiliary aids and services available upon request to those with disabilities.
Those needing TTY assistance may call (800) 582 -2233.

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Introduction

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY
OFFICE OF THE GOVERNOR
LES RANGE
EXECUTIVE DIRECTOR

December 13, 2010

Mr. Ramon Suris-Fernandez, ESQ.
Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, DC 20210

Dear Mr. Suris-Fernandez,

Mississippi stands ready to meet the needs and challenges of its growing and culturally diverse workforce. We remain true to our mission to create an atmosphere and maintain an attitude of equal opportunity while increasing employment in Mississippi. The Methods of Administration (MOA) documents in detail the steps Mississippi has taken to assure our commitment to provide a reasonable guarantee of compliance. It is Mississippi's pledge under the hand of the Governor's designee to certify that the provisions as set forth under Section 188 of the Workforce Investment Act of 1998 and 29 CRF, Part 37 are in compliance.

Please accept this correspondence as notice that the regulations implementing the nondiscrimination and equal opportunity provisions of the Workforce Investment Act (WIA) remain compliant with the submission of our uninterrupted revised (MOA). Our compliance provides a perpetual shield to the Governor and the State's recipients as we with passion provide equal access to (WIA) financially assisted programs, actives, and recipients.

Mississippi remains vigilant to implementing Section of the Workforce Investment Act of 1998. We will give your office written notice of any major changes to our organizational structure or equal opportunity program.

Should you have any questions, please telephone Timothy Rush at 601-321-6024 or email trush@mdes.ms.gov.

Sincerely,

Les Range, Executive Director

LR/tr
File

HENRY J. KIRKSEY BUILDING
1235 ECHELON PARKWAY • JACKSON, MISSISSIPPI 39213
TELEPHONE: (601) 321-6000 • 1.888.844.3577 • www.mdes.ms.gov

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Map of LWIA

WIN Job Center Locations

★ Full-Time WIN Job Centers

● Part-Time WIN Job Centers

■ Partner Operated WIN Job Centers

▲ Mississippi Power Kemper County Plant Job Application Center

Mississippi Partnership Workforce Investment Area Area 2

Delta Workforce Investment Area Area 1

Southcentral Mississippi Works Workforce Investment Area Area 3

Twin Districts Workforce Investment Area Area 4

★ **DeSoto County**
DeSoto
Marshall ★ **Holly Springs**
Benton
Alcorn **Corinth** ★
Tishomingo ★ **Iuka**
Tate ■ **Senatobia**
Ripley ★
Tippah
Prentiss
Tunica
Tunica ★
New Albany ●
Union
Panola **Batesville** ★
★ **Oxford**
Lafayette
Pontotoc **Pontotoc** ★
★ **Tupelo**
Lee
Itawamba **Fulton** ●
Coahoma **Clarksdale** ★
Quitman
Tallahatchie
Yalobusha
Calhoun
★ **Houston**
Chickasaw
Monroe **Amory** ★
Cleveland ★
Sunflower
Bolivar
Grenada **Grenada** ★
Clay
Webster
Montgomery
Oktibbeha
Choctaw
Golden Triangle ★
Lowndes
Indianola ★
Leflore **Greenwood** ★
Greenville ★
Carroll
Washington
Humphreys **Belzoni** ●
Lexington ● Holmes
Attala **Kosciusko** ★
Winston ★ **Louisville**
Noxubee
Sharkey
Issaquena
Rolling Fork ●
Yazoo **Yazoo City** ★
★ **Madison County** Madison
Leake **Carthage** ★
Neshoba **Philadelphia Resort** ● ★ **Philadelphia**
Kemper ▲ **De Kalb**
Warren ★ **Vicksburg**
Hinds ★ **Jackson (Hinds County)**
Rankin **Pearl** ★
Forest ★ Scott
Newton ★ **Newton**
Lauderdale **Meridian** ★
Smith
Jasper **Bay Springs** ●
Clarke
Claiborne
Copiah **Hazlehurst** ★
Simpson **Mendenhall** ●
Jefferson
Covington
Jones **Laurel** ★
Wayne
★ **Natchez** Adams
Franklin
Lincoln **Brookhaven** ★
Lawrence
Jeff. Davis ● **Prentiss**
Marion **Columbia** ★
Lamar
Forrest **Hattiesburg** ★
Perry
Greene
Wilkinson
Amite
Pike **McComb** ★
Tylertown ● Walthall
Pearl River **Picayune** ★
Stone
George
Harrison **Gulfport** ★
Biloxi ★
Jackson **Pascagoula** ★
Hancock ★ **Hancock County**

R-9-7-10
MDES Office of Public Information

MDES
Mississippi Department of Employment Security
www.mdes.ms.gov • 1.888.844.3577

WIN Job Center
Increasing Employment in Mississippi

MDES is an equal opportunity employer/ Program that has auxiliary aids and services available upon request to individuals with disabilities, TTY 1-800-582-2233.
Funded by: U.S. Department of Labor/Mississippi Department of Employment Security. Mississippi is a proud member of America's Workforce Network.

WIN Job Center Locations

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

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

Bay Springs, 601-764-2594*
Courthouse Annex
37 W. 8th Ave., 37-D
Bay Springs, MS 39422-0402
Tuesday 8 a.m. - 5 p.m.

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

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

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

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

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 Avenue
P.O. Box 1750
Cleveland, MS 38732-1750

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

Corinth, 662-696-2336
2759 S Harper Rd.
Corinth, MS 38835-2050

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

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

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

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

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

Greenville, 662-332-8101
Delta Plaza Shopping Center
800 MLK Blvd., Ste. C54
P.O. Box 5279
Greenville, MS 38704-5279

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

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

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

Hancock Co., 228-466-5041
454 Highway 90, Ste. C
Waveland, MS 39576-2557

Hattiesburg, 601-584-1202
1911 Arcadia Street
P.O. Box 15428
Hattiesburg, MS 39401-5428

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

Holly Springs (Marshall/ Benton Counties)
662-252-7893
145-A Rust Ave.
Holly Springs, MS 38635

Houston, 662-456-1561
210 South Monroe Street
Houston, MS 38851

Indianola, 622-887-2502
226 N. Martin Luther King Dr.
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 Rd., Ste. C
Jackson, MS 39213

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

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

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

Louisville, 662-773-5051
600 North Court Ave., Ste. B
Louisville, MS 39339-2023

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

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

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

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

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

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

Newton, 601-683-2021
107 Adams Street
Newton, MS 39345-2642

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

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

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

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

Philadelphia Resort
601-656-0680
390 Industrial Road
P.O. Box 6280
Philadelphia, MS 39350

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

Pontotoc, 662-489-3956
182 Hwy. 15 North
Pontotoc, MS 38863-2923

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

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

Rolling Fork, 662-873-4180*
614 Pine St.
Rolling Fork, MS 39159-2222
Mon., Fri. 8 a.m. - 5 p.m.

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

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

Tupelo, 662-842-4371
3200 Adams Farm Road
Ste. 4
Belden, MS 38826

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

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

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

*RED INDICATES PART-TIME OFFICES

WIN Job Center
Increasing Employment in Mississippi

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

R-9-7-10
MDES Office of Public Information

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Overview MOA

Equal Opportunity & Nondiscrimination Policy

METHODS OF ADMINISTRATION OVERVIEW 2010

OVERVIEW OF THE METHODS OF ADMINISTRATION UNDER THE WORKFORCE INVESTMENT ACT OF 1998

The Mississippi Department of Employment Security (MDES) is required to establish and adhere to a Methods of Administration (MOA). The regulations that implement the nondiscrimination and equal opportunity provisions of the Workforce Investment Act of 1998 (WIA) Section 188-Nondiscrimination, published at 29 Code of Federal Regulations (CFR) part 37, require that each Governor establish and adhere to an MOA for his/her State programs. In addition, the compiling and submitting of an MOA is required by 29 CFR part 37. Part 37 includes the requirement that States develop, implement, and maintain, for each of their State programs, an MOA.

The nondiscrimination and equal opportunity provisions of WIA prohibit discrimination against applicants, beneficiaries, and employees on the bases of race, color, national origin, age, disability, sex, religion, and political affiliation or belief. In addition, it prohibits discrimination against beneficiaries on the bases of citizenship and participation.

An MOA is a document that describes the actions an individual State will take to ensure that its WIA Title I-financially assisted programs, activities, and recipients are complying, and will continue to comply, with the nondiscrimination and equal opportunity requirements of WIA and its implementing regulations. By submitting an MOA, the Governor agrees to fully follow its provisions. Failure to do so may result in a finding of noncompliance.

Each MOA shall be: (1) In writing, (2) Reviewed and updated, and (3) Signed by the Governor. The MOA should be organized in accordance with the nine elements, with both a narrative and a documentation section for each element. The sections should be as follows for each element:

- *Section A. Narrative* The first section of each element should be a narrative description of how the State and its recipients are meeting and will continue to meet the requirements of part 37. The narrative should be specific. The Civil Rights Center (CRC) regards the narrative as the more important section, since it contains the description of what the State and its recipients are doing and will continue to do to fulfill their obligations under WIA Section 188 and 29 CFR part 37.
- *Section B. Documentation* The second section of each element should include documentation that shows how the State is carrying out that element of the MOA.

ELEMENT 1. DESIGNATION OF STATE-AND LOCAL-LEVEL EQUAL OPPORTUNITY (EO) OFFICERS

ELEMENT 1. DESIGNATION OF STATE-AND LOCAL-LEVEL EQUAL OPPORTUNITY (EO) OFFICERS-The intent of this section is to ensure that any individual the recipient appoints as EO Officer has the education, training and experience, and is provided the necessary ongoing training and qualified staff, to perform his or her duties.

The State should ensure that the EO Officer is not in a position that would constitute, or appear to constitute, a conflict of interest. The EO Officer may not be assigned duties, responsibilities, or activities that would constitute a conflict of interest or the appearance of such a conflict. In addition, the following should be considered when appointing an EO Officer:

- ❑ Ensure that the EO Officer reports, on EO matters, directly to the appropriate official in the organization. The identity, by (1) name, (2) title, and (3) organization, of the individual to whom each State-and local-level EO Officer reports on equal opportunity matters.
- ❑ Ensure the EO Officer has the skill, ability, knowledge, and authority to properly oversee and direct the EO program.
- ❑ Identify, at a minimum, each individual designated as a State-level Equal Opportunity Officer and each individual designated as a local-level Equal Opportunity Officer, by (1) name, (2) position title, (3) business address (including e-mail address) and (4) telephone number (including TDD/TTY number).
- ❑ Identify the level within the organization (described in such terms as the individual's authority and position relative to the top of the hierarchy) occupied by the EO Officer
- ❑ The duties of the EO Officer, and the manner in which those duties are carried out. Describe all duties including responsibilities and activities associated with the implementation of nondiscrimination and equal opportunity requirements, and all other duties, responsibilities and activities.
- ❑ The means by which the recipient makes the identity of the EO Officer known to applicants, registrants, eligible applicants/registrants, participants, employees, and applicants for employment, as well as interested members of the public.
- ❑ The State's plan for ensuring that State-and local-level EO Officers and their staffs are sufficiently trained to maintain competency. The type and level of training each State- and local-level EO Officer has received and will receive to ensure that he or she is capable of fulfilling his or her responsibilities as an EO Officer.
- ❑ A description of the professional and support staffing levels and resources provided to each State and local-level EO Officer to assist him or her in ensuring compliance with WIA section 188 and part 37.

ELEMENT 2. NOTICE AND COMMUNICATION

ELEMENT 2. NOTICE AND COMMUNICATION-The intent of this section is to ensure the establishment of a notice and communication system that makes registrants, applicants, eligible applicants/registrants, applicants for employment, employees and the public aware of the recipient's obligation to operate its programs and activities in a nondiscriminatory manner. In addition, notice and communication should include information regarding the right to file complaints of discrimination.

The State should ensure that the Notice and Communication System include the methods and frequency of dissemination of the notice, including initial dissemination. Also, the means by which the notice is made available to individuals with disabilities and how the State ensures that recipients post the notice. In addition, the following should be considered when establishing and documenting a Notice and Communication System:

- ❑ The means by which a copy of the notice is placed in the participant's file or where the files are maintained electronically, how the requirement regarding documentation is and will continue to be met.
- ❑ The means by which the State ensures that recruitment brochures and other materials routinely made available to the public include the statements ''equal opportunity employer/program'' and ''auxiliary aids and services are available upon request to individuals with disabilities.''
- ❑ Where a telephone number is included on recruitment brochures and other materials, the means by which the State ensures that the materials indicate a TDD/TTY number or provide for an equally effective means of communication with individuals with hearing impairments.
- ❑ The means by which program-related information is published or broadcast in the news media (*e.g.*, publication of Requests for Proposal) and the means by which the State ensures that publications/broadcasts state that the program is an equal opportunity employer/program and that auxiliary aids and services are available upon request to individuals with disabilities.
- ❑ The manner in which and extent to which information in languages other than English is provided, and the manner in which the State ensures that persons of limited English-speaking ability have access to its programs and activities on a basis equal to that of those who are proficient in English.
- ❑ The manner in which and extent to which orientations for registrants, applicants, eligible applicants/registrants, employees, applicants for employment, and members of the public include a discussion of the rights of such persons under WIA section 188 and 29 CFR part37.
- ❑ The steps the State takes to ensure that communications with individuals with disabilities are as effective as communications with others.
- ❑ The process the State has used and will continue using to develop and communicate policy and conduct training regarding nondiscrimination and equal opportunity.

ELEMENT 3. REVIEW ASSURANCES, JOB TRAINING PLANS, CONTRACTS, AND POLICIES AND PROCEDURES

ELEMENT 3. REVIEW ASSURANCES, JOB TRAINING PLANS, CONTRACTS, AND POLICIES AND PROCEDURES–The intent of this section is to ensure the review of assurances, job training plans, contracts, and policies and procedures for compliance with the nondiscrimination provisions of WIA and it implementing regulations.

The State should address the procedures the State and its recipients are following and will continue to follow in assessing the ability of grant applicants, if funded, or training providers, if declared eligible, to comply with WIA section 188 and 29 CFR part 37. In addition, the State should ensure the following:

- ❑ Each grant applicant, and each training provider seeking eligibility, includes in its application for financial assistance under Title I of WIA the required EO assurance. T
- ❑ The required assurance is incorporated into each grant, cooperative agreement, contract, or other arrangement whereby Federal financial assistance under Title I of WIA is made available.
- ❑ Each grant applicant, and each training provider seeking eligibility, is able to provide programmatic and architectural accessibility for individuals with disabilities.
- ❑ Job training plans, contracts, assurances, and other similar agreements entered into by recipients are both nondiscriminatory and contain the required language regarding nondiscrimination and equal opportunity.
- ❑ State-and local-level policy issuances, or issuances from other recipients, are not discriminatory either in intent or effect.
- ❑ Policies on WIA Title I nondiscrimination and/or equal opportunity issues are developed and implemented in a timely manner.

ELEMENT 4. UNIVERSAL ACCESS

ELEMENT 4. UNIVERSAL ACCESS–The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements relating to the provision of universal access to programs and activities.

The State should ensure that it communicates the obligation of recipients (Local Workforce Investment Areas, one-stop operators and service providers) to make efforts (including outreach) to broaden the composition of the pool of those considered for participation or employment in their programs and activities. This should be done in an effort to include members of both sexes, of the various racial and ethnic groups and of various age groups, as well as individuals with disabilities. In addition, the State should consider the following:

- ❑ Recipients have made and will continue to make efforts to broaden the composition of those considered for participation or employment in their programs and activities.
- ❑ The State monitors and evaluates the success of recipient efforts to broaden the composition of those considered for participation and employment in their programs and activities.
- ❑ The State monitors and evaluates targeting, outreach and recruitment plans.
- ❑ The State monitors and evaluates criteria for determining priority of service.
- ❑ The State monitors and evaluates plans for One-Stop delivery systems to expand the pool of those considered for participation or employment in their programs and by race/ethnicity, sex, disability status, and age.

ELEMENT 5. COMPLIANCE WITH SECTION 504 OF THE REHABILITATION ACT OF 1973, AS AMENDED

ELEMENT 5. COMPLIANCE WITH SECTION 504OF THE REHABILITATION ACT OF 1973, AS AMENDED-The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements of the disability related requirements of WIA section188; and Section 504 of the Rehabilitation Act of 1973, as amended; and their implementing regulations. These implementing regulations include but are not limited to 29 CFR 37.7, 37.8, and 37.9 and Subparts B and C of 29 CFR Part 32.

The should State ensure that it and its recipients meet their obligation not to discriminate on the basis of disability, provide reasonable accommodation for individuals with disabilities, provide reasonable modification of policies, practices and procedures, provide architectural accessibility for individuals with disabilities and provide programmatic accessibility for persons with disabilities. In addition, the State should ensure the following:

- ❑ Provide for and adhere to a schedule to evaluate job qualifications to ensure that the qualifications do not discriminate on-the-basis-of-disability.
- ❑ Limit pre-employment/employment medical inquiries to those permitted by and in accordance with WIA section 188, Section 504, the Americans with Disabilities Act of 1990, and their implementing regulations.
- ❑ Ensure the confidentiality of medical information provided by registrants, applicants, eligible applicants/registrants, participants, employees, and applicants for employment.
- ❑ Administer WIA Title I financially assisted programs and activities so that each individual with a disability participates in the most integrated setting appropriate to that individual.
- ❑ The procedures by which communication with persons with disabilities as effective as with others.
- ❑ The procedures by which persons with disabilities are assured of participation in programs and activities in as integrated setting as possible
- ❑ The procedures by which the availability of reasonable accommodation and reasonable modification are made known to persons with disabilities, and the procedures for making and resolving such requests
- ❑ The procedures by which the State ensures that the programs and activities operated by its WIA Title I recipients are architecturally and programmatically accessible to individuals with disabilities.
- ❑ The procedures by which evaluation is conducted to determine the programmatic or architectural accessibility of a WIA Title I-financially assisted program or activity and the status of any corrective actions taken by the recipient involved.

ELEMENT 6. DATA AND INFORMATION COLLECTION AND MAINTENANCE

ELEMENT 6. DATA AND INFORMATION COLLECTION AND MAINTENANCE-The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements related to data and information collection and maintenance.

The State must ensure that a data and information collection and maintenance system for its WIA Title I-financially assisted State programs is established and maintained. The system's most important purposes are to assist the Civil Rights Center (CRC), State, local-level EO Officers, etc. in performing the following: (1) Monitoring equal opportunity performance; (2) Identifying instances or areas of discrimination; and (3) Identifying individuals or groups of individuals who have been discriminated against on a basis prohibited by WIA section 188 and29 CFR part 37. In addition, the data and information collection and maintenance system should include the following:

- The system allows the recipient to collect, at a minimum, four pieces of demographic information about each registrant, applicant, eligible applicant, participant, employee, and applicant for employment: (1) Race/ethnicity, (2) Sex, (3) Age, and (4) Disability status.
- Demographic information is maintained separate from the recipient's individual records about such persons.
- The system is designed in such a way as to allow cross-referencing of data to individual records.
- Treat records, particularly those containing medical information, in a manner that ensures confidentiality.
- Maintain records for a period of three years.
- A system which allows grant applicants and recipients to notify the CRC Director of administrative enforcement actions and lawsuits brought against them that allege discrimination on one or more of the bases prohibited by WIA section 188.
- A system that documents the instructions to recipients within the State regarding information collection, access to records, and maintenance of records.
- A system that documents each policy issuance that discusses ensuring the confidentiality of demographic information regarding individuals.
- A system that documents reports regarding the demographic information.
- A system that documents formats and instructions, in hard copy and electronic file forms, for complaint logs used by the State and its recipients to track complaints that allege a violation of WIA section 188 or 29 CFR part 37.

ELEMENT 7. MONITOR RECIPIENTS FOR COMPLIANCE

ELEMENT 7. MONITOR RECIPIENTS FOR COMPLIANCE-The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements to establish procedures to monitor periodically all aspects of the recipient's compliance with WIA section 188 and 29 CFR part 37.

The State must ensure that each equal opportunity (EO) monitoring review include a review of each recipient's: (1) Compliance with its administrative obligations under WIA section 188 and 29 CFR part 37 (*e.g.*, assurances, notice and communication, EO Officers), (2) Compliance with responsibilities it has been assigned through the MOA; (3) Programs and activities, to determine whether discrimination is occurring. This activity is the most important part of the monitoring review. In addition, the State must ensure the following:

- ❑ Monitoring recipients to ensure their programs and activities are operating in a nondiscriminatory manner must involve, at a minimum:(1) Analysis of the data and records collected to determine whether any differences based upon race/ethnicity or sex have practical or statistical significance; and (2) Where significant differences are found, follow-up investigations to determine, through records review, interviews, and other appropriate investigative techniques, whether the differences are due to discrimination.
- ❑ Ensuring that recipients are performing the responsibilities assigned by the State through the MOA, such as: (1) Conducting equal opportunity monitoring reviews of applicants for and recipients of WIA Title I financial assistance (including monitoring assurances and programmatic and architectural accessibility). (2) Imposing sanctions and corrective actions for violations noted by a recipient during its monitoring reviews (3) Ensuring policy development, communication, and training are carried out. (4) Ensuring that their programs and activities are operating in a nondiscriminatory manner and ensuring equal opportunity.
- ❑ Conducting analyses, by race/ethnicity and sex, of program and employment activity, including but not limited to rates of application, placement, and termination, to determine if significant differences exist.
- ❑ Conducting follow-up monitoring, if needed, based on results of analyses to determine the cause of any significant differences, through the analysis of the records of individual registrants, applicants, eligible applicants/registrants, employees, and applicants for employment; interviews; and other appropriate techniques.
- ❑ Reviewing recipients' policies and procedures, to ensure that the policies and procedures do not violate the prohibitions.
- ❑ Written reports are prepared for each review.

ELEMENT 8. COMPLAINT PROCESSING PROCEDURES

ELEMENT 8. COMPLAINT PROCESSING PROCEDURES-The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements regarding the complaint processing procedures.

The State must ensure, at a minimum, recipients that are required to do so have developed and published complaint procedures. Complaint procedures must provide for the issuance of a written Notice of Final Action within 90 days of the date on which the complaint is filed. In addition, the complaint processing procedures must include the following:

- ❑ Initial, written notice to the complainant that contains an acknowledgment that the recipient has received the complaint.
- ❑ A notice that the complainant has the right to be represented in the complaint process.
- ❑ A written statement, provided to the complainant, that contains a list of the issues raised in the complaint
- ❑ For each issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection
- ❑ A period for fact-finding or investigation of the circumstances underlying the complaint.
- ❑ A period during which the recipient attempts to resolve the complaint.
- ❑ Provide for methods to resolve the complaint that includes alternative dispute resolution (ADR).
- ❑ A written Notice of Final Action provided to the complainant within 90 days of the date on which the complaint was filed. This notice contains, for each issue raised in the complaint either (1) a statement of the recipient's decision on the issue and an explanation of the reasons underlying the decision, or (2) a description of the way the parties resolved the issue.
- ❑ Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the recipient's final action on the complaint.
- ❑ Describe the procedures to be followed if the complaint is filed more than 180 days after the date of the alleged violation.
- ❑ Provide that, if the complainant is dissatisfied with the outcome of the investigation, or if there is no final resolution of the complaint within 90 days of the date the complaint is filed, the complainant is notified that he or she may file his or her complaint with the Civil Rights Center.

ELEMENT 9. CORRECTIVE ACTIONS/SANCTIONS

ELEMENT 9. CORRECTIVE ACTIONS/SANCTIONS-The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements regarding the obtaining of prompt corrective action or, as necessary, applying sanctions when noncompliance is found.

The State must ensure, at a minimum, the standard for corrective and remedial actions to be applied when violations of WIA section 188 or 29 CFR part 37 are found. Corrective and remedial actions must be designed to completely correct each violation. For each corrective action, a timeframe should be established that sets the minimum time necessary to completely correct the violation. In addition, the State must ensure the following:

- In the case of a finding of discrimination, the procedures must provide, where appropriate, for retroactive relief (including but not limited to back pay) and prospective relief (*e.g.*, training, policy development and communication) to ensure that the discrimination does not recur.
- The State must establish procedures for follow-up monitoring to ensure that commitments to take corrective action and remedial action are fulfilled.
- The State must require reports from the violating recipient regarding actions to correct the violation(s).
- The State must establish sanction procedures to be followed where voluntary compliance cannot be achieved.
- The State must develop policy memoranda or directives explaining corrective actions/sanctions to inform recipients of the State's procedures regarding corrective actions and sanctions.
- The sanction procedures described in Subpart E of 29 CFR part 37 may be used as a model for States in the preparation of their procedures. These sanctions may include action to suspend, terminate, or discontinue WIA Title I financial assistance.

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
1235 ECHELON PARKWAY
POST OFFICE BOX 1699
JACKSON, MS 39215-1699
601-321-6021
1-888-844-3577
TTY1-800-582-2233
eo@mdes.ms.gov

The Mississippi Department of Employment Security is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 1

Element 1

A. State WIA Equal Opportunity Officer

In recent years the Mississippi Department of Employment Security has made exceptional strides to address the needs of its diverse work force while facing challenges with legislative reauthorization. In 2005 intensive efforts were made to cross train the agency's staff to provide full and timely services for our customers. During the aftermath of Hurricane Katrina in 2005, the agency implemented an unemployment call center and deployed mobile units to receive unemployment insurance claims and provide job services for thousands of individuals and hundreds of business affected by the catastrophe. The results have proven to be a continuity of operations that concertedly provides reasonable assurance of the implementation of nondiscrimination and equal opportunity under the law.

The Governor assigned the responsibility of providing Workforce Investment Act services and programs for the state with this agency. The agency was originally authorized for four (4) years when it was changed from a Commission. The Mississippi Legislature in 2004 changed Mississippi's workforce administrative agency from a three (3) member commission operating as the Mississippi Employment Security Commission to a cabinet level Agency which now operates as the Mississippi Department of Employment Security. The Executive Direct of the agency appointed by the Governor had three Deputies who reported to the Executive Director.

In 2006 changes were made to stream line the Department with focuses on employment, business community, customer service, process efficiency, and teamwork. The agency's employment goal is to quickly transition clients from unemployment to employment. This is accomplished by making the agency more visible and partnering with other organizations who are either beneficiaries of the Mississippi Department of Employment Security's services or from whom the agency benefits. Strides are continually made to improve customer service internally and externally through continuous staff training and involvement. The agency has invested in its workforce and is a Stephen Covey 7 Habits of Highly Effective People organization. All staff is trained in this discipline and this has become an effective model of behavior for MDES's entire workforce.

Since 2008 the Executive Director has focused on narrowing the Executive and Senior level structure to provide an efficient and direct path to the Executive Team. Currently the Department's cabinet level structure includes an Executive Director, Deputy Executive Director/Chief Financial Officer and Deputy Executive Director/Chief Operations Officers. The Executive Directors are supported by a team of ten (10) senior staff personnel who assist in all operations of the agency. The State WIA Equal Opportunity Officer has been moved from an intermediate level of management to the senior level. This change has created a more direct approach to the Workforce Investment Act network activities and needs. The State WIA Equal Opportunity Officer function was assigned the responsibility of MDES in 2005. In an effort to streamline reporting, that function was combined with the Mississippi Department of Employment Security's Equal Employment Opportunity Office Director function. The Executive Director of the agency

assumes the responsibility of continued proficient, accessible and non-discriminatory operation of the agency. After a thorough assessment of the agency's continued operations it was determined that the agency could best administer its services and programs with the recent organizational changes.

Because of the often contentious nature of the political environment in the state, the Executive Director has taken on the role of Communicator in Chief. He is required to spend his time on setting the organization's focus and direction, and then communicating that to the agency's many publics. The agency's two Deputy Directors also have areas of primary responsibility. In addition to financial responsibilities the Deputy Director/Chief Financial Officer leads the Human Capital area and is tasked with setting and monitoring the organizational culture and tone of the agency. The Deputy Director/Chief Operations Officer heads up the customer operations responsibilities of the agency. Working as a close team, the Executive Director and two Deputy Directors interact regularly and share decision making responsibilities as an Executive Staff Team. Under this configuration the Equal Opportunity Officer reports to the Deputy Executive Director/Chief Financial Officer on internal and non-workforce investment act matters. The Equal Opportunity Officer may report to the Executive Director on matters relating to the Workforce Investment Act. The reporting structure provides a more intensive approach in addressing and expediting issues relating to equal and non-equal opportunity matters, while still maintaining the Executive Directors control and guidance over matters associated with the Department's function of the State Workforce Investment Equal Opportunity Officer. Mississippi continues to be committed to ensuring that its recipients comply with equal opportunity and nondiscrimination provisions of the Workforce Investment Act of 1998.

B. Local WIA Equal Opportunity Officers

The reporting structure for the Local Equal Opportunity Officers is to report to the State Equal Opportunity Officer any complaints or issues regarding equal opportunity. Please find **attached** a copy of the **organizational chart** for each local workforce board and supporting **biographical information** for the respective Local Equal Opportunity Officer.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 1

EXHIBIT 1-A

LETTER TO DIRECTOR,
CIVIL RIGHTS CENTER

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

OFFICE OF THE GOVERNOR
LES RANGE
EXECUTIVE DIRECTOR

July 9, 2010

Mr. Ramon Suris- Fernandez, ESQ.
Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, DC 20210

Dear Mr. Suris-Fernandez:

This is to notify you of staffing changes within the Mississippi Department of Employment Security (MDES) in accordance with the Civil Rights Center of Methods of Administration guidelines. Since October 1, 2009 under the appointment of the Honorable Haley Barbour Governor of the State of Mississippi, I remain as Executive Director. As Executive Director of MDES, I continue to serve as the Signatory Official for grants including those authorized pursuant to the Workforce Investment Act (WIA).

Jim Nelson, Jr., the MDES Opportunity Officer resigned to accept employment. Effective July 01, 2010, Timothy Rush became the MDES Opportunity Officer. Mr. Rush will serve as State, WIA Equal Opportunity Officer and Section 504 Coordinator. Mr. Rush will report directly to the Executive Director, remain a senior level staff person and meet regularly with the executive staff on equal opportunity matters. Mr. Rush has nineteen years of state service with the Agency, last working as an Administrative Law Judge III, certified by the National Judicial College.

In an effort to foster our commitment to ensure that MDES continues to comply with the Methods of Administration (MOA) Mr. Rush will attend trainings and workshops to meet the expectations of the U.S. Department of Labor Civil Right Center (CRC). Mississippi remains committed to ensuring that its recipients comply with all applicable nondiscrimination and equal opportunity provisions of WIA.

If there are any questions concerning this matter, please contact Timothy Rush, at 601-321-6024.

Sincerely,

Les Range
Executive Director

LR:tr

HENRY J. KIRKSEY BUILDING
1235 ECHELON PARKWAY • JACKSON, MISSISSIPPI 39213
TELEPHONE: (601) 321-6000 • 1.888.844.3577 • www.mdes.ms.gov

EXHIBIT 1-B
MDES ORGANIZATION CHART

MDES

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY - OFFICE OF THE GOVERNOR

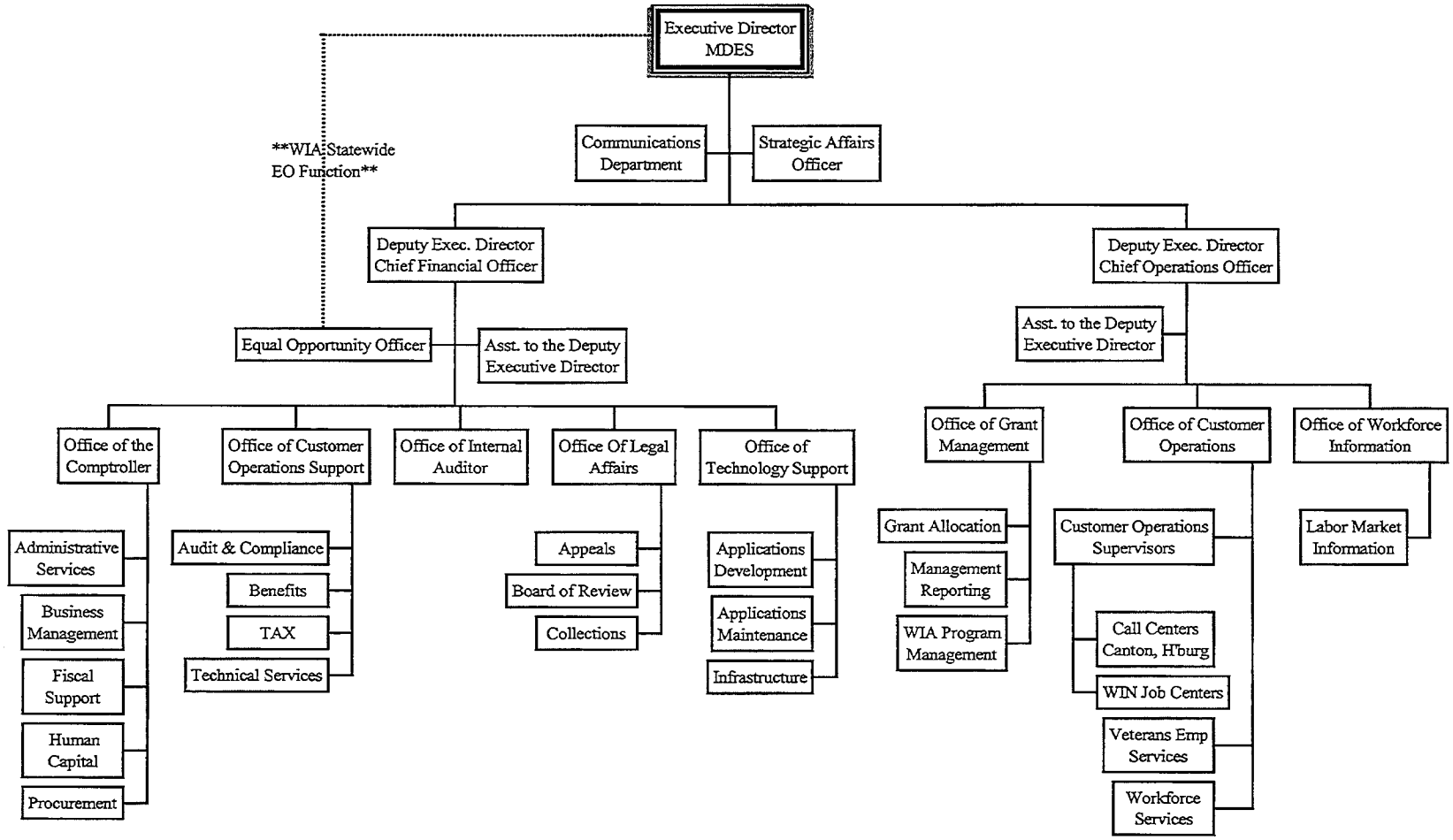


EXHIBIT 1-C

MDES ORGANIZATION CHART
FOR DEPUTY EXECUTIVE DIRECTOR

From Page 2

DEPUTY
EXECUTIVE DIRECTOR
Chief Financial Officer

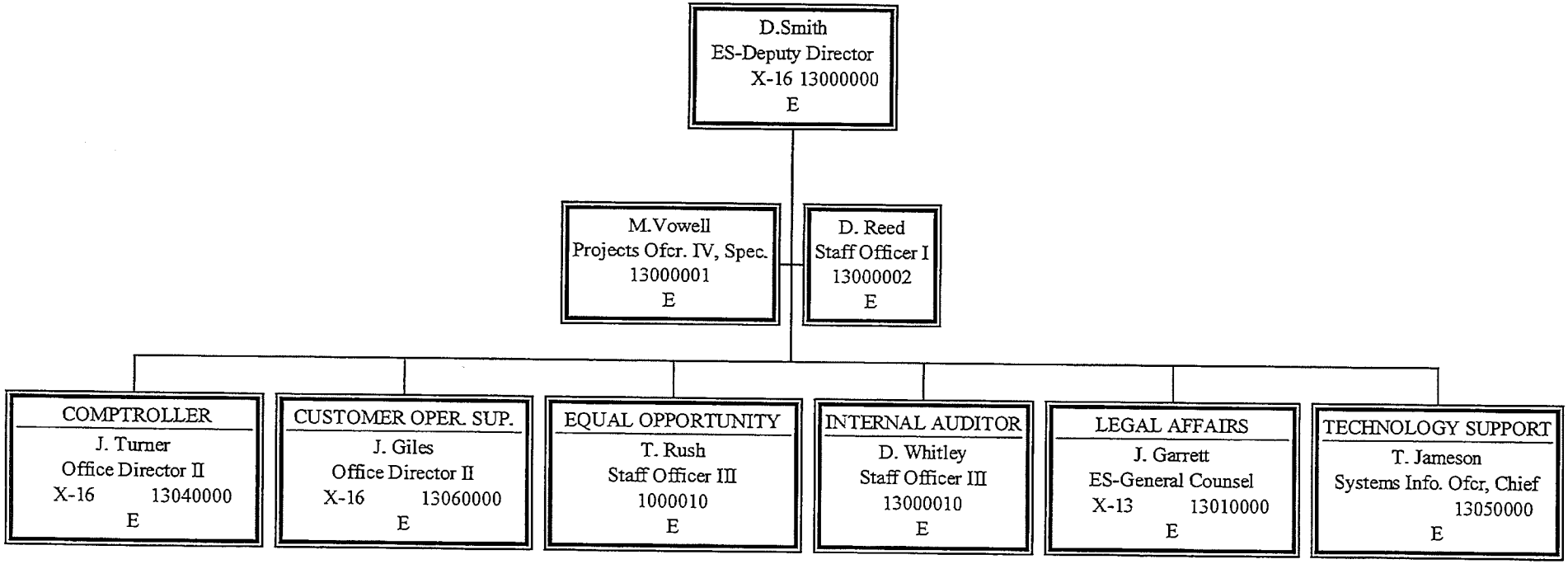
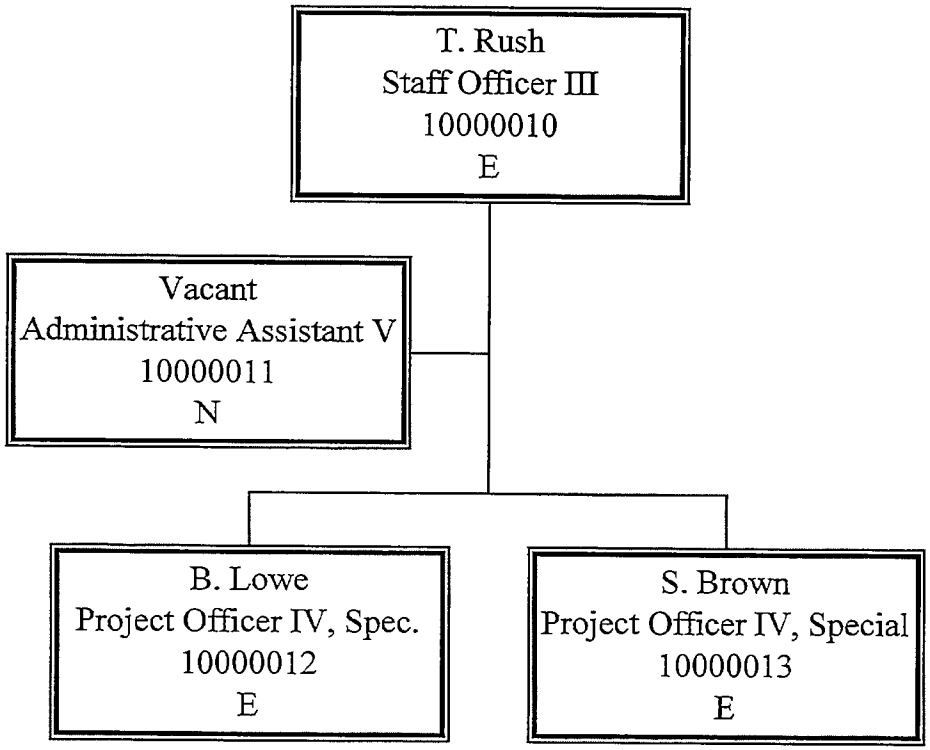


EXHIBIT 1-D

EQUAL OPPORTUNITY OFFICER'S
ORGANIZATIONAL CHART AND
JOB DUTIES

From Page 4

EQUAL OPPORTUNITY



STAFF OFFICER III

CHARACTERISTICS OF WORK:

This is technical or administrative work in assisting an agency director in formulating, directing, and coordinating a wide variety of an agency's functional areas of work. Thorough knowledge is required of the operation of the agency as well as considerable knowledge of the functional procedures of the agency related to the areas of work assigned. The work includes responsibility for analyzing administrative problems and requires the exercise of a high degree of independent judgment in the interpretation, application, and enforcement of statutes, rules, regulations, and policies. The incumbent must be able to research, develop, and analyze statistical information and, as a result, develop reports/studies. The incumbent assists in the establishment of objectives, standards, and control measures within the context of broad, general policy guidelines for a program having significant statewide or regional impact. The incumbent also assists the agency director in determining major policy and provides input into other significant agency operations. Contacts outside the immediate agency require tact and diplomacy in discussing important and controversial subject matter. Employees work under the general supervision of an agency director. Supervision may be exercised over subordinate staff but is not required.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:
A Master's Degree from an accredited four-year college or university;

AND

Experience:
Seven (7) years of special experience defined below, five (5) years of which must have been in line or functional administrative or advanced supervision.

OR

Education:
A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:
Eight (8) years of special experience defined below, five (5) years of which must have been in line or functional administrative or advanced technical supervision.

Substitution Statement:

Related education and related experience may be substituted on an equal basis, except there shall be no substitution for the special experience defined below and five (5) years of line or functional administrative or advanced supervision.

Special Experience:

Employment must have been in an administrative, professional capacity in an area of work related to the functional responsibility of the bureau in which the position exists. In those agencies where registered specialists provide the primary source of functional and technical knowledge for planning and accomplishing the mission of the agency, the incumbent may also be required to be registered and experienced in that profession. Work experience must have included supervising and coordinating a variety of functions.

Documentation Required:

Applicant must attach a valid copy of his/her certification or registration, when applicable.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.
Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.
Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.
Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.
Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Public Sector Knowledge: Understands how the agency and the State operate.

Understands how his/her job and technical area(s) contribute to successful service to users and public. Understands and complies with applicable federal and state laws and rules and department rules and policies. Understands inter-relationships with other organizations, inside and outside of the agency, and the State. Understands how the agency serves the public. Represents the interests of Office and its programs with other institutions, state officials, and the general public.

Technical Competence: Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to one's job.

Reviews the work of the various sections, branches, and field offices; coordinates their activities and advises them on matters of policy and administration. Recommends needed regulations, policies, and procedures for proper administration of programs. Participates in fiscal accounting and budgeting activities. Gives administrative and technical leadership to programs within an Office. Possesses the ability to communicate effectively in writing. Creates or develops written documents, directives, policies, and instructions in a manner that is grammatically correct and comprehensive.

Project Planning: Devises and maintains a workable scheme to accomplish the need that the project was undertaken to address.

Develops written plans for all significant undertakings. Documents and distributes the project plan. Updates and revises the project plans as needed. Insists on clear, complete statements of both product and project scope. Analyzes project cost and estimates how long it will really take. Uses available planning tools effectively. Gets the team actively involved in the planning effort.

Stakeholder Relations: The ability and willingness to interact and communicate effectively with stakeholders.

Represents the interests of Office and its programs with other institutions, state officials, and the general public. Maintains liaison with other agencies, divisions or departments of municipal, county, state, and federal government. Maintains effective public relations with other state agencies and the public, including interpretation and advocacy of agency policy. May act in the place of his/her administrative superior.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Facilitates projects and assists agency director in determining policies and procedures.

2. Maintains effective public relations.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Facilitates major projects.

Represents the interests of an agency and its programs with other institutions, state officials, and the general public.

Reviews the work of the various sections, branches, and field offices; coordinates their activities and advises them on matters of policy and administration.

Assists in managing administrative requirements such as human resources.

Recommends needed regulations, policies, and procedures for proper administration of programs.

Maintains liaison with other agencies, divisions, or departments of municipal, county, state, and federal government.

Participates in fiscal accounting and budgeting activities.

Gives administrative leadership to programs within an agency.

Maintains effective public relations with other state agencies and the public, including interpretation and advocacy of agency policy.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

EXHIBIT 1-I

DIRECTORY OF CUSTOMER SERVICE SPECIALIST

TWIN DISTRICTS - SANDIE BROCK	CUST SERV SPEC	PHONE #	Cust Op Supvr
360 - Biloxi	Lauren Lucas	228-388-1212	T. McCovey
370 - Hattiesburg	Laquita Cohen	601-584-1930	
510 - Hattiesburg Call Center	Triconya Brown	601-584-1155	
191 - Columbia	M. Demetrius Pittman	601-736-2628	
Prentiss	M. Demetrius Pittman	601-736-2628	
181 - Picayune	Bettye Pierce	601-798-3472	
390 - Laurel	Daniel Williams	601-399-4016	
Bay Springs	Daniel Williams	601-399-4016	
203 - Forest	Larry Odom	601-469-2851	
410 - Meridian	Shirley Gaines (Acting)	601-553-9515	
232 - Philadelphia	Belinda Spiva	601-656-2811	
Newton	Belinda Spiva	601-656-2811	
Philadelphia Resort	Jeremy Bell	601-656-0680	
202 -Carthage	Jaye Blanton	601-267-9282	
490 -Gulfport	Melody Graves	228-897-6943	
430 -Pascagoula	Gloria Cannon	228-762-4713	
530 -Hancock County	Robbie Asher	228-466-5041	
SOUTHCENTRAL - LARRY ANDERSON	CUST SERV SPEC	PHONE #	Cust Op Supvr
110 - Brookhaven	Charlene Dunn	601-823-9707	M. Posey
201 -Madison County	Donna Laraway	601-407-1057	
Canton Call Center	Brenda Sellers	601-855-3142	
204 - Hazlehurst	Latoya Williams	601-894-0509	
Mendenhall	Latoya Williams	601-894-0509	
209 - Pearl	Tina Tolar	601-321-5448	
271 - Yazoo City	Travanda Katchens	662-746-1141	
400 - McComb	Mary Ann Woodard	601-684-4421	
Tylertown	Mary Ann Woodard	601-684-4421	
420 - Natchez	Greg Whitam	601-304-3254	
450 - Vicksburg	Mike Cook	601-638-1452	
480 - Jackson	Cory Hanna	601-321-7918	
DELTA - ANN PREUS	CUST SERV SPEC	PHONE #	Cust Op Supvr
121 - Tunica	Virginia Fullilove	662-363-2764	C. Martin
124 - Batesville	Lynn Street	662-561-7627	
151 - Cleveland	Stephanie Williams	662-843-2704	
153 - Indianola	Carolyn Eubanks	662-887-2502	
300 - Clarksdale	Doris Shanks	662-624-9001	
330 - Greenville	Wanda Benford	662-332-8101	
Rolling Fork	Wanda Benford	662-332-8101	
Belzoni	Wanda Benford	662-332-8101	
340 - Greenwood	Diane Boston	662-459-4604	
Lexington	Diane Boston	662-459-4604	
MS PARTNERSHIP - GARY GOLDEN	CUST SERV SPEC	PHONE #	Cust Op Supvr
470 - DeSoto County	Antionette Isom	662-342-4035	T. Choate
310 - Columbus/Golden Triangle	Daphne James	662-327-8144	
131 - Louisville	Nancy Eichelberger	662-773-5051	
320 - Corinth	Cynthia Garth	662-696-2327	
New Albany	Cynthia Garth	662-696-2327	
Ripley	Cynthia Garth	662-696-2327	
144 - Iuka	Rebecca Walker	662-423-9231	
350 - Grenada	Chris Hankins	662-226-2911	
460 - Kosciusko	Marvin Myles	662-289-3700	
173 - Oxford	Lee Vonnie Armstrong	662-234-3231	
440 - Tupelo	Jerry Ellison	662-680-8247	
Fulton	Jerry Ellison	662-680-8247	
Pontotoc	Jerry Ellison	662-680-8247	
Amory	Jerry Ellison	662-680-8247	
Houston	Jerry Ellison	662-680-8247	
Holly Springs	Gary Mills	662-342-4587	
For Assistance Please Contact Any One of the Following Equal Opportunity Department Staff:			
Timothy Rush, State WIA EO Officer		601-321-6024	
Barbara Lowe, EO Compliance Coordinator		601-321-6593	
Stefanie Brown, Assistant EO Compliance Coordinator		601-321-6031	

EXHIBIT 1-J

CUSTOMER SERVICE SPECIALIST JOB DUTIES TRAINING PACKAGE FOR INDIVIDUAL CSS TRAINING

EQUAL OPPORTUNITY DEPARTMENT
CUSTOMER SERVICES SPECIALIST
DESK REFERENCE

Maintaining An Attitude Of Equal Opportunity
While Increasing Employment in Mississippi

CUSTOMER SERVICES SPECIALIST DUTIES:

The Equal Opportunity Department of the Mississippi Department of Employment Security has an equal opportunity complaint specialist designed in each of the job centers that have been trained in Federal non-discrimination laws and Department of Labor complaint processing procedures.

Their specific duties are:

1. To ensure that employees, applicants for employment, and beneficiaries of its services are aware of procedures required for filing charges of discrimination or failure by the job center to provide appropriate service(s).

2. To provide the necessary information to file a complaint to any employee, applicant for employment with the job center, or for its services who believe that he or she has been discriminated against because of race, color, religion, sex, national origin, age, disability, political affiliation or belief.

3. To send a monthly log of complaints to the MDES EO Officer. The MDES EO Officer will transmit the logs to the State EO Officer.

4. To assist the Equal Opportunity Department in responding to charges of discrimination.

5. To provide assistance in the prevention of harassment of job center employees.

6. To keep abreast of current developments in equal opportunity and non-discrimination laws and to make pertinent information available to staff and applicants.

7. To report to management on equal opportunity matters.

EXHIBIT 1-L
BIOGRAPHY TIMOTHY RUSH

Biographical Information

Timothy Rush

State-WIA Equal Opportunity Officer
Equal Opportunity Department

Mississippi Department of Employment Security
Office of the Governor

Timothy Rush is an African American native of Philadelphia, Mississippi. He is a graduate of Mississippi Valley State University, Itta Bena, Mississippi with a Bachelor of Science in Accounting/Business Administration. In 1986 he was licensed and ordained as a minister of the Christian faith. He has served as Senior Pastor for more than twenty years at various churches in the United States. He has been employed for approximately twenty years in state government agencies under the over site of the United States Department of Labor.

Government Employment History:

- **State-WIA Equal Opportunity Officer** Mississippi Department of Employment Security Office of the Governor, Equal Opportunity Department
- **Administrative Law Judge III (ALJ)** Mississippi Department of Employment Security
- **Appeals Hearing Officer** Mississippi Department of Employment Security
- **Unemployment Insurance Appeals Referee** Mississippi Employment Security Commission
- **Employment Interviewer II** Mississippi Employment Security Commission
- **Unemployment Insurance Tax Deputy** Alabama Department of Industrial Relations
- **Assistant Bank Examiner** Federal Deposit Insurance Corporation

Training Conferences, Affiliates and Certificates:

- NASWA Equal Opportunity Committee Member
- U.S. DOL CRC 2010 National Equal Opportunity Training Symposium
- Administrative Law Judge Certificate National Judicial College
- National Association of Unemployment Insurance Appellant Boards Member
- Sexual Harassment
- Disability Training MDES
- Investigative Fact Finding
- Critical Thinking
- Judicial Report Writing ALJ
- Judicial Demeanor Training ALJ
- Leveraging Diversity/Managing Conflicts
- 7 Habits of Highly Effective People
- Business Intelligence MDES
- Limited English Proficiency

EXHIBIT 1-M

BIOGRAPHY BARBARA LOWE

BARBARA LOWE
Equal Opportunity Compliance Officer
Mississippi Department of Employment Security
Office of the Governor

Education: B.S. in Accounting from Jackson State University, Jackson, MS

Certifications:
• Certified Internal Auditor through The Institute of Internal Auditors
• Dynamic Works Certified Workforce Professional- Core Skills through Dynamic Works Institute

Experience:
- Auditor for Mississippi Department of Human Services-Performed and supervised financial and programmatic compliance audits of State and Federal funds.
- Fiscal Director for Mississippi Department of Human Services-Performed and supervised State and Federal funds budgeting, cost allocation and reporting functions.
- MDA Supervisor Grants Programs-Supervised and performed the activities associated with WIA financial and programmatic functions such as quarterly and annual financial reports, quarterly and annual performance reports, report validation, data element validation, monitoring, eligible training provider list, WIA equipment, and nondiscrimination compliance.
- Project Officer IV for Mississippi Department of Employment Security-Perform nondiscrimination and equal opportunity compliance functions as mandated under Section 188 and implementing regulations 29 CFR 37.

Training:
- Certificate in Mediation Training, Center for Alternative Dispute Resolution.
- Certificate in Management, American Management Association Extension Institute. Professional Human Resource Management Certificate, Mississippi State University, Basic Supervisory Course, Mississippi State Personnel Board.
- Workforce Investment Act Methods of Administration Train-the-Trainer, United States Department of Labor, Civil Rights Center.
- Procurement and Contracting Institute Training, MU College of Business.
- Customer Services Training, MS Mississippi Department of Employment Security.
- 7 Habits of Highly Effective People and Championing Diversity, Certified Facilitator, Franklin Covey.
- Conducting the Behavioral-Based Interview, Mississippi Department of Employment Security I
- Internal Consulting Skills for the Human Resources Professional, American Management Association.
- 2010 NASWA Equal Opportunity Symposium (CRC).
- 2009 EXCEL Conference (EEOC).
- 2008 Tri-State Equal Opportunity Conference.

EXHIBIT 1-N
BIOGRAPHY STEFANIE BROWN

Biographical Information

Stefanie L. W. Brown
Assistant EO Compliance Coordinator
Equal Opportunity Department

Stefanie Brown is an African American female native of Hazlehurst, Mississippi. She is a graduate of Alcorn State University, Lorman, Mississippi with a Bachelor of Science in Business Administration. She has worked in Personnel/Administrative work environments for the last 22 years.

In addition she has been employed by Alcorn State University, the United States Marine Corps, and the Mississippi Department of Employment Security. She currently serves as the Assistant Equal Opportunity Compliance Coordinator with the Mississippi Department of Employment, in the Equal Opportunity Department. She is currently completing the Human Resources Certification Program. Level Five.

Training, Conferences etc. include but are not limited to the following:

- Tri-State LWIA EO Officer Training March 2010
- Memphis Area EEO Seminar August 2009
- Internal Consulting Skills November 2009
- Coping with Criticism and Feedback October 2009
- Conducting the Behavioral-based Interview March 2009
- Essentials of Internal Consulting
- 7 Habits of Highly Effective People
- Business Intelligence
- Championing Diversity
- Basic Supervisory Training
- Performance Management
- Limited English Proficiency
- Sexual Harassment
- Disability
- Cultural Diversity

EXHIBIT 1-O

DIRECTORY OF WIA EQUAL OPPORTUNITY OFFICERS AND OTHERS WITH EQUAL OPPORTUNITY RESPONSIBILITIES IN THE MS WIA SYSTEM

MDES

DIRECTORY OF PARTNER AGENCIES' EQUAL OPPORTUNITY RELATED STAFF

9-Sep-10

Adult Protective Services, MDHS

Gloria Jackson 601-359-4442 750 North State Street Jackson, MS 39202

Aging and Adult Services, MDHS

Evelyn Thompson 601-359-4441 750 North State Street Jackson, MS 39202

Blind, Mississippi Industries for the

Michael Chew 960-984-3204 2501 North West Street Jackson, MS 39216
Ron Granger 601-984-3216 2501 North West Street Jackson, MS 39216
Vanice Barnes 960-984-3239 2501 North West Street Jackson, MS 39216

Blind/Physically Handicapped Library

Robin Hendrick 601-432-4071 3881 East Wood Jackson, MS 39211
Charmane Smith 601-432-4039 3881 East Wood Jackson, MS 39211

Community & Junior Colleges, Mississippi State Board for

Coahoma Community College, Michael Houston, Addison Admin. Building 3240 Friars Point Road, Clarksdale, MS 38614
mhouston@coahomacc.edu
Copiah-Lincoln Community College, Dr. Phil Broome P.O. Box 649, Wesson, MS 39191
phil.broome@colin.edu
East Central Community College, Joe Killens P.O. Box 129, Decatur, MS 39327
jkillens@eccc.edu
East MS Community College, Mickey Stokes, Senior P.O. Box 158, Scooba, MS 39358
mstokes@eastms.edu
Itwamba Community College, Mike Eaton 602 W. Hill Street, Fulton, MS 38843
mbeaton@iccms.edu
Merdiain Community College, Quinn Carlisle 910 Highway 19 North, Meridian, MS 39307
qcarlisl@mcc.cc.ms.us
Northeast MS Community College, Cherly Ragan 101 Cunningham Blvd., Booneville, MS 38829
chragan@nemcc.edu
Holmes Community College, Dr. Glenn Boyce 412 West Ridgeland Ave., Ridgeland, MS 39157
gboyce@holmescc.edu
Hinds Community College, Dr. George Barnes HCC-P.O. Box 1003, Utica, MS 39175
gebarnes@hindscc.edu
Jones Community College, Linda Pressly 900 South Court Street, Ellisville, MS 39437
Linda.pressly@jcjc.edu
MS Delta Community College, Dr. Lynda Steele P.O. Box 668, Moorehead, MS 38761
lsteele@msdelta.edu
Northwest Community College, Gary Mosley P.O. Box 7017, Senatobia, MS 38668
gtmosley@northwestms.edu
Pearl River Community College, Frankie Lee, 5448 Hwy 49 South, Hattiesburg, MS 39401
flee@prcc.edu
Southwest MS Community College, Steve Bishop 1156 College Drive, Summit, MS 39666
bishop@smcc.edu
Batesville Job Corp. Center, Karen J. Stuckey 5220 Keele Street, Jackson, MS 39206
kstuckey@minact.com
MS Gulf Coast Com. College, Virginia Overstreet P.O. Box 609, Perkinston, MS 39573
virginia.oversteet@mgccc.edu

Community Services, Human Services

Sollie Norwood 601-359-4768 750 North State Street Jackson, MS 39202

Deaf, Mississippi School for the

Patricia Clancy 1253 Eastover Drive, Jackson, MS 39211

MDES
DIRECTORY OF PARTNER AGENCIES EQUAL OPPORTUNITY RELATED STAFF
9-Sep-10

Development Authority, MS
Gray Sloope 601-359-3449 P.O. Box 849 Jackson, MS 39205-0849
Gsloope@mississippi.org

Developmental Disabilities, Mississippi Council on
Edie Hayles 601-359-6242 239 North Lamar Street 1101 Robert E Lee Building Jackson, MS 39201

Economic Assistance, Human Services
Sheryl Sparkman 601-359-6242 750 North State Street Jackson, MS 39202

Education, Mississippi Department of
Cassandra Moore, 359 North West, Jackson, MS 39205

Health, Department of
Ron Davis P.O. Box 1700 Jackson, MS 39215-1700
Mark Hailey P.O. Box 1700 Jackson, MS 39215-1700

Human Services, Department of
Don Thompson 601-359-4457 750 North State Street Jackson, MS 39202 (Head Of Personnel)

Institutions of Higher Learning
Jackson State Univ., Sandra Sellers Office of Human Resources, P.O. Box 17028, Jackson, MS 39217
sandra.sellers@jsume.edu
University Medical Center, Barbara Smith, Human Resources, 2500 North State Street, Jackson, MS 39216
basmith@umc.edu
Belhaven University, Beverly Epperson 1500 Peachtree Street, Jackson, MS 39202
bepperson@belhaven.edu
Millsaps College, Dr. Frances Lucas Box 150433, 1701 North State Street, Jackson, MS 39210
lucast@millsaps.edu
Institutions of Higher Learning, Susanne Erickson 3825 Ridgewood Jackson, MS 39211
serickson@ihl.state.ms.us
Virginia College, Donna Sanclair 4795 I-55 North, Jackson, MS 39206 601-977-0960

Medicaid, Mississippi Division of
Dr. Robert L. Robinson Sillers Building 550 High Street Suite 1000 Jackson, MS 39201
Jennifer Washington Sillers Building Ste 1000 HR 550 High Street Jackson, MS 39201

Mental Health, Department of
Alberstine Johnson-Pickett 239 N. Lamar Street Suite 1101 Robert E Lee Building Jackson, MS 39201

Rehabilitation Services, Mississippi Department of
MS Department of Rehabilitation Services, Agnes Mulholland P.O. Box 1698, Madison, MS 39215

Volunteer Service, Mississippi Commission for
Sadelle Sweet 601-437-6377 MS Dept. Volunteer Services 3825 Ridgewood Rd Jackson, MS 39211

Workforce Investment Area Equal Opportunity Officer, Local
Anne Preus Delta Workforce Investment Area, P.O. Box 1776, Greenville, MS 38702
sdpddap@tecinfo.com
Gary Golden Mississippi Partnership, P.O. Box 690, Pontotoc, MS 38863
ggolden@trpdd.com
Larry Anderson South Central Mississippi Works, P.O. Box 4935, Jackson, MS 39296
landerson@cmpdd.org

MDES

DIRECTORY OF PARTNER AGENCIES EQUAL OPPORTUNITY RELATED STAFF

9-Sep-10

Sandie Brock Twin district Workforce Investment Area, 700 Hardy Street, Hattiesburg, MS 39401

sbrock7661@aol.com

Youth Services, Human Services

Cathy Pittman 601-359-4972 750 North State Street Jackson, MS 39202

EXHIBIT 1-P

ORGANIZATION CHART FOR LOCAL WORKFORCE INVESTMENT EQUAL OPPORTUNITY OFFICERS AND CONTACT INFORMATION

List of Mississippi LWIA EO Officers:

The State of Mississippi has 4 designated local areas under the Workforce Investment Act. Each LWIA has identified an LWIA EO Officer. Listed below are the names and job titles:

Ann Hart Preus
WIA Rapid Response Coordinator/LWIA EO Officer
Delta Workforce Investment Area
South Delta Planning and Development District
P.O. Box 1776
Greenville, MS 38702-1776
(662) 335-6889
apreus@sdpdd.com

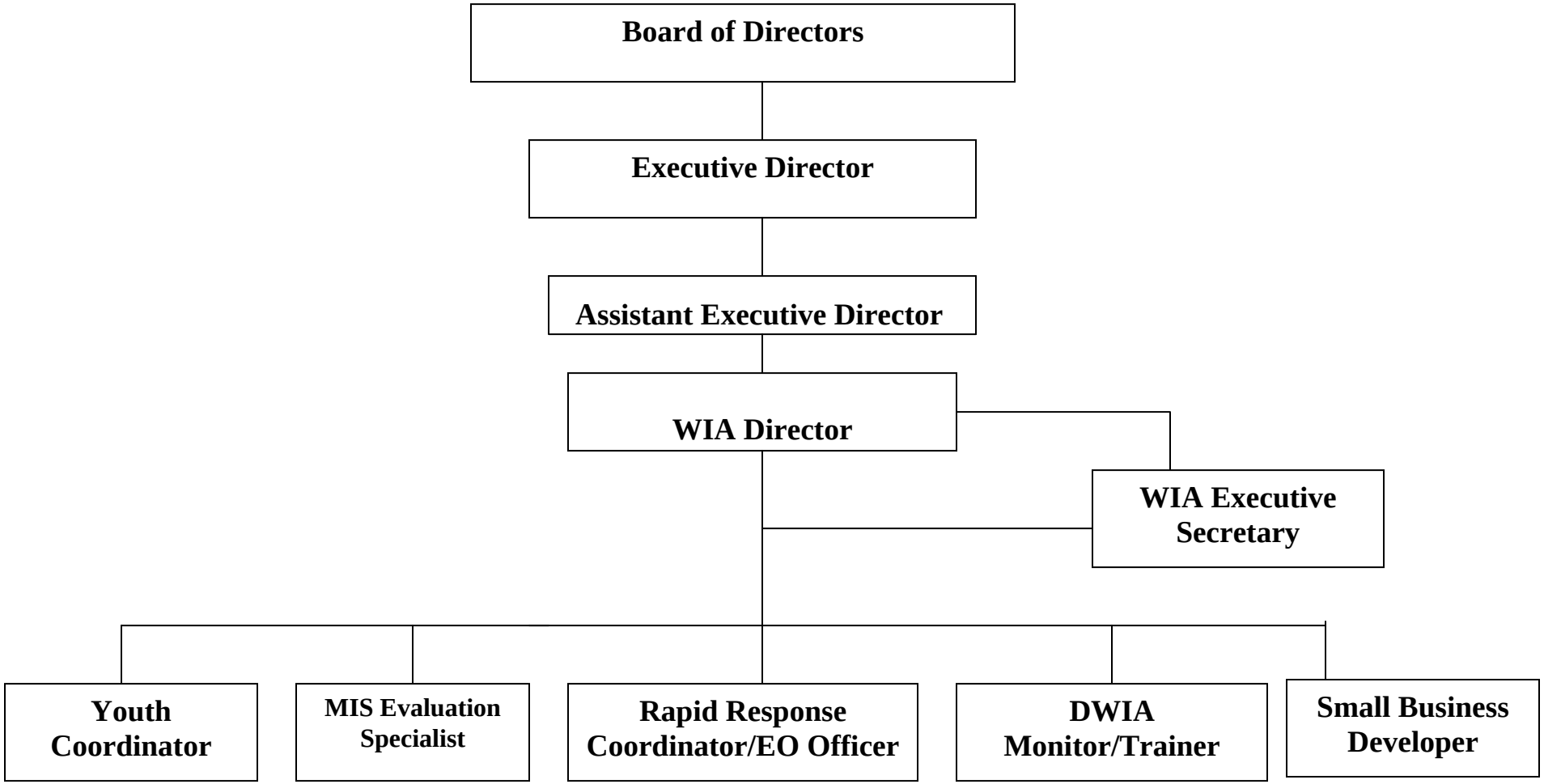
Gary Golden
WIA Adult Program Coordinator/LWIA EO Officer
Mississippi Partnership
Three Rivers Planning and Development District
75 South Main Street
P.O. Box 690
Pontotoc, MS 38863
(662) 489-2415
(662) 489-6815 fax
ggolden@trpdd.com

Larry Anderson
Director, Human Resources Division/LWIA EO Officer
Central Mississippi Planning and Development District
SouthCentral Mississippi Works
1170 Lakeland Drive
Jackson, MS 39216
(601) 981-1511
landerson@cmpdd.org

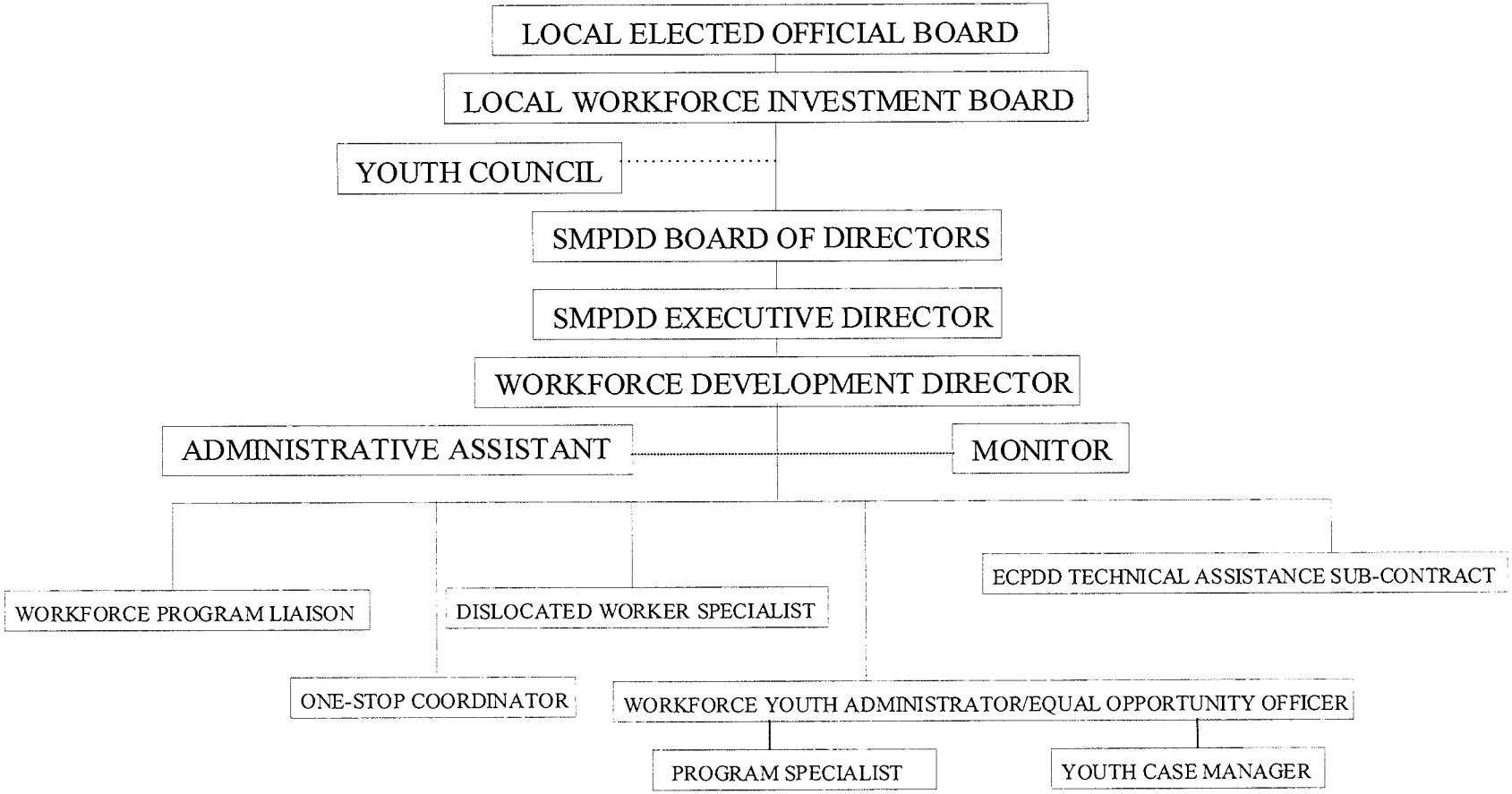
Sandi Brock
WIA Workforce Youth Administrator/LWIA EO Officer
Twin Districts Workforce Area
Southern Mississippi Planning and Development District
700 Hardy Street
Hattiesburg, MS 39401
(601) 545-2137
sbrock@smpdd.com

SOUTH DELTA PLANNING & DEVELOPMENT DISTRICT

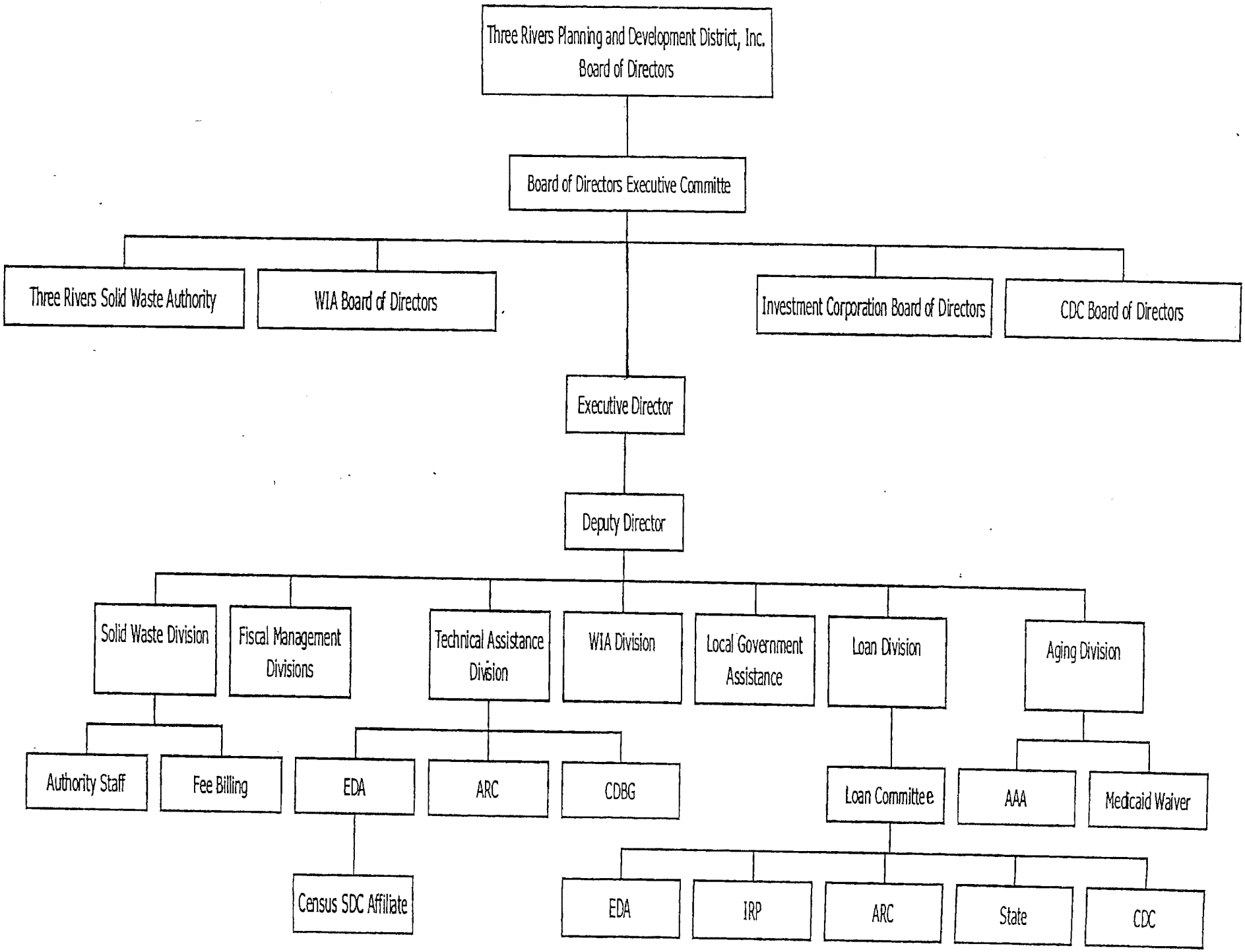
POST OFFICE BOX 1776
GREENVILLE, MISSISSIPPI 38702-1776



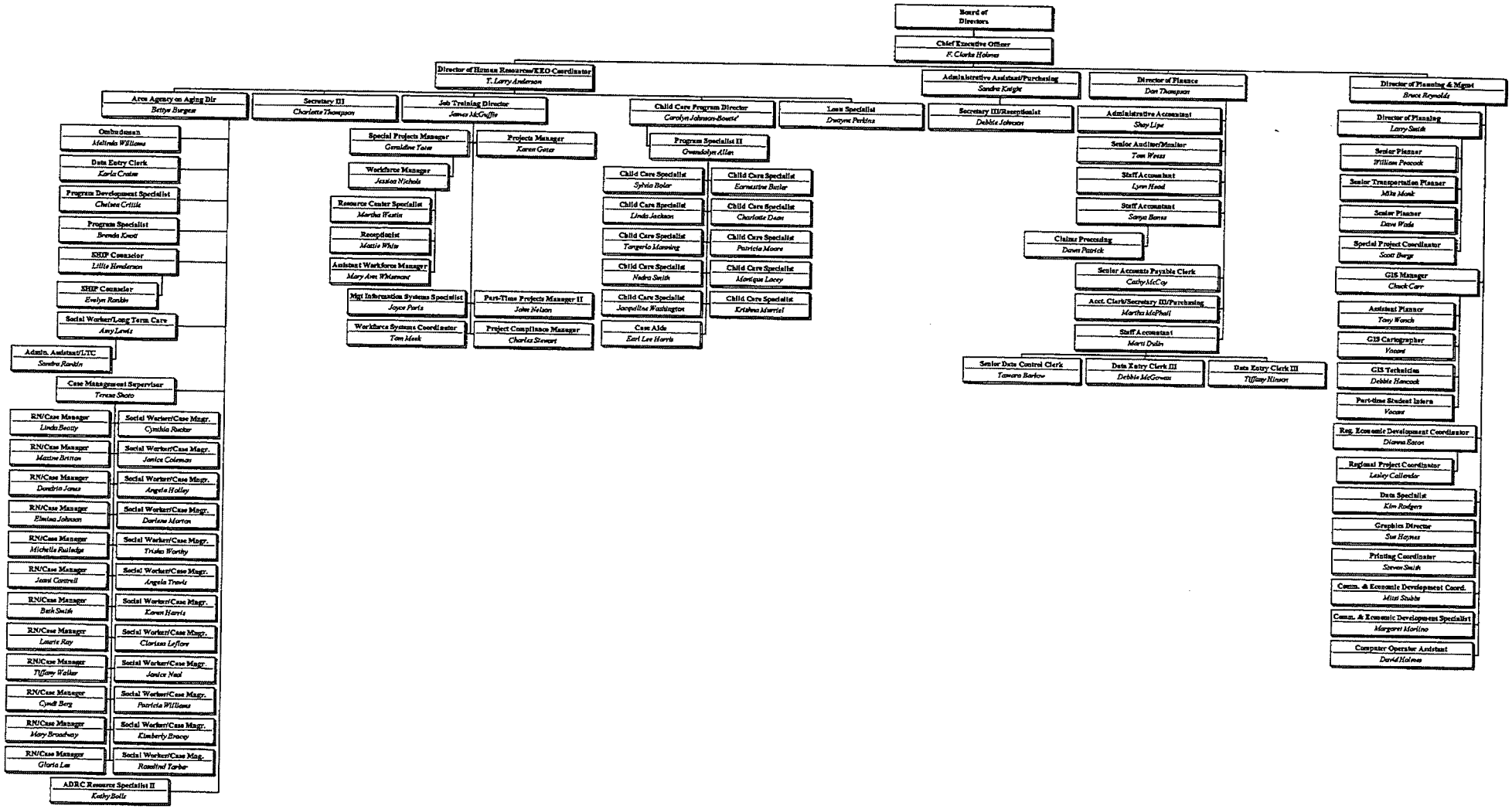
WIA ORGANIZATIONAL CHART



File Name: WIA Organizational Chart PY 2010-11


Three Rivers Planning and Development District, Inc.
Board of Directors
Board of Directors Executive Committe
Three Rivers Solid Waste Authority
WIA Board of Directors
Investment Corporation Board of Directors
CDC Board of Directors
Executive Director
Deputy Director
Solid Waste Division
Fiscal Management Divisions
Technical Assistance Division
WIA Division
Local Government Assistance
Loan Division
Aging Division
Authority Staff
Fee Billing
EDA
ARC
CDBG
Loan Committee
AAA
Medicaid Waiver
Census SDC Affiliate
EDA
IRP
ARC
State
CDC

2010 Central Mississippi Planning and Development District



Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 2

ELEMENT 2

Notice and Communication

Code of federal regulation title 29 Part 37 Subparts 37.29 thorough 37.36 and 37.54(d)(1)(iii)

As prescribed under §37.54(d)(1)(iii), MDES ensures awareness and understanding of its nondiscrimination/equal opportunity policy and procedures by providing notice in conspicuous locations in which the following frequent:

A. Registrants, applicants, and eligible applicants/registrants;
B. Applicants for employment;
C. Employees;
D. The public, including those with impaired vision or hearing
E. Unions or professional organizations that hold collective bargaining or professional agreements with the recipient; and
F. Sub recipients that receive WIA Title I funds from the recipient.

The goal is specifically accomplished by placing general notices of nondiscrimination and equal opportunity on the bulletin boards of the waiting areas for customers in each WIN Job Center. **See Exhibit 2-A: Equal Opportunity is the Law Signage in English**. The placements in those locations ensure that users of our workforce system are made aware of the right to file complaints, if they feel they have been discriminated against. Additionally, notices are placed on the bulletin boards located in the staff break area to ensure their familiarity with the policy.

A notice of nondiscrimination and the agency's commitment to providing equitable service to individuals with disabilities are permanently attached to the locations in which customer's complete applications for work, unemployment compensation benefits, and in the resource areas.

As prescribed under §37.30, MDES has developed and distributed an "Equal Opportunity is the Law" poster. These posters are displayed in all WIN Job Centers and in State Office Buildings. This poster is available in Vietnamese, Spanish and English. Specifically, Vietnamese is readily available in significant coastal populations. **See Exhibit 2-B: Equal Opportunity is the Law Signage in Spanish and in Vietnamese.**

Many Agency publications, labor market information, media publications, recruitment brochures, and electronic communications has the appropriate tagline included "Equal Opportunity Employer and all auxiliary aids for individuals with disabilities and the TDD number. **See Exhibit 2-C: Examples of Labor Market Information Publications and Website Layout.**

The Equal Opportunity (EO) Department has developed and distributed an Equal Opportunity Desk Reference to MDES staff and partners when necessary. **See Exhibit 2-D: Equal Opportunity Desk Reference.** All staff is advised to maintain personal copies for reference at their work areas at all times. This desk reference highlights an overview of all federal nondiscrimination laws, regulations and their applicability protection and federally protected right. It also apprises staff of legal obligation to provide services to beneficiaries in a nondiscriminatory manner. The desk reference is provided to ensure that staff is aware, trained, and knowledgeable of their rights and responsibilities. Customer Service Specialist and management staff receives periodic training in equal opportunity laws where necessary. **See Exhibit 2-E: Training Schedules.**

The EO Department provides training to all Customer Service Representatives on nondiscrimination and equal opportunity laws as described in the Workforce Investment Act (WIA), implementing regulations, and the Methods of Administration (MOA). Particular emphasis placed in that training will include the delineation of the different complaint procedures for the Local Workforce Investment Area (LWIA). **See Exhibit 2-F: Training Agendas.** The purpose of that emphasis is to familiarize EO Customer Service Representatives, managers and other pertinent staff with the options available to persons who wish to file complaints. These staff members should provide potential complainants with the necessary complaint information.

The EO Department proves the procedure to use if a person feels that they have been sexually harassed and has developed a sexual harassment policy. It specifies the employee and the agency's responsibility in each complaint. **See Exhibit 2-G: Sexual Harassment Policy.**

Recruitment brochures and other media messages distributed to the public and staff which describes WIA, Employment Services/Unemployment Insurance (ES/UI) program or information on participation has the following abbreviated notice: MDES is an equal opportunity employer and auxiliary aids and services are available. **See Exhibit 2-H: Examples of Publications and Website Layout.**

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 2

APPENDIX ELEMENT 2

Notice and Communication

Code of federal regulation title 29 Part 37 Subparts 37.29 thorough 37.36 and 37.54(d)(1)(iii)

EXHIBIT 2-A	**EQUAL OPPORTUNITY IS THE LAW SIGNAGE IN ENGLISH**
EXHIBIT 2-B	**EQUAL OPPORTUNITY IS THE LAW SIGNAGE IN SPANISH AND IN VIETNAMESE**
EXHIBIT 2-C	**EXAMPLES OF LABOR MARKET INFORMATION PUBLICATIONS AND WEBSITE LAYOUT**
EXHIBIT 2-D	**EQUAL OPPORTUNITY DESK REFERENCE**
EXHIBIT 2-E	**TRAINING SCHEDULES**
EXHIBIT 2-F	**TRAINING AGENDAS**
EXHIBIT 2-G	**SEXUAL HARASSMENT POLICY**
EXHIBIT 2-H	**EXAMPLES OF PUBLICATIONS AND WEBSITE LAYOUT**

EXHIBIT 2-A
EQUAL OPPORTUNITY IS THE LAW
SIGNAGE IN ENGLISH

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I — financially assisted programs or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title I — financially assisted program or activity.

Providing opportunities in, or treating any person with regard to, such a program or activity; or

Making employment decisions in the administration of, or in connection with, such a program or activity.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or Activity, you may file a complaint within 180 days from the date of the alleged violation with either:

State - WIA Equal Opportunity Officer

Timothy Rush
State - WIA Equal Opportunity Officer
MS Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699
Telephone: (601) 321-6024
TDD/TTY: 1-800-582-2233
E-mail: trush@mdes.ms.gov

State - WIA Equal Opportunity Compliance Coordinators

Barbara Lowe/Stefanie W. Brown
State - WIA Equal Opportunity Compliance Coordinators
MS Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699
Telephone: (601) 321-6593/(601) 321-6031
TDD/TTY: 1-800-582-2233
E-mail: blowe@mdes.ms.gov /sbrown@mdes.ms.gov

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center:

The Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, D.C. 20210
Voice: (202) 693-6502-TTY: (202) 693-6516

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

WIN Job Center
Increasing Employment in Mississippi

MDES
Mississippi Department of Employment Security

EXHIBIT 2-B
EQUAL OPPORTUNITY IS THE LAW
SIGNAGE IN SPANISH
AND IN VIETNAMESE

IGUALDAD DE OPORTUNIDAD ES LA LEY

Es contra la ley que si el destinatario de asistencia financiera federal la discrimine por las siguientes razones:

En contra de cualquier individuo en los Estados Unidos por razón de, raza, color, religión, sexo, edad, incapacidad, origen nacional, afiliación politica o credo; y

En contra de cualquier beneficiario de programas asistidos financieramente bajo el Titulo l de "Workforce Investment Act" del 1998 (WIA), por razon del estatus de ciudadania siendo un inmigrante legalmente autorizado para trabajar en los Estados Unidos o de su participación en cualquiera de las programas o activitdades financieramente asistidos por WIA Titulo I.

Si el destinatario no discriminará en ninguna de las sieguietes áreas:

Decidiendo quien será admitido o tendrá acceso a cualquiera de las programas o actividades de WIA assistidos financieramente por el Titulo I;

Proveyendo opportunidades en o el tratamiento de cualquier persona con relación a semejante programa o actividad; o en la toma de decisiones de empleo en la administración de o en conección con semejante programa o actividad.

¿Que hacer si usted cree que ha experimentado discriminación?

Si usted cree que ha estado sujeto a discriminación bajo cualquiera de los programas o actividades de WIA asistidos financieramente por el Titulo I, usted puede presentar una querella dentro de los primeros 180 dias después de la alegada violación al Oficial de Opportunidad de Igualdad (Equal Opportunity Officer) del estinatario (o la persona designada por el destinatario para este propósito); o

State - WIA Equal Opportunity Officer

Timothy Rush
State - WIA Equal Opportunity Officer
MS Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699
Telephone: (601) 321-6024
TDD/TTY: 1-800-582-2233
E-mail: trush@mdes.ms.gov

State - WIA Equal Opportunity Compliance Coordinators

Barbara Lowe/Stefanie W. Brown
State - WIA Equal Opportunity Compliance Coordinators
MS Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699
Telephone: (601) 321-6593/(601) 321-6031
TDD/TTY: 1-800-582-2233
E-mail: blowe@mdes.ms.gov /sbrown@mdes.ms.gov

Si usted presenta un querella al destinatario, deberá esperar hasta que el destinatario expida una Notificación de Acción Final por escrito o hasta que pasen 90 días (lo primero que suceda), antes de presentar la querella al Centro de Drechos Civiles (Civil Rights Center) (vea la dirección arriba).

Director del Centro de Derechos Civiles
(Civil Rights Center - CRC)
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, D.C. 20210
Voice: (202) 693-6502-TTY: (202) 693-6516

Si el destinatario no le provee una Notificación de Acción Final por escrito dentro de 90 dias de la fecha cuando usted presentó su querella, usted no tiene que esperar que el destinatario expida la notificación antes de presentar su querella al CRC. Sin embargo, deberá presentar su querella dentro de 30 días después del limite de 90 días (en otras palabras, 120 días después de haber presentado la querella al destinatario).

Si el destinatario le expide una Notificación Acción Final por escrito respondiendo a su querella pero usted no está satisfecho con la decisión o resolución, usted puede presentar su querella a CRC. Su querella deberá ser presentada al CRC dentro de 30 dias de la fecha en que usted reciba su Notificación de Acción Final.

WIN Job Center
Increasing Employment in Mississippi

MDES
Mississippi Department of Employment Security

Programa de oportunidades de igualdad del empleo
Ayundantes auxiliares y servicios est'an disponibles para individuos con incapacidades si asi lo requieren.

07/10

Cơ Hội Bình Quyền là Luật Pháp

(Equal Opportunity is the Law)

Đây là điều trái luật pháp một khi tiếp thâu viên của cơ quan trợ cấp tài chánh Liên bang kỳ qúi vị dựa theo các nền tảng kể sau đây:

Kỳ thị bất cứ cá nhân nào sống trên Hợp Chủng Quốc bởi vì chủng tộc, màu da, tôn giáo, p tính, nguồn gốc, tuổi tác, tật nguyền, đoàn thể chính trị hay tín ngưỡng.

Kỳ thị bất cứ người được hưởng trợ cấp nào nằm trong chương trình trợ giúp tài chánh thể th Chương I của Workforce Investment Act năm 1998 (WIA), kỳ thị thành phần này bởi vì tình tra thường trú nhân, di trú dưới dạng tị nạn và được quyền làm việc trên Hiệp chủng quốc, phản lại thành phần này trong việc dự phần vào bất cứ lãnh vực nào của Chương I WIA - như là nhi chương trình trợ cấp tài chánh hay hoạt động liên hệ.

Tiếp thâu viên không được quyền kỳ thị qúi vị trong bất cứ lãnh vực nào liệt kê dưới đây:

Trong sự quyết định cho ai là người được ghi tên vào danh sách hay được gia nhập vào bất lãnh vực nào của Chương I WIA - chương trình trợ cấp tài chánh hay hoạt động liên hệ; hoặc l

Trong sự cung cấp những cơ hội đến, cư xử bất cứ thành phần nào cũng bằng sự lưu tâm c vấn đề, đại để như chương trình trợ cấp hay hoạt động liên hệ.

Trong sự quyết định lựa chọn công việc làm trong ban hành chánh, hay móc nối công việc là chẳng hạn như chương trình trợ giúp hay hoạt động liên hệ.

Nên làm gì nếu qúi vị tin rằng mình bị kỳ thị?

Nếu qúi vị nghĩ rằng mình bị kỳ thị thuộc trong Chương I WIA- chương trình trợ giúp tài chá hay Hoạt động liên hệ, qúi vị có thể nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày qú định chắc bị xúc phạm, đơn có thể nộp qua:

State - WIA Equal Opportunity Officer

Timothy Rush
State - WIA Equal Opportunity Officer
MS Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699
Telephone: (601) 321-6024
TDD/TTY: 1-800-582-2233
E-mail: trush@mdes.ms.gov

State - WIA Equal Opportunity Compliance Coordinators

Barbara Lowe/Stefanie W. Brown
State - WIA Equal Opportunity Compliance Coordinators
MS Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699
Telephone: (601) 321-6593/(601) 321-6031
TDD/TTY: 1-800-582-2233
E-mail: blowe@mdes.ms.gov /sbrown@mdes.ms.gov

Hoặc qua

Giám đốc Trung Tâm Quyền Lợi Dân Sự
Bộ Lao Động Hoa Kỳ
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, D.C. 20210
Điện thoại số: (202) 219-7001 hoặc (202) 219-7090

Nếu qúi vị đệ đơn khiếu nại với tiếp thâu viên, qúi vị cần phải đợi cho đến khi tiếp thâu viên gửi qúi vị văn thư Notice of Final Action, hoặc đợi sau 90 ngày (theo điều nào đến trước) trước khi qúi vị đệ đơn khiếu nại qua (Trung Tâm nhân Quyền) Civil Rights Center, Washington, D.C. 20210.

Nếu tiếp thâu viên không gửi qúi vị văn thư Notice of Final Action trong vòng 90 ngày kể từ ngày qúi vị đệ đơn, thì qúi vị không cần phải đợi tiếp thâu viên gửi giấy thông báo đó trước khi qúi vị nộp đơn khiếu nại qua CRC. Tuy nhiên, qúi vị phải đệ đơn khiếu nại CRC trong vòng 30 ngày của vòng 90 ngày thời hạn chót (Nói cách khác là: trong vòng 120 ngày kể vào sau ngày qúi vị đệ đơn khiếu nại với tiếp thâu viên).

Nếu tiếp thâu viên có gửi qúi vị văn thư Notice of Final Action trong vấn đề qúi vị khiếu nại, nhưng qúi vị không thỏa mãn với quyết định hoặc giải pháp đưa ra, thì qúi vị có thể đệ đơn khiếu nại lên CRC. Qúi vị phải đệ đơn khiếu nại trong vòng 30 ngày kể từ ngày ghi trong văn thư Notice of Final Action mà qúi vị nhận được.

Để biết thêm thông tin hoặc muốn điền đơn khiếu nại, xin vui lòng liên hệ với nhân viên phục vụ khách hàng tại địa phương.

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Cơ Hội Bình Quyền là Luật Pháp

(Equal Opportunity is the Law)

Đây là điều trái luật pháp một khi tiếp thâu viên của cơ quan trợ cấp tài chánh Liên bang kỳ qúi vị dựa theo các nền tảng kể sau đây:

Kỳ thị bất cử cá nhân nào sống trên Hợp Chủng Quốc bởi vì chủng tộc, màu da, tôn giáo, p tính, nguồn gốc, tuổi tác, tật nguyền, đoàn thể chính trị hay tín ngưỡng.

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Tiếp thâu viên không được quyền kỳ thị qúi vị trong bất cử lãnh vực nào liệt kê dưới đây:

Trong sự quyết định cho ai là người được ghi tên vào danh sách hay được gia nhập vào bất lãnh vực nào của Chương I WIA - chương trình trợ cấp tài chánh hay hoạt động liên hệ; hoặc l

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Trong sự quyết định lựa chọn công việc làm trong ban hành chánh, hay móc nối công việc là chẳng hạn như chương trình trợ giúp hay hoạt động liên hệ.

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Nếu qúi vị nghĩ rằng mình bị kỳ thị thuộc trong Chương I WIA- chương trình trợ giúp tài chá hay Hoạt động liên hệ, qúi vị có thể nộp đơn khiếu nại trong vòng 180 ngày kể từ ngày qú định chắc bị xúc phạm, đơn có thể nộp qua:

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Nếu tiếp thâu viên không gửi qúi vị văn thư Notice of Final Action trong vòng 90 ngày kể từ ngày qúi vị đệ đơn, thì qúi vị không cần phải đợi tiếp thâu viên gửi giấy thông báo đó trước khi qúi vị nộp đơn khiếu nại qua CRC. Tuy nhiên, qúi vị phải đệ đơn khiếu nại CRC trong vòng 30 ngày của vòng 90 ngày thời hạn chót (Nói cách khác là: trong vòng 120 ngày kể vào sau ngày qúi vị đệ đơn khiếu nại với tiếp thâu viên).

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EXHIBIT 2-C
EXAMPLES OF
LABOR MARKET INFORMATION
PUBLICATIONS AND WEBSITE LAYOUT

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Increasing Employment in Mississippi

About Us | Site Index | Contact Us

JOB SEEKER SERVICES

We can help you with:
- Job Search
- Training & Education
- Job Hunting Tips
- Veteran Services
- Equal Opportunity

EMPLOYER SERVICES

We can help you with:
- Business Registration
- Employee Job Training
- Job Placement Services
- Wage Reporting/Tax Filing
- Employer Change Request

UNEMPLOYMENT SERVICES

We can help you with:
- Online Services
- Claims Information
- Weekly Claims
- Overpayments
- Appeal Information

LABOR MARKET INFORMATION

We can help you with:
- LMI Publications
- Occupational Wages
- Occupational Projections
- Data Maps
- Unemployment Rates

AccessMississippi Online Services

TOYOTA

Job Opportunities at Toyota Motor Manufacturing, Mississippi, Inc. (TMMMS) in Blue Springs, MS

Applicants
- Employment Services
- Unemployment Claims Services
- File Weekly Certification

Employers
- Employment Services
- Unemployment Tax Services
- Unemployment Benefit Services

Employer QuickACCESS

Eligible Training Provider List (ETPL)

e-Magnolia Online Training

WIN Job Center Locations
View Flash Map or Download PDF Map

FACEBOOK TWITTER

MISSISSIPPI DISASTER RECOVERY

To get up-to-date information on the American Reinvestment Recovery Act administered by MDES, please click the link below.

Stimulus ARRA

Take a look at what's happening in Mississippi.

makethingshappenms.com

We'd like you to know
- Unemployment Help Line
- Upcoming Job Fairs
- RFPs & Bid Notices
- State Workforce Investment Board
- Press Releases
- IRS Assistance to Unemployed Taxpayers

Quick Links
- New Hire Reporting
- Required Job Posters
- Other Related Sites
- WIA State Plans
- WIN PY 2009 Annual Report
- Transparency Mississippi

Workforce Investment Act (WIA)

Agencies working together to improve employment, literacy, training, and vocational rehabilitation programs.

View WIA Partner Services

Report Fraud

Know of anyone filing false claims?
1-866-724-0430

Report Fraud

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NEW!
OUR SUBJECT-MATTER EXPERTS SPEAK TO YOUR GROUPS.

GovernorBarbour.com

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Publications (LMI)

Listing of monthly, quarterly and annual publications of the LMI Department

Annual Averages

Historical series for Labor Force and Industry level employment, publications provide amounts for the State, Counties, MSA's, and Areas

Annual Manpower Reports

Monthly reports for the State and Metropolitan Statistical Areas present labor force and industry employment amounts with comparisons to prior month and year.

Covered Employment and Wages

Presentation of covered employment and wage data compiled from contribution reports submitted by employers who are subject to coverage under the Mississippi Department of Employment Security Law. Information is published for the state and counties, except where confidentiality prevents release of such data.

Labor Market Data

Monthly publication presenting the Civilian Labor Force, Employed, Unemployed, and Unemployment Rate for the State, US, MSA's, Counties, Cities and areas.

LMI for Affirmative Action

The annual report consists of annual average labor force data with estimated race and gender breakouts; also included are the latest available population estimates by race and by gender. The report is designed to aid employers in the preparation and implementation of federal affirmative action programs.

Occupations in Demand

A summary look at high demand occupations for the state and WIA areas covering the period 2008-2018. Included are tables on the top demand occupations by overall need, by wage rate and by level of preparation required. The 50 "hottest jobs" are also highlighted in a separate table. Designed to be used in conjunction with Occupational Wage Data and Occupational Projections data (found

Annual Labor Force

Monthly publication providing labor force/residence based data and industry employment/establishment based amounts; published for the State, Counties, MSA's, and Areas

Mississippi Business Population

Annual report consisting of "vital statistics" on state businesses includes business births and deaths by industry division, type of organization, and length of life, report also contains information on changes in ownership.

Industry Employment Projections

The Industry Employment Projections show the expected future number of workers to be employed in the different industries in the labor market during a ten-year time period. The projections data will show which industries are expected to employ more or expected to employ less workers in the future.

LMI Guide

The Mississippi Guide to Labor Market Information catalogues most of the data sources available to the public that are related to trends and changes in the labor market. Its purpose 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.

Maps

Various color maps showing Labor Force data, Economic, Industry, and Demographic amounts, updated on different cycles depending on the data source.

Occupational Wages

Occupational wage data compiled from surveys sent to employers and published annually. Provides average, entry, and experienced wages and estimated employment by occupation for the State, MSAs, and Workforce Investment Areas.

Quick Links

Unemployment Rates
Occupational Wages
Occupational Projections
LMI Glossary
LMI Acronyms

FAQs

What is the difference between residence and establishment based data?
Why can't the LMI Department release certain information?
When are unemployment rates published?
How do you decide which areas to publish?
What is seasonal adjustment?
Is there a measure of underemployment?
All FAQs

Other Helpful Links

Bureau of Labor Statistics
US Census Bureau
Bureau Economic Analysis
FedStats
Dept. of Commerce
NAICS Codes
SOC Codes

elsewhere on this web site) and with the O*Net system devised by the U.S. Department of Labor.

Quick Reference

Monthly publication presenting a variety of economic and demographic amounts published for Counties, Community College Districts, Planning and Development Districts, and Workforce Investment Areas.

Reflections

Yearly in-depth publication of Mississippi's economy focusing on six common measures available at sub-state levels; data provided for state, counties, MSAs and WIAs.

Unemployment Rates

Historical series of unemployment rates by month from 1970 forward, amounts are presented for all counties and the State.

Occupational Projections

Reports presenting occupational employment projections published for the State, Metropolitan Statistical Areas, Community College Districts, Planning and Development Districts, and Workforce Investment Areas; updated every two years.

State and Metro Trends

Monthly analysis of changes in the labor force and employment by industry for the State and Metropolitan Statistical Areas, amounts for the current month, prior month, and year ago presented with numeric and percent change. Publication also contains graphs and other economic information.

Business Employment Dynamic

Link to the Bureau of Labor Statistics data series containing seasonally adjusted gross job gains and losses; explains the net change in the employment over two quarters.

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MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Increasing Employment in Mississippi

prepared by the

LABOR MARKET INFORMATION DEPARTMENT

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April 2010

Labor Market Information for Affirmative Action Programs

Equal Opportunity Employer/Program

Auxiliary aids and services available upon request to individuals with disabilities: TTY 800-582-2233

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Increasing Employment in Mississippi

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Labor Market Information

Email: lmi-info@mdes.ms.gov

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Equal Opportunity Employer/Program

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Cover photos courtesy of FEMA, U.S. GPO, National Park Service, Indian Health Service, U.S. DHHS and USDA.

Introduction

The data in this publication are designed to be used by employers in the preparation of Affirmative Action plans. Because the breakouts by gender and ethnic group are based on sample data from the latest decennial Census, the data are not statistically reliable enough for any other usage. The following items are included:

Estimated Labor Force Data for Affirmative Action: This data set represents **2009** annual averages for civilian labor force, total unemployed, unemployment rate and total employed. Breakouts for gender and ethnic group were derived by applying ratios from the 2000 Census to the annual average figures. Distributions for Black, White, Other Race and Hispanic categories are provided. However, it should be noted that these were derived from **sample** census data and not from a total count. Because of the census sampling procedure some areas may show estimates of employed and/or unemployed equal to zero. This most often occurs in breakouts for Hispanic and Other Race categories. As a general rule, any such areas should be treated as statistically suspect. A percent distribution table is also provided for labor force, unemployed and employed as an additional aid for completing Affirmative Action reports.

Estimated 2009 Population by Gender and Ethnic Group: Race and gender breakouts were derived by applying ratios from the 2000 Census to estimated population totals for 2009. Tables showing both TOTAL population and WORKING AGE population are provided.

Occupations by Gender and Ethnic Group: In the past, the Labor Market Information Department has provided employers with additional breakouts of **occupations** by gender and ethnic group from the latest census. These data sets are no longer available from the LMI Department. However, these may now be found at the census web site **(www.census.gov)** under the heading of **Census 2000 EEO Tables**. For additional information or assistance, contact the LMI Department at 601-321-6260 or lmi-info@mdes.ms.gov.

Estimated Labor Force - Data for Affirmative Action
2009 Annual Average

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
STATE OF MISSISSIPPI															
Civilian Labor Force	1,292,200	399,105	863,011	30,084	17,798	674,442	183,794	473,758	16,890	11,716	617,758	215,311	389,253	13,194	6,082
Unemployed	123,500	65,014	55,415	3,071	1,737	58,966	29,993	27,626	1,347	979	64,534	35,021	27,789	1,724	758
Unemployment Rate	9.6%	16.3%	6.4%	10.2%	9.8%	8.7%	16.3%	5.8%	8.0%	8.4%	10.4%	16.3%	7.1%	13.1%	12.5%
Employed	1,168,700	334,091	807,596	27,013	16,061	615,476	153,801	446,132	15,543	10,737	553,224	180,290	361,464	11,470	5,324
GULFPORT-BILOXI MSA															
Civilian Labor Force	113,260	18,972	88,901	5,387	2,379	59,599	8,759	48,152	2,688	1,294	53,661	10,213	40,749	2,699	1,085
Unemployed	8,710	2,630	5,689	391	269	4,635	1,402	3,040	193	135	4,075	1,228	2,649	198	134
Unemployment Rate	7.7%	13.9%	6.4%	7.3%	11.3%	7.8%	16.0%	6.3%	7.2%	10.4%	7.6%	12.0%	6.5%	7.3%	12.4%
Employed	104,550	16,342	83,212	4,996	2,110	54,964	7,357	45,112	2,495	1,159	49,586	8,985	38,100	2,501	951
HATTIESBURG MSA															
Civilian Labor Force	65,910	14,716	49,888	1,306	789	34,510	6,363	27,462	685	481	31,400	8,353	22,426	621	308
Unemployed	5,000	2,225	2,740	35	28	2,285	996	1,289	0	0	2,715	1,229	1,451	35	28
Unemployment Rate	7.6%	15.1%	5.5%	2.7%	3.5%	6.6%	15.7%	4.7%	0.0%	0.0%	8.6%	14.7%	6.5%	5.6%	9.1%
Employed	60,910	12,491	47,148	1,271	761	32,225	5,367	26,173	685	481	28,685	7,124	20,975	586	280
JACKSON MSA															
Civilian Labor Force	259,610	101,060	154,336	4,214	2,423	131,773	46,895	82,807	2,071	1,457	127,847	54,165	71,529	2,143	966
Unemployed	19,500	12,640	6,577	283	376	9,575	5,934	3,582	59	243	9,925	6,706	2,995	224	133
Unemployment Rate	7.5%	12.5%	4.3%	6.7%	15.5%	7.3%	12.7%	4.3%	2.8%	16.7%	7.8%	12.4%	4.2%	10.5%	13.8%
Employed	240,110	88,420	147,759	3,931	2,047	122,198	40,961	79,225	2,012	1,214	117,922	47,459	68,534	1,919	833
PASCAGOULA MSA															
Civilian Labor Force	71,280	12,360	56,202	2,718	1,361	38,871	5,695	31,594	1,582	937	32,409	6,665	24,608	1,136	424
Unemployed	6,070	2,025	3,723	322	91	2,918	757	1,979	182	72	3,152	1,268	1,744	140	19
Unemployment Rate	8.5%	16.4%	6.6%	11.8%	6.7%	7.5%	13.3%	6.3%	11.5%	7.7%	9.7%	19.0%	7.1%	12.3%	4.5%
Employed	65,210	10,335	52,479	2,396	1,270	35,953	4,938	29,615	1,400	865	29,257	5,397	22,864	996	405

*Hispanics may be of any race

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Estimated Labor Force - Data for Affirmative Action
2009 Annual Average

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
ADAMS COUNTY															
Civilian Labor Force	13,070	6,121	6,751	198	111	6,481	2,698	3,694	89	75	6,589	3,423	3,057	109	36
Unemployed	1,220	921	284	15	0	539	361	173	5	0	681	560	111	10	0
Unemployment Rate	9.3%	15.0%	4.2%	7.6%	0.0%	8.3%	13.4%	4.7%	5.6%	0.0%	10.3%	16.4%	3.6%	9.2%	0.0%
Employed	11,850	5,200	6,467	183	111	5,942	2,337	3,521	84	75	5,908	2,863	2,946	99	36
ALCORN COUNTY															
Civilian Labor Force	15,110	1,525	13,397	188	155	8,271	738	7,420	113	88	6,839	787	5,977	75	67
Unemployed	1,810	338	1,420	52	40	963	149	792	22	15	847	189	628	30	25
Unemployment Rate	12.0%	22.2%	10.6%	27.7%	25.8%	11.6%	20.2%	10.7%	19.5%	17.0%	12.4%	24.0%	10.5%	40.0%	37.3%
Employed	13,300	1,187	11,977	136	115	7,308	589	6,628	91	73	5,992	598	5,349	45	42
AMITE COUNTY															
Civilian Labor Force	5,080	1,889	3,152	39	24	2,763	906	1,838	19	18	2,317	983	1,314	20	6
Unemployed	550	386	164	0	5	289	188	101	0	5	261	198	63	0	0
Unemployment Rate	10.8%	20.4%	5.2%	0.0%	20.8%	10.5%	20.8%	5.5%	0.0%	27.8%	11.3%	20.1%	4.8%	0.0%	0.0%
Employed	4,530	1,503	2,988	39	19	2,474	718	1,737	19	13	2,056	785	1,251	20	6
ATTALA COUNTY															
Civilian Labor Force	7,090	2,693	4,299	98	91	3,750	1,309	2,363	78	59	3,340	1,384	1,936	20	32
Unemployed	960	574	367	19	24	442	262	169	11	7	518	312	198	8	17
Unemployment Rate	13.5%	21.3%	8.5%	19.4%	26.4%	11.8%	20.0%	7.2%	14.1%	11.9%	15.5%	22.5%	10.2%	40.0%	53.1%
Employed	6,130	2,119	3,932	79	67	3,308	1,047	2,194	67	52	2,822	1,072	1,738	12	15
BENTON COUNTY															
Civilian Labor Force	2,810	883	1,909	18	14	1,515	422	1,088	5	5	1,295	461	821	13	9
Unemployed	410	150	252	8	0	249	91	158	0	0	161	59	94	8	0
Unemployment Rate	14.6%	17.0%	13.2%	44.4%	0.0%	16.4%	21.6%	14.5%	0.0%	0.0%	12.4%	12.8%	11.4%	61.5%	0.0%
Employed	2,400	733	1,657	10	14	1,266	331	930	5	5	1,134	402	727	5	9

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Estimated Labor Force - Percent Distribution

2009 Annual Average

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
STATE OF MISSISSIPPI															
Civilian Labor Force	100.0%	30.9%	66.8%	2.3%	1.4%	52.2%	14.2%	36.7%	1.3%	0.9%	47.8%	16.7%	30.1%	1.0%	0.5%
Unemployed	100.0%	52.6%	44.9%	2.5%	1.4%	47.7%	24.3%	22.4%	1.1%	0.8%	52.3%	28.4%	22.5%	1.4%	0.6%
Employed	100.0%	28.6%	69.1%	2.3%	1.4%	52.7%	13.2%	38.2%	1.3%	0.9%	47.3%	15.4%	30.9%	1.0%	0.5%
GULFPORT-BILOXI MSA															
Civilian Labor Force	100.0%	16.8%	78.5%	4.8%	2.1%	52.6%	7.7%	42.5%	2.4%	1.1%	47.4%	9.0%	36.0%	2.4%	1.0%
Unemployed	100.0%	30.2%	65.3%	4.5%	3.1%	53.2%	16.1%	34.9%	2.2%	1.5%	46.8%	14.1%	30.4%	2.3%	1.5%
Employed	100.0%	15.6%	79.6%	4.8%	2.0%	52.6%	7.0%	43.1%	2.4%	1.1%	47.4%	8.6%	36.4%	2.4%	0.9%
HATTIESBURG MSA															
Civilian Labor Force	100.0%	22.3%	75.7%	2.0%	1.2%	52.4%	9.7%	41.7%	1.0%	0.7%	47.6%	12.7%	34.0%	0.9%	0.5%
Unemployed	100.0%	44.5%	54.8%	0.7%	0.6%	45.7%	19.9%	25.8%	0.0%	0.0%	54.3%	24.6%	29.0%	0.7%	0.6%
Employed	100.0%	20.5%	77.4%	2.1%	1.2%	52.9%	8.8%	43.0%	1.1%	0.8%	47.1%	11.7%	34.4%	1.0%	0.5%
JACKSON MSA															
Civilian Labor Force	100.0%	38.9%	59.4%	1.6%	0.9%	50.8%	18.1%	31.9%	0.8%	0.6%	49.2%	20.9%	27.6%	0.8%	0.4%
Unemployed	100.0%	64.8%	33.7%	1.5%	1.9%	49.1%	30.4%	18.4%	0.3%	1.2%	50.9%	34.4%	15.4%	1.1%	0.7%
Employed	100.0%	36.8%	61.5%	1.6%	0.9%	50.9%	17.1%	33.0%	0.8%	0.5%	49.1%	19.8%	28.5%	0.8%	0.3%
PASCAGOULA MSA															
Civilian Labor Force	100.0%	17.3%	78.8%	3.8%	1.9%	54.5%	8.0%	44.3%	2.2%	1.3%	45.5%	9.4%	34.5%	1.6%	0.6%
Unemployed	100.0%	33.4%	61.3%	5.3%	1.5%	48.1%	12.5%	32.6%	3.0%	1.2%	51.9%	20.9%	28.7%	2.3%	0.3%
Employed	100.0%	15.8%	80.5%	3.7%	1.9%	55.1%	7.6%	45.4%	2.1%	1.3%	44.9%	8.3%	35.1%	1.5%	0.6%

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Estimated Labor Force - Percent Distribution

2009 Annual Average

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
ADAMS COUNTY															
Civilian Labor Force	100.0%	46.8%	51.7%	1.5%	0.8%	49.6%	20.6%	28.3%	0.7%	0.6%	50.4%	26.2%	23.4%	0.8%	0.3%
Unemployed	100.0%	75.5%	23.3%	1.2%	0.0%	44.2%	29.6%	14.2%	0.4%	0.0%	55.8%	45.9%	9.1%	0.8%	0.0%
Employed	100.0%	43.9%	54.6%	1.5%	0.9%	50.1%	19.7%	29.7%	0.7%	0.6%	49.9%	24.2%	24.9%	0.8%	0.3%
ALCORN COUNTY															
Civilian Labor Force	100.0%	10.1%	88.7%	1.2%	1.0%	54.7%	4.9%	49.1%	0.7%	0.6%	45.3%	5.2%	39.6%	0.5%	0.4%
Unemployed	100.0%	18.7%	78.5%	2.9%	2.2%	53.2%	8.2%	43.8%	1.2%	0.8%	46.8%	10.4%	34.7%	1.7%	1.4%
Employed	100.0%	8.9%	90.1%	1.0%	0.9%	54.9%	4.4%	49.8%	0.7%	0.5%	45.1%	4.5%	40.2%	0.3%	0.3%
AMITE COUNTY															
Civilian Labor Force	100.0%	37.2%	62.0%	0.8%	0.5%	54.4%	17.8%	36.2%	0.4%	0.4%	45.6%	19.4%	25.9%	0.4%	0.1%
Unemployed	100.0%	70.2%	29.8%	0.0%	0.9%	52.5%	34.2%	18.4%	0.0%	0.9%	47.5%	36.0%	11.5%	0.0%	0.0%
Employed	100.0%	33.2%	66.0%	0.9%	0.4%	54.6%	15.8%	38.3%	0.4%	0.3%	45.4%	17.3%	27.6%	0.4%	0.1%
ATTALA COUNTY															
Civilian Labor Force	100.0%	38.0%	60.6%	1.4%	1.3%	52.9%	18.5%	33.3%	1.1%	0.8%	47.1%	19.5%	27.3%	0.3%	0.5%
Unemployed	100.0%	59.8%	38.2%	2.0%	2.5%	46.0%	27.3%	17.6%	1.1%	0.7%	54.0%	32.5%	20.6%	0.8%	1.8%
Employed	100.0%	34.6%	64.1%	1.3%	1.1%	54.0%	17.1%	35.8%	1.1%	0.8%	46.0%	17.5%	28.4%	0.2%	0.2%
BENTON COUNTY															
Civilian Labor Force	100.0%	31.4%	67.9%	0.6%	0.5%	53.9%	15.0%	38.7%	0.2%	0.2%	46.1%	16.4%	29.2%	0.5%	0.3%
Unemployed	100.0%	36.6%	61.5%	2.0%	0.0%	60.7%	22.2%	38.5%	0.0%	0.0%	39.3%	14.4%	22.9%	2.0%	0.0%
Employed	100.0%	30.5%	69.0%	0.4%	0.6%	52.8%	13.8%	38.8%	0.2%	0.2%	47.3%	16.8%	30.3%	0.2%	0.4%
BOLIVAR COUNTY															
Civilian Labor Force	100.0%	54.5%	44.3%	1.3%	0.8%	47.8%	23.4%	23.5%	0.9%	0.7%	52.2%	31.1%	20.8%	0.3%	0.2%
Unemployed	100.0%	74.9%	24.2%	0.9%	0.7%	47.5%	33.3%	13.6%	0.6%	0.4%	52.5%	41.6%	10.7%	0.2%	0.3%
Employed	100.0%	52.0%	46.7%	1.3%	0.8%	47.9%	22.2%	24.7%	1.0%	0.7%	52.1%	29.8%	22.0%	0.3%	0.1%

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Estimated Labor Force - Percent Distribution
2009 Annual Average

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
CALHOUN COUNTY															
Civilian Labor Force	100.0%	25.6%	72.1%	2.3%	2.9%	53.1%	12.1%	39.4%	1.6%	2.0%	46.9%	13.5%	32.7%	0.7%	0.8%
Unemployed	100.0%	42.8%	53.7%	3.4%	3.1%	52.8%	23.7%	28.7%	0.4%	0.4%	47.2%	19.1%	25.1%	3.0%	2.7%
Employed	100.0%	23.3%	74.5%	2.2%	2.8%	53.2%	10.6%	40.8%	1.8%	2.2%	46.8%	12.8%	33.7%	0.4%	0.6%
CARROLL COUNTY															
Civilian Labor Force	100.0%	30.7%	67.5%	1.8%	1.1%	53.8%	14.8%	38.3%	0.8%	0.7%	46.2%	15.9%	29.2%	1.1%	0.4%
Unemployed	100.0%	40.8%	56.0%	3.2%	1.7%	41.7%	20.0%	21.7%	0.0%	1.7%	58.3%	20.8%	34.3%	3.2%	0.0%
Employed	100.0%	29.5%	68.9%	1.7%	1.0%	55.3%	14.1%	40.4%	0.9%	0.6%	44.7%	15.4%	28.5%	0.8%	0.4%
CHICKASAW COUNTY															
Civilian Labor Force	100.0%	40.4%	58.2%	1.5%	1.9%	51.9%	18.7%	31.9%	1.2%	1.6%	48.1%	21.7%	26.2%	0.2%	0.3%
Unemployed	100.0%	64.6%	34.6%	0.7%	0.7%	39.0%	22.3%	16.1%	0.6%	0.7%	61.0%	42.4%	18.6%	0.1%	0.0%
Employed	100.0%	36.5%	61.9%	1.6%	2.1%	53.9%	18.2%	34.4%	1.3%	1.8%	46.1%	18.4%	27.5%	0.2%	0.3%
CHOCTAW COUNTY															
Civilian Labor Force	100.0%	25.6%	73.3%	1.1%	1.3%	53.5%	11.0%	41.8%	0.8%	0.8%	46.5%	14.6%	31.5%	0.4%	0.5%
Unemployed	100.0%	42.3%	57.2%	0.5%	0.5%	43.7%	22.3%	21.4%	0.0%	0.0%	56.3%	20.0%	35.8%	0.5%	0.5%
Employed	100.0%	23.2%	75.6%	1.2%	1.4%	54.9%	9.4%	44.7%	0.9%	0.9%	45.1%	13.8%	30.9%	0.4%	0.5%
CLAIBORNE COUNTY															
Civilian Labor Force	100.0%	80.3%	18.9%	0.8%	0.6%	49.7%	38.5%	10.7%	0.5%	0.4%	50.3%	41.8%	8.2%	0.3%	0.1%
Unemployed	100.0%	96.8%	3.2%	0.0%	0.0%	58.1%	57.1%	1.0%	0.0%	0.0%	41.9%	39.7%	2.2%	0.0%	0.0%
Employed	100.0%	77.2%	21.9%	0.9%	0.7%	48.1%	34.9%	12.6%	0.6%	0.5%	51.9%	42.3%	9.3%	0.4%	0.2%
CLARKE COUNTY															
Civilian Labor Force	100.0%	30.8%	68.7%	0.5%	1.1%	53.9%	14.6%	39.1%	0.3%	0.6%	46.1%	16.3%	29.6%	0.2%	0.5%
Unemployed	100.0%	56.6%	40.5%	2.9%	1.4%	53.8%	27.9%	24.4%	1.4%	0.0%	46.2%	28.7%	16.1%	1.4%	1.4%
Employed	100.0%	27.6%	72.2%	0.2%	1.0%	53.9%	12.9%	40.9%	0.1%	0.7%	46.1%	14.7%	31.3%	0.1%	0.4%

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Estimated Total Population†

July, 2009

†Gender and ethnic group breakouts derived by applying 2000 Census ratios to current estimated totals.

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
Mississippi	2,952,000	1,033,310	1,849,950	68,740	39,690	1,426,010	483,860	907,230	34,920	22,820	1,525,990	549,450	942,720	33,820	16,870
Metropolitan Statistical Areas															
Gulfport-Biloxi	238,770	43,770	182,520	12,480	5,460	118,750	21,140	91,480	6,130	2,910	120,020	22,630	91,040	6,350	2,550
Hattiesburg	143,100	36,320	103,880	2,900	1,430	68,540	16,590	50,510	1,440	780	74,560	19,730	53,370	1,460	650
Jackson	540,860	235,220	296,150	9,490	5,120	258,500	110,420	143,580	4,500	2,750	282,360	124,800	152,570	4,990	2,370
Pascagoula	155,600	29,550	120,230	5,820	3,010	77,160	14,130	60,030	3,000	1,720	78,440	15,420	60,200	2,820	1,290
Counties															
Adams	30,720	16,050	14,120	550	210	14,210	7,270	6,620	320	110	16,510	8,780	7,500	230	100
Alcorn	35,820	3,960	31,290	570	400	17,280	1,890	15,100	290	190	18,540	2,070	16,190	280	210
Amite	13,040	5,620	7,330	90	60	6,240	2,570	3,630	40	30	6,800	3,050	3,700	50	30
Attala	19,760	8,020	11,500	240	160	9,340	3,680	5,530	130	100	10,420	4,340	5,970	110	60
Benton	7,980	2,950	4,960	70	90	3,930	1,480	2,420	30	30	4,050	1,470	2,540	40	60
Bolivar	36,770	24,120	12,200	450	340	17,180	11,030	5,890	260	190	19,590	13,090	6,310	190	150
Calhoun	14,420	4,140	9,980	300	350	6,800	1,780	4,810	210	220	7,620	2,360	5,170	90	130
Carroll	10,280	3,720	6,410	150	100	5,210	1,880	3,270	60	50	5,070	1,840	3,140	90	50
Chickasaw	18,680	7,840	10,570	270	370	9,090	3,750	5,180	160	240	9,590	4,090	5,390	110	130
Choctaw	9,020	2,790	6,140	90	90	4,340	1,290	3,000	50	50	4,680	1,500	3,140	40	40
Claiborne	10,760	9,070	1,650	40	50	4,970	4,140	810	20	30	5,790	4,930	840	20	20
Clarke	17,210	5,970	11,090	150	180	8,200	2,740	5,390	70	90	9,010	3,230	5,700	80	90
Clay	20,720	11,620	8,880	220	200	9,750	5,390	4,290	70	80	10,970	6,230	4,590	150	120
Coahoma	26,940	18,710	7,960	270	200	12,330	8,460	3,780	90	120	14,610	10,250	4,180	180	80
Copiah	29,090	14,920	13,840	330	170	13,980	7,160	6,660	160	90	15,110	7,760	7,180	170	80

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Estimated Total Population†

July, 2009

†Gender and ethnic group breakouts derived by applying 2000 Census ratios to current estimated totals.

Counties	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
Covington	20,540	7,270	13,020	250	250	9,900	3,390	6,380	130	130	10,640	3,880	6,640	120	120
DeSoto	158,720	18,000	136,420	4,300	3,670	78,120	8,480	67,470	2,170	2,140	80,600	9,520	68,950	2,130	1,530
Forrest	81,080	27,200	51,990	1,890	980	38,420	12,300	25,170	950	540	42,660	14,900	26,820	940	440
Franklin	8,320	2,970	5,260	90	90	3,990	1,420	2,550	20	30	4,330	1,550	2,710	70	60
George	22,680	2,180	20,200	300	300	11,350	1,030	10,150	170	220	11,330	1,150	10,050	130	80
Greene	14,350	3,760	10,450	140	110	8,050	2,590	5,370	90	80	6,300	1,170	5,080	50	30
Grenada	23,050	9,360	13,340	350	70	10,720	4,130	6,410	180	30	12,330	5,230	6,930	170	40
Hancock	40,960	2,830	37,000	1,130	540	20,290	1,310	18,390	590	230	20,670	1,520	18,610	540	310
Harrison	181,190	37,920	132,260	11,010	4,610	90,220	18,380	66,430	5,410	2,520	90,970	19,540	65,830	5,600	2,090
Hinds	247,630	151,010	92,600	4,020	1,850	116,510	70,180	44,400	1,930	970	131,120	80,830	48,200	2,090	880
Holmes	20,290	15,980	4,130	180	150	9,470	7,390	2,000	80	60	10,820	8,590	2,130	100	90
Humphreys	9,810	7,020	2,650	140	100	4,610	3,220	1,330	60	60	5,200	3,800	1,320	80	40
Issaquena	1,610	1,020	580	10	0	850	550	300	0	0	760	470	280	10	0
Itawamba	23,000	1,490	21,280	230	250	11,220	740	10,410	70	120	11,780	750	10,870	160	130
Jackson	132,920	27,370	100,030	5,520	2,710	65,810	13,100	49,880	2,830	1,500	67,110	14,270	50,150	2,690	1,210
Jasper	17,940	9,430	8,300	210	140	8,570	4,430	4,060	80	80	9,370	5,000	4,240	130	60
Jefferson	8,930	7,690	1,190	50	40	4,470	3,820	610	40	30	4,460	3,870	580	10	10
Jefferson Davis	12,540	7,150	5,230	160	110	5,910	3,310	2,510	90	60	6,630	3,840	2,720	70	50
Jones	67,780	17,980	48,110	1,690	1,360	32,640	8,030	23,560	1,050	990	35,140	9,950	24,550	640	370
Kemper	9,830	5,700	3,880	250	30	4,650	2,660	1,890	100	20	5,180	3,040	1,990	150	10
Lafayette	43,980	11,040	31,660	1,280	570	21,700	5,060	15,960	680	320	22,280	5,980	15,700	600	250
Lamar	49,980	6,400	42,700	880	370	24,160	2,960	20,760	440	220	25,820	3,440	21,940	440	150
Lauderdale	79,100	30,660	47,410	1,030	520	37,750	14,310	22,830	610	290	41,350	16,350	24,580	420	230
Lawrence	13,310	4,330	8,850	130	130	6,360	1,940	4,340	80	90	6,950	2,390	4,510	50	40

* Hispanics may be of any race

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Estimated Working Age Population†

July, 2009

†Population aged 16 and older. Gender and ethnic group breakouts derived by applying 2000 Census ratios to current estimated totals.

	TOTAL					MALE					FEMALE				
	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*	All Races	Black	White	Other	Hispanic*
Mississippi	2,241,180	725,540	1,466,520	49,120	28,890	1,063,140	328,810	709,430	24,900	17,120	1,178,040	396,730	757,090	24,220	11,770
Metropolitan Statistical Areas															
Gulfport-Biloxi	183,670	30,900	143,790	8,980	3,950	90,470	14,490	71,670	4,310	2,030	93,200	16,410	72,120	4,670	1,920
Hattiesburg	110,070	25,290	82,500	2,280	1,110	51,520	11,020	39,410	1,090	590	58,550	14,270	43,090	1,190	520
Jackson	409,490	166,380	236,390	6,720	3,650	191,660	75,660	112,960	3,040	1,960	217,830	90,720	123,430	3,680	1,690
Pascagoula	117,090	20,360	92,550	4,180	2,140	57,330	9,440	45,660	2,230	1,240	59,760	10,920	46,890	1,950	900
Counties															
Adams	23,540	11,560	11,630	350	160	10,650	5,030	5,450	170	90	12,890	6,530	6,180	180	70
Alcorn	28,160	2,860	24,920	380	290	13,290	1,320	11,780	190	150	14,870	1,540	13,140	190	140
Amite	10,130	4,110	5,950	70	60	4,800	1,850	2,910	40	30	5,330	2,260	3,040	30	30
Attala	15,200	5,750	9,270	180	140	7,070	2,560	4,390	120	90	8,130	3,190	4,880	60	50
Benton	6,100	2,050	4,000	50	50	2,930	980	1,930	20	30	3,170	1,070	2,070	30	20
Bolivar	27,400	16,800	10,270	330	250	12,440	7,350	4,890	200	150	14,960	9,450	5,380	130	100
Calhoun	11,250	2,950	8,120	180	270	5,250	1,270	3,850	130	180	6,000	1,680	4,270	50	90
Carroll	8,070	2,750	5,210	110	80	4,020	1,390	2,580	50	30	4,050	1,360	2,630	60	50
Chickasaw	13,940	5,410	8,310	220	250	6,620	2,520	3,970	130	180	7,320	2,890	4,340	90	70
Choctaw	6,850	1,890	4,880	80	70	3,240	840	2,360	40	40	3,610	1,050	2,520	40	30
Claiborne	8,270	6,840	1,390	40	40	3,720	3,040	660	20	20	4,550	3,800	730	20	20
Clarke	13,110	4,250	8,790	70	120	6,110	1,860	4,230	20	50	7,000	2,390	4,560	50	70
Clay	15,500	8,120	7,200	180	140	7,100	3,630	3,430	40	50	8,400	4,490	3,770	140	90
Coahoma	19,040	12,380	6,470	190	150	8,360	5,230	3,060	70	100	10,680	7,150	3,410	120	50
Copiah	22,310	10,770	11,330	210	120	10,540	5,030	5,430	80	60	11,770	5,740	5,900	130	60

* Hispanics may be of any race

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EXHIBIT 2-D
EQUAL OPPORTUNITY
DESK REFERENCE

Department of Employment Security

Equal Opportunity Department

Training

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MDES Equal Opportunity Department Monitoring Overview

- Mission Statement: Maintaining an attitude of equal opportunity while increasing employment in Mississippi.

- Monitoring Two Prong Approach:
  1. Review and Measure Compliance, and
  2. Continuous Improvement

- Why Monitor:
  1. It is required by law, 29 CFR 37.37 requires each governor to establish monitoring procedures.
  2. Monitoring can be very beneficial to any organization even one that appears to be operating smoothly with no apparent problems. We administer a comprehensive monitoring program that includes:

     A. Onsite Monitoring for review and compliance,

     B. Policies and Procedures awareness, development, distribution,

     C. Workforce Investment Network personnel training, and

     D. Background and current news provided to Workforce Investment Network personnel.

Looking for Equal Opportunity…

Title 29 CFR part 37

WIA Section 188

Title VI Civil Rights Act of 1964, as amended

Sec.504 Rehabilitation Act of 1973, as amended

Section 508 Rehabilitation Act of 1973, as amended

Title IX of the Education Amendments of 1972, as amended

Age Discrimination Act of 1975, as amended

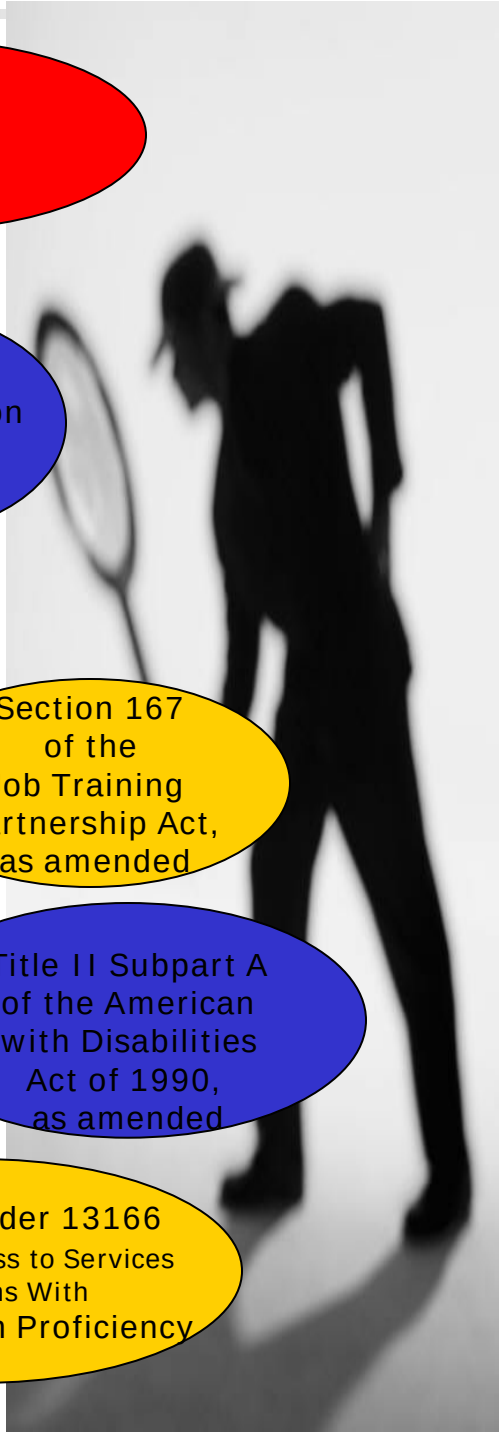
Section 167 of the Job Training Partnership Act, as amended

Equal Pay Act Of 1963, As amended

Title II Subpart A of the American with Disabilities Act of 1990, as amended

Executive Order 13160 Nondiscrimination on Bases of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs

Executive Order 13166 Improving Access to Services for Persons With Limited English Proficiency



LEARNING OBJECTIVES

- Increase our employees' knowledge of the MDES commitment to equal opportunity and nondiscrimination.
- Build overall equal opportunity and nondiscrimination insight within our organization
- Enable employees to make better equal opportunity and nondiscrimination decisions

Mississippi Department of Employment Security

A federally funded state agency that provides jobs, training, unemployment insurance benefits, and labor market information to Mississippians

MDES 2004

Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004

- Consolidated the Mississippi Workforce Development Advisory Council and the State Workforce Investment Board
- Consolidated the Local Workforce Investment Areas (LWIA) from six to four
- Provided incentives for the State's community and junior colleges to become one-stop operators
- The Mississippi Employment Security Commission became the Mississippi Department of Employment Security under the Governor's Office

Equal Opportunity (EO)

- EO Vision Statement is to maintain an attitude of Equal Opportunity while increasing employment in Mississippi.
- Reports directly to the Executive Director.
- EO is a federally mandated position with the sole requirement of compliance assistance and complaint resolution
- EO operates as an internal consultant, managing equal opportunity compliance assistance, monitoring all complaints and reporting on key personnel matters
- Administers the equal opportunity/nondiscrimination activity for the Workforce Investment Network

EQUAL OPPORTUNITY DEPARTMENT

MAINTAINING AN ATTITUDE OF EQUAL OPPORTUNITY WHILE INCREASING EMPLOYMENT IN MISSISSIPPI

EQUAL OPPORTUNITY IS THE LAW

NEWSLETTER VOLUME 1
JANUARY-MARCH 2006

MISSION

The mission of the Equal Opportunity Department (EOD) is develop, administer, and enforce the Mississippi Department of Employment Security (MDES) policies, practices, and procedures that prohibits discrimination in programs and activities receiving Federal financial assistance under statutes such as the following:

1. Title VI of the Civil Rights Act of 1964, as amended
2. Section 504 of the Rehabilitation Act of 1973, as amended
3. Section 508 of the Rehabilitation Act of 1973, as amended
4. Age Discrimination Act of 1975, as amended
5. Title IX of the Education Amendments of 1972, as amended
6. Section 167 of the Job Training Partnership Act, as amended
7. Section 188 of the Workforce Investment Act of 1998
8. Title II Subpart A of the Americans with Disabilities Act of 1990, as amended
9. Title VII, Civil Rights Act of 1964, as amended. Equal Pay Act of 1963, as amended

In addition, the EOD directs, implements, and manages the MDES Equal Employment Opportunity (EEO) program to assure equal opportunity for all MDES employees and applicants for employment.

FUNCTIONS

The functions of the Equal Opportunity Department (EOD) include, but not limited to, the following:

A. Advises the Executive Director on MDES' overall nondiscrimination and equal opportunity program.
B. Develops and implements policies, and procedures to ensure the effective implementation of MDES" responsibilities under applicable equal opportunity and nondiscrimination statutes and regulations covering programs receiving Federal financial assistance.
C. Monitors, on a statewide basis, a wide variety of programs receiving financial assistance from MDES to assess their compliance with EO laws and regulations.
D. Plans and administers a statewide equal opportunity compliance assistance and training program for MDES recipients and MDES employees.
E. Develops policies, procedures, and guidance for the Department's EEO programs. Manages the EEO programs and provides compliance assistance and advice to MDES management on their responsibilities.
F. Develops and implements the MDES program that ensures accessibility for disabled persons to all MDES occupied facilities as required by the Architectural Barriers Act. Directs implementation of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability in programs or activities conducted by MDES.

Jim Nelson, Jr.
State WIA Equal Opportunity Officer
Mississippi Department of Employment Security
Post Office Box 1699
Jackson, MS 39215-1699
Telephone Number: 601-321-6024
TDD/TTY: 1-800-582-2233
E-mail: jnelson@mdes.ms.gov

The Mississippi Department of Employment Security is *an equal opportunity employer.*
Auxiliary aids and services are available upon request to individuals with disabilities.

Interpreter (English)
Người phiên dịch (Vietnamese)
Interprète (French)
Interpret (German)
Intérprete (Spanish)

ENGLISH- Free Interpreter Services Available

SPANISH- Servicios disponibles de traducción gratuitos

FRENCH- Services libres d'interprète disponibles

GERMAN- Freie Interpretations-Dienstleistungen vorhanden

VIETNAMESE- Những công tác (dịch vụ) Người phiên dịch Tự do Sẵn có

ELEMENT 2. NOTICE AND COMMUNICATION

ELEMENT 2. NOTICE AND COMMUNICATION-The intent of this section is to ensure the establishment of a notice and communication system that makes registrants, applicants, eligible applicants/registrants, applicants for employment, employees and the public aware of the recipient's obligation to operate its programs and activities in a nondiscriminatory manner. In addition, notice and communication should include information regarding the right to file complaints of discrimination.

The State should ensure that the Notice and Communication System include the methods and frequency of dissemination of the notice, including initial dissemination. Also, the means by which the notice is made available to individuals with disabilities and how the State ensures that recipients post the notice. In addition, the following should be considered when establishing and documenting a Notice and Communication System:

- The means by which a copy of the notice is placed in the participant's file or where the files are maintained electronically, how the requirement regarding documentation is and will continue to be met.
- The means by which the State ensures that recruitment brochures and other materials routinely made available to the public include the statements ''equal opportunity employer/program'' and ''auxiliary aids and services are available upon request to individuals with disabilities.''
- Where a telephone number is included on recruitment brochures and other materials, the means by which the State ensures that the materials indicate a TDD/TTY number or provide for an equally effective means of communication with individuals with hearing impairments.
- The means by which program-related information is published or broadcast in the news media (*e.g.*, publication of Requests for Proposal) and the means by which the State ensures that publications/broadcasts state that the program is an equal opportunity employer/program and that auxiliary aids and services are available upon request to individuals with disabilities.
- The manner in which and extent to which information in languages other than English is provided, and the manner in which the State ensures that persons of limited English-speaking ability have access to its programs and activities on a basis equal to that of those who are proficient in English.
- The manner in which and extent to which orientations for registrants, applicants, eligible applicants/registrants, employees, applicants for employment, and members of the public include a discussion of the rights of such persons under WIA section 188 and 29 CFR part37.
- The steps the State takes to ensure that communications with individuals with disabilities are as effective as communications with others.
- The process the State has used and will continue using to develop and communicate policy and conduct training regarding nondiscrimination and equal opportunity.

ELEMENT 7. MONITOR RECIPIENTS FOR COMPLIANCE

ELEMENT 7. MONITOR RECIPIENTS FOR COMPLIANCE-The intent of this section is to ensure that the State and its recipients are complying and will continue to comply with the requirements to establish procedures to monitor periodically all aspects of the recipient's compliance with WIA section 188 and 29 CFR part 37.

The State must ensure that each equal opportunity (EO) monitoring review include a review of each recipient's: (1) Compliance with its administrative obligations under WIA section 188 and 29 CFR part 37 (*e.g.*, assurances, notice and communication, EO Officers), (2) Compliance with responsibilities it has been assigned through the MOA; (3) Programs and activities, to determine whether discrimination is occurring. This activity is the most important part of the monitoring review. In addition, the State must ensure the following:

- Monitoring recipients to ensure their programs and activities are operating in a nondiscriminatory manner must involve, at a minimum:(1) Analysis of the data and records collected to determine whether any differences based upon race/ethnicity or sex have practical or statistical significance; and (2) Where significant differences are found, follow-up investigations to determine, through records review, interviews, and other appropriate investigative techniques, whether the differences are due to discrimination.
- Ensuring that recipients are performing the responsibilities assigned by the State through the MOA, such as: (1) Conducting equal opportunity monitoring reviews of applicants for and recipients of WIA Title I financial assistance (including monitoring assurances and programmatic and architectural accessibility). (2) Imposing sanctions and corrective actions for violations noted by a recipient during its monitoring reviews (3) Ensuring policy development, communication, and training are carried out. (4) Ensuring that their programs and activities are operating in a nondiscriminatory manner and ensuring equal opportunity.
- Conducting analyses, by race/ethnicity and sex, of program and employment activity, including but not limited to rates of application, placement, and termination, to determine if significant differences exist.
- Conducting follow-up monitoring, if needed, based on results of analyses to determine the cause of any significant differences, through the analysis of the records of individual registrants, applicants, eligible applicants/registrants, employees, and applicants for employment; interviews; and other appropriate techniques.
- Reviewing recipients' policies and procedures, to ensure that the policies and procedures do not violate the prohibitions.
- Written reports are prepared for each review.

EO Newsletters

The Equal Opportunity Department (EOD) has the responsibility for ensuring compliance with Section 188 of the Workforce Investment Act and its implementing regulations 29 Code of Federal Regulations Part 37 (29 CFR 37). The Act and regulations prohibit discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, status as a citizen or individual lawfully admitted into the U.S. or participation in a WIA Title I-financially assisted program or activity. In addition to, protecting individuals from being excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any Title I-funded program or activity. The EOD newsletters are issued with the purpose of offering insight to MDES personnel and other stakeholders regarding the mission and functions of the EOD within the workforce development system.

Volume	Title
Jan-Mar 2009	Confidentiality of Medical Information
Oct-Dec 2008	Diversity
Jul-Sep 2008	Equal Opportunity Posters
Apr-Jun 2008	Harassment
Jan-Mar 2008	Nondiscrimination and Equal Opportunity
Oct-Dec 2007	Monitor Recipients for Compliance
Jul-Sep 2007	Persons with Disabilities
Apr-Jun 2007	Limited English Proficient Individuals
Jan-Mar 2007	Sexual Harassment
Oct-Dec 2006	Data and Information Collection and Maintenance
Jul-Sep 2006	Complaint Processing Procedures
Apr-Jun 2006	Notice and Communication
Jan-Mar 2006	Mission

The Mississippi Department of Employment Security is an equal opportunity employer.
Auxiliary aids and services are available upon request to individuals with disabilities

EXHIBIT 2-E
TRAINING SCHEDULES

Stefanie Williams

From: blowe@mdes.ms.gov
Sent: Wednesday, September 23, 2009 4:18 PM
To: area601@mdes.ms.gov; area228@mdes.ms.gov; area662@mdes.ms.gov
Subject: Championindg Diversity

The Championing Diversity Training classes are being offered in locations throughout the state by "Zones". The Zones are as follows:

1. Delta Local Workforce Investment Area,
2. MS Partnership Local Workforce Investment Area,
3. Twin District Local Workforce Investment Area,
4. Southcentral MS Works Local Workforce Investment Area, and
5. MDES State Office (Central MS).

Training locations, dates, and times will be sent via Agency-wide email as classes are scheduled. Multiple classes will be held in each "Zone" allowing all employees an opportunity to attend the 1-day training session.

We look forward to seeing each employee during the next 24 months.

CHAMPIONING DIVERSITY TRAINING			
MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY			
February 2009 through August 2011			
		Participant	
Date	Training Location	First Name	Last Name
2/18/2010	Golden Triangle	Benjamin	Boyd
2/18/2010	Golden Triangle	Sam	Carpenter
1/13/2009	Madison	Steven	Floyd
8/27/2009	Greenville	Tera Lynn	Collins
8/27/2009	Greenville	Cynthia Gross	Martin
8/27/2009	Greenville	Lynn	Street
8/27/2009	Greenville	Toris	Tolbert
8/29/2009	Greenville	Rhonda	Cook
8/29/2009	Greenville	Shanti	Hoskins
1/15/2010	Madison	Shamiko	Jimerson
1/15/2010	Madison	Lindsey	Boyette
10/1/2009	Gulfport	Robert	Freeman
10/1/2009	Gulfport	Cheryl	Jasper
10/1/2009	Gulfport	Larry	Lee
10/1/2009	Gulfport	Darnessa Fay	Lizana
2/24/2010	Hattiesburg	Cindy	Guy
3/31/2010	Hattiesburg	Angela	Nguyen
3/31/2010	Hattiesburg	Cheryl	Jasper
3/31/2010	Hattiesburg	Brandi	Tisbury
10/8/2009	Natchez	Dana	Hester
2/17/2010	Natchez	Charlene	Dunn
2/17/2010	Natchez	Ora	Franklin
7/13/2010	Madison	Charlene	Dunn
7/13/2010	Madison	David	Holland
7/20/2010	Madison	Terry	Lofton
7/20/2010	Madison	Jaye	Blanton
8/27/2009	Greenville	Valerie Louise	Clay
8/27/2009	Greenville	Lydia Lorenne	Dunavent
8/27/2009	Greenville	Florine	Miller
8/27/2009	Greenville	Debbie	Simmons
8/27/2009	Greenville	Lillie Mae	Thomas
8/29/2009	Greenville	Doris	Shanks
8/29/2009	Greenville	Priscilla	Sharpe
3/10/2010	Greenville	Helen	Dickerson
3/10/2010	Greenville	Jonathan	Butler
3/10/2010	Greenville	Darby	Walton
3/10/2010	Greenville	Cedric	Terry
8/27/2009	Greenville	Alice	Beamon
8/27/2009	Greenville	Tammie	Beamon
8/27/2009	Greenville	Gail Marie	Hayes
8/29/2009	Greenville	Felicia	Graham
8/29/2009	Greenville	Diane	Pegue
8/29/2009	Greenville	Jacinta	Cameka
8/29/2009	Greenville	Stephanie	Williams
1/15/2010	Madison	Jenny	Brackin
1/15/2010	Madison	Khari	Butler
2/24/2010	Hattiesburg	Demetrus	Pittman
2/24/2010	Hattiesburg	Leslie	Berry
3/31/2010	Hattiesburg	David	Browne
7/20/2010	Madison	Rosie	Carr
10/29/2009	Golden Triangle	John Phillip	Duncan
10/29/2009	Golden Triangle	Charles	Grace

1/13/2009	Madison	Maranda	Holmes
1/13/2009	Madison	Bridget	Sallie
1/13/2009	Madison	Princess	Hayes
2/17/2009	State Office	Tomi	Bullock
2/17/2009	State Office	Kaye	Williams
2/17/2009	State Office	Barbara	Lowe
2/17/2009	State Office	Gary	Holmes
2/17/2009	State Office	David	Garcia
2/17/2009	State Office	Kavonda	Amos
2/17/2009	State Office	Renee	Roberts
2/17/2009	State Office	Lawyer	Epps
2/17/2009	State Office	Jerry	Burkett
2/17/2009	State Office	Judy	Tisdale
2/17/2009	State Office	Ruby	Walker
2/17/2009	State Office	Bobby	Jones
2/17/2009	State Office	Gregg	Pigg
2/17/2009	State Office	Roderick	Brumfield
2/17/2009	State Office	Wytasha	Jackson
2/17/2009	State Office	Shae	Applewhite
2/17/2009	State Office	Loretta	Bradley
2/17/2009	State Office	Joanna	April
2/17/2009	State Office	Sharol	Magee
2/17/2009	State Office	Nikki	Applewhite
2/17/2009	State Office	Dovie	Reed
2/17/2009	State Office	Tricia	Porter
2/17/2009	State Office	Michael	Herndon
7/23/2009	Madison	John Wesley	Garrett
7/23/2009	Madison	Debora	Foster
7/23/2009	Madison	Louis	McBrayer
7/23/2009	Madison	Mattha Lynn	Cummings
7/23/2009	Madison	Alton Wayne	Miley
7/23/2009	Madison	Michael	Kuriger
7/23/2009	Madison	Cynthia	Woodall
7/23/2009	Madison	Penny	Jackson
7/23/2009	Madison	Angela	Francis
7/23/2009	Madison	Celest	Brookshire
7/23/2009	Madison	Pattie	Mosley
7/23/2009	Madison	Michael	Curran
7/24/2009	Canton	Dustin	Adams
7/24/2009	Canton	James	Roach
7/24/2009	Canton	Michael	Myers
7/24/2009	Canton	Denise	Morse
7/24/2009	Canton	Stan	McMorris
7/24/2009	Canton	Charles	Touchstone
7/24/2009	Canton	David Wayne	Barrett
7/24/2009	Canton	Dianne	Horton
7/24/2009	Canton	Wayne	Gassen
7/24/2009	Canton	Maxine	Hardiman
8/29/2009	Greenville	Stefanie	Brown
11/17/2009	Madison	Leanne	Brady
11/17/2009	Madison	Deidra	Turner
11/17/2009	Madison	Yvette	Deleeuw
11/17/2009	Madison	Irish	Smothers
11/17/2009	Madison	Alisa	Drake
11/17/2009	Madison	Khalilah	Shields
11/17/2009	Madison	Mary Louise	Milsap
11/17/2009	Madison	Nancy Renee	Whiteside
11/17/2009	Madison	Tom	Whiteside
11/17/2009	Madison	Randall	Pace

STATE OFFICE COMPLETED REVIEWS AND 2011 PLANNING SCHEDULE

TWIN DISTRICTS - SANDIE BROCK	Manager	Address	WIN TELEPHONE #	CUST SERV SPEC	PHONE #	Last Review Date	TENTATIVE DATES
COS - Terrell McCovey							Disability Training
360 - Biloxi	R. FREEMAN	2306 PASS ROAD, BILOXI, MS 39535	228-388-7997	Debi McRae	228-388-1212	4/13/2009	1/13/2011
370 - Hattiesburg	R. HUDDLESTON	1911 ARCADIA STREET, HATTIESBURG, MS 39576	601-584-1202	Laquita Cohen	601-584-1930	4/29/2009	1/14/2011
510 - Hattiesburg Call Center		1911 ARCADIA STREET, HATTIESBURG, MS 39576		Triconya Brown	601-584-1155	4/29/2010	1/14/2011
191 - Columbia	R.CARR	1111 HWY. 98, COLUMBIA, MS 39429	662-843-2704	M. Demetrius Pittman	601-736-2628	10/20/2009	2/10/2011
Prentiss		2325 COLUMBIA AVE., PRENTISS, MS 39474	601-792-2473	M. Demetrius Pittman	601-736-2628	4/6/2009	2/11/2011
181 - Picayune	R. STEWART	2005 WILDWOOD ROAD, PICAYUNE, MS 39466	601-798-3472	Bettye Pierce	601-798-3472	4/30/2010	TBA
390 - Laurel	P. HOSEY	2139 HIGHWAY 15 N, SUITE D, LAUREL, MS 39440	601-399-4000	Daniel Williams	601-399-4016	5/20/2010	TBA
Bay Springs		37 W, 8TH AVE., 37-D, BAY SPRINGS, MS 39422	601-764-2594	Daniel Williams	601-399-4016	4/20/2009	3/10/2011
203 - Forest	R. BATISTE	536 DEERFIELD DRIVE, FOREST, MS 39074	601-469-2851	Larry Odom	601-469-2851	11/12/2009	TBA
410 - Meridian	VACANT	2000 HWY 19 N, MERIDIAN, MS 39307	601-553-9511	Shirley Gaines (Acting)	601-553-9515	5/14/2010	TBA
232 - Philadelphia	J. GRIFFIN	1120 E. MAIN STREET, PHILADELPHIA, MS 39350	601-656-2811	Belinda Spiva	601-656-2811	1/14/2009	3/11/2011
Newton		107 ADAMS STREET, NEWTON, MS 39345	601-683-2021	Belinda Spiva	601-656-2811	5/13/2010	TBA
202 -Carthage	R. BATISTE	202 C.O. BROOKS STREET, CARTHAGE, MS 39051	601-267-9282	Jaye Blanton	601-267-9282	9/23/2009	7/7/2011
490 -Gulfport	J. TRUE	10162 SOUTHPARK DRIVE, GULFPORT, MS 39505	228-539-6900	Melody Graves	228-897-6943	4/22/2010	Consolidated Location
430 -Pascagoula	M. MINOR	1604 DENNY AVE., PASCAGOULA, MS 39568	228-762-4713	Gloria Cannon	228-762-4713	4/23/2009	1/12/2011
530 -Hancock County	A. FONTENOT	454 HIGHWAY 90, STE.C, WAVELAND, MS 39576	228-466-5041	Robbie Asher	228-466-5041	4/29/2010	TBA
SOUTHCENTRAL - LARRY ANDERSON				CUST SERV SPEC	PHONE #		
COS - Mark Posey							
110 - Brookhaven	D. HOLLAND	545 BROOKWAY BLVD., BROOKHAVEN, MS 39602	601-833-3511	Charlene Dunn	601-823-9707	3/12/2010	TBA
201 -Madison County	A. BURNLEY	152 WATFORD PARKWAY DR.,CANTON, MS 39046	601-859-7609	Donna Laraway	601-407-1057	2/27/2009	4/13-15/2011
Canton Call Center				Brenda Sellers	601-855-3142	2/27/2009	4/13-15/2011
204 - Hazlehurst	T. MINOR	1016 CARROLL DRIVE, HAZLEHURST, MS 39083	601-894-2121	Latoya Williams	601-894-0509	4/9/2010	TBA
Mendenhall		150 W. COURT AVE.,MENDENHALL, MS 39114	601-847-1322	Latoya Williams	601-894-0509	11/3/2009	10/6/2011
209 - Pearl	W.K. MOORE	212 ST. PAUL STREET, PEARL, MS 39208	601-321-5441	Tina Tolar	601-321-5448	8/19/2009	8/11/2011
271 - Yazoo City	D. HARALSON	306 E. JEFFERSON STREET, YAZOO CITY, MS 39194	662-746-1141	Travanda Katchens	662-746-1141	11/13/2009	TBA
400 - McComb	J.A. BOSS	416 MARION AVENUE, MCCOMB, MS 39649	601-684-4421	Mary Ann Woodard	601-684-4421	4/14/2010	TBA
Tylertown		200 BALL AVENUE, TYLERTOWN, MS 39667	601-222-2161	Mary Ann Woodard	601-684-4421	9/30/2009	9/8/2011
420 - Natchez	P. BALLARD	107 COLONEL JOHN PITCHFORD PKWY, NATCHEZ, MS 39121	601-442-0243	Greg Whitam	601-304-3254	3/26/2010	TBA
450 - Vicksburg	T. HODGES	1625 MONROE STREET, VICKSBURG, MS 39181	601-368-1452	Mike Cook	601-638-1452	10/14/2009	TBA
480 - Jackson	R. WHATLEY	5959 I-55 N. FRONTAGE RD.,STE.C, JACKSON, MS 39213	601-321-7931	Cory Hanna	601-321-7918	5/6/2009	4/14/2011
DELTA - ANN PREUS				CUST SERV SPEC	PHONE #		
COS - Cynthia Martin							
121 - Tunica	J.SCOTT	1054 SOUTH FITZGERALDS BLVD. ROBINSONVILLE, MS 38664	662-363-2764	Virginia Fullilove	662-363-2764	11/17/2009	TBA
124 - Batesville	R. GREG AMOS	103-16 WOODLAND ROAD, BATESVILLE, MS 38606	662-563-7318	Lynn Street	662-561-7627	11/18/2009	TBA
151 - Cleveland	F. GRAHAM	119 N. COMMERCE AVENUE, CLEVELAND, MS 38614	662-843-2704	Stephanie Williams	662-843-2704	9/23/2009	11/10/2011
153 - Indianola	D. ROSS	226 N. MARTIN LUTHER KING DR., INDIANOLA, MS 38751	622-887-2502	Carolyn Eubanks	662-887-2502	9/21/2010	TBA
300 - Clarksdale	F. MILLER	236 SHARKEY AVE., 3RD FLOOR FEDERAL BUILDING, CLARKSDALE, M	662-624-9001	Doris Shanks	662-624-9001	8/22/2009	TBA
330 - Greenville	D. BENSON	DELTA PLAZA SHOPPING CENTER, 800 MLK BLVD., STE C54, GREENVI	662-332-8101	Wanda Benford	662-332-8101	9/24/2009	TBA
Rolling Fork		614 PINE STREET, ROLLING FORK, MS 39159	662-873-4180	Wanda Benford	662-332-8101	11/3/2009	TBA
Belzoni		501 HAYDEN STREET, BELZONI, MS 39422	662-247-2264	Wanda Benford	662-332-8101	10/19/2009	TBA
340 - Greenwood	T. WILLIAMS	812 WEST PARK AVENUE, GREENWOOD, MS 38935	662-459-4600	Diane Boston	662-459-4604	11/18/2010	TBA
Lexington		16979 HIGHWAY 17, LEXINGTON, MS 39095	662-834-2426	Diane Boston	662-459-4604	2/26/2009	5/12/2011
MS PARTNERSHIP - GARY GOLDEN				CUST SERV SPEC	PHONE #		
COS - Terry Choate							
470 - DeSoto County	G. MILLS	7320 HWY 51 NORTH, SOUTHAVEN, MS 38761	662-342-4002	Antionette Isom	662-342-4035	6/9/2009	5/12/2011
310 - Columbus/Golden Triangle	B. HAMILTON	5000 NORTH FRONTAGE RD., COLUMBUS, MS 39701	995-328-6876	Daphne James	662-327-8144	5/13/2009	5/12/2011
131 - Louisville	N. EICHELBERGER	600 NORTH COURT AVE., STE B, LOUISVILLE, MS 39339	662-773-5051	Nancy Eichelberger	662-773-5051	8/18/2009	12/6/2011
320 - Corinth	T. CHOATE	2759 S HARPER RD., CORINTH, MS 38835	662-696-2336	Cynthia Garth	662-696-2327	8/13/2009	9/8/2011
New Albany		301 NORTH STREET, NEW ALBANY, MS 38652	662-692-1502	Cynthia Garth	662-696-2327	9/18/2009	11/17/2011
Ripley		111 E. SPRING STREET, RIPLEY, MS 38663	662-837-7411	Cynthia Garth	662-696-2327	6/29/2010	TBA
144 - Iuka	D. ANGLIN	1107 MARIA LANE, LUKA, MS 38852	662-423-9231	Rebecca Walker	662-423-9231	8/13/2009	8/11/2011
350 - Grenada	I. GIVENS	1229 A SUNSET DRIVE, GRENADA, MS 38901	662-226-2911	Chris Hankins	662-226-2911	5/17/2010	TBA
460 - Kosciusko	G. DOTSON	127 NORTHSIDE SHOPPING CENTER, KOSCIUSKO, MS 39090	662-289-2621	Marvin Myles	662-289-3700	8/20/2009	10/6/2011
173 - Oxford	D. PENSON	204 COLONNADE COVE, STE1., OXFORD, MS 38655	662-234-3231	Lee Vonnie Armstrong	662-234-3231	6/10/2009	7/7/2011
440 - Tupelo	VACANT	ICC BUILDING, 3200 ADAMS FARM ROAD,STE4.,BELDEN, MS 38826	662-842-4371	Jerry Ellison	662-680-8247	8/12/2009	12/6/2011
Fulton		201 W. MAIN ST., COURTHOUSE, FULTON, MS 38843	662-862-3824	Jerry Ellison	662-680-8247	10/15/2009	TBA
Pontotoc		182 HWY. 15 NORTH, PONTOTOC, MS 38863	662-489-3956	Jerry Ellison	662-680-8247	10/15/2009	TBA
Amory		1619 HIGHWAY 25, AMORY, MS 38821	662-256-2618	Jerry Ellison	662-680-8247	3/1/2010	TBA
Houston		665 NORTH JEFFERSON ST., HOUSTON, MS 38851	662-456-3563	Jerry Ellison	662-680-8247	5/14/2009	6/9/2011
Holly Springs		145-A RUST AVE., HOLLY SPRINGS, MS 38635	662-252-7893	Gary Mills	662-342-4587	NEW	6/9/2011

WIN JOB CENTER MANAGERS' TRAINING

TWIN DISTRICTS - SANDIE BROCK	Manager	Address	WIN TELEPHONE #	CUST SERV SPEC	PHONE #	MANAGER TRAINING
COS - Terrell McCovey						
360 - Biloxi	R. FREEMAN	2306 PASS ROAD, BILOXI, MS 39535	228-388-7997	Debi McRae	228-388-1212	4/13/2009
370 - Hattiesburg	R. HUDDLESTON	1911 ARCADIA STREET, HATTIESBURG, MS 39576	601-584-1202	Laquita Cohen	601-584-1930	4/29/2009
510 - Hattiesburg Call Center		1911 ARCADIA STREET, HATTIESBURG, MS 39576		Triconya Brown	601-584-1155	4/29/2010
191 - Columbia	R.CARR	1111 HWY. 98, COLUMBIA, MS 39429	662-843-2704	M. Demetrius Pittman	601-736-2628	10/20/2009
Prentiss		2325 COLUMBIA AVE., PRENTISS, MS 39474	601-792-2473	M. Demetrius Pittman	601-736-2628	4/6/2009
181 - Picayune	R. STEWART	2005 WILDWOOD ROAD, PICAYUNE, MS 39466	601-798-3472	Bettye Pierce	601-798-3472	4/30/2010
390 - Laurel	P. HOSEY	2139 HIGHWAY 15 N, SUITE D, LAUREL, MS 39440	601-399-4000	Daniel Williams	601-399-4016	5/20/2010
Bay Springs		37 W, 8TH AVE., 37-D, BAY SPRINGS, MS 39422	601-764-2594	Daniel Williams	601-399-4016	4/20/2009
203 - Forest	R. BATISTE	536 DEERFIELD DRIVE, FOREST, MS 39074	601-469-2851	Larry Odom	601-469-2851	11/12/2009
410 - Meridian	VACANT	2000 HWY 19 N, MERIDIAN, MS 39307	601-553-9511	Shirley Gaines (Acting)	601-553-9515	5/14/2010
232 - Philadelphia	J. GRIFFIN	1120 E. MAIN STREET, PHILADELPHIA, MS 39350	601-656-2811	Belinda Spiva	601-656-2811	1/14/2009
Newton		107 ADAMS STREET, NEWTON, MS 39345	601-683-2021	Belinda Spiva	601-656-2811	5/13/2010
202 -Carthage	R. BATISTE	202 C.O. BROOKS STREET, CARTHAGE, MS 39051	601-267-9282	Jaye Blanton	601-267-9282	9/23/2009
490 -Gulfport	J. TRUE	10162 SOUTHPARK DRIVE, GULFPORT, MS 39505	228-539-6900	Melody Graves	228-897-6943	4/22/2010
430 -Pascagoula	M. MINOR	1604 DENNY AVE., PASCAGOULA, MS 39568	228-762-4713	Gloria Cannon	228-762-4713	4/23/2009
530 -Hancock County	A. FONTENOT	454 HIGHWAY 90, STE.C, WAVELAND, MS 39576	228-466-5041	Robbie Asher	228-466-5041	4/29/2010
SOUTHCENTRAL - LARRY ANDERSON				CUST SERV SPEC	PHONE #	
COS - Mark Posey						
110 - Brookhaven	D. HOLLAND	545 BROOKWAY BLVD., BROOKHAVEN, MS 39602	601-833-3511	Charlene Dunn	601-823-9707	3/12/2010
201 -Madison County	A. BURNLEY	152 WATFORD PARKWAY DR.,CANTON, MS 39046	601-859-7609	Donna Laraway	601-407-1057	2/27/2009
Canton Call Center				Brenda Sellers	601-855-3142	2/27/2009
204 - Hazlehurst	T. MINOR	1016 CARROLL DRIVE, HAZLEHURST, MS 39083	601-894-2121	Latoya Williams	601-894-0509	4/9/2010
Mendenhall		150 W. COURT AVE.,MENDENHALL, MS 39114	601-847-1322	Latoya Williams	601-894-0509	11/3/2009
209 - Pearl	W.K. MOORE	212 ST. PAUL STREET, PEARL, MS 39208	601-321-5441	Tina Tolar	601-321-5448	8/19/2009
271 - Yazoo City	D. HARALSON	306 E. JEFFERSON STREET, YAZOO CITY, MS 39194	662-746-1141	Travanda Katchens	662-746-1141	11/13/2009
400 - McComb	J.A. BOSS	416 MARION AVENUE, MCCOMB, MS 39649	601-684-4421	Mary Ann Woodard	601-684-4421	4/14/2010
Tylertown		200 BALL AVENUE, TYLERTOWN, MS 39667	601-222-2161	Mary Ann Woodard	601-684-4421	9/30/2009
420 - Natchez	P. BALLARD	107 COLONEL JOHN PITCHFORD PKWY, NATCHEZ, MS 39121	601-442-0243	Greg Whitam	601-304-3254	3/26/2010
450 - Vicksburg	T. HODGES	1625 MONROE STREET, VICKSBURG, MS 39181	601-368-1452	Mike Cook	601-638-1452	10/14/2009
480 - Jackson	R. WHATLEY	5959 I-55 N. FRONTAGE RD.,STE.C, JACKSON, MS 39213	601-321-7931	Cory Hanna	601-321-7918	5/6/2009
DELTA - ANN PREUS				CUST SERV SPEC	PHONE #	
COS - Cynthia Martin						
121 - Tunica	J.SCOTT	1054 SOUTH FITZGERALDS BLVD. ROBINSONVILLE, MS 38664	662-363-2764	Virginia Fullilove	662-363-2764	11/17/2009
124 - Batesville	R. GREG AMOS	103-16 WOODLAND ROAD, BATESVILLE, MS 38606	662-563-7318	Lynn Street	662-561-7627	11/18/2009
151 - Cleveland	F. GRAHAM	119 N. COMMERCE AVENUE, CLEVELAND, MS 38614	662-843-2704	Stephanie Williams	662-843-2704	9/23/2009
153 - Indianola	D. ROSS	226 N. MARTIN LUTHER KING DR., INDIANOLA, MS 38751	622-887-2502	Carolyn Eubanks	662-887-2502	9/21/2010
300 - Clarksdale	F. MILLER	236 SHARKEY AVE., 3RD FLOOR FEDERAL BUILDING, CLARKSDALE, M	662-624-9001	Doris Shanks	662-624-9001	8/22/2009
330 - Greenville	D. BENSON	DELTA PLAZA SHOPPING CENTER, 800 MLK BLVD., STE C54, GREENVI	662-332-8101	Wanda Benford	662-332-8101	9/24/2009
Rolling Fork		614 PINE STREET, ROLLING FORK, MS 39159	662-873-4180	Wanda Benford	662-332-8101	11/3/2009
Belzoni		501 HAYDEN STREET, BELZONI, MS 39422	662-247-2264	Wanda Benford	662-332-8101	10/19/2009
340 - Greenwood	T. WILLIAMS	812 WEST PARK AVENUE, GREENWOOD, MS 38935	662-459-4600	Diane Boston	662-459-4604	11/18/2010
Lexington		16979 HIGHWAY 17, LEXINGTON, MS 39095	662-834-2426	Diane Boston	662-459-4604	2/26/2009
MS PARTNERSHIP - GARY GOLDEN				CUST SERV SPEC	PHONE #	
COS - Terry Choate						
470 - DeSoto County	G. MILLS	7320 HWY 51 NORTH, SOUTHAVEN, MS 38761	662-342-4002	Antionette Isom	662-342-4035	6/9/2009
310 - Columbus/Golden Triangle	B. HAMILTON	5000 NORTH FRONTAGE RD., COLUMBUS, MS 39701	995-328-6876	Daphne James	662-327-8144	5/13/2009
131 - Louisville	N. EICHELBERGER	600 NORTH COURT AVE., STE B, LOUISVILLE, MS 39339	662-773-5051	Nancy Eichelberger	662-773-5051	8/18/2009
320 - Corinth	T. CHOATE	2759 S HARPER RD., CORINTH, MS 38835	662-696-2336	Cynthia Garth	662-696-2327	8/13/2009
New Albany		301 NORTH STREET, NEW ALBANY, MS 38652	662-692-1502	Cynthia Garth	662-696-2327	9/18/2009
Ripley		111 E. SPRING STREET, RIPLEY, MS 38663	662-837-7411	Cynthia Garth	662-696-2327	6/29/2010
144 - Iuka	D. ANGLIN	1107 MARIA LANE, LUKA, MS 38852	662-423-9231	Rebecca Walker	662-423-9231	8/13/2009
350 - Grenada	I. GIVENS	1229 A SUNSET DRIVE, GRENADA, MS 38901	662-226-2911	Chris Hankins	662-226-2911	5/17/2010
460 - Kosciusko	G. DOTSON	127 NORTHSIDE SHOPPING CENTER, KOSCIUSKO, MS 39090	662-289-2621	Marvin Myles	662-289-3700	8/20/2009
173 - Oxford	D. PENSON	204 COLONNADE COVE, STE1., OXFORD, MS 38655	662-234-3231	Lee Vonnie Armstrong	662-234-3231	6/10/2009
440 - Tupelo	VACANT	ICC BUILDING, 3200 ADAMS FARM ROAD,STE4.,BELDEN, MS 38826	662-842-4371	Jerry Ellison	662-680-8247	8/12/2009
Fulton		201 W. MAIN ST., COURTHOUSE, FULTON, MS 38843	662-862-3824	Jerry Ellison	662-680-8247	10/15/2009
Pontotoc		182 HWY. 15 NORTH, PONTOTOC, MS 38863	662-489-3956	Jerry Ellison	662-680-8247	10/15/2009
Amory		1619 HIGHWAY 25, AMORY, MS 38821	662-256-2618	Jerry Ellison	662-680-8247	3/1/2010
Houston		665 NORTH JEFFERSON ST., HOUSTON, MS 38851	662-456-3563	Jerry Ellison	662-680-8247	5/14/2009
Holly Springs		145-A RUST AVE., HOLLY SPRINGS, MS 38635	662-252-7893	Gary Mills	662-342-4587	NEW

WIN JOB CENTER LIMITED ENGLISH PROFICIENCY TRAINING

TWIN DISTRICTS - SANDIE BROCK	Manager	Address	WIN TELEPHONE #	CUST SERV SPEC	PHONE #	LEP TRAINING
COS - Terrell McCovey						
360 - Biloxi	R. FREEMAN	2306 PASS ROAD, BILOXI, MS 39535	228-388-7997	Debi McRae	228-388-1212	4/13/2009
370 - Hattiesburg	R. HUDDLESTON	1911 ARCADIA STREET, HATTIESBURG, MS 39576	601-584-1202	Laquita Cohen	601-584-1930	4/29/2009
510 - Hattiesburg Call Center		1911 ARCADIA STREET, HATTIESBURG, MS 39576		Triconya Brown	601-584-1155	4/29/2010
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Prentiss		2325 COLUMBIA AVE., PRENTISS, MS 39474	601-792-2473	M. Demetrius Pittman	601-736-2628	4/6/2009
181 - Picayune	R. STEWART	2005 WILDWOOD ROAD, PICAYUNE, MS 39466	601-798-3472	Bettye Pierce	601-798-3472	4/30/2010
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Bay Springs		37 W, 8TH AVE., 37-D, BAY SPRINGS, MS 39422	601-764-2594	Daniel Williams	601-399-4016	4/20/2009
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410 - Meridian	VACANT	2000 HWY 19 N, MERIDIAN, MS 39307	601-553-9511	Shirley Gaines (Acting)	601-553-9515	5/14/2010
232 - Philadelphia	J. GRIFFIN	1120 E. MAIN STREET, PHILADELPHIA, MS 39350	601-656-2811	Belinda Spiva	601-656-2811	1/14/2009
Newton		107 ADAMS STREET, NEWTON, MS 39345	601-683-2021	Belinda Spiva	601-656-2811	5/13/2010
202 -Carthage	R. BATISTE	202 C.O. BROOKS STREET, CARTHAGE, MS 39051	601-267-9282	Jaye Blanton	601-267-9282	9/23/2009
490 -Gulfport	J. TRUE	10162 SOUTHPARK DRIVE, GULFPORT, MS 39505	228-539-6900	Melody Graves	228-897-6943	4/22/2010
430 -Pascagoula	M. MINOR	1604 DENNY AVE., PASCAGOULA, MS 39568	228-762-4713	Gloria Cannon	228-762-4713	4/23/2009
530 -Hancock County	A. FONTENOT	454 HIGHWAY 90, STE.C, WAVELAND, MS 39576	228-466-5041	Robbie Asher	228-466-5041	4/29/2010
SOUTHCENTRAL - LARRY ANDERSON				CUST SERV SPEC	PHONE #	
COS - Mark Posey						
110 - Brookhaven	D. HOLLAND	545 BROOKWAY BLVD., BROOKHAVEN, MS 39602	601-833-3511	Charlene Dunn	601-823-9707	3/12/2010
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Canton Call Center				Brenda Sellers	601-855-3142	2/27/2009
204 - Hazlehurst	T. MINOR	1016 CARROLL DRIVE, HAZLEHURST, MS 39083	601-894-2121	Latoya Williams	601-894-0509	4/9/2010
Mendenhall		150 W. COURT AVE.,MENDENHALL, MS 39114	601-847-1322	Latoya Williams	601-894-0509	11/3/2009
209 - Pearl	W.K. MOORE	212 ST. PAUL STREET, PEARL, MS 39208	601-321-5441	Tina Tolar	601-321-5448	8/19/2009
271 - Yazoo City	D. HARALSON	306 E. JEFFERSON STREET, YAZOO CITY, MS 39194	662-746-1141	Travanda Katchens	662-746-1141	11/13/2009
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420 - Natchez	P. BALLARD	107 COLONEL JOHN PITCHFORD PKWY, NATCHEZ, MS 39121	601-442-0243	Greg Whitam	601-304-3254	3/26/2010
450 - Vicksburg	T. HODGES	1625 MONROE STREET, VICKSBURG, MS 39181	601-368-1452	Mike Cook	601-638-1452	10/14/2009
480 - Jackson	R. WHATLEY	5959 I-55 N. FRONTAGE RD.,STE.C, JACKSON, MS 39213	601-321-7931	Cory Hanna	601-321-7918	5/6/2009
DELTA - ANN PREUS				CUST SERV SPEC	PHONE #	
COS - Cynthia Martin						
121 - Tunica	J.SCOTT	1054 SOUTH FITZGERALDS BLVD. ROBINSONVILLE, MS 38664	662-363-2764	Virginia Fullilove	662-363-2764	11/17/2009
124 - Batesville	R. GREG AMOS	103-16 WOODLAND ROAD, BATESVILLE, MS 38606	662-563-7318	Lynn Street	662-561-7627	11/18/2009
151 - Cleveland	F. GRAHAM	119 N. COMMERCE AVENUE, CLEVELAND, MS 38614	662-843-2704	Stephanie Williams	662-843-2704	9/23/2009
153 - Indianola	D. ROSS	226 N. MARTIN LUTHER KING DR., INDIANOLA, MS 38751	622-887-2502	Carolyn Eubanks	662-887-2502	9/21/2010
300 - Clarksdale	F. MILLER	236 SHARKEY AVE., 3RD FLOOR FEDERAL BUILDING, CLARKSDALE, M	662-624-9001	Doris Shanks	662-624-9001	8/22/2009
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Rolling Fork		614 PINE STREET, ROLLING FORK, MS 39159	662-873-4180	Wanda Benford	662-332-8101	11/3/2009
Belzoni		501 HAYDEN STREET, BELZONI, MS 39422	662-247-2264	Wanda Benford	662-332-8101	10/19/2009
340 - Greenwood	T. WILLIAMS	812 WEST PARK AVENUE, GREENWOOD, MS 38935	662-459-4600	Diane Boston	662-459-4604	11/18/2010
Lexington		16979 HIGHWAY 17, LEXINGTON, MS 39095	662-834-2426	Diane Boston	662-459-4604	2/26/2009
MS PARTNERSHIP - GARY GOLDEN				CUST SERV SPEC	PHONE #	
COS - Terry Choate						
470 - DeSoto County	G. MILLS	7320 HWY 51 NORTH, SOUTHAVEN, MS 38761	662-342-4002	Antionette Isom	662-342-4035	6/9/2009
310 - Columbus/Golden Triangle	B. HAMILTON	5000 NORTH FRONTAGE RD., COLUMBUS, MS 39701	995-328-6876	Daphne James	662-327-8144	5/13/2009
131 - Louisville	N. EICHELBERGER	600 NORTH COURT AVE., STE B, LOUISVILLE, MS 39339	662-773-5051	Nancy Eichelberger	662-773-5051	8/18/2009
320 - Corinth	T. CHOATE	2759 S HARPER RD., CORINTH, MS 38835	662-696-2336	Cynthia Garth	662-696-2327	8/13/2009
New Albany		301 NORTH STREET, NEW ALBANY, MS 38652	662-692-1502	Cynthia Garth	662-696-2327	9/18/2009
Ripley		111 E. SPRING STREET, RIPLEY, MS 38663	662-837-7411	Cynthia Garth	662-696-2327	6/29/2010
144 - Iuka	D. ANGLIN	1107 MARIA LANE, LUKA, MS 38852	662-423-9231	Rebecca Walker	662-423-9231	8/13/2009
350 - Grenada	I. GIVENS	1229 A SUNSET DRIVE, GRENADA, MS 38901	662-226-2911	Chris Hankins	662-226-2911	5/17/2010
460 - Kosciusko	G. DOTSON	127 NORTHSIDE SHOPPING CENTER, KOSCIUSKO, MS 39090	662-289-2621	Marvin Myles	662-289-3700	8/20/2009
173 - Oxford	D. PENSON	204 COLONNADE COVE, STE1., OXFORD, MS 38655	662-234-3231	Lee Vonnie Armstrong	662-234-3231	6/10/2009
440 - Tupelo	VACANT	ICC BUILDING, 3200 ADAMS FARM ROAD,STE4.,BELDEN, MS 38826	662-842-4371	Jerry Ellison	662-680-8247	8/12/2009
Fulton		201 W. MAIN ST., COURTHOUSE, FULTON, MS 38843	662-862-3824	Jerry Ellison	662-680-8247	10/15/2009
Pontotoc		182 HWY. 15 NORTH, PONTOTOC, MS 38863	662-489-3956	Jerry Ellison	662-680-8247	10/15/2009
Amory		1619 HIGHWAY 25, AMORY, MS 38821	662-256-2618	Jerry Ellison	662-680-8247	3/1/2010
Houston		665 NORTH JEFFERSON ST., HOUSTON, MS 38851	662-456-3563	Jerry Ellison	662-680-8247	5/14/2009
Holly Springs		145-A RUST AVE., HOLLY SPRINGS, MS 38635	662-252-7893	Gary Mills	662-342-4587	NEW

EXHIBIT 2-F
TRAINING AGENDAS

Mississippi Department of Employment Security

Haley Barbour
Governor

Tommye Dale Favre
Executive Director

June x, 20xx

WIN Job Center
1234 Main
Anytown, , MS 55555

Onsite Equal Opportunity/Nondiscrimination Review

The onsite equal opportunity/nondiscrimination review was conducted with the _____ WIN Job Center on May x, 20xx by XXXX XXXXXX of the Equal Opportunity Department (EOD).

Objective

The objective of the onsite accessibility review was to ensure that the WIN Job Center is in compliance with Section 188 of Workforce Investment Act of 1998 (WIA) that prohibits discrimination by recipients of federal financial assistance on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in a WIA Title I-financially assisted program or activity. Any entity that receives federal financial assistance, either directly or indirectly, to administer a program or activity under WIA Title I is a recipient.

Scope

Areas of emphasis during the on-site review include, but are not necessarily limited to:

1. Staff composition;
2. Management and staff awareness of nondiscrimination and equal opportunity (EO) laws;
3. Complaint procedure and process awareness;
4. Physical aspects of the site – programmatic and architectural accessibility;
5. Observance of customer services functions;
6. Maintenance of EO policies and complaint files;
7. Display of announcements, mandatory WIA "Equal Opportunity is the Law" posters, and posters or signs for clients with limited English-speaking abilities; and
8. Best Practices.
9. Corrective Action.

EQUAL OPPORTUNITY
2008 TRAINING MATERIALS
AND
DESK REFERENCE

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MDES EQUAL OPPORTUNITY DEPARTMENT
MONITORING ACTIVITY

I. **Mission Statement**: Maintaining an attitude of equal opportunity while increasing employment in Mississippi.

II. **Two Prong Approach**

1. Monitoring to Review and measure compliance, and
2. Continuous Improvement through Monitoring

III. **Why monitor**

1. It is required by law, as we saw in the overview, 29 CFR 37.37 requires each governor to establish monitoring procedures
2. However, monitoring can be very beneficial to any organization even one that appears to be operating smoothly with no apparent problems. We administer a comprehensive monitoring program that includes:
   - A. Onsite Monitoring for compliance.
   - B. Policies and procedures
   - C. Train Workforce Investment Network personnel.
   - D. Provide background and current news to Workforce Investment Network personnel.

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- RECEPTION ETIQUETTE 12
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- INTERVIEWING SCHEDULING ETIQUETTE 14
- INTERVIEWING TECHNIQUE ETIQUETTE 15
- INTERVIEWING COURTESIES FOR EFFECTIVE COMMUNICATION 15
- DO'S AND DON'TS 17
- SERVICE ANIMALS 18

IV GLOSSARY OF ACCEPTABLE TERMS 20

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- AMERICANS WITH DISABILITIES ACT 22
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- AIR CARRIER ACCESS ACT 25
- VOTING ACCESSIBILITY FOR THE ELDERLY AND HANDICAPPED ACT 25
- NATIONAL VOTER REGISTRATION ACT 26
- CIVIL RIGHTS OF INSTITUTIONALIZED PERSONS ACT 26
- INDIVIDUALS WITH DISABILITIES EDUCATION ACT 26
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LETTER HEAD

XXXXXXXXX
XXXXXXXXX
XXXXXXXXX
XXXXXXXXX

To Whom It May Concern:

Under WIA section 188; Section 504 of the Rehabilitation Act of 1973, as amended; and their implementing regulations, including but not limited to 29 Code of Federal Regulations (CFR) 37.7, 37.8, and 37.9 and Subparts B and C of 29 CFR Part 32, The Mississippi Department of Employment Security (MDES) and its sub-recipients, contractors, and other service provider's (such as eligible training providers) are required to comply with disability requirements for federal-financially assisted services, programs, and activities.

These requirements include but are not limited to providing reasonable accommodation for individuals with disabilities. MDES makes reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant, employee, or participant unless it is proven that the accommodation would impose an undue hardship or fundamental alteration on the operation of services, programs, or activities.

As an applicant or an employee, your requested accommodation has been denied based upon the following factors:

- ❑ The nature and cost of the accommodation.
- ❑ The impact of the accommodation on the facility.
- ❑ The impact of the accommodation on other participants' and employees' abilities to enjoy the benefits of or participation in the offered service, program, or activity.
- ❑ The impact of the accommodation on the ability to conduct business or provide services.
- ❑ The financial resources of the entity.
- ❑ The effect on expenses and resources.
- ❑ The impact on operation, function and structure.

Although, the requested accommodation represents an undue burden or a fundamental alteration, MDES will work with you to identify another accommodation that will not pose such a hardship or fundamental alteration. In addition, enclosed is a copy of the complaint procedures available to us as an applicant or an employee seeking benefits of or participation in any service, program, or activity

If you have any questions concerning this letter, please contact _____at telephone number_____ or email address_____.

Sincerely,

LETTER HEAD

XXXXXXXXX
XXXXXXXXX
XXXXXXXXX
XXXXXXXXX

To Whom It May Concern:

Under WIA section 188; Section 504 of the Rehabilitation Act of 1973, as amended; and their implementing regulations, including but not limited to 29 Code of Federal Regulations (CFR) 37.7, 37.8, and 37.9 and Subparts B and C of 29 CFR Part 32, The Mississippi Department of Employment Security (MDES) and its sub-recipients, contractors, and other service provider's (such as eligible training providers) are required to comply with disability requirements for federal-financially assisted services, programs, and activities.

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As an applicant or an employee, your requested accommodation has been approved. The following accommodation(s) has/have been made:

- ❑ XXXXXXXXXX
- ❑ XXXXXXXXXX.
- ❑ XXXXXXXXXX.
- ❑ XXXXXXXXXX
- ❑ XXXXXXXXXX

If you have any questions concerning this letter, please contact _____at telephone number_____ or email address_____.

Sincerely,

Sexual Harassment Training Video

- Introduction
- Types:
  - Quid Pro Quo - Exchange for Favor
  - Hostile Environment
- Scenarios:
  - The word game -you want me?
  - All in fun -blonde jokes
  - An intended compliment -Whistle by coworker in front of boss
  - The stud -How's it hanging
  - The secret admirer -Note in mailbox
  - Touchy Typing - Typing Secretary Boss looking over shoulder at revisions
  - The temptress -Woman walking through warehouse
  - The dating game -Coworker unwelcome request for date
  - Hey look me over -Coworker look at product schedule
  - Majority rule -Playboy centerfold versus chippendales
  - Prince charming -Third party caller not employee
  - Something different -Man /Woman at copier
  - Food fight -Handle cucumber better than anyone
- Summary
  - If in doubt -don't say, do, imply or display it
  - No off color jokes, body parts, suggestive pictures, words, etc.
  - Let person know you have concerns
  - report to supervisor

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EXHIBIT 2-G
SEXUAL HARASSMENT POLICY

EOD NEWSLETTER

EQUAL OPPORTUNITY DEPARTMENT

MAINTAINING AN ATTITUDE OF EQUAL OPPORTUNITY WHILE INCREASING EMPLOYMENT IN MISSISSIPPI

WHERE'S THE LINE BETWEEN HARASSING AND NOT HARASSING?

In many cases of harassment, the question is where the line lies between permitted and forbidden actions. In fact, the law maintains that harassment is really ***defined by the victim*** - **it doesn't matter what the harasser's intentions are - it's the victim's reaction that counts.**

One problem with this is that victims often appear to be going along with harassing behavior, although later they say that they believed that they had to do it to keep their job. That means it's essential to train all employees in what could be harassment before they engage in harassing actions.

The following grid will help all your employees focus on the differences between appropriate and inappropriate behavior:

SAFE BEHAVIOR/Appropriate	***HARASSING BEHAVIOR/Inappropriate***
Tapping Shoulder to get attention	Caressing shoulder in a sexual manner
"How was your weekend?"	"How was your weekend? Are you sleeping with_____ yet?
Feeling arm of soft sweater after permission	Feeling soft sweater and "accidentally" touching an intimate area
Accidentally brushing against someone in the hall	Brushing against a specific person every time you pass
"Nice sweater"	"Nice sweater, it really shows off your very feminine figure."
Gift of flowers on a special day	Gift of flowers daily, with love notes, after you've been asked to stop

Source: by Steve Bruce for HR Daily Advisor

If assistance is needed, the contact information is as follows:

Timothy Rush
State WIA Equal Opportunity Officer
Mississippi Department of Employment Security
Post Office Box 1699
Jackson, MS 39215-1699
Telephone Number: 601-321-6024
TTY: 1-800-582-2233
E-mail: eo@mdes.ms.gov

The Mississippi Department of Employment Security is *an equal opportunity employer.*
Auxiliary aids and services are available upon request to individuals with disabilities.

EQUAL OPPORTUNITY IS THE LAW

Prepared By: Barbara Lowe
NEWSLETTER VOLUME 19
JULY – SEPTEMBER 2010

EOD NEWSLETTER

EQUAL OPPORTUNITY DEPARTMENT

MAINTAINING AN ATTITUDE OF EQUAL OPPORTUNITY WHILE INCREASING EMPLOYMENT IN MISSISSIPPI

SEXUAL HARASSMENT

Sexual Harassment is a ***Form of Sex Discrimination;*** it violates Title VII of The Civil Rights Act of 1964

FACTS ABOUT SEXUAL HARASSMENT

- Sexual Harassment is:
  - Unwelcome Sexual Advances,
  - Requests for Favors, and
  - Other Verbal or Physical Conduct of a Sexual Nature.
- When submission to or rejection of this conduct explicitly or implicitly affects an individual's:
  - Employment,
  - Unreasonably interferes with an individual's work performance, or
  - Creates an intimidating, hostile or offensive work environment.
- Sexual Harassment can occur in a variety of circumstances, including but not limited to the following:
  - The Victim as well as the harasser may be a woman or a man.
  - The Victim does not have to be of the opposite sex.
- The Harasser may be as follows:
  - The Victim's supervisor,
  - An agent of the employer,
  - A supervisor in another area,
  - A co-worker, or
  - A non-employee.
- ***The Victim Does Not Have To Be The Person Harassed, but could be anyone affected by the offensive conduct.***
- Unlawful Sexual Harassment may occur without economic injury or discharge of the Victim.
- The Harasser's conduct *Must be Unwelcome*.
- It is helpful for the Victim to Directly Inform the Harasser that The Conduct is Unwelcome and **Must STOP**.
- The Victim should use any employer complaint mechanism or grievance system available.

If you feel you have been the Victim of Sexual Harassment, please contact your supervisor, local complaint specialist, and/or State WIA Equal Opportunity Officer.

EQUAL OPPORTUNITY IS THE LAW

NEWSLETTER VOLUME 5
JANUARY-MARCH 2007

Jim Nelson, Jr.
State WIA Equal Opportunity Officer
Mississippi Department of Employment Security
Post Office Box 1699
Jackson, MS 39215-1699
Telephone Number: 601-321-6024
TDD/TTY: 1-800-582-2233
E-mail: eo@mdes.ms.gov

The Mississippi Department of Employment Security is *an equal opportunity employer.*
Auxiliary aids and services are available upon request to individuals with disabilities.

Facts About Sexual Harassment

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

> The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
>
> The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
>
> The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
>
> Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
>
> The harasser's conduct must be unwelcome.

It is helpful for the victim to directly inform the harasser that the conduct is unwelcome and must stop. The victim should use any employer complaint mechanism or grievance system available.

When investigating allegations of sexual harassment, EEOC looks at the whole record: the circumstances, such as the nature of the sexual advances, and the context in which the alleged incidents occurred. A determination on the allegations is made from the facts on a case-by-case basis.

Prevention is the best tool to eliminate sexual harassment in the workplace. Employers are encouraged to take steps necessary to prevent sexual harassment from occurring. They should clearly communicate to employees that sexual harassment will not be tolerated. They can do so by establishing an effective complaint or grievance process and taking immediate and appropriate action when an employee complains.

EXHIBIT 2-H
EXAMPLES OF PUBLICATIONS AND WEBSITE LAYOUT

EO Newsletters

The Equal Opportunity Department (EOD) has the responsibility for ensuring compliance with Section 188 of the Workforce Investment Act and its implementing regulations 29 Code of Federal Regulations Part 37 (29 CFR 37). The Act and regulations prohibit discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, status as a citizen or individual lawfully admitted into the U.S. or participation in a WIA Title I-financially assisted program or activity. In addition to, protecting individuals from being excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any Title I-funded program or activity. The EOD newsletters are issued with the purpose of offering insight to MDES personnel and other stakeholders regarding the mission and functions of the EOD within the workforce development system.

Volume	Title
July-Sept 2010	Where's the line between harassing and not harassing?
Apr-June 2010	Diversity or Discrimination
Jan-Mar 2010	Comparison of Equal Opportunity and Diversity
Oct-Dec 2009	What is a TTY
July-Sept 2009	LANGUAGE INTERPRETATION SERVICES FOR LEP INDIVIDUALS
Apr-June 2009	Complaint Processing
Jan-Mar 2009	Confidentiality of Medical Information
Oct-Dec 2008	Diversity
July-Sept 2008	Equal Opportunity Posters
Apr-Jun 2008	Harassment
Jan-Mar 2008	Nondiscrimination and Equal Opportunity
Oct-Dec 2007	Monitor Recipients for Compliance
Jul-Sep 2007	Persons with Disabilities
Apr-Jun 2007	Limited English Proficient Individuals
Jan-Mar 2007	Sexual Harassment
Oct-Dec 2006	Data and Information Collection and Maintenance
Jul-Sep 2006	Complaint Processing Procedures
Apr-Jun 2006	Notice and Communication
Jan-Mar 2006	Mission

The Mississippi Department of Employment Security is an **equal opportunity employer**.
Auxiliary aids and services are available upon request to individuals with disabilities

Equal Opportunity Forms

Equal Opportunity Forms

- Complaint Narrative Record
- Complaint Processing Guidelines
- Compliance Complaint Assurance Agreement For Local Offices
- Department Review Form
- Equal Opportunity is the Law Poster (English Version)
- Equal Opportunity is the Law Poster (Spanish Version)
- Equal Opportunity is the Law Poster (Vietnamese Version)
- Equal Opportunity is the Law (Temps)
- ETA 8429-Complaint Form
- Job Center Monthly Log Of Complaints
- Limited English Proficient (LEP) Telephone Log
- Manager's Compliance Matrix
- MDES Complaint Information Form
- MDES Complaint Information Form Instructions
- MDES Complaint Information Form (Spanish Version)
- On-Site Monitoring Instrument
- WIN Staff Review

The Mississippi Department of Employment Security is an **equal opportunity employer**.
Auxiliary aids and services are available upon request to individuals with disabilities

Equal Opportunity is the Law

The Equal Opportunity (EO) Department assists the administrative staff to ensure compliance with Equal Opportunity and non-discriminatory laws in all phases of MDES' operation, which includes implementing and complying with the Americans with Disabilities Act (ADA) of 1990.

The EO Department updates and maintains the Methods of Administration (MOA). The MOA is intended to enhance the Department's compliance with U.S. Department of Labor regulations and with other federal agencies that assist our staff in providing services in an equitable manner to its customers.

The EO Department develops procedures for office and department reviews to ensure that equitable services are provided in regard to nondiscrimination and equal-opportunity requirements as mandated by state and federal laws of the U.S. Department of Labor. These procedures are more specifically designed to facilitate the resolution of allegations of discrimination.

For general questions or comments regarding equal opportunity laws and regulations, please contact us.
Mississippi Department of Employment Security
P.O. Box 1699
Jackson, Mississippi 39215-1699

Timothy Rush
State - WIA Equal Opportunity Officer
(601)-321-6024

Barbara Lowe
EO Compliance Officer
(601) 321-6593

Stefanie W. Brown
Assistant Compliance Officer
(601) 321-6031

Equal Opportunity
(601) 321-6021

Email
EO@mdes.ms.gov

Fax
(601) 321-6037

TDD
(800) 582-2233

EO Forms

EO Manuals

EO Newsletters

EO Policies

EO Video

Equal Employment Opportunity Commission (EEOC)

REASONABLE ACCOMMODATION
(Undue Burden and Fundamental Alteration Exception)

As prescribed under §32.13 and §37.8, MDES provides reasonable accommodation for individuals with disabilities. MDES makes reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant, employee, or participant unless it is proven that the accommodation would impose an undue hardship on the operation of services, programs, or activities.

MDES makes reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination based on disability, unless making the modifications would fundamentally alter the nature of the service, program, or activity.

Factors to be considered in determining that an accommodation would impose an undue hardship on the operation of services, programs, and activities include the following:

A. The nature and net cost of the accommodation needed, taking into consideration the availability of tax credits and deductions, and/or outside funding, for the accommodation;
B. The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation, including:
    1. The number of persons aided, benefited, served, or trained by, or employed at, the facility or facilities, and
    2. The effect the accommodation would have on the expenses and resources of the facility or facilities;
C. The overall financial resources of the recipient, including:
    1. The overall size of the recipient,
    2. The number of persons aided, benefited, served, trained, or employed by the recipient, and
    3. The number, type and location of the recipient's facilities;
D. The type of operation or operations of the recipient, including:
    1. The geographic separateness and administrative or fiscal relationship of the facility or facilities in question to the recipient, and
    2. Where the individual is seeking an employment-related accommodation, the composition, structure and functions of the recipient's workforce; and
E. The impact of the accommodation upon the operation of the facility or facilities, including:
    1. The impact on the ability of other participants to receive aid, benefits, services, or training, or of other employees to perform their duties, and
    2. The impact on the facility's ability to carry out its mission.

When a reasonable accommodation is requested, MDES requires completion of the following:

A. Undue Hardship and Fundamental Alteration Exception-Determination and Certification Worksheet,
B. Statement of Undue Hardship or Fundamental Alteration and
C. Statement of Approval of Reasonable Accommodation.

Please note that approval of reasonable accommodations should follow MDES' Signature Authority Guidelines (guidelines are found on the Insider).

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

Undue Burden and Fundamental Alteration Exception

Determination and Certification

To be completed by the Requesting Entity and Approved by Executive Staff of Mississippi Department of Employment Security (MDES).

When requesting undue hardship or fundamental alteration determination, this Determination and Certification Document must be submitted to and approved by the authorized Executive Staff Member of MDES before taking action to deny the accommodation requested by the participant or employee. In addition, a letter must be given to the participant or employee stating the decision on providing the accommodation and if denied the basis of the denial.

The following factors must be considered in determining undue hardship or fundamental alteration. The Requesting Entity must explain below why, and to what extent, under each factor an undue burden or a fundamental alteration will occur if the accommodation is implemented. A thorough, rational explanation is required. (The format may be expanded for additional space. Relevant attachments are encouraged. Explanations must be adequate to survive complaint and litigation challenges.)

The data and findings providing the basis for my decision are the following:

1. The accommodation required to meet the agency's needs (as requested by the participant or employee):

2. Dollar value of the accommodation (all costs):

3. Applicable WIA section 188 and Section 504 and implementing regulations standards that are unmet:

4. Research performed to try to meet the applicable standards:

5. The undue burden (i.e. the significant difficulty or expense that would be incurred in order to to be in compliance). If the monetary expense is deemed prohibitive, explain the costs and how they were estimated.

   a. Significant difficulty of compliance:

   b. Significant expense of compliance:

c. Resources available to the program or component affected by the accommodation being implemented:

6. The current essential nature of the program or activity compared to the essential nature of the program or activity with the accommodation:

a. The current essential nature affected by accommodation:

b. Impact of accommodation on current essential nature of the program:

7. Alternative means of access that will be provided that will allow the individuals with disabilities to use the program or activity. Include effort, labor, costs and time required in the whole process to implement the alternative means. (This information must be sufficiently detailed since it may be used in the complaint and litigation process).

I have determined and hereby certify that implementation of the accommodation requested by the participant or employee that are subject to Workforce Investment Act (WIA) Section 188, Section 504 of the Rehabilitation Act of 1973, as Amended, and their implementing regulations, presents an "undue burden" or "fundamental alteration" that would result in significant difficulty or expense as detailed above.

_____	_____	_____	_____
Signature	Printed Name	Date	Phone Number

Immediate Supervisor or Manager of the Certifier's Office:

I hereby concur with and support this Determination & Certification.

_____	_____	_____	_____
Signature	Printed Name	Date	Phone Number

Executive Staff of Mississippi Department of Employment Security (MDES).

I hereby concur with and support this Determination & Certification.

_____	_____	_____	_____
Signature	Printed Name	Date	Phone Number

LETTER HEAD

XXXXXXXXX
XXXXXXXXX
XXXXXXXXX
XXXXXXXXX

To Whom It May Concern:

Under WIA section 188; Section 504 of the Rehabilitation Act of 1973, as amended; and their implementing regulations, including but not limited to 29 Code of Federal Regulations (CFR) 37.7, 37.8, and 37.9 and Subparts B and C of 29 CFR Part 32, The Mississippi Department of Employment Security (MDES) and its sub-recipients, contractors, and other service provider's (such as eligible training providers) are required to comply with disability requirements for federal-financially assisted services, programs, and activities.

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As an applicant or an employee, your requested accommodation has been denied based upon the following factors:

- ❑ The nature and cost of the accommodation.
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- ❑ The impact of the accommodation on the ability to conduct business or provide services.
- ❑ The financial resources of the entity.
- ❑ The effect on expenses and resources.
- ❑ The impact on operation, function and structure.

Although, the requested accommodation represents an undue burden or a fundamental alteration, MDES will work with you to identify another accommodation that will not pose such a hardship or fundamental alteration. In addition, enclosed is a copy of the complaint procedures available to us as an applicant or an employee seeking benefits of or participation in any service, program, or activity

If you have any questions concerning this letter, please contact _____at telephone number_____ or email address_____.

Sincerely,

LETTER HEAD

XXXXXXXXX
XXXXXXXXX
XXXXXXXXX
XXXXXXXXX

To Whom It May Concern:

Under WIA section 188; Section 504 of the Rehabilitation Act of 1973, as amended; and their implementing regulations, including but not limited to 29 Code of Federal Regulations (CFR) 37.7, 37.8, and 37.9 and Subparts B and C of 29 CFR Part 32, The Mississippi Department of Employment Security (MDES) and its sub-recipients, contractors, and other service provider's (such as eligible training providers) are required to comply with disability requirements for federal-financially assisted services, programs, and activities.

These requirements include but are not limited to providing reasonable accommodation for individuals with disabilities. MDES makes reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant, employee, or participant unless it is proven that the accommodation would impose an undue hardship or fundamental alteration on the operation of services, programs, or activities.

As an applicant or an employee, your requested accommodation has been approved. The following accommodation(s) has/have been made:

- ❑ XXXXXXXXXX
- ❑ XXXXXXXXXX.
- ❑ XXXXXXXXXX.
- ❑ XXXXXXXXXX
- ❑ XXXXXXXXXX

If you have any questions concerning this letter, please contact _____at telephone number_____ or email address_____.

Sincerely,

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 3

ELEMENT 3
Assurances
CODE OF FEDERAL REGULATIONS TITLE 29 PART SUBPART 37.20 THROUGH 37.22

As prescribed under §37.20,(a) (1), each application for financial assistance under Title I of WIA must include an assurance that "as a condition to the award of financial assistance" from the Department of Labor under Title I of WIA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title 1-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilties;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. The grantee understands that the United States has the right to seek judicial enforcement of this assurance.

MDES will incorporate into all of its contracts and agreements said assurance as sited above. **See Exhibit 3-A: Excerpt from MDES contract from General Counsel with the Office of Legal Affairs.**

The assurance is considered incorporated by operation of law in the grant, cooperative agreement, contract or other arrangement whereby Federal financial assistance under Title I of the WIA is made available, whether or not it is physically incorporated in such document and whether or not there is a written agreement between the Department and the recipient, between the Governor and the recipient, or between recipients.

As prescribed under §37.20 (b), the recipient's Strategic Five Year Plan **(See Exhibit 3-B: State of Mississippi Strategic Two-Year Workforce Investment Plan)** must provide a statement that the WIA Title I-financially assisted program or activity, is conducted in compliance with the nondiscrimination and equal opportunity provisions of WIA and this part, as a condition to the approval of the Five-Year Plan and the extension of any WIA Title I financial assistance under the Plan. The State also must certify that it has developed and maintains a Method of Administration under §37.54. **(See Exhibit 3-B: State of Mississippi Strategic Two-Year Workforce Investment Plan).** The MDES Plan has the assurance stated above in reference to nondiscrimination and equal opportunity provisions of WIA and maintains a Methods of Administration.

As prescribed under §37.21, MDES understands its obligation to maintain this assurance for the period during which WIA Title I financial assistance is extended.

As prescribed under §37.22, MDES understands that the covenants of this part must be used to the extent that WIA Title I financial assistance is provided in the form of a transfer of real property, structures, or improvements of real property or structures, or interest in real property, structures, the instrument effecting or recording the transfer must contain a covenant assuring nondiscrimination and equal opportunity for the period described in §37.21. This section may also contain a condition coupled with a right of reverter to the Department in the case of a breach of covenant.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 3

APPENDIX ELEMENT 3

Assurances

CODE OF FEDERAL REGULATIONS TITLE 29 PART SUBPART 37.20 THROUGH 37.22

EXHIBIT 3-A	EXCERT FROM MDES CONTRACT FROM GENERAL COUNSEL WITH THE OFFICE OF LEGAL AFFAIRS
EXHIBIT 3-B	STATE OF MISSISSIPPI STRATEGIC TWO-YEAR WORKFORCE INVESTMENT PLAN

EXHIBIT 3-A

EXCERT FROM MDES CONTRACT FROM GENERAL COUNSEL WITH THE OFFICE OF LEGAL AFFAIRS

X. Nondiscrimination and Equal Opportunity Provisions

A. The CONTRACTOR must not illegally discriminate in determining who will be registered into or have access to any contract activity or in making employment decisions.

B. The CONTRACTOR assures that it will comply fully with nondiscrimination and equal opportunity provisions in:

- WIA Section 188 which prohibits discrimination against all individuals on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief or on the basis of either citizenship or status as a lawfully admitted immigrant authorized to work in the United States;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, or national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs; and
- Executive Orders 13198 and 13279, which provide for equal treatment in Department of Labor programs for faith-based community organizations, protection of religious liberty, and limitation on employment of participants; and
- Applicable State of Mississippi laws and directives.

C. Private employers, state, and local governments, employment agencies, and labor unions shall comply with the American with Disabilities Act of 1990. This legislation prohibits discrimination against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment.

An employer is required to make an accommodation to the known disability of a qualified applicant or employee if it would not impose an “undue hardship” on the operation of the employer’s business. An employer is not required to lower quality or production standards to make an accommodation, nor is an employer obligated to provide personal use items such as glasses or hearing aids.

XI. Financial Management, Reports, and Record Keeping

The CONTRACTOR shall comply with all MDES, State of Mississippi, Office of Management and Budget (OMB), and DOL rules, regulations, circulars, policies, and procedures on financial management for all contract expenditures. The CONTRACTOR shall ensure that its financial management systems provide the necessary internal controls, accounting records, and reporting systems to meet generally accepted accounting standards and comply with the applicable OMB uniform cost principles for the type of entity receiving the funds.

EXHIBIT 3-B

STATE OF MISSISSIPPI STRATEGIC TWO-YEARWORKFORCE INVESTMENT PLAN

June 1, 2009

The State Workforce Investment Board and the Mississippi Department of Employment Security (MDES) are developing the Workforce Investment Act and Wagner-Peyser Act plan modification for the 2009 Program Year. Interested parties are encouraged to provide written comments on the draft plan. Comments should reference the section(s) to which they pertain. **Comments will be accepted through Tuesday, June 30, 2009 at 5:00 p.m.** by emailing MDES at: **stimulus@mdes.ms.gov** or by writing **ATTN: State Plan Review and Comments, Post Office Box 1699, Jackson, Mississippi 39215-1699**.

Attachment A:

Questions for Workforce Investment Act/ Wagner-Peyser Act State Plan Modifications

This section of the Training and Employment Guidance Letter (TEGL) contains information that modifies the State Plan Guidance information collection. The Employment and Training Administration (ETA) sought and obtained approval from the Office of Management and Budget (OMB) to modify the State Plan Guidance in OMB Control No. 1205-0398.

In order to modify Program Year (PY) 2009 Workforce Investment Act (WIA)/Wagner-Peyser Act State Plans, states should respond to the following questions from the Stand-Alone Planning Guidance for PY 2009 (OMB No. 1205-0398). Provided below each question from the Stand-Alone Planning Guidance are examples of the types of information ETA seeks in State Plan modifications, describing both adjustments to current strategies and new activities related to Recovery Act implementation. As states update the Governor's vision, strategies, and service delivery designs, they are encouraged to reflect on and respond to ETA's strategic vision for how Recovery Act funding will be used to respond to immediate needs and priorities while also fulfilling the opportunity to transform the workforce system to achieve a new level of effectiveness. The strategic vision is described in Section 4 of this TEGL.

In its State Plan modification, the state should respond to the questions listed below:

Section I. Context, Vision, and Strategy
- Economic and Labor Market Context
- State Vision and Priorities
- Overarching State Strategies
- Service Delivery Strategies, Support for Training

Section II. Service Delivery
- State Governance and Collaboration
- Reemployment Services and Wagner-Peyser Act Services
- Adult and Dislocated Worker Services
- Youth Services
- Veterans' Priority of Service
- Service Delivery to Targeted Populations

Section III. Operations
- Transparency and Public Comment
- Increasing Services for Universal Access
- Local Planning Process
- Procurement
- Technical Assistance
- Monitoring and Oversight
- Accountability and Performance

Section I. Context, Vision, and Strategy

Economic and Labor Market Context

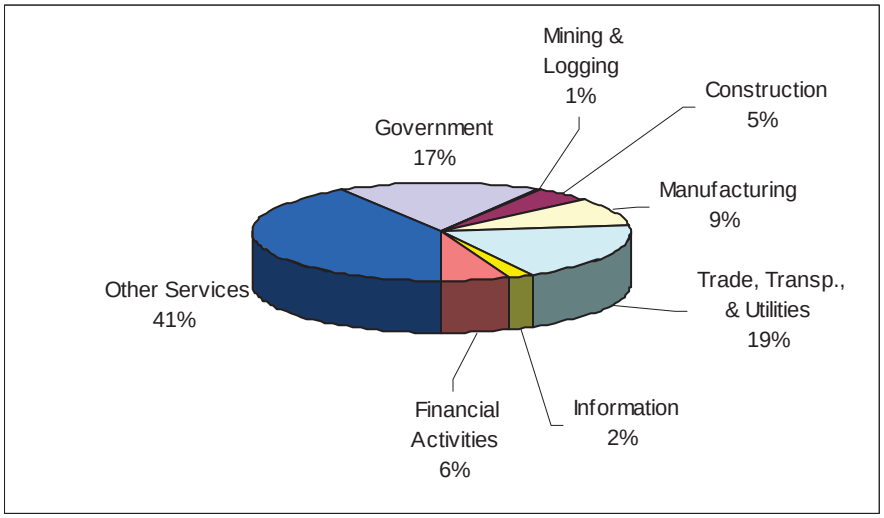
Question IV in PY 2009 Stand-Alone Planning Guidance: Provide a detailed analysis of the state's economy, the labor pool, and the labor market context. (§112(b)(4).)

In responding to this question, the state should update its analysis to indicate how the economic downturn has impacted the state's economy and the labor market context. This analysis should include current and anticipated impacts on employment by sector, current and projected demographics of the available labor pool including income levels as appropriate, and describe any skills gaps the state faces, based on the skills held by current and expected dislocated workers and the skills demanded by industries and occupations expected to grow through economic recovery.

Mississippi's Economy

In the last two decades, the industry structure in the nation as a whole has shifted toward more of a service and knowledge-based industry. Currently, in the U.S., 41 percent of all jobs are in the service sector, 9 percent in manufacturing, and the remaining are shared across several sectors (see Figure 1).

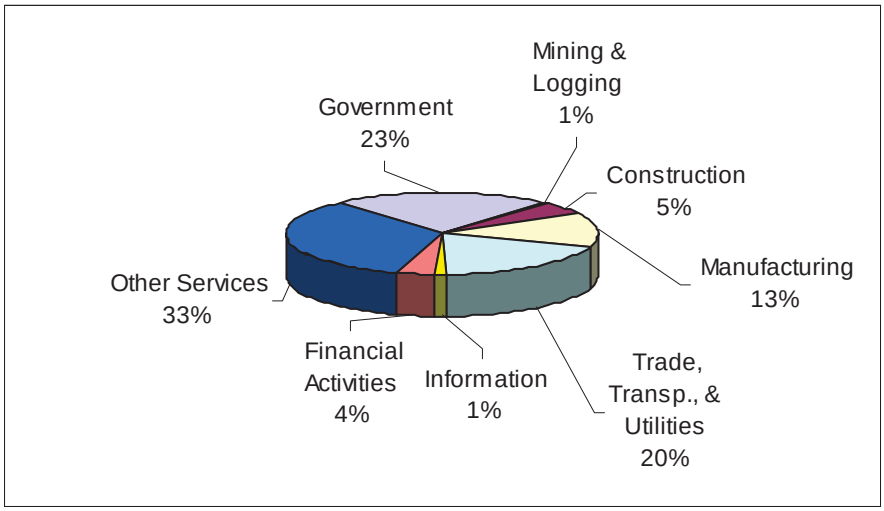
Figure 1: U.S. Nonfarm Employment, March 2009
(not seasonally adjusted)



Source: U.S. Department of Labor, Bureau of Labor Statistics, Current Employment Statistics

Industry Structure. Mississippi has followed national industrial trends and has a current industry structure characterized by 33 percent of the workforce employed in service and 13 percent in the manufacturing sectors (see Figure 2). The greater reliance on jobs in the manufacturing sector, as compared to the nation, reflects the rural nature of Mississippi, which continues to provide comparative advantage in terms of low labor and land costs.

Figure 2: Mississippi Nonfarm Employment, March 2009
(not seasonally adjusted)



Source: MS Department of Employment Security, Labor Market Information, Current Employment Statistics in cooperation with U.S. Department of Labor, Bureau of Labor Statistics

Service Sub-Sector. The two largest sub-sectors are health care and social assistance and accommodation and food services, accounting for approximately 59 percent of all service sector jobs. The former sub-sector pays an average annual wage of $35,570 and the latter sub-sector pays $15,411. The third largest sub-sector is administrative and support, followed by professional, scientific, and technical services, accounting for approximately 21 percent. The former pays an average annual wage of $22,489 and the latter $44,911 (see Table 1).

Table 1: The Service Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Professional & Business Services	**93,100**	**89,800**	**-3.54**	
Professional, Scientific & Technical	32,400	32,800	1.23	44,911
Management of Companies	9,800	9,500	-3.06	67,013
Administrative & Support	51,000	47,500	-6.86	22,489
Educational & Health Services	**128,000**	**129,800**	**1.41**	
Educational Services	15,300	14,600	-4.58	31,741
Health Care & Social Assistance	112,700	115,200	2.22	35,570
Leisure and Hospitality	**125,500**	**121,100**	**-3.51**	
Arts, Entertainment & Recreation	13,100	11,600	-11.45	20,527
Accommodation & Food Services	112,400	109,500	-2.58	15,411
Other Services	**37,100**	**37,100**	**0.00**	**25,086**
Total	*383,700*	*377,800*	*-1.54*	

Source: Employment data come from the MDES Current Employment Statistics. Wage data come from the MDES Quarterly Census of Employment and Wages, 2007.

Sixty-one percent of those employed in the service sector work for businesses with 50 or more employees. These large employers, however, account for only five percent of all service businesses (see Table 2).

Table 2: Size of Mississippi Service Businesses, June 2008

Number of Employees	% of businesses	% of employees
0-4	58.0	6.0
5-9	17.8	7.5
10-19	11.7	10.1
20-49	7.5	14.5
50-99	2.6	11.4
100+	2.4	50.5

Source: MDES Quarterly Census of Employment & Wages

Manufacturing Sub-Sector. The three largest sub-sectors are transportation equipment, furniture and related products, and food manufacturing, accounting for 46 percent of all jobs in manufacturing. Of these, transportation equipment pays the highest average annual wage with $48,796, followed by furniture and related products and food manufacturing paying $28,244 and $24,228 respectively. Other large sub-sectors include wood products manufacturing, machinery manufacturing, and fabricated metal, accounting for approximately 24 percent of all jobs in manufacturing. Of these, machinery manufacturing pays the highest annual average wage, $38,418, and wood products pays the least, with an annual average of $33,991. Employment in the remaining sub-sectors ranges between 3,000 and 9,000, with an average annual wage ranging between $20,000 and $55,000 (see Table 3).

Table 3: The Manufacturing Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Durable Goods	**113,000**	**95,100**	**-15.84**	
Wood Product Mfg.	14,200	12,200	-14.08	33,991
Fabricated Metal Product Mfg.	11,100	10,900	-1.80	37,956
Machinery Manufacturing	12,500	11,900	-4.80	38,418
Electrical Equipment & Appliance	10,000	8,500	-15.00	36,281
Transportation Equipment	27,300	23,900	-12.45	48,796
Furniture and Related Product	23,700	19,500	-17.72	28,244
Non-Durable Goods	**56,400**	**52,000**	**-7.80**	
Food Manufacturing	24,900	23,600	-5.22	24,228
Paper Manufacturing	5,000	4,600	-8.00	55,563
Plastics and Rubber Products	8,000	6,700	-16.25	37,838
Total Manufacturing	*169,400*	*147,100*	*-13.16*	*37,303*

Source: Employment data come from the MDES Current Employment Statistics. Wage data come from the MDES Quarterly Census of Employment and Wages, 2007.

Eighty-six percent of those employed in manufacturing work for businesses with 50 or more employees. These large employers account for 20 percent of all manufacturing businesses (see Table 4).

Table 4: Size of Mississippi Manufacturing Businesses, June 2008

Number of Employees	% of businesses	% of employees
0-4	32.2	0.9
5-9	17.0	1.8
10-19	15.1	3.2
20-49	15.8	7.8
50-99	7.6	8.5
100+	12.3	77.8

Source: MDES Quarterly Census of Employment & Wages

Other Industry Sectors. In Mississippi, the government and trade, transportation, and utilities sectors are also among the largest employers, accounting for 23 and 20 percent of all employment, respectively (see Table 5 and Table 6). The largest sub-sectors are local government and retail trade. The latter pays an average annual wage of $21,603.

Table 5: The Government Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Federal Government	26,000	25,800	-0.77	n/a
State Government	59,400	63,000	6.06	n/a
Local Government	158,500	164,600	3.85	n/a
Total	*243,900*	*253,400*	*3.90*	

Source: MDES Current Employment Statistics

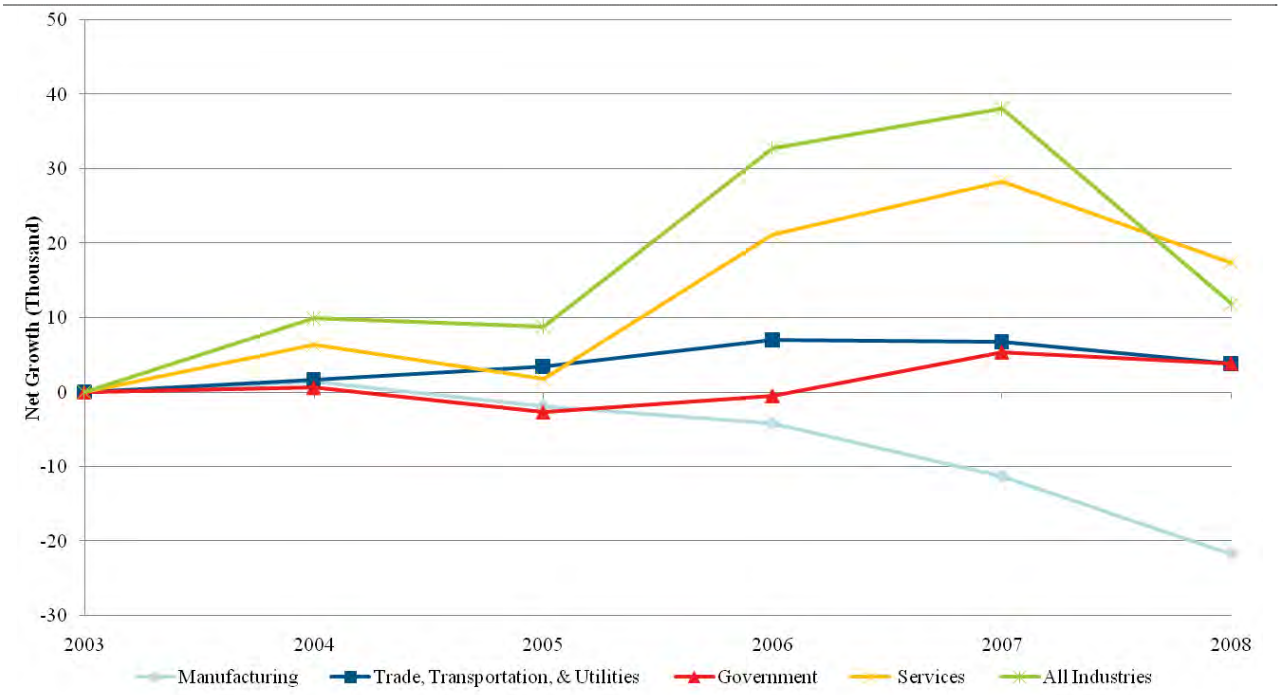
Table 6: The Trade, Transportation & Utilities Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Utilities	7,600	7,700	1.32	57,709
Wholesale Trade	36,800	35,000	-4.89	47,294
Retail Trade	141,700	137,500	-2.96	21,603
Transportation and Warehousing	40,900	38,200	-6.60	35,929
Total	*227,000*	*218,400*	*-3.79*	

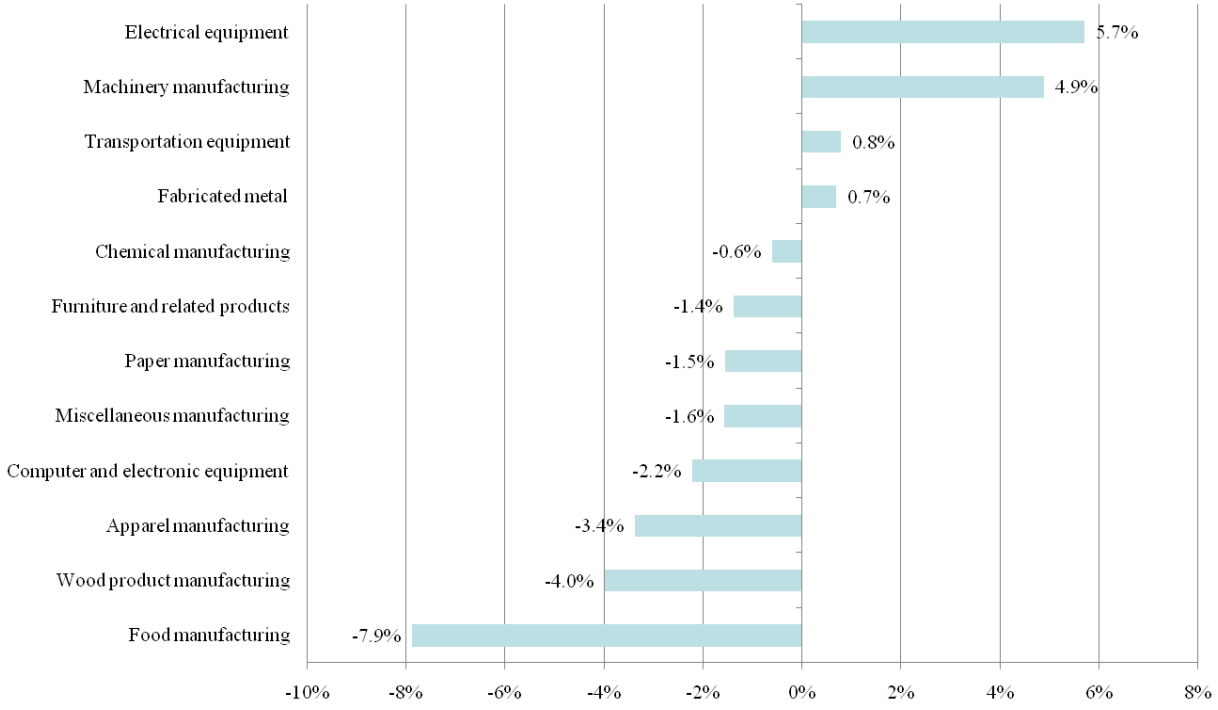
Source: Employment data come from the MDES Current Employment Statistics. Wage data come from the MDES Quarterly Census of Employment and Wages, 2007.

Employment Growth

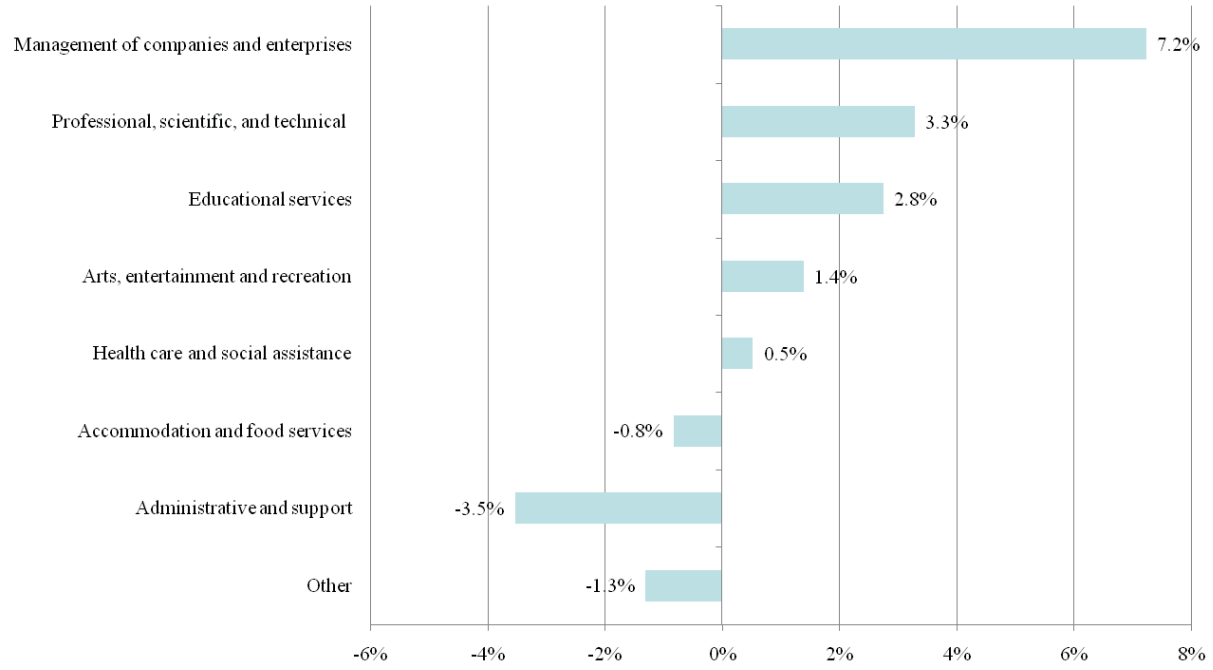
The National Strategic Planning and Analysis Research Center (nSparc) at Mississippi State University compiled the following chart (source: Bureau of Labor Statistics, 2009) which demonstrates that as of December 2008 employment growth for All Industries had increased since 2003 in Mississippi despite the economic downturn of the past year.



The following chart, compiled by MSU's nSparc from MDES Job Transactions, Business and Wage Records, 2009, demonstrates employment growth in Mississippi's manufacturing sectors between October 2007 and March 2008.



The following chart, compiled by MSU's nSparc from MDES Job Transactions, Business and Wage Records, 2009, demonstrates employment growth in Mississippi's service sectors between October 2007 and March 2008.



Using data compiled by nSparc, Mississippi can develop strategies for training based on which sectors are growing and which are declining as well as identify any skills gaps the state faces. Training can be provided for new job growth and training can also be provided to transfer skills for those employed in declining sectors.

State Vision and Priorities

Question I.C. What is the Governor's vision for ensuring a continuum of education and training opportunities that support a skilled workforce? (§112(a) and (b)(4).)

In responding to this question, the state should review ETA's vision for implementing the Recovery Act in Section 4 of this TEGL, and describe the Governor's new vision since the economic downturn. The description should include the Governor's vision for economic recovery, touching on the Act's principles and the Governor's view of how the Recovery Act funds can be integrated into transformational efforts to achieve an invigorated, more innovative public workforce system capable of helping enable future economic growth and advancing shared prosperity for all Americans.

Governor Haley Barbour continues to support the long-range economic development plan for the State, "*Momentum Mississippi.*" *Momentum Mississippi's* Advisory Committee, a broad-based group from every region of the State, continues to make recommendations for long-range economic development plans. Many of this Advisory Committee's members are also members of the State Workforce Investment Board (the State Workforce Board).

Since its formation, *Momentum Mississippi* has helped to guide the State through the disaster of Hurricane Katrina and toward growth in many areas of the State. Although the economic downturn has impacted the automotive industry, Nissan and its suppliers continue to remain a valuable partner with the state. Toyota has announced that it will build a manufacturing plant in Northeast Mississippi, with construction resuming when the economy improves. Business and industries have announced plans to invest in Mississippi and reap the benefits of the Gulf Opportunity (GO) Zone incentives.

The ARRA funds made available to Mississippi will be a valuable resource in helping to build upon the successes of *Momentum Mississippi* and the SWIB, as well as helping the state continue development of a transformed workforce system that is truly business-led and demand-driven. Governor Barbour's economic development strategy goals also include rebuilding infrastructure and developing the talent of the workforce.

Question I.E. What is the Governor's vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk? (§112(b)(18)(A.)

In responding to this question, the state should review ETA's vision for implementing the Recovery Act in Section 16 of this TEGL to reconnect disconnected youth through multiple pathways to education and training that enable them to enter and advance in the workforce. The state should describe its strategy for serving youth with funds from the Recovery Act, as well as how its strategies will be adjusted to respond to the economic downturn. What activities will the state focus on (i.e., primarily focus on summer employment opportunities, the full range of WIA youth services, or a combination)? Describe how plans for the Recovery Act youth activities will complement the state's overall vision for serving youth under WIA.

Governor Barbour recognizes that to build the State's future economy we must focus not only upon the existing workforce but also on the future workforce … our youth. Education and career-building opportunities are key to the State's plan for economic growth and will be in the forefront of the work of *Momentum Mississippi* and the State Workforce Board. While the primary focus of this plan will be older youth, the Board will continue its planning efforts to enhance career building in the educational system, especially for those youth most in need, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farm worker youth, and other youth at risk.

In the summer of 2009, Mississippi will offer paid work experience positions to approximately 6,300 youth across all of the state's 82 counties. These new jobs will allow low income, at-risk youth to engage in constructive employment while gaining career awareness. ARRA Youth funds will be the source of these work experience wages. Remaining ARRA and regular, mainstream WIA funds will be focused upon summer work experience trainees who are highly motivated, are not returning to full-time high school and who are in need of additional services.

Question II. Identify the Governor's key workforce investment system priorities for the state's workforce investment system and how each will lead to actualizing the Governor's vision for workforce and economic development. (§§111(d) and 112(a).)

In responding to this question, states should reflect on shifting priorities necessitated by the economic downturn and areas of focus for economic recovery. States should identify the Governor's key workforce investment priorities for the use of the Recovery Act funds infused into the state's workforce investment system and how each will lead to actualizing the Governor's new vision.

Governor Barbour's key workforce investment system priorities are directly tied to his workforce goals of centralizing and streamlining workforce training; maximizing and leveraging all workforce training funds; raising the skill level of Mississippi workers; and creating more and better job opportunities for citizens. To accomplish these goals during the current economic recession, Governor Barbour recognizes that Mississippi must be even more aggressive and innovative in implementing strategic practices that lead to long-term job and economic development growth.

In order to position Mississippi for a healthy economic rebound, the Governor will focus usage of Recovery Act dollars on regional high growth industries identified by the state's four Local Workforce Areas, such as advanced manufacturing and healthcare. This strategy will ensure that ARRA funds are directed toward programs that can not only improve the skills of workers, but that will ensure sustainable job opportunities for under- and unemployed Mississippians. This strategy will also help transform the state's workforce system into a demand-driven system that is better equipped to respond to the needs of high growth industries.

Governor Barbour will also prioritize using ARRA funds for truly innovative practices that can produce dramatic results for the state's workforce system. An example of this type of innovative investment would be the development of a statewide entrepreneurship framework that seeks to encourage individuals to start a new business, thereby increasing both employment and economic development in Mississippi. This type of innovative proposal will also streamline training in this area, as well as provide a clearinghouse for the leveraging of training dollars.

Finally, as unemployment continues to rise on both the state and national level, Governor Barbour's vision includes a focus on enhancing communication efforts for available training opportunities. The Governor will work with state agencies to promote job training opportunities that are available under existing state programs and/or ARRA funded programs. This will raise awareness of opportunities for both employers and job seekers, and will assist in upgrading the skills of workers that will lead to reemployment.

Overarching State Strategies

Question V.B. What strategies are in place to address the national strategic direction discussed in [Section 4] of this guidance, the Governor's priorities, and the workforce development issues identified through the analysis of the State's economy and labor market? (§112(b)(4)(D) and 112(a).)

The state's response to this question should describe the state's key, actionable strategies it is deploying to achieve the Governor's vision for the use of Recovery Act and regular formula funds. ETA is interested in how the state is connecting and integrating recovery activities to ongoing workforce investments. The responses should provide actionable direction to local areas.

- *How workforce investment system resources, both stimulus and regular formula funds, can be deployed to serve increased numbers of workers in need.*

- *How adults and dislocated workers, including low-income adults, who need to acquire new skills will have increased access to education and training opportunities.*

- *How the state will address a dual-customer approach, meeting the skill needs of existing and emerging employers and high-growth occupations as well as the needs of under-skilled adults.*

- *How workforce activities (e.g., adult education, job training, postsecondary education, registered apprenticeship, career advancement, needs based payments, and supportive service activities) will be aligned in career pathways both now in implementing the Recovery Act and in the transformed workforce system of the future.*

- *How the state will partner to develop workforce solutions with community colleges, business and labor organizations, registered apprenticeship program sponsors, civic groups, and community organizations to align workforce development strategies and align workforce strategies with strategies for regional development and shared prosperity.*

Governor Barbour continues to move forward his four goals:

Centralize and streamline workforce training;
Maximize and leverage all workforce training funds;
Raise the skill level of Mississippi workers; and,
Create job opportunities.

The new Mississippi Department of Employment Security (MDES) envisioned by the Governor continues to make strides in streamlining services and maximizing program efficiencies. Many of these efficiencies were the direct result of the challenges posed by providing services after Hurricane Katrina. MDES supports the State Board, WIA, Wagner-Peyser, Unemployment Insurance, the Veterans' Programs, Trade Adjustment Assistance, Work Opportunity Tax Credits, labor market information, business outreach services, and rollout of ARRA activities.

Momentum Mississippi's long-range goals for the year 2010 include:

- Increasing per capita income growth;
- Increasing employment growth;
- Enhancing the State's image for locating or expanding a business;

- Increasing the State's high-tech employment share; and,
- Maintaining the State's manufacturing job share while increasing worker skills and earnings.

Among the several issues the State has identified, increasing per capita income emerged as one of the most critical. Although per capita income has increased by 27.8 percent since Governor Barbour took office, it remains significantly lower than the national average. Similarly, the current poverty rate is lower than in the early 1990s, yet remains substantially above the national average. The unemployment rate also remains higher than the national average. These are all issues that are now being addressed through workforce and economic development initiatives under a unified workforce system.

The State has also made reaching out to hard-to-serve populations a priority, including discouraged workers, welfare recipients, and ex-offenders.

Mississippi's near-term strategy will continue to focus upon the following areas where the greatest impact can be made in promoting jobs and job growth.

The Workforce – Mississippi recognizes that providing opportunities to the following groups is essential to building a more vibrant workforce:

- Existing Workers – Including but not limited to low skill and entry-level workers and workers with no clear career path to advancement;
- Dislocated Workers – Including but not limited to Mississippi workers who have lost jobs as a result of foreign trade, displaced homemakers and the children of dislocated workers;
- Veterans – Including but not limited to recently separated veterans and spouses of Veterans;
- Offenders and Ex-Offenders – Including but not limited to incarcerated individuals scheduled for release within three months;
- Older Youth – Including but not limited to individuals between 18 and 24 who are not enrolled in school or who are under employed; and
- Mature Workers – Including but not limited to unemployed or under employed individuals over 55.

Targeted Industries – To ensure the growth of the economy, Mississippi recognizes that it must focus resources upon businesses and skills providing the greatest opportunity for future growth. The State will encourage its workforce partners to focus predominantly upon the following business types:

- Existing Business – Including but not limited to currently expanding businesses;
- High Growth and High Demand Potential- Including but not limited to current or new businesses expected to expand at a high rate in the immediate future;
- Healthcare – Including but not limited to healthcare related occupations where training is provided in partnership with healthcare providers;
- Small Business – Including but not limited to businesses that employ not less than 5 and not more than 50 workers and which support high growth or high

demand occupations;

- Advanced Manufacturing – Including but not limited to businesses engaged in making a better product at less cost; and,
- Support Industries – Including but not limited to businesses or services necessary to support and enhance economic growth such as construction, education, finance, and transportation.

Mississippi will continue to implement Governor Barbour's vision of an integrated, accountable workforce development system. The workforce system will promote business growth and will increase employment opportunities and wages for Mississippi workers by strengthening public/private partnerships, further integrating and consolidating One-Stop services and expanding training and educational opportunities in high growth and high demand occupations.

Service Delivery Strategies, Support for Training

Question IX.G. Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration, or meet other key state goals. (§112(b)(17)(A).)

In answering this question, the state should describe innovative state strategies to accomplish the state's vision and achieve the goals of the Recovery Act, including how the state will:

- *Increase services to workers in need.*
- *Support the full range of One-Stop Career Center customers in acquiring the skills needed to attain jobs in high-growth, high-wage industries and occupations, including such supports as needs-based payments, basic skills remediation, English as a second language, and supportive services.*
- *Ensure education and training delivered through the workforce system results in education and workforce skills of demonstrated value, and focus assessments and certifications towards the next level of education and employment.*
- *Strategically use youth, dislocated worker and adult statewide funds to quickly deliver innovative services.*
- *Provide targeted work experiences in order to prepare individuals for job opportunities in new industries or occupations, particularly using registered apprenticeship and on-the-job-training for all jobseekers, and summer work experience for youth.*
- *Align workforce activities with education strategies and economic and community development strategies to meet skill needs of jobs and industries important to the local and regional economies and meet the needs of under-skilled adults.*

The purpose of the American Recovery and Reinvestment Act (Recovery Act) is to preserve and create jobs, promote the nation's economic recovery, and assist those most impacted by the current recession. With the additional workforce funding provided in the Recovery Act, and the increased employment and training services this funding will support, the workforce system in Mississippi will play a vital role in America's economic recovery by assisting workers who are facing unprecedented challenges to retool their skills and re-establish themselves in viable career paths. The investment of stimulus

funds presents an extraordinary and unique opportunity for the workforce system in Mississippi to accelerate its transformational efforts and demonstrate its ability to innovate and implement effective WIN Job Center service delivery strategies. MDES will encourage an expansive view of how the funds can be integrated into transformational efforts to improve the effectiveness of the public workforce system.

The needs of workers and employers are both important in developing thriving communities where all citizens succeed and businesses prosper. Recovery Act funds will increase services and training for workers in need and will promote a more innovative public workforce system enabling future economic growth and advancing shared prosperity for the State. Mississippi will use Recovery Act funds to promote a self-sufficient and fully-employed workforce that is educated, trained and comfortable with a structured work environment and possesses a strong work ethic. The Mississippi workforce system will meet the needs of all businesses and individuals in a cost-efficient and effective manner. The workforce system will be transparent, accountable, inclusive, easy to use, and will maintain local workforce investment board authority, and will provide easy access to all Mississippians. Mississippi will focus on the following innovative strategies:

- Sector strategy approaches that build partnerships of businesses, training providers, community organizations, and other key stakeholders around specific industries or sectors to address the workforce needs of businesses and the training needs of workers.
- Sector strategies for renewable energy, broadband and telecommunications, healthcare, advanced manufacturing, and other high-demand industry sectors identified in local areas.
- Sector strategies that enable low-income, displaced and under-skilled adults to acquire the knowledge and skills for success in high-growth industry.
- Regional approaches to couple workforce development with the local economic development strategies.
- Strategies to meet immediate and/or long-term needs for trained workers in demand occupations with career advancement opportunities.
- Projects targeted at groups who are not currently fully engaged in the workforce.
- Approaches to serving rural populations, businesses and job seekers.
- Approaches that focus on implementing online or blended (both online and hand-on) training programs which will target high-growth occupations.

The Mississippi Department of Employment Security, in conjunction with the Governor's Office, published a Request for Ideas and Concepts (RFI) with a closing date of May 29, 2009 to collect brief idea or concept proposals for the use of statewide Recovery Act funds. MDES and the Governor's Office will evaluate submitted ideas and concepts for allow ability and their strategic effectiveness in achieving the goals of the Recovery Act and will provide the results of the solicitation and its recommendations to the State Workforce Investment Board (SWIB) or a committee for final recommendation to the Governor. The committee will consist of a representative of the Governor's Office, the MDES, and a local workforce investment board. Ideas submitted may not be approved or acted upon immediately.

Some ideas/concepts may be deferred or aggregated with other ideas in ways that produce a greater statewide impact given the funding resources.

Each local workforce area is also committed to increasing services to those workers most in need and to supporting the full range of services in the WIN Job Centers to allow customers to acquire the skills needed to attain jobs in high-growth and high-wage industries and occupations.

The MDES and each local workforce area are in the process of determining innovative service strategies in order to maximize resources. In fact, Mississippi is participating in a National Governors' Association sponsored Policy Academy on Sector Strategies. This involvement is providing the policy academy team with structured technical assistance and guidance on cutting-edge sector strategies and policies that will be implemented.

Section II. Service Delivery

State Governance and Collaboration

Question III.A.2. Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority. (§112(b)(8)(A).)

In responding to this question, the state should describe how the Governor is ensuring cross-agency collaboration so that workforce investments are fully tied to other investments funded by the Recovery Act outside of workforce development.

Under the leadership of Governor Barbour, Mississippi dramatically streamlined its workforce system under legislation enacted in 2004 to increase collaboration among workforce partners, state agencies, and others who provide a connection to the state's workforce efforts. However, the current economy has served as an impetus for a renewed focus on ways to better serve Mississippians and, accordingly, the Governor has taken a lead role in developing new strategies that aggressively target increased workforce training while bridging these efforts to nontraditional areas, like social services.

Because of the unique opportunity afforded to states under the American Recovery and Reinvestment Act, one of the first steps Governor Barbour has taken to ensure cross-collaboration among agencies was by convening a "Stimulus Summit" that brought together state agencies, officials, and members of the public. The Summit provided attendees with an in-depth look at how stimulus dollars could be leveraged across various agencies. Since the passage of ARRA, the Governor's Office has served as the facilitating authority for leveraging resources available to the state in all areas, including workforce. For example, Governor Barbour has encouraged the state employment agency, the Mississippi Department of Employment Security, to work closely with the social services agency, the Mississippi Department of Human Services, to ensure

maximize effectiveness of ARRA funds, since these agencies often serve similar customers. With a renewed focus on workforce efforts, the Governor also hosted a Reemployment Summit which allowed state leaders from agencies like MDES; MDHS; the Mississippi Development Authority; State Board for Community and Junior Colleges; and the Mississippi Department of Rehabilitation Services to discuss strategic partnerships on drawing down ARRA funding for a variety of purposes, such as enhancing economic development through workforce partnerships or streamlining housing, educational, and other services for rural, low-income, and disadvantaged customers.

Communication is a key aspect to Governor Barbour's strategy to ensure cross-collaboration among agencies. Although Mississippi does not have an independent stimulus office, the Governor has designated key staff to ensure communication among state agencies is ongoing, timely, and relevant. The Governor's Office has distributed information regarding funding opportunities for agencies through press releases; emails; web site posts; and phone calls. The stimulus staff holds an "as-needed" conference call for state agencies, where leveraging opportunities are discussed, and agencies are encouraged to contact the Governor's Office for potential funding opportunities

Question III.C.1. Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the State Board and agencies eliminate any existing state-level barriers to coordination? (§§111(d)(2) and 112(b)(8)(A).)

In responding to this question, states should describe how collaboration will be supported and sustained between state agencies, particularly between the organizational entities responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, Trade Act services, and Registered Apprenticeship.

The Governor has linked the work of the *Momentum Mississippi* Advisory Committee and the State Workforce Board. The two groups have significantly overlapping membership and connected agendas.

Mississippi's State Workforce Board continues to work toward and refine its six goals for the workforce development system that build on the Governor's vision and *Momentum Mississippi's* long-range economic development goals:

1. Install an accountability system that tracks system wide results and funding;

2. Consolidate workforce training efforts and reduce redundancy and administration;

3. Involve business in defining training needs;

4. Provide a user-friendly system for all customers;

5. Develop a clearly defined implementation plan; and

6. Fully leverage the community and junior college system.

The State Workforce Investment Board will continue to review and update its Strategic Plan to align ARRA activities and investments. This process will reflect and support the Governor's vision for bringing together all key workforce development players including business and industry, economic development, education, and the One-Stop partners to continuously identify workforce challenges facing the State and to develop innovative strategies and solutions that effectively leverage resources to address those challenges.

Governor Haley Barbour has stated on numerous occasions, "Our goal in Mississippi is to use WIA and the State Workforce Board to align resources to provide employers with well-trained workers and individuals with the opportunities to get their first job, their next job or a better job." Mississippi's Workforce Investment Network (WIN) is the workforce development centerpiece, combining Federal, State and community programs and services and making them easily accessible at WIN Job Centers throughout the State, as well as through on-line electronic sites.

The WIN system represents a collaborative effort including private businesses, local elected officials and local and state public agencies. This collaboration ensures that the needs of local businesses and job seekers are met through tailored solutions designed to promote workforce development and economic growth.

WIN partners include, but are not limited to: the Mississippi Department of Employment Security; the Mississippi Development Authority; local elected officials; Local Workforce Investment Boards; the Mississippi Department of Education; the Mississippi Department of Human Services; the Mississippi Department of Rehabilitation Services; the State Board for Community and Junior Colleges; and the U.S. Department of Housing and Urban Development. Additional partners are engaged at the local level.

The above partners interact on a regular basis to conduct rapid response sessions for dislocated workers, recruit potential businesses, partner to provide incumbent worker training, on-the-job training and customized training and participate in pilot projects designed to enhance and improve service delivery. The directors of key agencies that participate in the WIN system as One-Stop partners were appointed to the State Workforce Board.

While partner agencies function independently, with their own governing bodies and statutory authorities, all are dedicated to the mission of increasing employment in Mississippi. These partner agencies recognize the value of pooling resources to eliminate duplication and maximize the use of Federal and State workforce dollars.

The Governor will also require that TANF workforce efforts, including job placement, training, education, and subsidized employment, be directly linked to and offered through the WIN Job Center system.

Increased weatherization and "green" initiatives will also be linked to the workforce system and the WIN Job Centers.

On May 18 and 19, 2009, the Governor hosted Mississippi's first Reemployment Summit. Specific alignment strategies for ARRA and other economic development, education, and workforce investment resources were discussed at the conference and are expected to be implemented under a comprehensive Mississippi Reemployment and Recovery strategy.

MDES is the single state agency responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, and Trade Act programs. MDES will continue to integrate and streamline each of these federal Acts in order to achieve cost efficiencies and better services for customers.

Reemployment Services and Wagner-Peyser Act Services

Question IX.C.4.b. Describe the reemployment services the state provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act. (§112(b)(17)(A)(iv).)

In responding to this question, states should describe:

- *The Governor's vision for Reemployment Services (RES), including how they differ from Wagner-Peyser core services.*
- *How RES will be coordinated with other services provided at the One-Stop Career Center under WIA.*
- *How UI claimants will be identified quickly and RES provided as early as possible following initial receipt of UI benefits or referrals through UI profiling systems.*
- *The services that will be provided under RES, including in-depth services such as skill assessment, career guidance, individual service plans, and labor market information.*
- *The specific population among UI claimants (e.g., those most likely to exhaust benefits) that the state intends to target with Recovery Act funds for RES.*
- *How the state intends to integrate information technology into its RES program to better identify and serve UI claimants, including the percentage of funds that will be used for integrating ES and UI technology requirements to identify and serve the needs of UI claimants*
- *Any labor market information tools that will be funded and integrated into RES.*

Mississippi's Workforce Investment Network (WIN) is the workforce development centerpiece, combining Federal, State, and community programs and services and making them easily accessible at WIN Job Centers throughout the State, as well as through on-line electronic sites.

The partners interact on a regular basis to provide services for dislocated workers, UI claimants and Wagner-Peyser customers. These services include, but are not limited to,

assessment, job search and matching, and training opportunities such as on-the-job- and customized training.

The Governor's vision is directed through the State Workforce Council for coordination of Wagner-Peyser and Reemployment Services. WIN services will be enhanced for profiling UI claimants including in-depth assessment, and employee information for job seekers occupational matching with employer needs and training.

Reemployment Services will be provided by co-funding of staff with Wagner-Peyser funds. Increasing the goal of profiled claimants is expected and also the identifying of claimants that are job ready so immediate job matching can be instituted.

Names of claimants who are identified as those most likely to exhaust UI benefits are prepared and delivered to the local WIN Job Center staff on a weekly basis. Those individuals are notified to report for job skills training. The training consists of topics on dressing for success, interviewing skills and resume preparation. The training is conducted in small groups of six to eight people and may involve in-person presentations and/or video presentations. Local office staff usually performs the training but may involve guests from business, especially if a specific business is actively recruiting at the time of the training. These services will be expanded using ARRA funds.

Reemployment Service customers will be case managed and a work-plan will be developed for each. Intensive assessment through electronic data systems will be enhanced by using O*NET and State derived tools designed for self-assessment and staff-assisted service to include follow-up and reporting. The O*NET Ability Profiler and O*NET Computerized Interest Profiler will be a part of the assessment. O"NET Skills inventorying will enhance job matching. Mississippi LMI and WIN job seeking skills strengthen the job seekers occupational guidance and job preparation.

Question IX.C.1.b. Describe how the State will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2) facilitated self-help service, and (3) staff-assisted service, and is accessible and available to all customers at the local level. (§112(b)(17)(a)(i).)

In order to ensure that jobs generated through the Recovery Act are accessible and available to all customers, describe how the state will facilitate the listing of such jobs on the State Job Bank.

Customers of the local WIN Job Centers receive the full range of labor exchange services available. These services include (1) self-service, (2) facilitated self-help service, and (3) staff-assisted service. WIN Job Centers offer resource rooms for self-service and facilitated self-help services that include personal computers (PCs) with internet access to search for jobs, to write and post resumes and cover letters, to explore wage and job trends, to research job and labor market information, and to view specific jobs listed by the Mississippi Department of Employment Security. Resource Rooms also offer printed materials on job search and work-related skills. Telephones, fax machines, copiers, and printers are also available. Resource Rooms may also offer TV/VCRs with job search,

career and work-related videos, as well as videos and printed materials on interviewing tips.

WIN Job Center staff will provide services as needed to Center customers. These services include staff-assisted job search, placement assistance, career counseling, job referrals, job development, and workshops.

Employers have access to MDES's database of qualified workers. Businesses may also use MDES's website to obtain labor market data, wage information, Job Fair information, Work Opportunity Tax Credit information, Rapid Response information and information on Trade Adjustment Act (TAA) benefits for employees. WIN Job Center staffs also provide tailored recruitment and screening assistance.

These services are available to all customers at the local level through the State's network of WIN Job Centers.

Adult and Dislocated Worker Services

Question IX.C.1.a. Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in §134(d)(2).

In its response, the state should address core services for adults, dislocated workers, and target populations, especially those given preference in the WIA Adult program in the Recovery Act – recipients of public assistance and other low-income individuals.

The core services listed in Section 134(d)(2) of the Workforce Investment Act are available at every comprehensive WIN Job Center. Each local plan will describe the Local Board's approach for delivering core and intensive services in their One-Stops.

Question IX.C.1.c. Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services. (§112(b)(17)(a)(i).)

In its response, the state should address how it will integrate resources provided under the Recovery Act, the Wagner-Peyser Act, and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs. For example, how will the state use these resources to provide significant funding for low-income and low-skilled workers that help them access the services and training needed to pursue family-supporting jobs.

Adult and dislocated worker customers are provided integrated services through the WIN Job Centers. WIN Job Center staffs are primarily co-funded by the WIA and Wagner-Peyser fund streams and service integration is complete and total.

Core services provided by other One-Stop partners are present in all comprehensive and most affiliate Centers. More work needs to be done to maximize and link these partner funded core services. This will remain a high priority for the State and local Workforce Boards and One-Stop operators during the upcoming two-year planning period.

Question IX.C.3.a. Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources. (§112(b)(17)(a)(i).)

In its response, the state should describe how the state will increase training access and opportunities for individuals, including the investment of WIA Title I funds and Recovery Act funds, and the leveraging of other funds and resources. How will the state use contracts with institutions of higher education and other training providers (as described in Section 6 of this TEGL) to maximize funds to the greatest benefit?

Because of the unique opportunity afforded to states under the American Recovery and Reinvestment Act, one of the first steps Governor Barbour has taken to ensure cross-collaboration among agencies was by convening a "Stimulus Summit" that brought together state agencies, officials, and members of the public. The Summit provided attendees with an in-depth look at how stimulus dollars could be leveraged across various agencies. Since the passage of ARRA, the Governor's Office has served as the facilitating authority for leveraging resources available to the state in all areas, including workforce training. With a renewed focus on workforce efforts, the Governor also hosted a Reemployment Summit which allowed state leaders from agencies like MDES; MDHS; the Mississippi Development Authority; State Board for Community and Junior Colleges; and the Mississippi Department of Rehabilitation Services to discuss strategic partnerships on drawing down ARRA funding for a variety of purposes, such as enhancing economic development through workforce partnerships or streamlining housing, educational, and other services for rural, low-income, and disadvantaged customers.

A major focus of the Reemployment Summit was an emphasis on customizable, stackable training modules that provide just-in-time training for businesses in need of upgrading employee skill sets in order to weather the recession and minimize layoffs. The State will work closely with both the local workforce areas and the community college system to provide this kind of short-term training, including class sized training funded by the LWIAs. The State Board for Community and Junior Colleges continues to provide Career Readiness Certificates to trainees.

Question IX.A.5. What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Centers? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that is open to anyone? (§§112(b)(2) and 111(d)(2).)

In its response, the state should describe its models/templates/approaches for service delivery in

the One-Stop Career Centers, particularly whether the state is adjusting its approach to deliver increased levels of services with funds received under the Recovery Act.

- *Do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers?*
- *Is there a common individual assessment process utilized in every One-Stop Career Center?*
- *What approaches will be used to ensure funds are targeted to those most in need, including low-income, public assistance recipients, persons with disabilities, etc.?*
- *How will states streamline the sequence of service to facilitate individual access to needed services and training?*

All Wagner-Peyser activities are coordinated using the America's Workforce System registration, assessment, job matching, and reporting process. This will be updated in July 2009 with WIN*GS*, or Workforce Investment Network Global Systems, which will enhance the capability for assessment and data collection. WIA functions are guided through the use of common intake and certification forms and data collection with the WIA Forms Manual as used by each WIA Area.

Each full service WIN Job Center provides access to clients with resource services both staff and self-directed. All service centers provide access to services and information using self-directed internet and printed material.

Intake and assessment are points for the identification of services needed by clients with special needs, i.e. low-income, disadvantaged, persons with disability, etc. Clients so identified are directed to more intensive staff-assisted services to provide additional information and assessment. Service delivery will be enhanced with the advent of WIN*GS* intake and assessment and the accessibility of more self-directed services and information.

Youth Services

Question IX.E.1. Describe the state's strategy for providing comprehensive, integrated services to eligible youth, including those most in need. (§112(b)(18).)

In responding to this question, the state should include the following:

- *Describe the anticipated program design for the WIA Youth funds provided under the Recovery Act. Include in this description a program design for both younger, in-school, and older or out-of-school youth (including the 22-24 year olds that can be served with Recovery Act funds).*
- *Will the state use the Recovery Act funds to fund only a 2009 summer youth program or some combination of 2009 and 2010? If using the funds over two summers, what percentage of funds does the state anticipate using for the first summer?*
- *If using the funds for summer employment opportunities, describe how the state will deliver summer youth employment opportunities. Will the state operate the program or allocate the funds?*

- *Describe the types of worksites that will be developed for summer employment, including a mix of public and private sector work experiences, and how the state will ensure that meaningful work experiences will be developed.*
- *Describe the state's policy for developing the mix of classroom versus worksite time in a summer employment opportunity. Describe the state's policy for determining that summer employment opportunities are connected to academic and/or occupational learning and the types of connections that will be utilized.*
- *Describe any policies or strategies that the state is implementing to ensure that local areas implement activities that support out-of-school youth during summer and/or non-summer months, such as supportive services, needs-based payments, or day-care.*
- *Provide the anticipated number of youth to be served with Recovery Act funds, including the anticipated number of summer employment opportunities created with Recovery Act funds.*

Each of Mississippi's four workforce areas will be obligating 80% or more of their ARRA Youth funds for the 2009 summer program. Remaining ARRA Youth funds will be spent continuing services for summer participants who do not return to school and who need additional help.

Younger and in-school youth participants will primarily receive six to eight weeks of work experience. Older youth (18 to 24) and out-of-school youth may receive more weeks and more hours of work experience based upon a case-by-case determination of need and ability to benefit.

All ARRA Youth funds are allocated to the four local workforce areas who will address youth services in greater detail in their local plans. Each workforce area may utilize public and private worksites, with the exact mix depending upon the needs of the youth participants and worksite availability in each Mississippi county and community.

All work experience worksites will meet the criteria in 20 CFR 664.460(c), which requires that youth "acquire the personal attributes, knowledge, and skills required to obtain a job and advance in employment." Worksites will be evaluated regularly; at least twice over the summer; to ensure that work readiness skill attainment is maximized.

Each workforce area will determine the appropriate mix of classroom versus worksite time during the summer program. Similarly integrating academic and occupational learning will be on a case-by-case and youth-by-youth basis, with each local workforce area determining how this connection may best be made.

Summer youth supportive services are also left up to the four local areas, with transportation assistance being the primary concern.

Mississippi estimates that the following number of youth will be served with ARRA funds:

- Delta LWIA ……. 1,500
- Mississippi Partnership LWIA …….....…. 1,500
- Southcentral Mississippi Works LWIA ……...… 1,600
- Twin Districts LWIA ……..……..… 1,700

TOTAL ……..……..…. 6,300

The State recognizes the need to focus youth resources on out-of-school and harder to serve populations and upon increased secondary and postsecondary education outcomes. The State will work with its WIA partner youth programs funded through the Departments of Education, Health and Human Services, Justice, and Labor to provide the support needed at the State level for targeting out-of-school populations while increasing accountability for employment and education outcomes.

Veterans' Priority of Service

Question IX.C.5.b. What policies and strategies does the state have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?

In answering this question, the state should outline the changes to state and local policies and strategies that make them sufficient to meet the requirements of 20 CFR 1010.230, published at 73 Fed. Reg. 78132 on December 19, 2008, of the Jobs for Veterans Act regulations issued on December 19, 2008 implementing priority of service for veterans and eligible spouses in Department of Labor job training programs. This includes providing the following information and/or attachments to the State Plan modification:

- *A description of the changes to policies for the delivery of priority of service by the State Workforce Agency or Agencies, Local Workforce Investment Boards, and One-Stop Career Centers for all qualified job training programs delivered through the state's workforce system. The description must include how:*
  1. *The state policies ensure that covered persons are identified at the point of entry and given an opportunity to take full advantage of priority of service.*
  2. *The state policies ensure that covered persons are aware of:*
     a. *Their entitlement to priority of service;*
     b. *The full array of employment, training, and placement services available under priority of service; and*
     c. *Any applicable eligibility requirements for those programs and/ or services.*

- *A description or copy of the state's policy requiring Local Workforce Investment Boards to develop and include policies in their Local Plan to implement priority of service for the local One-Stop Career Centers and for service delivery by local workforce preparation and training providers.*

Priority of service for veterans is provided in all core and intensive services provided by Wagner-Peyser funded staff in all WIN Job Center locations. Additionally all core and

intensive services provided by WIA funding are inclusive of veteran priority of services as policies and statements of operation have been included in the four WIA Workforce Area Plans. This policy of service requires that covered persons are identified at the point of service and each person is given the opportunity to take full advantage of priority of service.

These processes ensure that covered persons are aware of (1) their entitlement to priority of service, (2) the full array of employment, training, and placement services available through the WIN One-Stop offices and all service points, and (3) that all applicable eligibility requirements for these programs are understood and applied.

Veterans' priority of service is provided though continuing education of all personnel. TEGL No. 5-03 on implementing veterans' priority is provided during staff training. Office assessments are used to monitor customer service to ensure priority of service is provided. In addition to advising veterans of their preferred status, signs are posted in each WIN Job Center to make veterans aware of their priority of service entitlement. MDES personnel are made aware of their responsibilities to provide priority of service during staff training sessions, employee assessments and during local office visits by MDES State Office staff. Veterans are made aware of the special assistance provided by DVOP and LVER staff when WIN Job Center staff conducts outreach activities for the veteran community. MDES enforces procedures through the issuance of Employment Service Bulletins to ensure the prioritization of service to the special populations of veterans as identified by VETS.

In order to maximize job and training opportunities, information on such services as WIA approved training courses, Work Opportunity Tax Credits (WOTC) and On-the-Job Training (OJT) contracts are available to eligible veterans at WIN Job Centers. For those veterans with barriers to employment, referrals are made to the VARO and other One-Stop partners and staff.

Service Delivery to Targeted Populations

Question IX.C.4.a. Describe the state's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals, and people with disabilities). (§112(b)(17)(A)(iv).)

In responding to this question, the state should:

- *Describe the strategy the state will use to effectively implement the Recovery Act priority of service for low-income individuals and recipients of public assistance under the WIA Adult program.*

- *Indicate how the state will use Wagner-Peyser resources to support individuals with disabilities, such as funding disability program navigators in One-Stop Career Centers, or assisting other targeted populations.*

  Each local workforce area must address in its plan how the ARRA and regular WIA Adult programs will implement the priority of service for low-income individuals and public assistance recipients.

  The Mississippi Department of Employment Security has recently begun discussions with the Mississippi Department of Human Services' Social Services Block Grant staff to identify opportunities to expand outreach to target populations, especially low-income individuals, through the state's network of Community Action Agencies.

  Also, in comprehensive WIN Job Centers customers with disabilities will receive the full range of services available through the State's One-Stop system. WIN Job Center staff, including Wagner-Peyser funded staff and Vocational Rehabilitation coordinators, will provide specialized services to customers with disabilities. All Centers shall adhere to Americans with Disabilities Act (ADA) requirements to assure that customers with disabilities are able to access or have assistance in accessing job listings and other resources. Knowledgeable and competent staff shall be available to assist each customer as needed. The staff shall be capable of responding to the needs of persons with disabilities.

  WIN Job Centers will continue to work closely with all partners to ensure programs and services are accessible for all individuals. The Mississippi Department of Rehabilitation Services (MDRS) provides advice and guidance regarding assistive services, and/or devices are available to provide easy access to information and workforce related services to persons with disabilities in the WIN Job Centers. . Thirty WIN Job Centers are now equipped with special ADA compliant computers to be used by individuals with disabilities to conduct a job search, complete resumes, and access other services that are provided at the WIN Job Centers.

  The State Workforce Board encourages the following activities:

  - Dedicating a portion of their website to links with local and national disability resources to support staff and customers with disabilities in each workforce area:

  - Ensuring that disability literature and information on local resources is available in local WIN Job Center resource libraries;

  - Each WIN Job Center plans to hold an open house for local disability organizations to provide an opportunity to learn about the system with a brief orientation of services offered;

  - Promoting services through local advocacy groups, community action groups, faith based community organizations and others that provide support and service to persons with disabilities;

- Designating a lead staff member in each local workforce area to provide outreach and serve as a liaison to the disability community and other individuals with barriers to employment;

- Developing marketing materials that describe persons with disabilities as a target audience;

- Facilitating the transition of youth with disabilities to school, employment and economic self-sufficiency;

- Conducting outreach to, and coordination with, community service providers working with people with disabilities, local Independent Living Centers, and public and private mental health and developmental disability organizations; and

- Including a case management model that provides accessible intensive services to individuals with barriers to employment.

Section III. Operations

Transparency and Public Comment

Instruction from Section II of State Planning Guidance Plan Development Process: Include a description of the process the state used to make the Plan available to the public and the outcome of the state's review of the resulting public comments. (§§111(g) and 112(b)(9).)

The Recovery Act places a high priority on transparency. The state should describe:

- *State efforts to promote transparency.*
- *The process used to make the Plan modification available to the public and the outcome of the state's review of resulting public comments.*

MDES is in the process of establishing a stimulus page linked to our website, mdes.ms.gov. The Governor's Office also has a stimulus web page, http://stimulus.ms.gov, which promotes transparency.

All ARRA policy and implementation decisions are open to scrutiny. Policies are posted and are subject to public comment.

The completed sections of the modification to the Program Year 2009 Workforce Investment Act (WIA)/Wagner-Peyser Act State Plan will be posted on the Mississippi Department of Employment Security (MDES) website beginning on June 1, 2009 for public review and comment. Public Notices will be placed in the State's major daily newspapers with statewide circulation announcing the availability of the plan's modifications on the MDES website. Email notification of the plan modifications will be sent to workforce partners and interested parties including but not limited to local workforce administrators, elected officials and boards, partner agencies, and community

and junior college presidents. Each of the four local workforce investment area directors and workforce investment board chairs will be invited to review and make plan recommendations. As possible, the plan will be discussed at meetings attended by local workforce investment area directors and other stakeholders.

Public comment received will be carefully considered by the plan modification team and will be shared with the Governor's Office, the SWIB, and will then be forwarded to the Department of Labor.

Increasing Services for Universal Access

Question VI.C. What state policies are in place to promote universal access and consistency of service statewide? (§112(b)(2).)

In its response, the state should explain how it will efficiently and effectively use its Wagner-Peyser Recovery Act funds to support the hiring of sufficient levels of staff in the limited time period available for state One-Stop Career Centers to provide universal access and services required to meet the needs of increased numbers of customers in the economic downturn.

Each of the four Mississippi workforce areas has executed a Memorandum of Understanding with all One-Stop partners. The "MOU's" deal with service coordination and delivery through the WIN Job Centers.

WIA and Wagner-Peyser funds are combined in each Center to co-fund and co-deliver core and intensive services to customers. This policy will be applied to Reemployment Service funds to maintain this continuity of service.

Wagner-Peyser funded staff under the ARRA will be time-limited which limits the scope of training and expertise that can be established during the funding period. With these perimeters, staff will be trained to provide those activities that maintain the tri-age approach to customer services. These services will include (1) self-service, (2) facilitated self-service and (3) staff-assisted. The tools to complete these will be technologically driven to provide the maximum of service within the limited hiring and training times available.

Staff will be providing services that will support UI, Wagner-Peyser, WIA, Veteran, and special needs groups. These will include job registration, assessment, skill inventorying, job matching, referral to job openings, and referral to supportive services within WIA and WIN partners. The case management approach will be used so staff will be able to use technology driven tools for assessment, skills inventorying and matching. Facilitated self-service is a primary tool and staff will be trained in the use of these tools and for review of progression of the user.

Skills inventorying and matching will be directed toward the needs of employers so unmet needs can be identified and services provided for job matching or training creation or re-direction.

Local Planning Process

Question VIII.D. Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process. ((§112(b)(2) and 20 CFR 661.350(a)(13).)

In responding to this question, states should describe how they are facilitating the use of the local planning process to ensure that local areas are able to update their Local Plans and still quickly and efficiently deliver increased levels of services as intended under the Recovery Act.

ARRA funds will be spent quickly, wisely, and ethically. Each local plan will address how these three goals will be achieved. The Mississippi Department of Employment Security, through the Office of Grant Management, will work with the four local workforce areas (Delta, MS Partnership, Southcentral MS Works, and Twin Districts) to ensure that each local planning process is fully utilized to allow the efficient delivery of increased levels of service.

Procurement

Question VIII.F.5. Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts. (§112(b)(16).) (Note: All procurements must comply with OMB requirements codified in 29 CFR Parts 95.40-95.48 and 97.36.)

In answering this question, the state should describe:

- *How providers of all youth services will be procured under the Recovery Act. If using funds for summer employment opportunities and the fiscal agent or the state is not operating this program element, please specifically describe procedures for procuring summer employment operational entities and job opportunities.*
- *How the state will implement the Recovery Act provision that a Local Workforce Investment Board may award a contract to an institution of higher education or other eligible training provider if the local board determines that it would facilitate the training of multiple individuals in high-demand occupations, and if such a contract does not limit customer choice.*

The youth services summer program may begin as early as May 1, 2009 and ends September 30, 2009. Outreach, eligibility determinations and worksite development should have begun as soon as possible. For this reason, the Mississippi Department of Employment Security determined that current WIA youth providers may have their contracts amended, without the need to conduct a new procurement, to include stimulus bill funding for the 2009 summer program. If current youth providers lack the capacity to deliver summer program services, the local workforce area may elect to contract with any of the WIN Job Center partner agencies listed in WIA at section 121(b)(1) and in the WIA rules at section 662.200. Additional sole source approval to use one or more of the

partner entities to deliver summer program services is not required. Once the 2009 summer program is complete (September 30, 2009), all WIA youth services whether funded by the stimulus bill or by regular formula WIA youth funds, must be competitively procured. The only exception is in house delivery of youth services by the local grant recipient in accordance with applicable USDOL guidance. If the local workforce area has already competitively procured WIA youth services for PY 2009 or followed local workforce area procurement policy, a new procurement need not be initiated.

Waivers were requested from DOL to allow expansion of current youth provider contracts to include summer youth program services, and for limited, expedited procurement.

The four local workforce areas may contract for group-sized classroom training, as described in the ARRA, so long as customer choice is not limited. The mechanism for carrying out "group-sized classroom training" must be addressed in each local plan. Customer choice will include both ETPL offerings and newly developed group-sized training to ensure that customer choice is expanded rather than constricted.

Technical Assistance

Question VIII.G.2. Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided. (§112(b)(14).)

In answering this question, the state should describe its strategy for providing training and technical assistance to local areas for all programs funded by the Recovery Act, including whether Recovery Act funds will be used for technical assistance and training to local areas. The state should also address training to be provided to new staff and technical assistance on the creation of a summer employment program.

Mississippi has, and will continue to expand its training and technical assistance efforts to include the ARRA, with immediate focus on the 2009 summer youth program. Local areas have participated in USDOL webinars and actively exchange questions and best practices with each other and MDES state staff.

Mississippi conducts joint meetings with its four local areas at least quarterly to identify opportunities for improvement and technical assistance. Technical assistance for the coming year will include ARRA issues for Adults, Dislocated Workers, and Youth, particularly the summer youth employment programs, as well as statewide and regional workforce development to stimulate the economy. Technical assistance will continue in the areas of Common Performance Measures tracking and attainment, improving business services, writing more OJT and customized training agreements, developing demand training in synch with the community and junior colleges, recertifying and upgrading WIN Job Centers, utilizing technology more effectively, resource identification and utilization, streamlining customer paperwork, and strategic planning for local Boards.

Monitoring and Oversight

Question VIII.H. Describe the monitoring and oversight criteria and procedures the state utilizes to move the system toward the state's vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements. (§112(b)(14).)

In responding to this question, the state should demonstrate, through a monitoring plan or otherwise, that the state monitoring system meets the requirement of 20 CFR 667.410(b)(2) and that the state's plan includes monitoring and oversight of the additional funds provided under the Recovery Act, particularly plans to monitor reemployment services and summer employment, including summer employment worksites.

The State monitoring plan is described below. These monitoring efforts will be expanded to include at least monthly on-site visits to determine summer program development and operation, and at least quarterly on-site visits to determine if other ARRA adult, dislocated worker, and year-round youth programs are on track and in full compliance with every statutory, USDOL, state, and local requirement.

WIN Job Centers conduct periodic reviews of results, celebrate successes, identify opportunities for improvement, and plan resolution/improvement. A rating system is used to quantify the satisfaction level. Additionally, local workforce areas conduct regular visits to their respective WIN Job Centers to evaluate customer flow, service delivery and other functions related to WIA programs.

The State performs annual on-site monitoring and oversight reviews of its WIA sub recipients to verify compliance with Federal, State, and local policies and procedures. The reviews examine administrative structures, program operations, results achieved and fiscal systems.

Data Element Validation is conducted on-site in each of the local workforce areas on a regular basis. Data Element Validation insures the accuracy and reliability of program and performance information reported to DOL for Federally funded programs. Findings are compiled and submitted to DOL and used by State and local areas to improve their data reporting processes.

The State has standard practices for the development of reports on a quarterly basis regarding WIA performance measurements. The reports are based on data derived from the State WIA reporting and tracking system. These reports provide planned versus actual performance data for WIA Adult, Dislocated Worker, and Youth programs.

Local areas have the ability to immediately recognize and make adjustments in any areas where improvement is needed. The State provides technical assistance to local areas whose performance is failing to meet negotiated performance measures and incentive grants to local areas whose performance meets or exceeds negotiated levels.

Accountability and Performance

Question X.C.1. Describe the state's performance accountability system, including any state-system measures and the state's performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system. (§§112(b)(3) and 136(b)(3).)

- *The Recovery Act emphasizes the importance of accountability. Describe the state's overall efforts to hold the state and its local areas accountable for the results of activities funded by the Recovery Act, and how the state will measure whether it has achieved the state's goals for implementation as described in Questions I.C. and I.E. under "State Vision and Priorities."*
- *The Recovery Act requires states to report on work readiness to assess the effectiveness of summer employment opportunities for youth. The state should identify its methodology for determining whether a measurable increase in work readiness skills has occurred, and what tools will be used for this determination.*

Mississippi is in the process of rolling out a new MIS system called "WIN*GS*."

The Mississippi Department of Employment Security, Office of Grant Management, has launched a multi-year project to develop a unified participant reporting system: Workforce Investment Network Global Services (WIN*GS*) aimed at meeting the Wagner-Peyser, Workforce Investment Act (WIA), and Trade Adjustment Act (TAA) program requirements under Common Measures and the postponed federal requirement that mandates integrated reporting (WISPR – Workforce Investment Streamlined Performance Reporting System) for the three programs. The project will be multi-layered to meet both short-term (five years) objectives and longer-term visionary objectives that extend five years and beyond.

The mission of the WIN*GS* Reporting System is to develop a flexible, web-based, user-friendly application that meets workforce reporting requirements while streamlining operations and maximizing resources. WIN*GS* will be used by all partners in the WIN system, including WIN Job Centers, Mississippi's four workforce investment areas, community colleges and others. As a web-based application, WIN*GS* will provide convenient access to employment and training services for both participants and employers.

The Mississippi Department of Employment Security has contracted with the National Strategic Planning and Analysis Research Center (nSparc) at Mississippi State University to develop WIN*GS*.

Initially, nSparc will develop a web-based system capable of providing an easy to use, efficient data collection system for the workforce programs of the Mississippi Department of Employment Security. As the system develops it will be enlarged to include other workforce partners and professionals.

The first phase of WIN*GS* is scheduled to be implemented in July 2009. This phase will consist of labor exchange functions.

WIN*GS* will be expanded to report on all ARRA activities and results. Each local plan must address the local workforce area's ARRA activities and expected results. Progress in achieving planned objectives will be measured at least quarterly for the year-round ARRA programs and at least monthly for the 2009 summer youth employment program.

Each local area has also developed work readiness pre- and post-tests based upon USDOL's April 30, 2009, webinar on this topic. A data field has been built into the stand-alone data collection system for ARRA youth developed by Mississippi State University's nSparc to track work readiness attainment, as measured by the tests. A sample "work readiness" tool is attached.

ATTACHMENTS

Attachment A: **The Delta Workforce Investment Area**
ARRA Summer Youth Employment Program
Work Readiness Skills Policy

Attachment B: **Delta Workforce Investment Area**
Summer Employment Program
Work Readiness Skills Pretest

Attachment C: **Delta Workforce Investment Area**
Summer Employment Program
Work Readiness Skills Pretest Answer Key

Attachment D: **DWIA Summer Employment Program**
Biweekly Worksite Supervisor Evaluation Of Participant

Attachment E: **DWIA Summer Employment Program**
Final Worksite Supervisor Evaluation Of Participant
And
Work Readiness Skills Benchmarks

The Delta Workforce Investment Area
ARRA Summer Youth Employment Program
Work Readiness Skills Policy

The only performance measure for youth who are served by the Summer Youth Employment Program funded by the ARRA is attainment of work readiness skills. In order to measure if a youth has an increase in work readiness skills, all youth must be assessed to determine if they are deficient in work readiness skills. The Delta Workforce Investment Area has adopted the following guidelines:

1. PRE-ASSESSMENT TO DETERMINE DEFICIENCY

All youth are required to complete the Work Readiness Skills Pre-Test Assessment to determine if the youth is deficient in work readiness skills and therefore, eligible for the Summer Youth Employment Program (SYEP). This Work Readiness Skills Pre-Test will be administered prior to enrollment. If the applicant states on the pretest that he/she has never worked for wages for ninety consecutive days or been fired from or quit a job, he/she is automatically eligible to participant in the SYEP.

After completion of the SYEP Work readiness Pre-Test, the staff will check the pre-assessment answers with the answer key, determine if the youth is deficient in work readiness skills, and then go over the pre-test with the participant. If a youth misses any one of the questions, the youth is considered work readiness skills deficient and in need of work readiness skills training/work experience. The staff will discuss with the youth the areas in which they were deficient in work readiness skills and stress the importance of positive work habits. After going over the pre-test, both the staff member and the applicant will sign the pre-test. If the applicant does not miss an answer, he/she will be determined to be not deficient in work readiness skills and ineligible to participate in the program.

2. POST-ASSESSMENT TO DETERMINE ATTAINMENT OF WORK READINESS SKILLS

The worksite supervisor will be given three assessments to use to evaluate the participants. One will be administered after the first week of work experience, one midway through work experience, and a final evaluation to be administered within the last two weeks of work experience. Should the participant not be able to complete work experience, the last evaluation completed by the worksite supervisor will be used to determine if a gain in work readiness skills had been attained. The supervisor, or at the worksite supervisor's request, the contractor monitor/evaluator, will go over the worksite supervisor evaluation with the participant and explain any areas that need improvement. The participant and the worksite supervisor will sign each evaluation.

To be considered as successfully attaining work readiness skills, the youth must not receive a one (needs improvement) on a scale of one to four (4) on the final worksite supervisor evaluation (post test assessment) of the participant.

3. Effective Date

This policy is revised effective May 1, 2009.

_____

George W. (Bunky) Butler, Chair Date
Delta Workforce Investment Area Board

Automatically eligible: Yes No
Number missed: _____
Eligible: Yes

No

Delta Workforce Investment Area
Summer Employment Program
Work Readiness Skills Pretest

Name_____ Date _____

Attendance

1. I have worked full time for at least 90 calendar days for one employer, excluding work experience. Yes No
   If yes, where did you work?_____
2. I have been fired from or quit a job. Yes No
3. It will be okay to take off a few days if my family goes on a vacation this summer. Yes No

Punctuality

4. I arrived at least 15 minutes early today. Yes No
5. It will be okay to eat my breakfast after I get to work. Yes No
6. I don't have to call my supervisor if I am going to be just a few minutes late. Yes No

Appearance

7. Saggy, loose fitting pants or shirts do not create a safety problem at work. Yes No
8. It is okay to wear a cap or scarf if my hair doesn't look good. Yes No

Following Directions

9. I should listen to and follow the directions of my worksite supervisor. Yes No
10. If I do not understand what I am supposed to do at work, I should ask questions. Yes No

Quality of Work – Completing Tasks

11. I should complete tasks very slowly so I won't have much to do each day. Yes No
12. I should complete tasks neatly, accurately, and thoroughly. Yes No

Quality of Work - Behavior/Attitude

13. I should do my share on group tasks. Yes No
14. I should complain to everybody if I don't want to do what I am assigned. Yes No

Dependability

15. If I do a good job, my boss won't have to constantly supervise me. Yes No
16. A good worker should show initiative. Yes No

Working Relationships - Interpersonal Relations

17. If I need help to complete an assignment, I should not ask for it. Yes No
18. Having a positive attitude is a good work habit. Yes No

Personal Behavior

19. If I do something the wrong way, it is okay for me to blame other workers. Yes No
20. I should not have to worry about following safety rules. Yes No

The answers I gave on this Work Readiness Skills Pretest have been discussed with me.

_____
Applicant's Signature Date

_____
Staff Signature Date

Revised 4/09

Automatically eligible: Yes No
Number missed: _____
Eligible: Yes

No

Delta Workforce Investment Area
Summer Employment Program
Work Readiness Skills Pretest Answer Key

If the answer to number 1 is no, the applicant is automatically eligible. If the applicant misses one in any category, the applicant is considered in need of work readiness skills training/work experience.

Attendance

1. I have worked full time for at least 90 calendar days for one employer, excluding work experience. **Yes** No
   If yes, where did you work?_____
2. I have been fired from or quit a job. Yes **No**
3. It will be okay to take off a few days if my family goes on a vacation this summer. Yes **No**

Punctuality

4. I arrived at least 15 minutes early today. **Yes** No
5. It will be okay to eat my breakfast after I get to work. Yes **No**
6. I don't have to call my supervisor if I am going to be just a few minutes late. Yes **No**

Appearance

7. Saggy, loose fitting pants or shirts do not create a safety problem at work. Yes **No**
8. It is okay to wear a cap or scarf if my hair doesn't look good. Yes **No**

Following Directions

9. I should listen to and follow the directions of my worksite supervisor. **Yes** No
10. If I do not understand what I am supposed to do at work, I should ask questions. **Yes** No

Quality of Work – Completing Tasks

11. I should complete tasks very slowly so I won't have much to do each day. Yes **No**
12. I should complete tasks neatly, accurately, and thoroughly. **Yes** No

Quality of Work - Behavior/Attitude

13. I should do my share on group tasks. **Yes** No
14. I should complain to everybody if I don't want to do what I am assigned. Yes **No**

Dependability

15. If I do a good job, my boss won't have to constantly supervise me. **Yes** No
16. A good worker should show initiative. **Yes** No

Working Relationships - Interpersonal Relations

17. If I need help to complete an assignment, I should not ask for it. Yes **No**
18. Having a positive attitude is a good work habit. **Yes** No

Personal Behavior

19. If I do something the wrong way, it is okay for me to blame other workers. Yes **No**
20. I should not have to worry about following safety rules. Yes **No**

Be sure to go over the pretest and explain what was missed. After going over the pretest, the staff member should sign and date the pretest after the participant signs and dates it.

The answers I gave on this Work Readiness Skills Pretest have been discussed with me.

_____
Applicant's Signature Date

_____
Staff Signature Date

DWIA SUMMER EMPLOYMENT PROGRAM
BIWEEKLY WORKSITE SUPERVISOR EVALUATION OF PARTICIPANT

Participant Name: _____	**Date Work Experience Began**:_____
Work Experience Supervisor: _____	**Title:** _____
Worksite: _____	**Phone:** _____

We are very interested in the long-term success of our program and would appreciate you taking a few minutes to share your assessment of the participant and our work experience program. Your feedback will be very valuable for the participant and will help us guide the participant to the successful attainment of work readiness skills.

Using a scale of "1" to "4", please rate the participant in the following areas:

	Needs Improvement	Below Expectation	Meets Expectation	Exceeds Expectation	
1. Attendance:					
Reports to work at the appropriate time and place.	1	2	3	4	NA
Calls when late or will be absent.	1	2	3	4	NA
Has regular attendance.	1	2	3	4	NA
2. Appearance:					
Dresses appropriately.	1	2	3	4	NA
Grooms appropriately.	1	2	3	4	NA
3. Work Habits:					
Accepts constructive criticism from supervisors and co-workers.	1	2	3	4	NA
Behaves in a professional manner at the worksite.	1	2	3	4	NA
Completes tasks.	1	2	3	4	NA
Follows instructions.	1	2	3	4	NA
Gets along with others.	1	2	3	4	NA
Has a positive attitude.	1	2	3	4	NA
Shows initiative.	1	2	3	4	NA
Works well with others.	1	2	3	4	NA
4. Communication:					
Relates well to supervisor and others.	1	2	3	4	NA
Asks appropriate questions.	1	2	3	4	NA
Demonstrates interest in the experience.	1	2	3	4	NA
5. Overall Evaluation:					
Is acquiring positive work skills.	1	2	3	4	NA

Do you have any comments or suggestions?

_____

_____

Work Site Supervisor's Signature:_____**Date:**_____

Participant's Signature:_____ Date: _____

DWIA SUMMER EMPLOYMENT PROGRAM
FINAL WORKSITE SUPERVISOR EVALUATION OF PARTICIPANT

Participant's Name: _____ **Job Title**: _____	**Date Work Experience Began:** _____
Worksite: _____ **City/Town**: _____ **Phone #:** _____	Work Experience Supervisor: _____ _____ **Title:** _____

The Delta Workforce Investment Area and _____ would like to thank you for being a vital part of our Summer Employment Program. In agreeing to supervise and help our participant attain work readiness skills, you have performed a valuable service for both the participant and the community. Thank you for sharing your time, work values, and expertise with our participant.

Using a scale of "1" to "4", please rate the student in the following areas:

		Needs Improvement	Below Expectation	Meets Expectation	Exceeds Expectation
1.	**Attendance**	1	2	3	4
2.	**Punctuality**	1	2	3	4
3.	**Appearance**	1	2	3	4
4.	**Follows Directions**	1	2	3	4
5.	**Quality of Work-Completing Tasks**	1	2	3	4
6.	**Quality of Work - Behavior/Attitude**	1	2	3	4
7.	**Dependability**	1	2	3	4
8.	**Working Relationships- Interpersonal Relations**	1	2	3	4
9.	**Personal Behavior**	1	2	3	4
10.	**Overall Evaluation**	1	2	3	4

After being under your supervision and guidance, do you now consider this participant to have attained necessary basic work readiness and work maturity skills (benchmark ratings above 1)?
Yes _____ **No**_____

f your answer is no, please explain why._____
_____

Comments:
_____

Worksite Supervisor's Signature: _____ **Date:** _____

Participant's Signature: _____ **Date:** _____

DELTA WORKFORCE INVESTMENT AREA
SUMMER EMPLOYMENT PROGRAM
Work Readiness Skills Benchmarks

		Benchmark Ratings
1.	**Attendance**	
•	100% attendance	4
•	1 or 2 excused absences	3
•	Complies with program policy, notifies of absence	2
•	Often absent without good reason	1
2.	**Punctuality**	
•	100% on time and from breaks, ready to work	4
•	Notifies supervisor , late to work or from break 1 or 2 Times, but immediately ready to work	3
•	Complies with program policy, notifies supervisor if going to be late	2
•	Lacking in punctuality, late more than 4 times in 2 week period	1
3.	**Appearance**	
•	Participant dresses appropriately for the job.	4,3,2,1
•	Hair groomed neatly and appropriately.	4,3,2,1
4.	**Following Directions**	
•	Has a positive attitude toward supervisor.	4,3,2,1
•	Listens to and follows instructions.	4,3,2,1
•	Asks appropriate questions.	
•	Carries out assigned tasks as told to do.	4,3,2,1
5.	**Quality of Work-Completing Tasks:**	
•	Completes work neatly, accurately, thoroughly.	4,3,2,1
•	Corrects errors.	4,3,2,1
•	Accepts constructive criticism from supervisors.	4,3,2,1
•	Makes effective use of suggestions for improvement.	
6.	**Quality of Work - Behavior/Attitude:**	
•	Doesn't waste time.	4,3,2,1
•	Completes assigned work on schedule.	4,3,2,1
•	Does his/her share on group tasks.	4,3,2,1
7.	**Dependability:**	
•	Does work effectively and efficiently without constant supervision.	4,3,2,1
•	Shows initiative and good judgment when minimal instructions are given.	4,3,2,1
8.	**Working Relationships – Interpersonal Relations:**	
•	Shows respect for others.	4,3,2,1
•	Helps co-workers, if requested.	4,3,2,1
•	Will ask for help from co-workers, if needed	4,3,2,1
•	Shows a positive attitude when working with others.	4,3,2,1
•	Shows a positive attitude when working with others.	4,3,2,1
9.	**Personal Behavior:**	
•	Follows rules in regard to safety.	4,3,2,1
•	Follows rules in regard to use of equipment.	4,3,2,1
•	Follows rules in regard to personal conduct.	4,3,2,1
•	Accepts responsibility for his/her actions.	4,3,2,1
•	Demonstrates interest in learning new skills.	4,3,2,1
10.	**Overall Evaluation:**	4,3,2,1

As a whole, has the participant demonstrated satisfactory attainment of all benchmarks?

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 4

ELEMENT 4

Universal Access

CODE OF FEDERAL REGULATIONS 29 PART 37 SUBPARTS 37.42 AND 37.54 (d)(1)(v)

As prescribed under §37.42 the Mississippi Department of Employment Security (MDES) has developed a system to assure that the composition of the pool of those considered for participation in the Workforce Investment Act (WIA) programs is broadened. The effort is, therefore, directed to sexes, the various race/ethnic and age groups, and individuals with disabilities.

Each WIN Job Center is asked to maintain a Directory of Elected Officials, Business Leaders of the Minority Community and Faith-Based & Community Organizations. **See Exhibit 4-A: Directory of Elected Officials, Business Leaders of the Minority Community and Faith-Based & Community Organizations.** Managers are encouraged to maintain personal contact with those individuals in the directory. They have been directed to communicate personalized letters biennially, to inform them of employment services provided by their respective WIN Job Centers and changes in unemployment compensation laws and regulations. **See Exhibit 4-B: Sample Biennial Communication.** The letters also invite those individuals to contact management in the event they encounter problems or have concerns that need clarification of our MDES programs and/or services. Further, business leaders are requested to refer customers who desire employment assistance and services to WIN Job Centers.

Periodically, selected WIN Job Centers, State Office staff and the Equal Opportunity Department participate in college/school career days, job fairs, and at on cite plant closing seminars statewide in order to disseminate information on career opportunities for the general community specifically minorities, women, and the disabled. **See Exhibit 4-C: Sample Job Fair Information.**

The Equal Opportunity Department, the WIN Job Centers and State Offices have staff that coordinates the provisions of placement and counseling services to special applicant groups. These staff members coordinate services to the disabled with the Mississippi Department of Rehabilitation Services and other organizations that service people with disabilities, aging, homeless, and migrant populations upon request. **See Exhibit 4-D: MDES and Partner Staff Listing**.

All materials (printed or electronic in written or oral form) for programs funded under WIA will be provided in relevant formats wherever there is substantial population. Alternative formats may be provided for individuals who are limited English Proficiency. **See Exhibit 4-E: LEP Policy and Procedures or Exhibit 4-F: Optimal Phone Interpreters for Foreign Languages**. In addition, please see **Exhibit 4-G: Sign Language List of Interpreters.**

MDES includes the tagline that we are an equal opportunity employer with the TDD number on communications-such as brochures, pamphlets and on-line. Some of MDES' brochures include the TDD/TTY number. **See Exhibit 4-H: Example of Brochures and Website**.

The agency continues to provide training to all staff to ensure that they are knowledgeable to the agency's commitment to make all members of the public aware of our intent to provided equitable services. **See Exhibit 4-I: Examples of Training**.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 4

APPENDIX ELEMENT 4

Universal Access

CODE OF FEDERAL REGULATIONS TITLE 29 PART 37 SUBPARTS 37.42 THROUGH 37.54 (d)(1)(v)

EXHIBIT 4-A	DIRECTORY OF ELECTED AND NON-ELECTED LEADERS OF THE MINORITY COMMUNITY
EXHIBIT 4-B	SAMPLE BIENNIAL COMMUNICATION
EXHIBIT 4-C	SAMPLE PARTICIPATION IN JOB FAIRS AND OTHER EVENTS
EXHIBIT 4-D	MDES AND PARTNER STAFF LISTING
EXHIBIT 4-E	LEP POLICY AND PROCEDURES
EXHIBIT 4-F	OPTIMAL PHONE INTERPRETERS
EXHIBIT 4-G	FOREIGN AND SIGN LANGUAGE DIRECTORY
EXHIBIT 4-H	EXAMPLE OF BROCHURES AND WEBSITE
EXHIBIT 4-I	EXAMPLES OF TRAINING

EXHIBIT 4-A

DIRECTORY OF ELECTED AND NON-ELECTED LEADERS OF THE MINORITY COMMUNITY

Mississippi Department of Employment Security

Haley Barbour
Governor

Les Range
Executive Director

November 29, 2010

Dear Colleague/Friend:

Enclosed is the Thirteenth Edition of the Mississippi Department of Employment Security Directory of Elected Officials, Faith-Based and Community Organizations. This Directory is being sent to you to replace the one issued in 2006. Please be advised that a limited distribution is being made.

Persons listed in this edition are people who are, in most cases, committed to serving the state of Mississippi and their community. Please understand that this is by no means a complete listing of such individuals; however, it is our hope that in some way this directory might assist you in serving the citizens of Mississippi.

Sincerely,

Timothy Rush
State WIA, Equal Opportunity Officer

TR: slwb

Enclosure

Increasing Employment in Mississippi

1235 Echelon Parkway ● Jackson, Mississippi 39213
Post Office Box 1699 ● Jackson, Mississippi 39215-1699 ● (601) 321-6000 ● FAX (601) 321-6004
MDES is an Equal Employment Opportunity Employer

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

DIRECTORY OF ELECTED OFFICIALS, FAITH-BASED AND COMMUNITY ORGANIZATIONS

FOR THE STATE OF MISSISSIPPI

THIRTEENTH EDITION

(BEING REVISED 2010)

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY EQUAL OPPORTUNITY DEPARTMENT STAFF MEMBERS
TIMOTHY RUSH, STATE WIA EQUAL OPPORTUNITY OFFICER
BARBARA LOWE, EQUAL OPPORTUNITY COMPLIANCE COORDINATOR
STEFANIE BROWN, ASSISTANT EQUAL OPPORTUNITY COMPLIANCE COORDINATOR

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House of Representatives
2008-2011

Speaker of the House
William J. McCoy

Speaker Pro Tempore
J. P. Compretta

Noal Akins	Bryant W. Clark	David Gibbs	Warner F. McBride	Margaret Rogers
Brian Aldridge	Alyce G. Clarke	Andy Gipson	Kevin McGee	Ray Rogers
Tracy Arinder	Angela Cockerham	Jeffrey Guice	America Chuck Middleton	Omeria Scott
Willie Bailey	Linda F. Coleman	Philip Gunn	Sam C. Mims, V	Bobby Shows
Larry Baker	Mary H. Coleman	Eugene Forrest Hamilton	Bobby Moak	Ferr Smith
Mark Baker	Becky Currie	Frank Hamilton	Alex Monsour	Jeffrey C. Smith
Earle S. Banks	Dirk D. Dedeaux	Esther Harrison	John L. Moore	Greg Snowden
Toby Barker	Scott DeLano	John W. Hines, Sr.	Ken Morgan	Gary V. Staples
Charles Jim Beckett	Bill Denny	D. Stephen Holland	Harvey Moss	Mary Ann Stevens
Donnie Bell	Reecy L. Dickson	Gregory Holloway	David W. Myers	Rufus Straughter
Richard Bennett	Mark DuVall	Steven A. Horne	Billy Nicholson	Johnny W. Stringer
Edward Blackmon, Jr.	Blaine Eaton	Bobby B. Howell	David Norquist	Preston E. Sullivan
Sidney Bondurant	Jim Ellington	Mac Huddleston	Russ Nowell	Sara R. Thomas
C. Scott Bounds	Tyrone Ellis	Robert E. Huddleston	Steven Palazzo	Jerry R. Turner
Billy Broomfield	Chuck Espy	Roger Ishee	Deryk R. Parker	Jessica Upshaw
Cecil Brown	Bob Evans	Wanda Jennings	Randall Patterson	J. Shaun Walley
Kelvin Buck	James Evans	Robert L. Johnson III	Diane C. Peranich	Greg Ward
Kimberly Campbell Buck	Harvey Fillingane	Brandon Jones	Willie J. Perkins, Sr.	Joseph L. Warren
Clara Burnett	George Flaggs, Jr.	Wilbert L. Jones	Bill Pigott	Percy W. Watson
Larry Byrd	Mark Formby	Sherra Hillman Lane	Jimmy Puckett	Tom Weathersby
Credell Calhoun	Frances Fredericks	Bennett Malone	John Read	Linda Whittington
Tad Campbell	Herb Frierson	Rita Martinson	Dannie Reed	Tommy L. Woods
Lester Carpenter	Jack Gadd	W. T. Mayhall, Jr.	Thomas U. Reynolds	Adrienne Wooten
Gary Chism	Joe C. Gardner	John Mayo	Walter L. Robinson, Jr.	Henry Zuber III

Mississippi Department of Employment Security

Haley Barbour
Governor

Tommye Dale Favre
Executive Director

DATE: SEPTEMBER - 2005

TO: WIN JOB CENTER MANAGERS

SUBJECT: MINORITY COMMUNITY OUTREACH

PURPOSE: To develop an outreach program to inform the minority community of the services provided by WIN Job Centers statewide.

DISCUSSION: Local WIN Job Center managers are encouraged to communicate with business leaders of the minority community to inform them of the services available for use by customers and beneficiaries. Procedures have been developed to ensure that those community and business leaders are made aware of these services and provided a method of documentation.

ACTION: Local WIN Job Center Offices are advised to develop a list of minority business and community leaders in their service delivery areas along with an active list of elected officials in the counties in which they serve. The combined lists will become the minority directory for their service area and should be actively maintained. These resource directories should be updated biennially.

This correspondence will communicate the services that are readily available for use, describe programs, trainings and activities, discuss recent unemployment insurance law changes and/or benefit extensions. A general invitation shall be extended to all officials that may wish to visit the WIN Job Centers. Auxiliary aids and services are available to individuals with disabilities.

CONTACT: Equal Opportunity Department at extension 601-321-6021.

EXPIRATION: This bulletin will remain in effect until modified or rescinded.

JNJ: kw

MODIFICATIONS: The Equal Opportunity Department contact is 601-321-6024.

TR: slwb

Increasing Employment in Mississippi

1235 Echelon Parkway ● Jackson, Mississippi 39213
Post Office Box 1699 ● Jackson, Mississippi 39215-1699 ● (601) 321-6000 ● FAX (601) 321-6004
MDES is an Equal Employment Opportunity Employer

Mississippi State Senate
2008-2011

President of the Senate
Phil Bryant

President Pro Tempore
Billy Hewes

Sidney Albritton	Deborah Jeanne Dawkins	Cindy Hyde-Smith	T. O. Moffatt
David Baria	Bob M. Dearing	Gary Jackson	Haskins Montgomery
David Blount	Tommy Dickerson	Robert L. Jackson	Alan Nunnelee
Terry W. Brown	Joey Fillingane	Sampson Jackson II	Eric Powell
Nickey Browning	Merle Flowers	Kenneth Wayne Jones	Willie Simmons
Hob Bryan	Hillman Terome Frazier	David Jordan	Bill Stone
Terry C. Burton	Tommy A. Gollott	Tom King	Gray Tollison
Albert Butler	Jack Gordon	Dean Kirby	Bennie L. Turner
Kelvin E. Butler	Alice Harden	Ezell Lee	Johnnie E. Walls, Jr.
Videt Carmichael	Billy Hewes	Perry Lee	Giles Ward
Lydia Graves Chassaniol	W. Briggs Hopson III	Chris McDaniel	Michael Watson
Eugene S. Clarke	John Horhn	Nolan Mettetal	J. P. Wilemon, Jr.
Doug E. Davis	Billy Hudson	Walter Michel	Lee Yancey

AMORY/ABERDEEN

Barrentine, Reverend J.O.
303 North Franklin Street
Aberdeen, MS 39730
662-369-8377

Bell, Cecil
Mayor City of Aberdeen
125 Commerce Street
Aberdeen, MS 39730
662-369-4165

Bell, Reverend Preston C.
Retired Educator
501 Locust Street
Aberdeen, MS 39730
662-369-2093

Brown, Reverend Eddie
St. James United Methodist Church
1072 F. Avenue
Amory, MS 38821

Calvert, Reverend Sam
713 Vine Street
Aberdeen, MS 39730
662-369-8953

Carr, Perry
705 West Canal Street
P. O. Box 536
Aberdeen, MS 39730
662-369-9577

Clay, Sanford
Principal Retired Educator
724 High Street
Aberdeen, MS 39730
662-369-6241

Cook, L. C.
Route 3 Box 163 C
Aberdeen, MS 39730
662-369-6260

Cook, Willie
Alderman, City of Aberdeen
P. O. Box 478
Aberdeen, MS 39730
662-369-9156

Cloyd Garth
Alderman, City of Aberdeen
310 S. James Street
Aberdeen, MS 39730
662-369-5734

Carouthers, Laura
Director Human Services
P. O Box 788
Aberdeen, MS 39730
662-369-2872

Clay, Reverend Joe W.
726 High Extension
Aberdeen, MS 39730

Coleman, Josephine
Director, Tutoring Program
P. O. Box 167
Aberdeen, MS 39730

AMORY/ABERDEEN

Cooperwood, Roger
MDES Appeals Board
403 North Long Street
Aberdeen, MS 39730
662-369-2015 Office
662-369-6185

Darden, George
1075 F. Avenue
Amory, MS 38821

Darden, John
Alderman, City of Amory
400 110th Street
Amory, MS 38821
662-256-9417

Dilworth, Kermit
Retired School Teacher
600 West Short Street
Aberdeen, MS 39730
662-369-2655

Dilworth, Sheryl
Monroe County Welfare Department
300 Front St. S
Amory, MS 38821

Donaldson, Eddie
Route 1 Box 425
Prairie, MS 38746
662-369-8056

Evans, Jr., James E.
614 South Columbus Street
Aberdeen, MS 39730
662-369-4682

Fluker-Reed, Dr., Lavon
Superintendent Aberdeen Schools
P. O. Box 607
Aberdeen, MS 39730
662-369-4682

Ghoston, Robert Lee
112 110th Street North
Amory, MS 38821

Gunn, W. Howard, Attorney
113 l/2 Commerce Street
P. O. Box 157
Aberdeen, MS 39730
662-369-8533
662-369-9843

Humphrey, Callie
Aberdeen Water Dept.
P. O. Box 817
Aberdeen, MS 39730

Dilworth, Sheryl
Monroe County Welfare Department
300 Front St. S
Amory, MS 38821

Evans, James
Retired Post Office Clerk
618 South Columbus Street
Aberdeen, MS 39730
662-369-2438

AMORY/ABERDEEN

Plant, Reverend Willie C.
200 Park Street
Aberdeen MS 39730
662-369-4419

Raspberry, Eldora
Sunrise Saving Club
Route 1 Box 386
Nettleton, MS 38858
662-256-8715

Sims, W.R & Bonnie
P. O. Box 67
Aberdeen, MS 39730
662-369-8343

Stegall, Evelyn
Beauty Operator
701 111th Street
Amory, MS 38821
662-256-2353

Sykes, Alonzo
Alderman, City of Aberdeen
1113 Elk Circle
Aberdeen, MS 39730
662-369-7705

Sykes, Lagrone
Monroe County District 5 Supervisor
30015 Central Grove Road
Nettleton, MS 38858
662-257-6035

Sykes, Walter
Police Chief, City of Aberdeen
125 W. Commerce Street
Aberdeen, MS 39730
662-369-6454

Walls, Ernestine
911 112th Street
Amory, MS 38821
662-256-7882

Retired Community Leader
Route 1 Box 194
Smithville, MS 38870
662-651-4556

Wilshire Clay
Monroe County District 4 Supervisor
P. O. Box 383
Aberdeen, MS 39730
662-369-4820

Whitley, Reverend C. W.
Route 2 Box 220 Wax, Reverend Benjamin
Okolona, MS 39960
662-369-4693

Young, General
President Local NAACP
P. O. Box 485
Aberdeen, MS 39730
662-369-8879
662-369-2379

JACKSON

Parker, Carolyn
EEOC Specialist
McCoy Federal Building
100 West Capitol Street
Jackson, MS 39269
601-965-4537

Patrick, Dr. John Pastor
Greater Northside MB Church
1553 Wiggins Road
Jackson, MS 39209
601-922-4166

Peyton, Ann
Office Vo-Tech Education, Bureau Director
Central High School Suite 263
P. O. Box 771
Jackson, MS 39205-0771
601-359-3089

Pickett, Reverend Dwayne
Pastor, New Jerusalem Christian Preschool &
After School Care
1285 Raymond Road
Jackson, MS 39204
601-371-6772
601-371-2539

Polk, Reverend Charles
St. Luther Baptist Church, Pastor
1040 Banks Street
Jackson, MS 39203
601-922-2444
601-355-2433

Porter, Herman
Alpha Phi Alpha fraternity, Inc., President
P. O. Box 3216
Jackson, MS 39212

Pridgen, Reverend Joseph
Mt. Zion Church of Christ Holiness, USA, Pastor
5510 Turner Avenue
Jackson, MS 39209
601-922-9042

Pullum, Art
AAP Staff Services, Owner
6424 Lakeover Road
Jackson, MS 39213
601-366-9501

Ramsey, Henrietta
Adult Volunteer Coordinator United Way
843 North President
Jackson, MS 39202
601-354-1765

Reed, Dovie
Assistant EO Officer, MDES
1235 Echelon Parkway
P. O. Box 1699
Jackson, MS 39213-1699
601-321-6023

Robinson, John
Boy Scouts of America
855 Riverside Drive
Jackson, MS 39209
601-948-6111
601-981-3005

Robinson, Jennifer
Operations Analysis
P. O. Box 1850
Jackson, MS 39215-1850

MISSISSIPPI ASSOCIATION OF COMMUNITY ACTION AGENCIES

EXECUTIVE DIRECTORS

AJFC Community Action (NP)
Mr. Lamar A. Braxton, Executive Director
1038 N. Union St. P. O. Box L
Natchez, MS 39120
(601) 442-8681
Fax (601) 442-9572

Bolivar County Community
Action Agency (NP)
Mr. Billy J. McCain, Executive Director
810 E. Sunflower Rd.
Cleveland, MS 38732
(662) 846-1491
Fax (662) 843-0173

Central Mississippi, Inc. (NP)
Ms. Tela Collins, Executive Director
101 S. Central Avenue
P. O. Box 749
Winona, MS 38967
(662) 283-4781
Fax (662) 283-2352

Coahoma Opportunities, Inc. (NP)
Mr. Mayo Wilson, Executive Director
313 Issaquena
Clarksdale, MS 38614
(662) 624-4887
Fax (662) 624-4115

Hinds County Human Resource Agency (NP)
Mr. Ken Cockrell, CEO
39212 Maddox Rd. P. O. Box 39225
Jackson, MS 39212-2657
(601) 923-3930
Fax (601) 923-3925

Lift, Inc. (NP)
Mr. Robert Lowdermilk, Executive Director
94 S. Thomas St.
Tupelo, MS 38803
(662) 842-9511
Fax (662) 842-5575

Multi-County Community
Service Agency, Inc. (NP)
Mrs. Kellie Cole, Executive Director
2900 St. Paul Street
P. O. Box 905
Meridian, MS 39302
(601) 483-4838
Fax (601) 482-9862

Northeast MS Community Service (NP)
Mr. Steve Gaines, Executive Director
801 Hatchie Street
P.O. Box 930
Booneville, MS 38829
(662) 728-2118
Fax (662) 728-8720

Pearl River Valley Opportunity (NP)
Mr. Helmon Johnson, Executive Director
756 Hwy 98 Bypass, P. O. Box 188
Columbia, MS 39429
(601) 736-9564
Fax (601) 736-6268

Prairie Opportunity, Inc. (NP)
Mr. Laura A. Marshall, Executive Director
501 Hwy 12 W. Suite 110
Starkville, MS 39760
(662) 323-7932
Fax (662) 323-8754

MISSISSIPPI ASSOCIATION OF COMMUNITY ACTION AGENCIES

EXECUTIVE DIRECTORS

Southwest MS Opportunity, Inc. (NP)
Mr. William Franklin, Executive Director
223 3rd Street, P. O. Box 1667
McComb, MS 39648
(601) 684-5593
Fax (691) 249-3669

Sunflower-Humphreys
Counties Progress (NP)
Ms. Louise Bradford, Executive Director
414 Martin L. King
P. O. Box 908
Indianola, MS 38751
(662) 887-5655
Fax (601) 887-4888

United Community Action
Committee (NP)
Ms. Willie R. Daughtery, Executive Director
120 Ripley Street, Box 338
Ashland, MS 38603
(662) 224-8912
Fax (662) 224-8142

Warren-Washington-Issaquena-Sharkey
Community Action Agency
Ms. Jean-Marie Hill, Executive Director
1165 S. Raceway, P. O. Box 1813
Greenville, MS 38702
(662) 378-8663
Fax (662) 332-5292

Ms. Wilma Scott, Area Director
Equal Employment Opportunity
Commission
100 W. Capitol Street, Suite 207
Jackson, MS 39269

EXHIBIT 4-B

SAMPLE BIENNIAL COMMUNICATION

Mississippi Department of Employment Security

Haley Barbour
Governor

Tommye Dale Favre
Executive Director

5959 I-55 North
Frontage Road Suite c
Jackson, MS 39213
601-321-7927

Dear Community or Business Leader(s):

The Hinds County WIN Job Center office of the Mississippi Department of Employment Security is here to provide workforce development services to employers and job seekers. Our main objective is to provide courteous, prompt and professional services to the citizens of Hinds County and surrounding areas.

We are working closely with training providers to actively seek and place qualified participants for WIA (Workforce Investment Act). The WIN Job Center provides easy access to many services in one convenient location. The Center's staff can help job seekers create or update resumes, conduct job searches, and prepare for job interviews. The staff can also provide them with job training information to become more competitive in the job market. Job seekers also have access to fax machines, copiers and Internet service to assist with their job search. Services are available to the disabled upon request.

We depend on leaders like you to help us make the public aware of our services. You are invited to come by our office at any time and let us give you a tour of our facility. If you have any questions please feel free to contact me at 601-321-7927. Also, if the Point of Contact has changed since the last correspondence, please advise.

Sincerely,

Rachel Whatley
WIN Job Center Director

Increasing Employment in Mississippi

EXHIBIT 4-C

SAMPLE PARTICIPATION IN JOB FAIRS AND OTHER EVENTS

Mississippi Valley State University

Career Services Center

A Message from the Director

The Career Services Center at Mississippi Valley State University cordially invites you to join us at the Spring 2009 Career Fair. The career fair is designed to provide you with an effective and efficient way to recruit qualified undergraduate and graduate students seeking full-time, part-time, internship and co-op opportunities.

The **Spring 2009 Career Fair will be held on Tuesday, February 10, 2009** from 10:00 a.m. to 1:00 p.m. in the Charles R. Lackey Recreation Center. Registration will being at 9:15 a.m. and a luncheon will follow the fair.

The registration fee for the fair is $200.00 per organization. The registration fee includes the cost of the display booth (i.e. skirted table with tablecloth, chairs, sign, and wastebasket) registration pack, refreshments and luncheon.

Please complete the attached registration form and display information booth form by **Friday, January 30, 2009** to reserve your space at the fair.

On-campus interviews, information sessions, and student union information booths may be scheduled as well. For the best selection of dates, please contact our office as soon as possible.

We look forward to your participation in the Spring 2009 Career Fair. If you have any questions or concerns please feel free to contact Samantha Clark at (662) 254-3852 or by email at sclarkmvsucsc@yahoo.com.

Sincerely,

Tiffany Renée Wallace

Tiffany Renée Wallace, Director

JSU
JACKSON STATE UNIVERSITY
CAREER SERVICES CENTER

December 8, 2008

On behalf of President Mason, the faculty, staff and students of Jackson State University, the Career Services Center is delighted to invite you to our **Spring Internship / Career Fair '09;** to be held February 19, 2009 from 9:00 to 12:30 p.m. in the Walter Payton Wellness Center. You may have already received a previous invitation just for the Internship Fair; however a change in venue and the increased popularity of our Career Fair has prompted us to hold this magnificent event for our students and employers.

The registration fee of $150.00 will cover one table, refreshments, and lunch for two representatives. An additional $25.00 will be charged for each additional representative. The registration fee is non-refundable.

To register for the **2nd Annual Spring Internship Fair '09:**

https://jsums-csm.symplicity.com/events/SIF09

Please indicate on the registration form your need for an electrical. Thank you for completing this on-line process by **February 13, 2009**. If you encounter any problems or have any concerns while completing this process, please call us at (601) 979-2477.

Please be advised that telephone, Fax, or e-mail registrations will not be accepted.

We appreciate your interest in Jackson State University students and we look forward to your participation in **2nd Annual Spring Internship Fair '09.**

If you are recruiting Business majors for full-time employment opportunities, you may also wish to attend the American Marketing Association of Jackson State University's Career Connection in the College of Business on Wednesday, February 18, from 9am-3pm. This event is designed to provide recruiters unique opportunities to interact with the students, including informal/social time, classroom visits, larger group presentations, as well as table or interview opportunities. There is no additional charge for this event; however you must register separately by February 1, 2008. Please contact Dr. Claire Stammerjohan at estammerjohan@yahoo.com, or 601-979-3313, for more information.

Sincerely,

Jonathan Wright

Jonathan R. Wright, M.A.
Internship Coordinator / Career Coach

JSU Box 17280
Jackson, MS 39217-0280
Phone: (601) 979-2477
Fax: (601) 979-3948
Web Site: http://www.jsums.edu/placement

JSU
JACKSON STATE UNIVERSITY
CAREER SERVICES CENTER
JSU BOX 17280
JACKSON, MS 39217-0280

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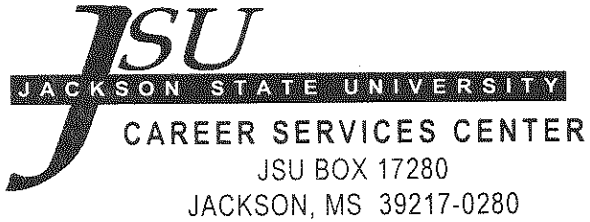
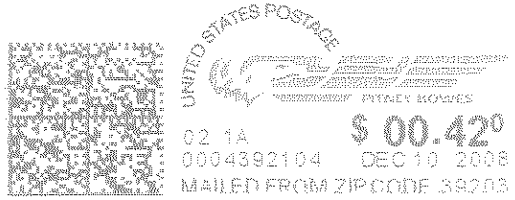
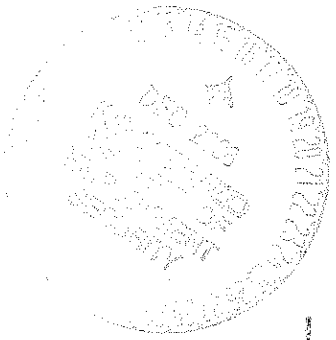




MS Department of Employment Security
Jim Nelson, Jr.
1235 Echelon PKWY
Jackson, Mississippi 39213



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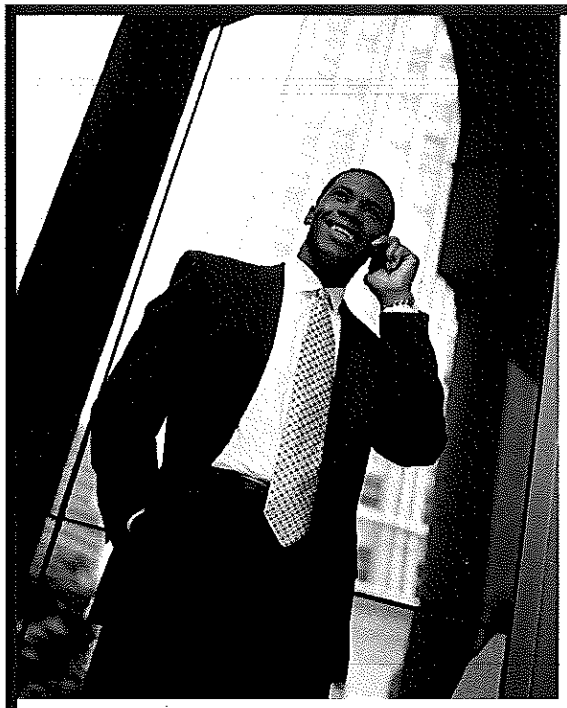
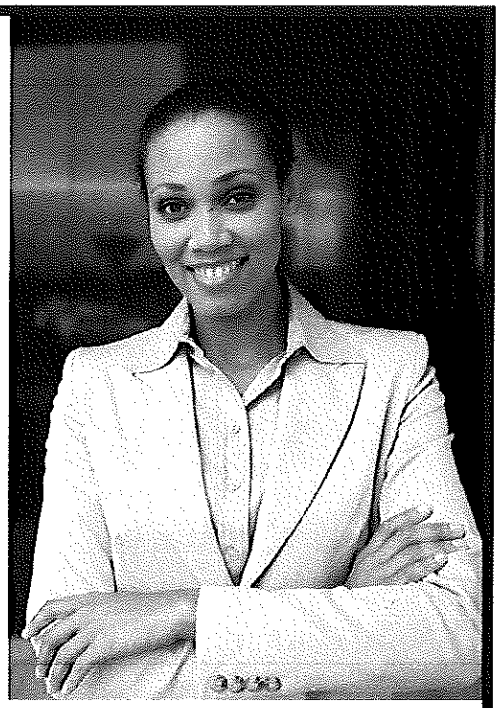




Spring 2009 Career Fair

Career Services Center

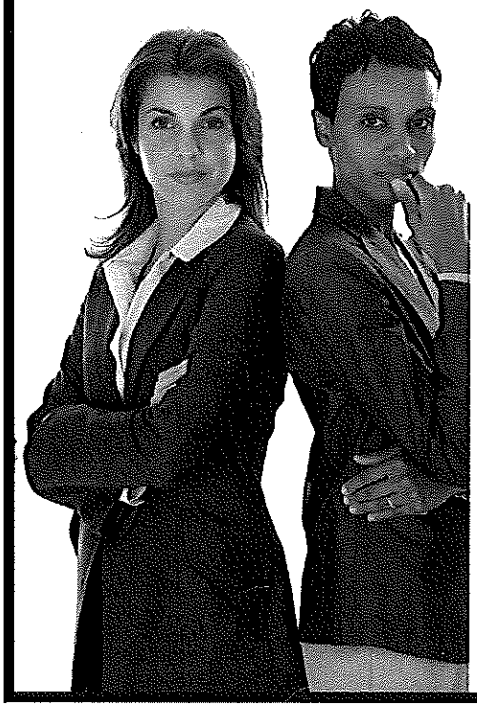
MISSISSIPPI VALLEY STATE UNIVERSITY

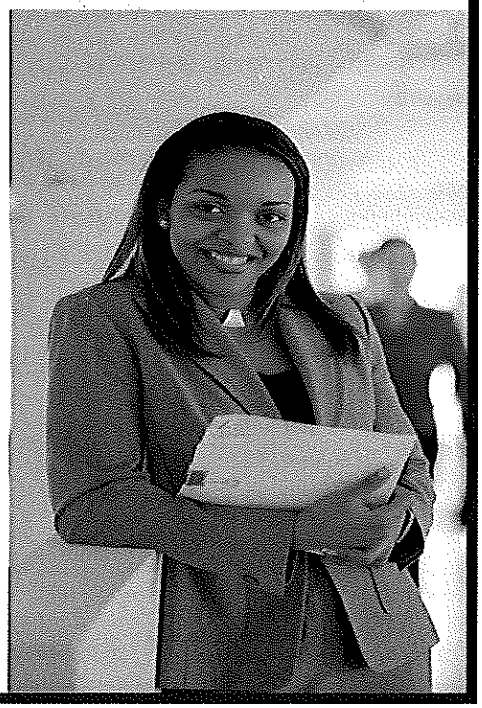
Tuesday, February 10, 2009

10:00 a.m. – 1:00 p.m.

Charles R. Lackey Recreation Center

Take advantage of this opportunity to connect with students and alumni at the Valley of Scholars.





Mississippi Valley State University

Career Services Center

2009 Fall Career Fair

Tuesday, February 10, 2009

Registration Form

Please Type or Print Clearly

Contact Person: Jim Nelson, Jr. Alumni? ☐ Yes ☐ No Year ____

Title: State WIA, Equal Opportunity Officer

Organization: Mississippi Department of Employment Security (MDES)

Street Address: 1235 Echelon Parkway

City: Jackson State: MS Zip: 39213

Phone: 601-321-6024 Email: jnelson@mdes.ms.gov

Fax: 601-321-6037 Web Address: www.mdes.ms.gov

Please provide information below for all representatives who will attend:

Name: Diane Boston Title: ____
Email: dboston@mdes.ms.gov Alumni? ☒ Yes ☐ No Year ____

Name: Nettie Seard Title: ____
Email: nseard@mdes.ms.gov Alumni? ☒ Yes ☐ No Year ____

Name: ____ Title: ____
Email: ____ Alumni? ☐ Yes ☐ No Year ____

Please select the majors & concentrations your organization is looking for:

Majors & Concentrations			
☐ All Majors & Concentrations	☒ Computer Science	☐ Information Science	☐ Public Health Admin.
☒ Accounting	☐ Creative Writing	☐ International Relations	☐ Public Management
☐ Applied Tech. & Tech. Mgmt.	☐ Criminal Justice	☐ Journalism	☐ Public Relations
☐ Architectural Constr. Mgmt.	☐ Early Childhood Ed.	☐ Justice Administration	☐ Recording Industry
☐ Art	☐ Education	☐ Literature	☐ Rural Pub. Policy & Plan.
☐ Automatic Identification Tech.	☐ Electric Technology	☐ Manufacturing/Robotic Tech.	☐ Science Education
☐ Bioinformatics	☐ Elementary Education	☐ Mathematics	☐ Social Science Education
☐ Biology	☐ English	☐ Mathematics Education	☐ Social Work
☐ Biology Education	☐ English Education	☐ Music	☐ Sociology
☐ Broadcasting	☐ Environmental Health	☐ Music Education	☐ Special Education
☒ Business Administration	☐ Environmental Mgmt.	☐ Natural Science	☐ Speech Communication
☐ Chemistry	☐ Enviro. Quality Control	☐ Office Administration	☐ Teaching
☐ Commercial Art	☐ Graphic Technology	☐ Physical Education	☐ Water Resources Mgmt.
☐ Communications	☐ Health, Phys. Ed. & Rec.	☐ Political Science	
☐ Comm. Dev. Leadership	☐ History	☐ Pre-Law	
☐ Comp. Aided Draft & Design	☐ Industrial Mgmt. Tech.	☐ Public Administration	

$200.00 Non-Refundable Registration Fee

☐ Check (Make payable to Mississippi Valley State University) ☐ Enclosed ☐ Will Mail

☐ Credit Card (Only MasterCard or Visa accepted)

Credit Card #: ____ Expiration Date: ____

Name on Card: ____ Security Code (CVV2 #): ____

Please complete and return to the Career Services Center by Friday, January 30, 2009

14000 Highway 82 West • Box 7225 • Itta Bena, MS 38941-1400 • careerservices@mvsu.edu
(662) 254-3441 • (662) 254-7065 FAX

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

Information for Job Seekers

Back to Previous Page

Home Page
About the Job Fair Network
Introduction to Job Fairs
Upcoming Job Fairs
Job Seeker Information
Employer Information
Employer Preregistration
Links
Contact Us

Tips for Job Seekers

Talk to all the companies exhibiting.

The job you are looking for may not be listed, but may be available.

Network with recruiters

Recruiters talk to each other and may pass your resume to another company.

Have a positive attitude!!

You only have one chance to make a good first impression.

Bring your resume

Make sure your resume says what you want it to say.

Proofread for spelling errors.

Have lots of copies (there is usually a copier available at no charge)

Be ready to interview

Think about how your skills will enhance the company you are interviewing with.

© *Mississippi Development Authority 2003*

Sponsored By:

Governor's Job Fair Network

Mississippi Department of Employment Security

Co-sponsored By:

The Alliance

City of Corinth

Tishomingo County Development Foundation

Tippah County Development Association

Three Rivers Planning & Development District

Northeast MS. Planning &

Development Foundation

Alcorn County Board of Supervisors

The Daily Corinthian

WXRZ 94.3 FM — Supertalk Mississippi

Magnolia Regional Health Center

Northeast Mississippi Community College

Prentiss County Development Foundation

Mississippi Vocational Rehabilitation Services

Alcorn Career & Technology Center

Experience Works, Inc.

Corinth AmSouth Bank

Union County Development Association

EMPLOYER HOSPITALITY ROOM PROVIDED BY THE ALLIANCE.

For upcoming job fair events or more information visit our Web Site!
http://www.jobfairs.ms.gov
or e-mail us at
jobfair@mdes.ms.gov

MDES is an equal opportunity employer/ Program that has auxiliary aids and services available upon request to individuals with disabilities, TTY 1-800-582-2233.

Funded by: U.S. Department of Labor/Mississippi Department of Employment Security. Mississippi is a proud member of America's Workforce Network.

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

Upcoming Mississippi Jobfairs

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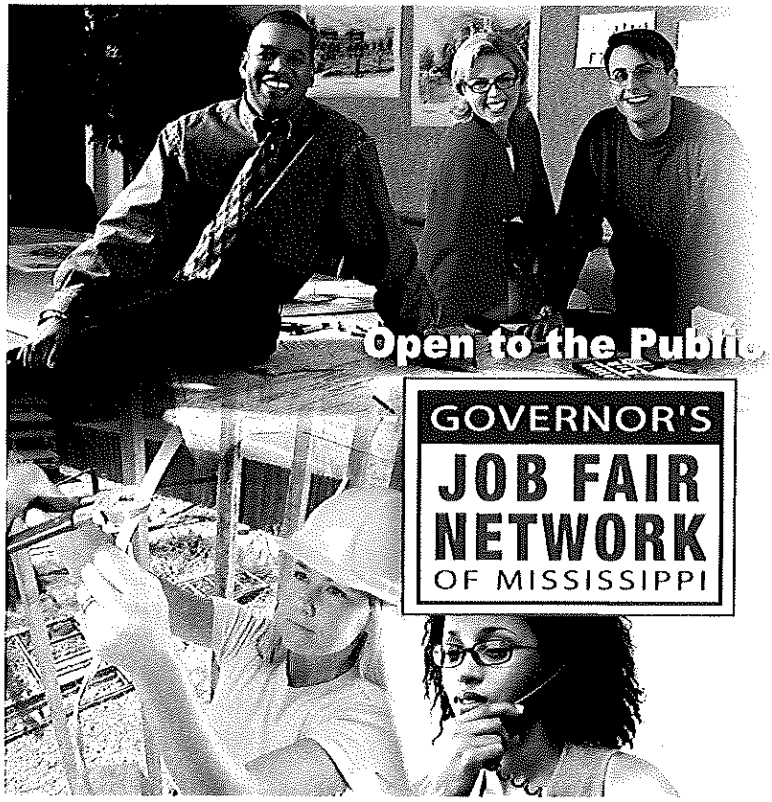
Click on event name for list of registered employers.

Event	Information	Date	Contacts	Directions
Mid Mississippi Job Fair	**Location:** Attala County Coliseum **City:**Kosciusko **State:**MS **Mailing Address:** MDES/Mid MS Job Fair Attn Bessie Glass PO Box 1699 Jackson MS 39215	2/17/2011 **Start Time:**9:00 AM **End Time:**2:00 PM	Joe Buckner601-321-6154 Bessie Glass601-321-6122 **Employer Registration Cost:** $$125.00	Get Map
Marshall Benton Area Job Fair	**Location:** McMillan Gym at Rust College **City:**Holly Springs **State:**MS **Mailing Address:**	3/2/2011 **Start Time:**9:00 sm **End Time:**2:00 pm	Joe Buckner601-321-6154 Bessie Glass601-321-6122 **Employer Registration Cost:** $$125.00	Get Map
East Mississippi Job Fair	**Location:** East MS Community College **City:**Mayhew **State:**MS **Mailing Address:**	3/10/2011 **Start Time:**9:30 am **End Time:**2:30 pm	Linda Gates662-243-1978 **Employer Registration Cost:** $	Get Map
Mississipi Employment Expo 2011	**Location:** Mississippi Trademart **City:**Jackson **State:**MS **Mailing Address:**	3/22/2011 **Start Time:**9:00 am **End Time:**3:00 pm	Joe Buckner 601-321-6154 Bessie Glass601-321-6122 **Employer Registration Cost:** $$250.00	Get Map
Spring Southern Region Military and Civilian Job Fair	**Location:** Mississippi Coast Coliseum and Convention Center	4/12/2011 **Start Time:**9:00am **End Time:**2:00pm	Joe Buckner601+321-6154	Get Map

16th Annual Spring Southern Region Military and Civilian Job Fair

Mississippi Coast Coliseum and Convention Center
Biloxi, Mississippi
Tuesday, April 13, 2010
9 a.m. - 2 p.m.



Sponsored by: The State of Mississippi in conjunction with Military Transition Assistance Programs in Mississippi, Alabama and Louisiana.

Director: Joe Buckner, Governor's Job Fair Network

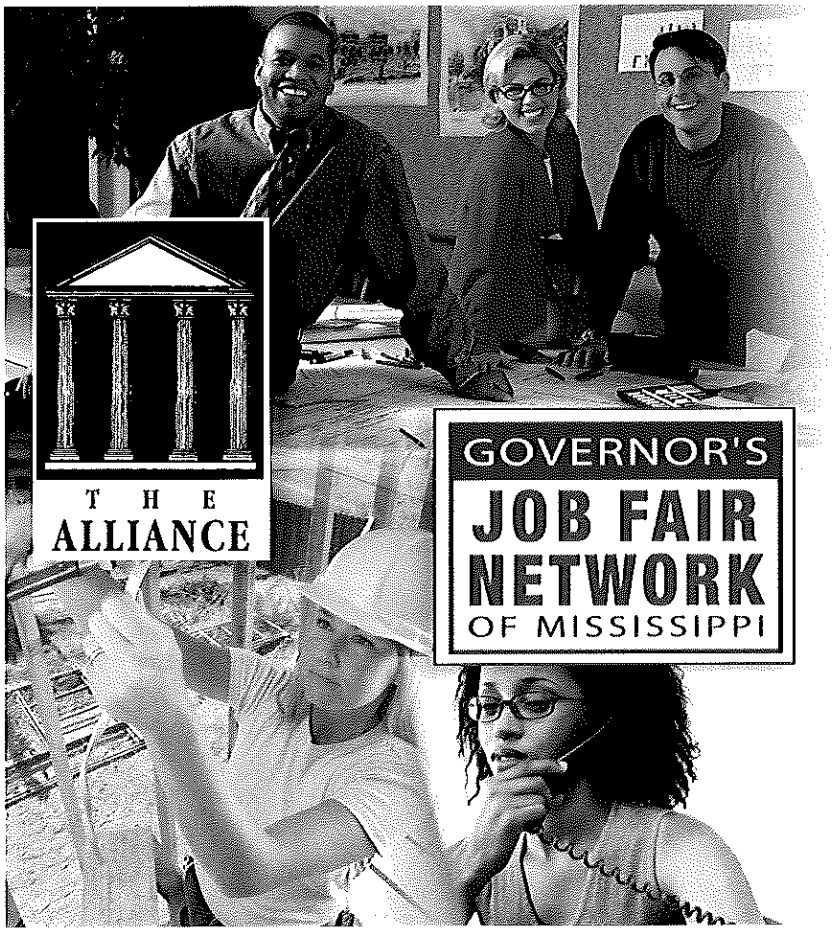
An Equal Opportunity Employer Event

WIN Job Center

Increasing Employment in Mississippi

NORTHEAST MISSISSIPPI WIN JOB FAIR

Northeast Mississippi Job Fair
Crossroads Arena, Corinth, MS
Tuesday, September 21, 2010
9 a.m. - 2 p.m.



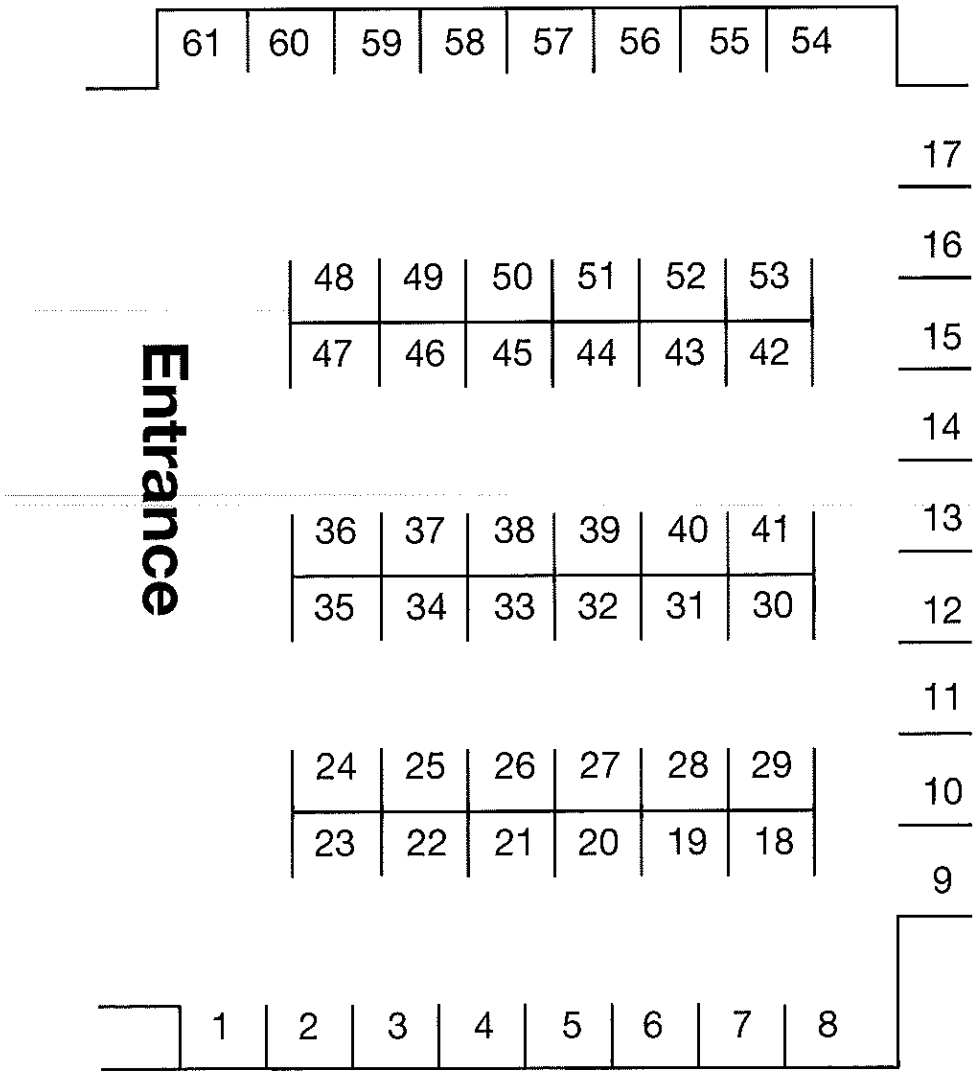
Director - Joe Buckner
Governor's Job Fair Network
An Equal Opportunity Employer Event

WIN Job Center

Increasing Employment in Mississippi

Site Map

Crossroads Arena



Copiers Provided By:
RAYCO

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

What is a Job Fair?

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- It is a community sponsored, one day event that brings together a diverse group of employers actively looking for employees.
- It is designed to be "user friendly" for both employers and employees.
- Job Fair Events are sponsored by the Office of the Governor, the Mississippi Development Authority and the Mississippi Department of Employment Security.
- Events offer resources to help job seekers present themselves in the best light to potential employers, through resume prep classes, educational opportunities and on-site copiers at the day of the event.
- Applicants are drawn from the military, colleges and universities, displaced workers and those seeking to improve their career options.

Employers are assembled to offer real job opportunities to those individuals looking for employment. It is distinguished from a career day in that job placement rather than career exploration is the main objective and expected outcome. The Mississippi Department of Employment Security promotes the use of job fairs as another means to help meet the needs of employers, the unemployed, our graduating college and community college students, and our returning military service members. Every job fair planned, conducted or sponsored by this agency is held to the highest standards in organization, professionalism, accessability, and outcome.

- Objectives and outcomes are focused on jobs for the unemployed and quality applicants for employers.
- Each job fair is a NON-PROFIT EVENT with a MINIMUM REGISTRATION FEE for employers to cover the cost of the event.
- Each job fair is FREE to all Job Seekers and is open to anyone looking for a job.
- Each job fair is an equal opportunity event.
- Steps are taken to insure that each job fair is "user friendly" for both the employer and the job applicant.

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GOVERNOR'S
JOB FAIR NETWORK
OF MISSISSIPPI

Sponsored by:

Governor's Job Fair Network

Mississippi Department of Employment Security

The Clarion-Ledger/ careerbuilder.com

Metro Jackson Economic Development Alliance

Co-sponsored by:

Greater Jackson Chamber Partnership

Belhaven College

Capital Area Human Resource Association

City of Jackson

Hinds Community College

Holmes Community College

Jackson State University

Millsaps College

Mississippi College

Mississippi Army National Guard

Mississippi Association of Colleges and Employers

Mississippi State Personnel Board

Tougaloo College

December 7, 2010

Dear Employer:

You are invited to participate in the nineteenth annual Mississippi Employment Expo, Tuesday, March 22, 2011 at the Mississippi Trademart in Jackson.

This will be an excellent opportunity for you to meet the employment needs of your company. More than 4,000 job applicants and 115 employers attended last year's job fair. The event is open to job seekers from the general public as well as university, college and community college graduates and our military veterans.

The Expo is scheduled from 9:00 a.m. to 3:00 p.m. on Tuesday, March 22, 2011. Employer sign-in and set-up is 2:00 p.m. to 5:00 p.m., March 21 and 7:00 a.m. to 8:30 a.m., March 22. To confirm your plans to attend, please complete the enclosed registration form and return it with your registration fee by February 17, 2011 (please make checks payable to MDES/Mississippi Employment Expo).

For additional information, please contact Joe Buckner at (601) 321-6154 or Bessie Glass at (601) 321-6122.

Sincerely,

Joe Buckner
Director
Governor's Job Fair Network

MISSISSIPPI EMPLOYMENT EXPO 2011

Mississippi Trademart
Jackson, Mississippi
Tuesday, March 22, 2011
9:00 am – 3:00 pm

Registration Fee - $250.00 includes:

1 booth (8'x10' display area with draped table and 2 side chairs), 2 lunches, brochure, and website listings of available positions.

Deadline – February 17, 2011 (*Late registration will include a $25 late fee.*)
Also available for an additional fee:

- Electrical outlet - $50 surcharge
- Extra lunch tickets - $10 per lunch
- Additional booth space - $150.00

☐ ***Yes, register my company for this Governor's Job Fair Network event.***

Company: _____

Contact Person: _____

E-mail Address: _____

Billing Address: _____

City _____ State _____ Zip _____

Telephone: _____ FAX: _____

Number of booths: _____ Electrical Outlet: ☐ Yes ☐ No

Positions Available (to be listed on website and brochure):

1) _____ 2) _____ 3) _____

4) _____ 5) _____ 6) _____

Make checks payable to: MDES/Mississippi Employment Expo, Attn: Bessie Glass, PO Box 1699/1235 Echelon Parkway, Jackson, MS 39215.

For more information, contact Joe Buckner at (601) 321-6154 (jbuckner@mdes.ms.gov). You may also fax information to (601)321-6330.
All cancellations must be submitted in writing. Cancellations received *prior to February 17* will receive a *50%* refund. There will be *no refunds* on cancellations received *after February 17, 2011.*

NOTICE: As a Network Partner, the Mississippi Department of Employment Security (MDES), an agency of the State of Mississippi, is wholly funded by the United States government. Restrictions on the use of federal funds prohibit MDES from providing applicant referral services to employers involved in a strike, lockout or labor dispute. In the event that your company becomes involved in a strike, lockout or labor dispute, Mississippi law requires that you immediately inform MDES and your company will not be allowed to participate in the job fair. A full refund of your registration fee will be provided in such circumstances.

Looking For A Good Job?

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

Attend the PINE BELT **JOB FAIR!**

Wednesday, November 3, 2010
9:00 a.m. – 2:00 p.m.
FORREST COUNTY MULTI PURPOSE Center
Hattiesburg, Mississippi

OPEN TO THE PUBLIC
NO ADMISSION FEE

Meet many employers with employment opportunities in these fields and much more:

- Accounting
- Administration
- Computer Operations
- Corrections
- Diesel Mechanics
- Education
- Electronics
- Engineering
- Food Service
- Law Enforcement
- Medical
- Maintenance
- Management
- Riverboat Operations
- Truck Driving

For additional information contact:
WIN JOB CENTER
601-584-1202

For a list of registered employers look at our Web Site:
www.jobfairs.ms.gov

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

MISSISSIPPI EMPLOYMENT EXPO

ADMIT ONE

Name: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Social Security # : _____ (Optional)
Date of Birth : _____ (Optional)

Check your educational level or service status:
☐High School ☐Community College ☐4-year university
☐Civilian ☐Active Duty ☐Veteran ☐Guard ☐Reserve

Are you currently enrolled in a college/university? ☐Yes ☐No
Name of school: _____
Major: _____
Degree pursuing (B.S., B.A., MBA, Ph.D.): _____

Have you considered furthering your education? ☐Yes ☐No
Are you interested in a specific college/university? ☐Yes ☐No
Are you interested in the Guard/Reserves? ☐Yes ☐No

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

MISSISSIPPI EMPLOYMENT EXPO

ADMIT ONE

Name: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Social Security # : _____ (Optional)
Date of Birth : _____ (Optional)

Check your educational level or service status:
☐High School ☐Community College ☐4-year university
☐Civilian ☐Active Duty ☐Veteran ☐Guard ☐Reserve

Are you currently enrolled in a college/university? ☐Yes ☐No
Name of school: _____
Major: _____
Degree pursuing (B.S., B.A., MBA, Ph.D.): _____

Have you considered furthering your education? ☐Yes ☐No
Are you interested in a specific college/university? ☐Yes ☐No
Are you interested in the Guard/Reserves? ☐Yes ☐No

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

MISSISSIPPI EMPLOYMENT EXPO

ADMIT ONE

Name: _____
Address: _____
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Telephone: _____
Social Security # : _____ (Optional)
Date of Birth : _____ (Optional)

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Name of school: _____
Major: _____
Degree pursuing (B.S., B.A., MBA, Ph.D.): _____

Have you considered furthering your education? ☐Yes ☐No
Are you interested in a specific college/university? ☐Yes ☐No
Are you interested in the Guard/Reserves? ☐Yes ☐No

GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

MISSISSIPPI EMPLOYMENT EXPO

ADMIT ONE

Name: _____
Address: _____
City/State/Zip: _____
Telephone: _____
Social Security # : _____ (Optional)
Date of Birth : _____ (Optional)

Check your educational level or service status:
☐High School ☐Community College ☐4-year university
☐Civilian ☐Active Duty ☐Veteran ☐Guard ☐Reserve

Are you currently enrolled in a college/university? ☐Yes ☐No
Name of school: _____
Major: _____
Degree pursuing (B.S., B.A., MBA, Ph.D.): _____

Have you considered furthering your education? ☐Yes ☐No
Are you interested in a specific college/university? ☐Yes ☐No
Are you interested in the Guard/Reserves? ☐Yes ☐No

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From the Governor

As part of our mission to enable Mississippi to reach its full potential, the Governor's Job Fair Network was created to aid all Mississippians in finding safe and secure employment. This statewide program serves to facilitate interaction for those seeking employment as well as for companies seeking qualified employees. While we continue efforts to attract new businesses to the state, the Governor's Job Fair Network is an excellent outlet for showcasing what Mississippi has to offer. In addition, the Governor's Job Fair Network is a self-sustaining program that generates all of its own operational funds.

As Governor, I welcome you to the Governor's Job Fair Network.

From the Mississippi Development Authority

The Mississippi Development Authority plays a vital role in the economic development of our state. As such, we are proud to be a partner of the Governor's Job Fair Network and look forward to continuing our support for this program. Complementing the Advantage Mississippi vision, the Governor's Job Fair Network plays a vital role by enticing companies with an established program geared at helping them select from a high quality workforce. We feel that this innovative program unlike any other in the country gives Mississippi a distinct advantage in its pursuit of economic development. We welcome you to the Governor's Job Fair Network.

From the Mississippi Department of Employment

Security

As the State's employment experts, the Mississippi Department of Employment Security welcomes its partnership role in the Governor's Job Fair Network. With its "outside the box" type thinking the Governor's Job Fair Network fills a need of facilitating networking opportunities between job seekers and employers. The Network also integrates well with the WIN Job Centers by highlighting their ongoing resources and programs. As we continue to promote the great business climate of Mississippi and its workforce, I welcome you to explore the opportunities and events of the Governor's Job Fair Network.

From the Director

The Governor's Job Fair Network is a unique, proactive, employment assistance resource for the unemployed, employers and communities of Mississippi. The ultimate objective of this effort is job placement. Our goals are accomplished through community based job fairs offered throughout the state. The job fairs, coordinated by the Governor's Job Fair Network are presented in conjunction with local community efforts to provide job seekers the opportunity to apply for jobs with a number of different employers in a centralized, user-friendly setting. For business and industry, the job fairs provide their human resource representatives the opportunity to interview a variety of potential employees. Many job seekers receive job offers on the day of the job fair, while others are required to complete additional screening for current and future position vacancies.

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GOVERNOR'S JOB FAIR NETWORK OF MISSISSIPPI

Welcome to the Governor's Job Fair Network

"By taking the right path, you can journey the road to a successful future..."

We are here to help you do just that!

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- Employer Information
- Employer Preregistration
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- Contact Us

Job Seekers

- Click HERE To Find upcoming job fair events.
- Click HERE To See which employers will be attending. (A list of jobfair events will be displayed. Simply click on the event name for a list of employers.)
- Click HERE To Find links to other resources.

Employers

- Click HERE To Pre-register on line.
- Join the Network
- Click HERE To See our results.

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MDES Job Opportunites FAQ

How long are jobs announcements posted before they are removed?
Who do I contact with questions about job announcements?
How do I apply for agency positions?
What should I do if I believe I have been discriminated against?

How long are jobs announcements posted before they are removed?
Job announcements are active for five working days. Each announcement has a starting and ending date.

Who do I contact with questions about job announcements?
Contact Office of Human Capital at 601-321-6028.

How do I apply for agency positions?
To be considered for any state service promotional opportunity with the agency you must first be employed 6 months.
An employee can apply for any non-state service position at any time as long as there is a job opening posted.
There is no time limit on service length for applying for non-state service positions. After being employed for 6 months any employee can apply for any agency job title at any time. Simply fill out a green State Personnel Board Experience and Training Record and forward it to the Office of Human Capital at the State Office. The Experience and Training Record will be forwarded to the State Personnel Board who will score the application based on the applicant's education and experience. The Experience and Training record is then returned to Office of Human Capital so that the score can be entered into the In House Register System. The Office of Human Capital then notifies the employee of their score and length of eligibility in writing. If the job being applied for is a non-state service position, the applications are held in Office of Human Capital until the specified recruitment period has ended. At the end of this time the applications are forwarded to the agency division in which there is an opening to be filled.
Applications are available at the State Office in the Office of Human Capital or at any local office throughout the state.

What should I do if I believe I have been discriminated against?
You may file a complaint within 180 days from the date of the alleged violation. For more information click here.

The Mississippi Department of Employment Security is an **equal opportunity employer**.
Auxiliary aids and services are available upon request to individuals with disabilities

EXHIBIT 4-D
MDES AND PARTNER STAFF LISTING

MANAGERS FOR EACH WIN & STATE OFFICE

029-Off of Tech Sup (UIM Project)	T. Jameson	012- Executive-	Les Range	013- Aministrative Services-	P. Powell	014- Off of Legal Affairs-	J. Garrett
030-Off of Cust Oper -	B. Hicks	015-Equal Opportunity-	T. Rush	018-Office of Human Capital-	Vacant	016- Appeals-	D. Adams
046- Vet Emp Srvcs-	T. Anderson	031- Off of Cust Oper Sup -	J. Giles	019- Training & Development-	P. Hemphill	017-Printshop-	L. McKellar
048-Workforce Services -	G. Neal	032-Tech Services -	G. Moncure	020- Benefits & Wellness -	R. Roberts	026- Labr Mkt Info -	M. Willoughby
051-Off of Grant Mgt -	Y. Boone	034- Tax -	V. England	021-Mail Center -	M. Myers	027- Internal Communications-	D. Bell
052 -Participant Report. -	M. Herndon	038-Benefits -	D. Spears	022- Organizational Effectiveness-	R. Walker	027-Off of Pub Info -	W. Gasson
053-WIA Prog Mgt -	R. Deyoung	039-Chief Oper Officer -	S. McMorris	024- Business Management -	G. Martin	033-Chief Financial Office-	D.Smith
		040-Audit & Comp -	B. Bossarge	025- Procurement & Other-	C. Touchstone	041- Board of Review-	J.Garrett
				028- Office of Technology Support -	T. Jameson		
380-Call Center Madison - Judy Tisdale	S. Hall			042- Building & Equip Services-	W. Wasson		
510-Call Center Hattiesburg -Judy Tisdale	F. Huddleston			043- Office of the Comptroller-	J. Turner		

121-Tunica-	J. Scott	131-Louisville-	N Eichelberger	110-Brookhaven-	D. Holland	181-Picayune-	R. Stewart
124-Batesville-	R. Greg Amos	144-Iuka-	D. Anglin	201-Madison County-	A. Burnley	191-Columbia-	R. Carr
151-Cleveland-	F. Graham	173-Oxford-	D. Penson	204-Hazlehurst-	T. Minor	202-Carthage-	R. Batiste
153-Indianola-	D. Ross	266-Amory-	S. Carpenter	209-Pearl-	W. K. Moore	203-Forest-	R. Batiste
300-Clarksdale-	F. Miller	310-Columbus-	B. Hamilton	271-Yazoo City-	D. Harralson	232-Philadelphia-	J. Griffin
330-Greenville-	D. Benson	320-Corinth-	T. Choate	400-McComb-	J. A-Boss	360-Biloxi-	R. Freeman
340-Greenwood-	T. Williams	350-Grenada-	I. Givens	420-Natchez-	P. Ballard	370-Hattiesburg-	R. Huddleston
		440-Tupelo-	D. Terrell	450-Vicksburg-	T. Hodges	390-Laurel-	P. Hosey
		460-Kosciusko-	G. Dotson	480-Jackson-	R. Whatley	410-Meridian-	Vacant
		470-Desoto County-	G. Mills			430-Pascagoula-	M. Minor
						490-Gulfport-	J. True (Acting)
						530-Hancock Cnty-	A. Fontenot

CUSTOMER SERVICE SPECIALISTS & LWIA EO OFFICERS
FOR THE WIN JOB CENTERS AND THE CALL CENTERS

TWIN DISTRICTS - SANDIE BROCK	CUST SERV SPEC	PHONE #	Cust Op Supvr
360 - Biloxi	Lauren Lucas	228-388-1212	T. McCovey
370 - Hattiesburg	Laquita Cohen	601-584-1930	
510 - Hattiesburg Call Center	Triconya Brown	601-584-1155	
191 - Columbia	M. Demetrius Pittman	601-736-2628	
Prentiss	M. Demetrius Pittman	601-736-2628	
181 - Picayune	Bettye Pierce	601-798-3472	
390 - Laurel	Daniel Williams	601-399-4016	
Bay Springs	Daniel Williams	601-399-4016	
203 - Forest	Larry Odom	601-469-2851	
410 - Meridian	Shirley Gaines (Acting)	601-553-9515	
232 - Philadelphia	Belinda Spiva	601-656-2811	
Newton	Belinda Spiva	601-656-2811	
Philadelphia Resort	Jeremy Bell	601-656-0680	
202 -Carthage	Jaye Blanton	601-267-9282	
490 -Gulfport	Melody Graves	228-897-6943	
430 -Pascagoula	Gloria Cannon	228-762-4713	
530 -Hancock County	Robbie Asher	228-466-5041	

SOUTHCENTRAL - LARRY ANDERSON	CUST SERV SPEC	PHONE #	Cust Op Supvr
110 - Brookhaven	Charlene Dunn	601-823-9707	M. Posey
201 -Madison County	Donna Laraway	601-407-1057	
Canton Call Center	Brenda Sellers	601-855-3142	
204 - Hazlehurst	Latoya Williams	601-894-0509	
Mendenhall	Latoya Williams	601-894-0509	
209 - Pearl	Tina Tolar	601-321-5448	
271 - Yazoo City	Travanda Katchens	662-746-1141	
400 - McComb	Mary Ann Woodard	601-684-4421	
Tylertown	Mary Ann Woodard	601-684-4421	
420 - Natchez	Greg Whitam	601-304-3254	
450 - Vicksburg	Mike Cook	601-638-1452	
480 - Jackson	Cory Hanna	601-321-7918	

DELTA - ANN PREUS	CUST SERV SPEC	PHONE #	Cust Op Supvr
121 - Tunica	Virginia Fullilove	662-363-2764	C. Martin
124 - Batesville	Lynn Street	662-561-7627	
151 - Cleveland	Stephanie Williams	662-843-2704	
153 - Indianola	Carolyn Eubanks	662-887-2502	
300 - Clarksdale	Doris Shanks	662-624-9001	
330 - Greenville	Wanda Benford	662-332-8101	
Rolling Fork	Wanda Benford	662-332-8101	
Belzoni	Wanda Benford	662-332-8101	
340 - Greenwood	Diane Boston	662-459-4604	
Lexington	Diane Boston	662-459-4604	

MS PARTNERSHIP - GARY GOLDEN	CUST SERV SPEC	PHONE #	Cust Op Supvr
470 - DeSoto County	Antionette Isom	662-342-4035	T. Choate
310 - Columbus/Golden Triangle	Daphne James	662-327-8144	
131 - Louisville	Nancy Eichelberger	662-773-5051	
320 - Corinth	Cynthia Garth	662-696-2327	
New Albany	Cynthia Garth	662-696-2327	
Ripley	Cynthia Garth	662-696-2327	
144 - Iuka	Rebecca Walker	662-423-9231	
350 - Grenada	Chris Hankins	662-226-2911	
460 - Kosciusko	Marvin Myles	662-289-3700	
173 - Oxford	Lee Vonnie Armstrong	662-234-3231	
440 - Tupelo	Jerry Ellison	662-680-8247	
Fulton	Jerry Ellison	662-680-8247	
Pontotoc	Jerry Ellison	662-680-8247	
Amory	Jerry Ellison	662-680-8247	
Houston	Jerry Ellison	662-680-8247	
Holly Springs	Gary Mills	662-342-4587	

For Assistance Please Contact Any One of the Following Equal Opportunity Department Staff:

Timothy Rush, State WIA EO Officer	601-321-6024
Barbara Lowe, EO Compliance Coordinator	601-321-6593
Stefanie Brown, Assistant EO Compliance Coordinator	601-321-6031

MDES
PARTNER AGENCIES LIST
9-Sep-10

Adult Protective Services, MDHS
Gloria Jackson 601-359-4442 750 North State Street Jackson, MS 39202

Aging and Adult Services, MDHS
Evelyn Thompson 601-359-4441 750 North State Street Jackson, MS 39202

Blind, Mississippi Industries for the
Michael Chew 960-984-3204 2501 North West Street Jackson, MS 39216
Ron Granger 601-984-3216 2501 North West Street Jackson, MS 39216
Vanice Barnes 960-984-3239 2501 North West Street Jackson, MS 39216

Blind/Physically Handicapped Library
Robin Hendrick 601-432-4071 3881 East Wood Jackson, MS 39211
Charmane Smith 601-432-4039 3881 East Wood Jackson, MS 39211

Community & Junior Colleges, Mississippi State Board for
Coahoma Community College, Michael Houston, Addison Admin. Building 3240 Friars Point Road, Clarksdale, MS 38614
mhouston@coahomacc.edu
Copiah-Lincoln Community College, Dr. Phil Broome P.O. Box 649, Wesson, MS 39191
phil.broome@colin.edu
East Central Community College, Joe Killens P.O. Box 129, Decatur, MS 39327
jkillens@eccc.edu
East MS Community College, Mickey Stokes, Senior P.O. Box 158, Scooba, MS 39358
mstokes@eastms.edu
Itwamba Community College, Mike Eaton 602 W. Hill Street, Fulton, MS 38843
mbeaton@iccms.edu
Merdiain Community College, Quinn Carlisle 910 Highway 19 North, Meridian, MS 39307
qcarlisl@mcc.cc.ms.us
Northeast MS Community College, Cherly Ragan 101 Cunningham Blvd., Booneville, MS 38829
chragan@nemcc.edu
Holmes Community College, Dr. Glenn Boyce 412 West Ridgeland Ave., Ridgeland, MS 39157
gboyce@holmescc.edu
Hinds Community College, Dr. George Barnes HCC-P.O. Box 1003, Utica, MS 39175
gebarnes@hindscc.edu
Jones Community College, Linda Pressly 900 South Court Street, Ellisville, MS 39437
Linda.pressly@jcjc.edu
MS Delta Community College, Dr. Lynda Steele P.O. Box 668, Moorehead, MS 38761
lsteele@msdelta.edu
Northwest Community College, Gary Mosley P.O. Box 7017, Senatobia, MS 38668
gtmosley@northwestms.edu
Pearl River Community College, Frankie Lee, 5448 Hwy 49 South, Hattiesburg, MS 39401
flee@prcc.edu
Southwest MS Community College, Steve Bishop 1156 College Drive, Summit, MS 39666
bishop@smcc.edu
Batesville Job Corp. Center, Karen J. Stuckey 5220 Keele Street, Jackson, MS 39206
kstuckey@minact.com
MS Gulf Coast Com. College, Virginia Overstreet P.O. Box 609, Perkinston, MS 39573
virginia.oversteet@mgccc.edu

Community Services, Human Services
Sollie Norwood 601-359-4768 750 North State Street Jackson, MS 39202

Deaf, Mississippi School for the
Patricia Clancy 1253 Eastover Drive, Jackson, MS 39211

MDES
PARTNER AGENCIES LIST
9-Sep-10

Development Authority, MS
Gray Sloope 601-359-3449 P.O. Box 849 Jackson, MS 39205-0849
Gswoope@mississippi.org

Developmental Disabilities, Mississippi Council on
Edie Hayles 601-359-6242 239 North Lamar Street 1101 Robert E Lee Building Jackson, MS 39201

Economic Assistance, Human Services
Sheryl Sparkman 601-359-6242 750 North State Street Jackson, MS 39202

Education, Mississippi Department of
Cassandra Moore, 359 North West, Jackson, MS 39205

Health, Department of
Ron Davis P.O. Box 1700 Jackson, MS 39215-1700
Mark Hailey P.O. Box 1700 Jackson, MS 39215-1700

Human Services, Department of
Don Thompson 601-359-4457 750 North State Street Jackson, MS 39202 (Head Of Personnel)

Institutions of Higher Learning
Jackson State Univ., Sandra Sellers Office of Human Resources, P.O. Box 17028, Jackson, MS 39217
sandra.sellers@jsums.edu
University Medical Center, Barbara Smith, Human Resources, 2500 North State Street, Jackson, MS 39216
basmith@umc.edu
Belhaven University, Beverly Epperson 1500 Peachtree Street, Jackson, MS 39202
bepperson@belhaven.edu
Millsaps College, Dr. Frances Lucas Box 150433, 1701 North State Street, Jackson, MS 39210
lucast@millsaps.edu
Institutions of Higher Learning, Susanne Erickson 3825 Ridgewood Jackson, MS 39211
serickson@ihl.state.ms.us
Virginia College, Donna Sanclair 4795 I-55 North, Jackson, MS 39206 601-977-0960

Medicaid, Mississippi Division of
Dr. Robert L. Robinson Sillers Building 550 High Street Suite 1000 Jackson, MS 39201
Jennifer Washington Sillers Building Ste 1000 HR 550 High Street Jackson, MS 39201

Mental Health, Department of
Alberstine Johnson-Pickett 239 N. Lamar Street Suite 1101 Robert E Lee Building Jackson, MS 39201

Rehabilitation Services, Mississippi Department of
MS Department of Rehabilitation Services, Agnes Mulholland P.O. Box 1698, Madison, MS 39215

Volunteer Service, Mississippi Commission for
Sadelle Sweet 601-437-6377 MS Dept. Volunteer Services 3825 Ridgewood Rd Jackson, MS 39211

Workforce Investment Area Equal Opportunity Officer, Local
Anne Preus Delta Workforce Investment Area, P.O. Box 1776, Greenville, MS 38702
sdpddap@tecinfo.com
Gary Golden Mississippi Patrnership, P.O. Box 690, Pontotoc, MS 38863
ggolden@trpdd.com
Larry Anderson South Central Mississippi Works, P.O. Box 4935, Jackson, MS 39296
landerson@cmpdd.org

MDES

PARTNER AGENCIES LIST

9-Sep-10

Sandie Brock Twin district Workforce Investment Area, 700 Hardy Street, Hattiesburg, MS 39401

sbrock7661@aol.com

Youth Services, Human Services

Cathy Pittman 601-359-4972 750 North State Street Jackson, MS 39202

MDES' Equal Opportunity Department

General Telephone Number 601-321-6021

Timothy Rush (State WIA/MDES EO Officer)
601-321-6024

Barbara Lowe (EO Compliance Coordinator)
601-321-6593

Stefanie Brown (Assistant EO Compliance Coordinator)
601-321-6031

Fax 601-321-6037

MS Equal Opportunity Officers and Others with EO responsibility

Effective 10/1/10

State Level WIA Officer/504 Coordinator

Timothy Rush
State WIA-Equal Opportunity Officer
MS Department of Employment Security
Office of the Governor
P O Box 1699
Jackson, Mississippi 39215-l699
Telephone (601) 321-6024
TDD/TTY: 1-800-582-2233
E-mail: jnelson@mdes.ms.gov

****This list is not all-inclusive and anyone in the WIA system with equal opportunity responsibilities can contact Jim Nelson, Jr. to be added to this list.**

Area 1-Northwest
Anne Preus
WIA Rapid Response Coordinator
Delta Workforce Investment Area
Post Office Box 1776
Greenville, MS 38702-1776
662-378-3831
Email: sdpddap@tecinfo.com

Area 2-Northeast
Gary Golden
WIA Adult Program Coordinator
Mississippi Partnership
Post Office Box 690
Pontotoc, MS 38863
662-489-2415
Email: ggolden@trpdd.com

Area 3-Southwest
Larry Anderson
Director of Human Resource
South-central Mississippi Works
Post Office Box 4935
Jackson, MS 39296-4935
601-981-1511
Email: landerson@cmpdd.org

Area 4-Southeast
Sandie Brock
WIA Youth Coordinator
Twin District Workforce Investment Area
700 Hardy Street
Hattiesburg, MS 39401
601-545-2137 Email: sbrock7661

MS **Department of Rehabilitation Services**
Agnes Mullholland
Human Resources Development
1281 Hwy 51 North
Post Office Box 1698
Madison, MS 39215-1698
601-853-5100
Email: Agnes.Mullholland@ssa.gov

Coahoma Community College
Michael Houston
Addison Admin. Building
3240 Friars Point Road
Clarksdale, MS 38614
662-621-4134
Email: mhouston@coahomacc.edu

Copiah-Lincoln Community College
Dr. Phil Broome
Title IX Coordinator
P.O. Box 649
Wesson, MS 39191
601-643-8307

East Central Community College
Joe Killens
Vice President Student Services
PO Box 129
Decatur, MS 39327
601-635-2111 Ext. 375

@aol.com Email: jkillens@eccc.edu

East MS Community College
Mickey Stokes, Senior
Dean of Students, Enrollment Ser.
Civil Rights Coordinator
PO Box 158
Scooba, MS 39358
662-476-5068
Email:

Hinds Community College
Dr. George Barnes
VP for Utica Campus-Vicksburg
Warren Co Branch & Adm.
Student Services
HCC-PO Box 1003
34175 Hwy 18
Utica, MS 39175
Email: gebarnes@hindscc.edu

Itawamba Community College
Mike Eaton
VP Student Services
602 W. Hill Street
Fulton, MS 38843
Email: mbeaton@iccms.edu

Jones Community College
Linda Pressly
900 South Court Street
Ellisville, MS 39437
601-477-4058
Email: Linda.pressly@jcjc.edu

Meridian Community College
Quinn Carlisle
Dean of Student Services
910 Highway 19 North
Meridian, MS 39307
601-484-8707
Email: qcarlisl@mcc.cc.us

MS Delta Community College
Dr. Lynda Steele
VP Administrative Services
Hwy 3 & Cherry Street
PO Box 668
Moorhead, MS 38761
Email: lsteele@msdelta.edu

Northeast MS Community College
Cheryl Regan
VP Finance and Operations
101 Cunningham Blvd
Booneville, MS 38829
662-720-7280
Email: chragan@necc.edu

Northwest Community College
Gary Mosley
VP for Fiscal Affairs
PO Box 7017
NWCC 4975 Hwy 51 North
Senatobia, MS 38668
662-562-3216
Email: gtmosley@northwestms.edu

Holmes Community College
Dr. Glenn Boyce
VP Community & Workforce Dev.
412 West Ridgeland Ave.
Ridgeland, MS 39157
601-856-5400
Email: gboyce@holmescc.edu

Pearl River Community College
Frankie Lee
WIA/TAA Coordinator
5448 Hwy 49 South
Hattiesburg, MS 39401
601-554-5531
Email: flee@prcc.edu

Southwest MS Community College
Steve Bishop
Officer of Compliance & Sect. 504 Coord.
1156 College Drive
Summit, MS 39666
601-276-3717
Email: bishop@smcc.edu

MS Gulf coast Com. College
Virginia Overstreet
WIA Educational Coordinator
P. O. Box 609
Perkinston, MS 39573
228-539-6812
Email:
virginia.overstreet@mgccc.edu

Batesville Job Corp. Center
Operated by Minact
Karen J. Stuckey
Executive Director of Human Resources
5220 Keele Street
Jackson, MS 39206
601-362-1631
Email: kstuckey@minact.com

MS Development Authority
Cindy McKey
Human Resource Director
P. O. Box 849
Jackson, MS 39205-0849
601-359-3449
Email: cmckey@ms.org

Mississippi Registry of Interpreters for the Deaf

(By Qualifications)

Revised November 2008

(** = has not registered with ODHH according to the MS Interpreter Law – July 2005)

MS QA Level III

Ainsworth, Amy 217 Shadow Creek Drive Florence, MS 39073	(H) 601-845-5730 (W) 601-898-7052 (C) 601-622-2092	Expires 06/2010 QA Level III
Altman, Dawn 111 Lassere Circle Long Beach, MS 39560	(H) 228-863-3852 (W) 228-388-1076 (C) 228-760-0107	Expires 02/2013 QA Level III
Booth, Edith 233 Stonecastle Drive Brandon, MS 39047	(H) 601-992-3460 (W) 601-857-3505	Expires 02/2011 QA Level III
Bosma, Peggy 2213 19th Avenue Gulfport, MS 39501	(H) 228-864-8292 (W) 228-897-2280	Expires 03/2011 QA Level III
Breland, Zachary 2501 River Oaks Blvd, Apt 2H Jackson, MS 39211	(W) 601-894-8136 (C) 601-549-0880	Expires 09/2012 QA Level III
Brock, Amanda ** 1881 Lone Oak Road Steens, MS 39766	(H) 662-356-9055 (C) 662-574-5966	Expires 10/2008 QA Level III
Bryan, Ronda P. O. Box 100 Taylor, MS 38673	(H) 662-281-0820 (C) 662-816-1281	Expires 04/2012 QA Level III
Dickson, Jamy P. O. Box 1334 Raymond, MS 39l54	(H) 601-857-0221 (W) 601-857-3386	Expires 10/2008 QA Level III
Dull, Amber 1144 Hwy. 363 Mantachie, MS 38855	(H) 662-282-5164 (C) 662-397-4475 (W) 662-844-9640	Expires 03/2011 QA Level III
Fink, Judy ** 142 Tidewater Road Hattiesburg, MS 39402	(H) (601) 264-2469	Expires 09/2009 QA Level III
Fizer, Trina	(C) 601-488-6242	Expires 02/2012

P.O. Box 1334 Purvis, MS 39475		QA Level III
Gatian, Becky 11 Oaklawn Drive Ocean Springs, MS 39564	(W) 228-896-2542 (C) 228-424-4256	Expires 06/2010 QA Level III
Gerber, Peggy 404 Audubon Woods Canton, MS 39046	(H) 601-607-3232 (C) 601-201-0095	Expires 03/2011 QA Level III
Glass, Bevin 2014 Matthews Drive Richland, MS 39218	(C) 601-506-7699 (W) 601-857-3476	Expires 09/2012 QA Level III
Goldman, Greg 1155 Walker Road Terry, MS 39170	(W) 601-853-5309 (C) 601-405-2069	Expires 02/2009 QA Level III
Grothe, Susan K. 117 Oak Hollow Drive Madison, MS 39110	(H) 601-853-1208	Expires 07/2010 QA Level III
Hagler, Jill 12092 Three Rivers Rd. Gulfport, MS 39503	(H) 228-831-2708 (W) 228-897-2280 (C) 228-669-3710	Expires 03/2011 QA Level III
Harmount, Dyann 3110 Airport Road Bolton, MS 39041	(H) 601-857-0799	Expires 05/2010 QA Level III
Hubbard, Clare 3375 Forest Hill Rd. Jackson, MS 39212	(H) 601-373-5340 (C) 601-953-1167	Expires 09/2009 QA Level III
Izard, Sylvia 207 Gordon Street Union, MS 39365	(C) 601-405-4704	Expires 07/2011 QA Level III
Jones, Stephanie ** 8560 Clarke Road Mobile, AL 36695	(C) 251-327-6737	Expires 11/2013 QA Level III
Lewis, Vickie B. 209 Willow Brook Drive Clinton, MS 39056	(H) 601-924-9322	Expires 07/2011 QA Level III
Long, Cindy	(H) 601-926-1419	Expires 05/2009

EXHIBIT 4-E
LEP POLICY AND PROCEDURES

LIMITED ENGLISH PROFICIENT PERSONS (LEP)

TITLE VI CIVIL RIGHTS ACT OF 1964

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

BACKGROUND

English is the predominant language of the United States. According to the 1990 Census, English is spoken by 95% of its residents. Of those U.S. residents who speak languages other than English at home, the 1990 Census reports that 57% above the age of four speak English "well to very well."

The United States is also the home of national origin minority individuals who are “limited English proficient” (LEP). That is, they cannot speak, read, write or understand the English language at a level that permits them to interact effectively with service agencies.

WHO IS A LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUAL?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Meaningful Access for People who are Limited English Proficient

The key to meaningful access to LEP persons is to ensure that recipients and LEP beneficiaries can communicate effectively and act appropriately based on that communication.

FACTORS USED TO ENSURE MEANINGFUL ACCESS FOR LEP PERSONS

- Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.
- There are four guiding factors:
  - the number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
  - the frequency with which LEP individuals come into contact with the program;
  - the nature and importance of the program, activity or service provided by the recipient to its beneficiaries; and
  - the resources available to the grantee/recipient and the costs of interpretation/translation services.

The most important step to ensuring Meaningful Access is to provide the language assistance necessary to ensure access at no cost to the LEP person.

MEANINGFUL ACCESS ENSURES THAT THE LEP PERSON

- Is given adequate information,
- Is able to understand the services and benefits available, and
- Is able to receive those for which he or she is eligible

Meaningful Access ensures that the LEP person can effectively communicate the relevant circumstances of his or her situation.

Optimal
Phone
Interpreters
Any Language, Any Time

7200 Aloma, Suite A
Winter Park,
FL 32792
Voice 877-746-4674
Fax 407-699-4536
www.optimalphoneinterpreters.com

12/1/03
Mississippi Employment Security Commission
XXXXX
Office Manager
XXXXX
XXXXXX

Dear XXX XXXXX:

EOD NEWSLETTER

EQUAL OPPORTUNITY DEPARTMENT

MAINTAINING AN ATTITUDE OF EQUAL OPPORTUNITY WHILE INCREASING EMPLOYMENT IN MISSISSIPPI

LIMITED ENGLISH PROFICIENT INDIVIDUALS (LEP)

Title VI Civil Rights Act of 1964: No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance.

WHO IS A LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUAL

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient or "LEP". These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

MEANINGFUL ACCESS FOR PEOPLE WHO ARE LIMITED ENGLISH PROFICIENT (LEP)

The key to meaningful access to LEP persons is to ensure that recipients and LEP beneficiaries can communicate effectively and act appropriately based on that communication.

FACTORS USED TO ENSURE MEANINGFUL ACCESS FOR LEP PERSONS

- ❑ Recipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.
- ❑ There are four guiding factors:
  - The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
  - The frequency with which LEP individuals come into contact with the program;
  - The nature and importance of the program, activity or service provided by the recipient to its beneficiaries; and
  - The resources available to the grantee/recipient and the costs of interpretation/translation services.
- ❑ ***THE MOST IMPORTANT STEPS TO ENSURING MEANINGFUL ACCESS IS TO PROVIDE THE LANGUAGE ASSISTANCE NECESSARY TO ENSURE ACCESS AT NO COST TO THE LEP PERSON.***

MEANINGFUL ACCESS ENSURES THAT THE LEP PERSON

- ❑ Is given adequate information,
- ❑ Is able to understand the services and benefits available, and
- ❑ Is able to receive those services and benefits for which he or she is eligible.

If you need more information, please contact the State WIA Equal Opportunity Officer

Jim Nelson, Jr.
State WIA Equal Opportunity Officer
Mississippi Department of Employment Security
Post Office Box 1699
Jackson, MS 39215-1699
Telephone Number: 601-321-6024
TDD/TTY: 1-800-582-2233
E-mail: eo@mdes.ms.gov

The Mississippi Department of Employment Security is *an equal opportunity employer.*
Auxiliary aids and services are available upon request to individuals with disabilities.

EQUAL OPPORTUNITY IS THE LAW

NEWSLETTER VOLUME 6
APRIL-JUNE 2007

LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS POLICY STATEMENT AND PROCEDURES

INTRODUCTION

Most individuals living in Mississippi read, write, speak and understand English. There are many individuals, however, for whom English is not their primary language. For instance, according to the 2000 census, 95,525 individuals above the age of five speak a language other than English **(Attachment I-Table 1: Ability to Speak English by Language Spoken at Home).** Spanish or Spanish Creole total 50,515 of the 95,525 individuals and 10,825 individuals included in the 95,525 number are French (including Patois and Cajun). If these individuals have a limited ability to read, write, speak, or understand English, they are limited English proficient (LEP).

Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally assisted programs and activities. The Mississippi Department of Employment Security (MDES) provides an array of services that can be made accessible to otherwise eligible LEP persons. MDES is committed to improving the accessibility of these services, programs and activities to eligible LEP persons. Recipients of federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important services, programs and activities.

The regulations implementing Section 188 require the Governor of every state recipient of WIA-Title I financial assistance to establish and adhere to a Methods of Administration (MOA). Further, the regulations require that the MOA include a description of how the state programs and recipients have satisfied the specified requirements of the Section 188 implementing regulations, including the obligation to provide services and information in appropriate languages under the circumstances outlined in 29 CFR 37.35. Although the regulatory language differs, the obligations of recipients to provide accessibility by LEP persons to DOL financially assisted programs and activities are the same under Title VI and Section 188. On August 11, 2000, Executive Order 13166 was issued ‘‘Improving Access to Services for Persons with Limited English Proficiency,’’ and the policy guidance 65 FR 50121 was issued August 16, 2000.

Under that Order, every federal agency that provides financial assistance to non-federal entities must publish guidance on how their recipients can provide meaningful access to LEP persons and thus comply with the Title VI regulations forbidding funding recipients from ‘‘restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program’’ or from ‘‘utilizing criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects individuals of a particular race, color, or national origin.”

COVERED ENTITIES

Department of Labor (DOL) regulations, 29 CFR part 31, require all recipients of federal financial assistance from DOL to provide meaningful access to LEP persons. Federal financial assistance includes grants, training, and use of equipment, donations of surplus property, and other assistance. Recipients of DOL assistance include, for example:

A. State-level agencies that administer, or are financed in whole or in part with, WIA Title I funds;
B. State Workforce Agencies;
C. State and local Workforce Investment Boards;
D. Local workforce investment areas (local areas) grant recipients;
E. One-Stop Career Center operators;
F. Service providers, including eligible training providers and youth service providers;
G. On-the-Job Training (OJT) employers;
H. Job Corps contractors and center operators;
I. Job Corps national training contractors;
J. Outreach and admissions agencies, including Job Corps contractors that perform these functions;
K. Other national program recipients.

LIMITED ENGLISH PROFICIENT (LEP) PROCEDURES TO IDENTIFY LEP INDIVIDUALS AND TO PROVIDE LEP SERVICES TO THESE INDIVIDUALS

A. When an individual comes into the local office to apply:

1. Determine the primary language of the individual. If other than English, use the "I Speak" language identification posters to determine the primary language (**Attachment II);**
2. Inform the LEP individual that interpreter services are available at no cost to the individual using the "I Speak" posters. In addition, each local office must post notices in multi languages in the reception and waiting areas informing the public of the availability of free interpreter services **(Attachment III).**

B. If an individual cannot understand verbal or written English, use one of the following options to access interpreter services:

1. Local Area or WIN Job Center community based partner interpreters. It is suggested that each local area and WIN job center have a list of interpreters for its service area.
2. Language Line Interpreter Service. LEP individuals may also be assisted through use of the Language Line. Contact the individual in the office who is designated to access the Language Line to arrange for the service**.**

C. If the individual wants to use another individual to interpret for him/her, contact an approved interpreter, to sit in on the interview. Explain to the individual that an approved interpreter is used even though he/she has another interpreter to ensure all the information, questions and responses are interpreted correctly and without bias.

D. Documents deemed "vital" to the access of LEP persons to programs and services may often have to be translated. Whether or not a document (or the information it contains or solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. Vital documents could include: consent and complaint forms, intake forms with potential for important health consequences, written notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services, actions affecting parental custody or child support, and other hearings, notices advising LEP persons of free language assistance, written tests that do not assess English language competency, but test competency for a particular license, job or skill for which knowing English is not required, or applications to participate in a recipient's program or activity or to receive recipient benefits or services.

   Each recipient/covered entity **SHOULD** review all documents, forms, etc to determine need for translation. If a form is identified as needing translation into another language, forward the form to the Equal Opportunity Department directly by email to eo@mdes.ms.gov or mail Attention: Jim Nelson, Jr., State WIA EO Officer, 1235 Echelon Parkway, Jackson, MS 39213.

E. Document in the Limited English Proficient (LEP) Telephone Log when interpreter services are used. Documentation should include:
   1. Location (WIN Job Center, Call Center, etc),
   2. Date,
   3. Time Call Started,
   4. Time Call Ended,
   5. Call Duration,
   6. Individual Making Call
   7. Participant/Registrant/Client;
   8. What language requested; and
   9. Reason for the service, such as application or recertification interview, interim communications, or translation of forms or other written material.

It is important that the usage of LEP services is entered on the LEP Telephone Log as the information is used to identify what LEP services are needed for the WIN Job Center, Local Workforce Investment Area, etc. Copies of the LEP Telephone Log should be sent via email to eo@mdes.ms.gov.

COMPLAINTS

Any person who believes that, either he/she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by the nondiscrimination and equal opportunity provision as set forth in Federal statutes and regulations, may file a written complaint, either by him/herself or through a representative.

The complainant may file with either the Local Area or the Mississippi Department of Employment Security as applicable, or with the USDOL CRC (Federal). Filing a complaint with the Local Area or MDES does not affect a complainant's right to file a complaint with the CRC if he/she is not satisfied with the resolution provided by the Local Area or MDES.

United States Census 2000

U.S. Department of Commerce
Bureau of the Census

LANGUAGE IDENTIFICATION FLASHCARD

☐ املأ هذا المربع اذا كنت تقرأ أو تتحدث العربية.	Arabic
☐ Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	Armenian
☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	Bengali
☐ សូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	Cambodian
☐ Matka i kahhon komu un taitai pat un sang i Chamorro.	Chamorro
☐ 如果您具有中文閱讀和會話能力，請在本空格內標上X記號。	Chinese
☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	Creole
☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	Croatian (Serbo-Croatian)
☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	Czech
☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	Dutch
☐ Mark this box if you read or speak English.	English
☐ اگر خواندن ونوشتن فارسی بدرهستین، این مربع را علامت بگذارید.	Farsi

☐ Cocher ici si vous lisez ou parlez le français.	French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	Greek
☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस गोले पर चिह्न लगाएँ।	Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	Ilocano
☐ Marchi questa casella se legge o parla italiano.	Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	Korean
☐ ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	Laotian
☐ Zaznacz tę kratkęjeżeli czyta Pan/Pani lub mówi po polsku.	Polish
☐ Assinale este quadrado se voce lê ou fala Português.	Portuguese

☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi Româneşte.	Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	Russian
☐ Maka pe fa'ailoga le pusa lea pe afai e te faitau pe tusitusi i le gagana Samoa.	Samoan
☐ Обележите овај квадратић уколико читате или говорите српски језик.	Serbian (Serbo-Croatian)
☐ Označte tento štvorček, ak viete čitať alebo hovoriť po slovensky.	Slovak
☐ Marque esta casilla si lee o habla español.	Spanish
☐ Markahan ang kahon na ito kung ikaw ay nagsasalita o nagbabasa ng Tagalog.	Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	Thai
☐ Faka'ilonga'i 'ae puha ko'eni kapau 'oku te lau pe lea 'ae lea fakatonga.	Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	Ukrainian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانہ میں نشان لگائیں.	Urdu
☐ Xin đánh dấu vào ô này nếu quý biết đọc và nói được Việt Ngữ.	Vietnamese
☐ צייכנט דעם קעסטל אויב איר שרייבט אדער ליינט אידיש.	Yiddish

Interpreter (English)
Người phiên dịch (Vietnamese)
Interprète (French)
Interpret (German)
Intérprete (Spanish)

ENGLISH- Free Interpreter Services Available

SPANISH- Servicios disponibles de traducción gratuitos

FRENCH- Services libres d'interprète disponibles

GERMAN- Freie Interpretations-Dienstleistungen vorhanden

VIETNAMESE- Những công tác (dịch vụ) Người phiên dịch Tự do Sẵn có

LEP Training Participants					
CC#	Last Name	First Name	Job Title	CC Name	Attended
28	ABERNATHY	CHERYL	SENIOR PROGRAMMER ANALYST	Support	
34	ABERNATHY	MARY	ES-PROGRAM SPECIALIST	Tax	
16	ADAMS	DUSTIN	BUREAU DIRECTOR II	Appeals	X
24	ALDERMAN	ELIZABETH	ACCOUNTANT/AUDITOR III	Management	X
26	ALFORD	NORMA	ES-LABOR MARKET ANALYST III	LMI Department	
26	ALI	RAKIA	ES-LABOR MARKET ANALYST I	LMI Department	X
13	AMERSON	RACHAEL	ES-EMPLOYMENT SEC AIDE III	& Building Mgt	X
22	AMOS	KAUVONDA	PERSONNEL OFFICER V	Effectiveness	
38	ANDERSON	MILDRED	ES-PROGRAM SPEC, SENIOR	Payments	X
28	ANDERSON	SHAREE	BUSINESS SYSTEMS ANALYST I	Support	
46	ANDERSON	THEODORA	STAFF OFFICER I	Office-ES	
34	ANTHONY-HAMPTON	DIONNE	ES-EMPLOYMENT INTERVIEWER II	Tax	X
13	ANTRIM	DON	ES-ASSISTANT DEPT CHIEF	& Building Mgt	
13	APPLEWHITE	SHAE	ES-EMPLOYMENT SEC AIDE I	& Building Mgt	X
38	APPLEWHITE	NIKKI	ES-UNEMP INS FIELD REP I	Payments	
24	APRIL	JOANNA	ES-TECHNICIAN II	Management	X
16	AUTREY	DOROTHY	ES-ADMINISTRATIVE LAW JUDGE I	Appeals	X
48	BAILEY	LINDA	PROJECTS OFFICER II,SPECIAL	Services	X
28	BARKER	TERRACE	ES-TECHNICIAN II	Support	
38	BARRON	JANICE	ES-DEPARTMENT CHIEF II	Payments	
38	BASS	MINDY	ES-TECHNICIAN II	Payments	X
53	BATTON	KYMBERLY	PROJECTS OFFICER IV,SPECIAL	Management	
24	BAXTER	BARRON	ES-ACCOUNTANT/AUDITOR III	Management	X
16	BEAUDRIE	ELISABETH	PROJECTS OFFICER IV,SPECIAL	Appeals	
26	BELL	RAPHAEL	BUSINESS SYSTEMS ANALYST I	LMI Department	X
34	BELL	VICTORIA	ES-EMPLOYMENT SEC AIDE III	Tax	X
41	BELL	LATANYA	ES-TECHNICIAN II	Board of Review	X
14	BELL	WANDA	ES-PROGRAM SPEC, SENIOR	Affairs	
27	BELL	EDNA	STAFF OFFICER II	Information	
16	BENEDICT	RACHEL	PROJECTS OFFICER IV,SPECIAL	Appeals	
16	BICKERMAN	PETER	ES-ADMINISTRATIVE LAW JUDGE III	Appeals	
16	BLACK	FORMEKA	ES-EMPLOYMENT SEC AIDE II	Appeals	X
14	BLAND	REBEKAH	PROJECTS OFFICER IV,SPECIAL	Affairs	
38	BOOKER	NIKITA	ES-DEPARTMENT CHIEF I	Payments	X
	BOOKER	NIKKI			X
51	BOONE	YOLONDA	ES-DEPUTY DIRECTOR	Mgmt	
34	BOULDIN	ALICE	ES-EMPLOYMENT INTERVIEWER II	Tax	
28	BOWDEN	JOHN	OPERATIONS MANAGER I	Support	
	BOYETTE	LINDSEY			X
28	BRACEY	MICHAEL	SENIOR SYSTEMS ADMINISTRATOR	Support	
34	BRADLEY	LORETTA	ES-EMPLOYMENT SEC AIDE II	Tax	X
14	BRADY	LEANNE	ATTORNEY, SENIOR	Affairs	
38	BRAND	SHELLIE	ES-PROGRAM SPECIALIST	Payments	X
28	BRATTON	ANGELA	SENIOR SYSTEMS ADMINISTRATOR	Support	X
16	BREED	VAIL	PROJECTS OFFICER IV,SPECIAL	Appeals	
24	BRISTER	CHASSITY	ES-EMPLOYMENT SEC AIDE III	Management	X
24	BROOKSHIRE	CELESTE	ES-BUDGET OFFICER	Management	

EXHIBIT 4-F
OPTIMAL PHONE INTERPRETERS

Optimal
Phone
Interpreters
Any Language, Any Time

7200 Aloma, Suite A
Winter Park,
FL 32792
Voice 877-746-4674
Fax 407-699-4536
www.optimalphoneinterpreters.com

12/1/03
Mississippi Employment Security Commission
XXXXX
Office Manager
XXXXX
XXXXXX

Dear XXX XXXXX:

EXHIBIT 4-G
FOREIGN AND SIGN LANGUAGE DIRECTORY

Mississippi Registry of Interpreters for the Deaf

(By Qualifications)

Revised November 2008

(** = has not registered with ODHH according to the MS Interpreter Law – July 2005)

MS QA Level III

Ainsworth, Amy 217 Shadow Creek Drive Florence, MS 39073	(H) 601-845-5730 (W) 601-898-7052 (C) 601-622-2092	Expires 06/2010 QA Level III
Altman, Dawn 111 Lassere Circle Long Beach, MS 39560	(H) 228-863-3852 (W) 228-388-1076 (C) 228-760-0107	Expires 02/2013 QA Level III
Booth, Edith 233 Stonecastle Drive Brandon, MS 39047	(H) 601-992-3460 (W) 601-857-3505	Expires 02/2011 QA Level III
Bosma, Peggy 2213 19th Avenue Gulfport, MS 39501	(H) 228-864-8292 (W) 228-897-2280	Expires 03/2011 QA Level III
Breland, Zachary 2501 River Oaks Blvd, Apt 2H Jackson, MS 39211	(W) 601-894-8136 (C) 601-549-0880	Expires 09/2012 QA Level III
Brock, Amanda ** 1881 Lone Oak Road Steens, MS 39766	(H) 662-356-9055 (C) 662-574-5966	Expires 10/2008 QA Level III
Bryan, Ronda P. O. Box 100 Taylor, MS 38673	(H) 662-281-0820 (C) 662-816-1281	Expires 04/2012 QA Level III
Dickson, Jamy P. O. Box 1334 Raymond, MS 39l54	(H) 601-857-0221 (W) 601-857-3386	Expires 10/2008 QA Level III
Dull, Amber 1144 Hwy. 363 Mantachie, MS 38855	(H) 662-282-5164 (C) 662-397-4475 (W) 662-844-9640	Expires 03/2011 QA Level III
Fink, Judy ** 142 Tidewater Road Hattiesburg, MS 39402	(H) (601) 264-2469	Expires 09/2009 QA Level III
Fizer, Trina	(C) 601-488-6242	Expires 02/2012

P.O. Box 1334 Purvis, MS 39475		QA Level III
Gatian, Becky 11 Oaklawn Drive Ocean Springs, MS 39564	(W) 228-896-2542 (C) 228-424-4256	Expires 06/2010 QA Level III
Gerber, Peggy 404 Audubon Woods Canton, MS 39046	(H) 601-607-3232 (C) 601-201-0095	Expires 03/2011 QA Level III
Glass, Bevin 2014 Matthews Drive Richland, MS 39218	(C) 601-506-7699 (W) 601-857-3476	Expires 09/2012 QA Level III
Goldman, Greg 1155 Walker Road Terry, MS 39170	(W) 601-853-5309 (C) 601-405-2069	Expires 02/2009 QA Level III
Grothe, Susan K. 117 Oak Hollow Drive Madison, MS 39110	(H) 601-853-1208	Expires 07/2010 QA Level III
Hagler, Jill 12092 Three Rivers Rd. Gulfport, MS 39503	(H) 228-831-2708 (W) 228-897-2280 (C) 228-669-3710	Expires 03/2011 QA Level III
Harmount, Dyann 3110 Airport Road Bolton, MS 39041	(H) 601-857-0799	Expires 05/2010 QA Level III
Hubbard, Clare 3375 Forest Hill Rd. Jackson, MS 39212	(H) 601-373-5340 (C) 601-953-1167	Expires 09/2009 QA Level III
Izard, Sylvia 207 Gordon Street Union, MS 39365	(C) 601-405-4704	Expires 07/2011 QA Level III
Jones, Stephanie ** 8560 Clarke Road Mobile, AL 36695	(C) 251-327-6737	Expires 11/2013 QA Level III
Lewis, Vickie B. 209 Willow Brook Drive Clinton, MS 39056	(H) 601-924-9322	Expires 07/2011 QA Level III
Long, Cindy	(H) 601-926-1419	Expires 05/2009

577 Clinton Tinnin Rd. Clinton, MS 39056	(W) 601-857-3505 (P) 601-984-0358	QA Level III
Mayes, Billie 180E Sweetwater Byhalia, MS 39759	(H) 662-862-5267 (W) 662-895-0397 (C) 901-603-6618	Expires 05/2010 QA Level III
Olson, Jamie 14574 Cemetery Road Gulfport, MS 39503	(H) 228-539-1630 (C) 228-365-5395	Expires 02/2013 QA Level III
Palmer, Mark P.O. Box 1513 Raymond, MS 39154	(H) 601-866-9457 (W) 601-857-3310 (C) 601-664-8149	Expires 09/2010 QA Level III
Roberson, Linda 112 Sage Hills Drive Terry, MS 39170	(H) 601-373-4243 (W) 601-857-3505	Expires 06/2010 QA Level III
Rowan, Olivia 108 Courtyards Drive Pearl, MS 39208	(C) 601-212-8151	Expires 03/2011 QA Level III
Shedd, Mary Evelyn P.O. Box 1134 Raymond, MS 39154	(H) 601-857-8292 (W) 601-857-3505 (C) 601-201-8582	Expires 05/2013 QA Level III
Smith, Denee 6811 Old Canton Rd. #208 Ridgeland, MS 39157	(H) 601-977-5294 (W) 601-853-5310 (C) 601-906-0687	Expires 05/2013 QA Level III
Stermin, Andrea 16094 F. Taylor Road Saucier, MS 39574	(H) 228-363-0333 (W) 228-897-7616	Expires 03/2011 QA Level III
Stuart, Iris ** 626 Stuart Road Morton, MS 39117	(H) 601-537-3302 (C) 601-507-3279	Expires 04/2012 QA Level III
Thompson, Toni 3932 Walker Avenue Jackson, MS 39212	(H) 601-371-8549 (W) 601-857-3505 (C) 601-259-3869	Expires 06/2010 QA Level III
Tiller, Vicki 6935 Siwell Road Jackson, MS 39212	(H) 601-373-8460 (W) 601-857-3505	Expires 06/2012 QA Level III
Turner, Rita **	(H) 662-280-7354	Expires 03/2011

2921 Normandy Drive QA Level III
Horn Lake, MS 38637

Walters, Sonya (H) 662-728-2510 Expires 07/2011
900 Washington Street QA Level III
Booneville, MS 38829

Ware, Leigh (H) 601-373-3515 Expires 10/2009
2109 Glennhaven Court (P) 601-977-3205 QA Level III
Jackson, MS 39272 (C) 601-454-4443

Wolverton, Alois (H) 601-373-1176 Expires 07/2012
312 Ridge Park Drive (W) 601-857-3483 QA Level III
Raymond, MS 39154 (C) 601-940-2526

Wright, Erin ** (C) 601-329-6225 Expires 09/2012
1403 E. Holly Street QA Level III
Ellisville, MS 39437

Young, Jan (C) 228-313-2264 Expires 03/2011
300 Mason Street, #202 (W) 601-545-5629 QA Level III
Laurel, MS 39440

MS QA Level II

Acevedo, David (C) 228-234-6704 Expires 11/2009
2000 Oak Grove Rd., Apt. 1403 QA Level II
Hattiesburg, MS 39402

Andrews, Karen (H) 228-255-1727 Expires 09/2009
17184 Fenton-Dedeaux Road (C) 228-342-2772 QA Level II
Kiln, MS 39556

Baker, Vicki ** (H) 662-893-4297 Expires 11/2009
4297 Elizabeth Circle West (C) 901-692-0312 QA Level II
Olive Branch, MS 38654

Ballard, Gloria (H) 601-372-5817 Expires
09/2009
101 Carpenter Drive (C) 601-259-8814 QA Level II
Jackson, MS 39212

Bragg, Jessica E. (H) 662-255-7123 Expires 04/2009
116 Maplewood Drive QA Level II
Saltillo, MS 38866

Conwill, Amy (H) 662-282-7651 Expires 09/2009
107 Cade's Cove Trail (C) 662-255-1066 QA Level II
Guntown, MS 38849
Cothern, Ann (H) 228-875-6904 Expires 09/2009

6128 Garraway Circle (C) 228-209-4897 QA Level II
Ocean Springs, MS 39564

Fleet, Grayce ** (H) 662-622-7284 Expires 09/2010
947 Callicott Drive (C) 901-268-4446 QA Level II
Coldwater, MS 38618

Hill, Alesia (H) 601-947-4476 Expires 02/2010
154 Killcreas Lane (C) 251-656-6343 QA Level II
Lucedale, MS 39452

Leach, Tiffany** (C) 662-299-9772 Expires 02/2009
5551 Shaw Road # 133 QA Level II
Jackson, MS 39209

Riddick, Teresa (H) 662-323-3826 Expires 02/2010
1664 Lyndale Street (C) 662-312-5630 QA Level II
Starkville, MS 39757

Rimes, Kristen (H) 601-845-5036 Expires
02/2010
209 Shady Pecan Drive (C) 601-940-2341 QA Level II
Florence, MS 39073

Rose, Erica D. (C) 601-720-1575 Expires 05/2010
P.O. Box 1834 (W) 662-453-2177 QA Level II
Cleveland, MS 38732

Seawright, Julie (C) 662-322-7504 Expires 02/2010
87 Elvis Presley Drive QA Level II
Tupelo, MS 38804

Stuart, Sam (H) 601-482-6095 Expires 05/2010
5647 Lockard Lake Road (W) 601-693-5645 QA Level II
Meridian, MS 39305 (C) 601-917-1378

Turner, Veronica (C) 601-750-4416 Expires 05/2010
6675 Old Canton Road, Apt #1033 (C) 662-299-0235 QA Level II
Ridgeland, MS 39157 (W) 601-857-3476

Waggener, Tena (C) 901-596-0870 Expires 06/2010
6401 Oak Park Drive QA Level II
Memphis, TN 38134

Willingham, Loretta (C) 601-502-4145 Expires 02/2009
119 B Meadow Wood Drive (W) 601-857-3476 QA Level II
Clinton, MS 39056

MS QA Level I

Black, James 585 Walker Lane Raymond, MS 39154	(H) 601-857-4351 (C) 601-668-6735	Expires 02/2009 QA Level I
Boney, Susan 15304 Stephen Drive Gulfport, MS 39503	(H) 228-832-8089 (C) 228-669-8492	Expires 05/2010 QA Level I
Bowdre, Rita P. O. Box 4136 Greenville, MS 38704	(H) 662-344-1200 (C) 662-347-6002	Expires 06/2010 QA Level I
Case, Katie 919 Old Hwy 43 Pelahatchie, MS 39145	(H) 601-854-8559 (C) 601-613-5104	Expires 02/2010 QA Level I
Corley, Alison 4646 Longview Road Belden, MS 38826	(H) 662-255-0890	Expires 02/2010 QA Level I
Davis, Sandy ** 1740 F.D. Sellers Hwy Monticello, MS 39654	(W) 601-545-5629	Expires 09/2009 QA Level I
Dedeaux, Melissa P.O. Box 6492 Gulfport, MS 39506	(C) 228-806-3072	Expires 05/2010 QA Level I
Hester, Angelina 2572 Champion Hill Road Edwards, MS 39066	(C) 769-798-2814	Expires 06/2010 QA Level I
Jarrell, Gloria ** 1040 Fawn Grove Road Mantachie, MS 38855	(C) 662-322-5377	Expires 06/2010 QA Level I
Kirkley, Amanda 100 Rodenbaug Drive Vicksburg, MS 39180	(C) 601-415-9489	Expires 04/2009 QA Level I
Leaman, Jessica 103 Williams Street Hattiesburg, MS 39401	(H) 601-544-3861 (C) 601-270-7614	Expires 11/2009 QA Level I
Little, Brandie ** 160 Willow Oak Lane Brandon, MS 39047	(C) 601-906-9648 (W) 601-857-3476	Expires 02/2009 QA Level I

Martin, Rebecca ** P.O. Box 576 Saltillo, MS 38866	(C) 662-213-5421	Expires 09/2010 QA Level I
Nall, Melinda 1903 Kimberly Road Corinth, MS 38834	(H) 662-286-6792	Expires 06/2010 QA Level I
Parnell, Kayla 504 E Jefferson Street Kosciusko, MS 39090	(H) 662-289-6527 (C) 662-582-3352	Expires 05/2010 QA Level I
Sevier, Emily 312 Sevier Crossing Tallulah, LA 71282	(H) 318-574-2102 (C) 318-341-1132	Expires 11/2010 QA Level I
Truhett, Joni 18223 Dara Hill Road Gulfport, MS 39503	(H) 228-831-2744 (C) 228-596-2353	Expires 02/2010 QA Level I
Turner, Cynthia 3445 Commerce St., Lot# 132 Grenada, MS 38901	(H) 662-294-8949 (C) 662-347-3182	Expires 02/2010 QA Level I
Ward, Sonya 141 Caine Circle Brandon, MS 39042	(H) 601-591-5880 (C) 601-942-8558	Expires 04/2009 QA Level I
White, Kim ** 404 Holmes Drive Slidell, LA 70460	(C) 985-774-3208	Expires 06/2010 QA Level I
Young, Michelle 1000 Ruland Street Pascagoula, MS 39581	(H) 228-326-1558	Expires 09/2009 QA Level I

RID and NAD Certified

Browning, Paula P.O. Box 234 Ocean Springs, MS 39566	(H) 228-875-7838 (C) 228-348-1410	CSC NAD Level IV
Buisson, Gerald 403 South 24th Avenue Hattiesburg, MS 39401	(H) 601-583-0389 (W) 601-266-5230 (C) 601-297-7266	NAD Level III
Buisson, Margo 403 South 24th Avenue	(H) 601-583-0389 (W) 601-266-5216	CI/CT NAD V

Hattiesburg, MS 39401	(C) 601-550-4986	
Cash-Broyls, Brenda **	(H) 901-565-9520	NAD Level IV
5156 Walton Lake Drive	(W) 901-278-9307	
Memphis, TN 38118		
Chappell, Randall	(H) 901-382-7330	CSC
5367 Virgil Road	(C) 901-550-0634	NAD Level V
Bartlett, TN 38134		
Childress, Claire E.	(H) 662-349-4917	CSC
5285 Tchulahoma Road	(C) 901-412-5381	
Southaven, MS 38671		
Cook, Niall	(C) 601-624-3694	NAD Level IV
421 Eaglewood Lane	(W) 601-898-7022	
Florence, MS 39073		
Foreman, Beth	(H) 601-542-5552	CSC
1085 Berry Lane	(C) 865-414-8294	
Osyka, MS 39657		
Foust, John Lewis	(H) 662-342-4090	NAD Level III
3430 Dorchester Cove	(C) 901-650-0728	
Horn Lake, MS 38637		
Goldman, Sue	(W) 662-862-8163	CSC
108 Poplarwood Lane	(C) 662-871-9757	
Saltillo, MS 38866		
Haug, Nancy **	(H) 901-377-8520	NAD Level IV
2015 Abbey Lane	(C) 901-299-4486	
Memphis, TN 38134		
Hearn, Carla Jewel	(H) 601-605-0719	NAD Level III
396 Post Oak Road		
Madison, MS 39110		
Hester, Sandra	(C) 601-941-8384	NAD Level IV
2572 Champion Hill Road	(W) 601-857-3487	NIC
Edwards, MS 39066		
Jennings, Amanda Carter	(H) 662-862-3253	NAD Level III
1155 River Road	(C) 662-372-3633	
Mantachie, MS 38855		
Johnston, Renee	(H) 662-895-4363	NAD Level IV
P.O. Box 550	(C) 662-404-0113	

Olive Branch, MS 38654		
McDonald, John ** 366 Sleepy Hollow Road Cave Springs, GA 30124	(H) 706-506-5127 (C) 706-777-3287	NAD Level IV
Mize, Bridgette Jean Ewing ** 1451 Gillham Cove Memphis, TN 38134	(H) 901-626-4500 (C) 901-682-4116	CT
Nelson, Sophia S. 8550 Clarke Road Mobile, AL 36695	(C) 251-709-1740	NAD Level V
Pituk, Lori B. 2149 Taddish Drive Mobile, AL 36695	(H) 251-607-7648 (C) 251-463-6629	CT NAD Level III
Terrell, Sheri T. PMB #168 384 E. Goodman Road Southaven, MS 38671	(H) 901-487-5323	NAD Level III

Optimal
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Interpreters
Any Language, Any Time

7200 Aloma, Suite A
Winter Park,
FL 32792
Voice 877-746-4674
Fax 407-699-4536
www.optimalphoneinterpreters.com

12/1/03
Mississippi Employment Security Commission
XXXXX
Office Manager
XXXXX
XXXXXX

Dear XXX XXXXX:

EXHIBIT 4-H
EXAMPLE OF BROCHURES AND WEBSITE

MDES
MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY

Increasing Employment in Mississippi

About Us | Site Index | Contact Us

JOB SEEKER SERVICES

We can help you with:
- Job Search
- Training & Education
- Job Hunting Tips
- Veteran Services
- Equal Opportunity

EMPLOYER SERVICES

We can help you with:
- Business Registration
- Employee Job Training
- Job Placement Services
- Wage Reporting/Tax Filing
- Employer Change Request

UNEMPLOYMENT SERVICES

We can help you with:
- Online Services
- Claims Information
- Weekly Claims
- Overpayments
- Appeal Information

LABOR MARKET INFORMATION

We can help you with:
- LMI Publications
- Occupational Wages
- Occupational Projections
- Data Maps
- Unemployment Rates

AccessMississippi Online Services

TOYOTA

Job Opportunities at Toyota Motor Manufacturing, Mississippi, Inc. (TMMMS) in Blue Springs, MS

Applicants
- Employment Services
- Unemployment Claims Services
- File Weekly Certification

Employers
- Employment Services
- Unemployment Tax Services
- Unemployment Benefit Services

Employer QuickACCESS

Eligible Training Provider List (ETPL)

e-Magnolia Online Training

WIN Job Center Locations
View Flash Map or Download PDF Map

FACEBOOK TWITTER

Mississippi DISASTER RECOVERY

To get up-to-date information on the American Reinvestment Recovery Act administered by MDES, please click the link below.

Stimulus ARRA

Take a look at what's happening in Mississippi.

makethingshappenms.com

We'd like you to know
- Unemployment Help Line
- Upcoming Job Fairs
- RFPs & Bid Notices
- State Workforce Investment Board
- Press Releases
- IRS Assistance to Unemployed Taxpayers

Quick Links
- New Hire Reporting
- Required Job Posters
- Other Related Sites
- WIA State Plans
- WIN PY 2009 Annual Report
- Transparency Mississippi

Workforce Investment Act (WIA)

Agencies working together to improve employment, literacy, training, and vocational rehabilitation programs.

View WIA Partner Services

Report Fraud

Know of anyone filing false claims?
1-866-724-0430

Report Fraud

MDES SPEAKER'S BUREAU
NEW!
OUR SUBJECT-MATTER EXPERTS SPEAK TO YOUR GROUPS.

GovernorBarbour.com

Mississippi Governor, Haley Barbour

MDES Executive Director

Les Range

Mississippi.gov USDOL

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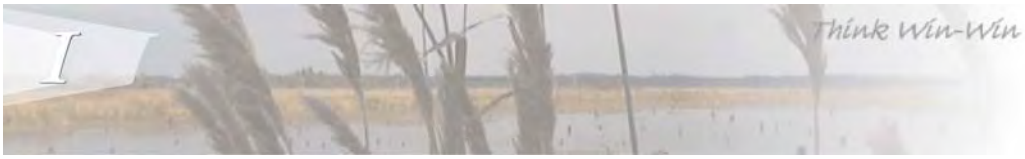
The Mississippi Department of Employment Security is an **equal opportunity employer**. Auxiliary aids and services are available upon request to individuals with disabilities.



Tuesday, November 30, 2010

Agency Directory
Employee Services
Customer Services
Agency Communications
Online Business Services
Equipment and Supplies

Headlines

Greenwood WJC Veterans Day Celebration
The Greenwood WIN Job Center celebrated "Veterans Day" on November 12, 2010.(Read more.)

Protect Your Holiday Purchases
Before You Shop for the Holidays, Understand Existing Insurance Coverage and Store-Offered Extended Warranties. (Read more from the Mississippi Insurance Department.)

Veterans Day Program 2010
Click here to view a video from the Veterans Day program at the MDES state office.

The Jackson DeYoung Fund
MDES' Leadership Alumni is spearheading a fundraiser for one of our own MDES employees. A statewide jeans week is being held to raise money for Bob DeYoung and his family November 8th through November 12th. Read more for details...

Breast Cancer Awareness Fundraiser
Unbelievable! Not for MDES employees who collected 236 bras for a Breast Cancer Awareness fundraiser within two weeks. (Read more...)

Taking It to the Outdoors
Office of Comptroller shows appreciation to its employees in a different kind of way.(Read More...)

Customer Service Week Photos
Click here to view photos taken at various WIN Job Centers around the state during the October 4-8 Customer Service Week activities.

Hire a Veteran Week
To see Governor Barbour's proclamation for the week of November 8-12, 2010 as "Hire Veteran's Month", click here.

Headlines, Archives

I would like to ...
... contact OTS Tech Support
... access Outlook Email
... access DocView
... access MDES Calendars
... make a Reservation
... see what's new Nov. 30

MDES
Mississippi Department of Employment Security

NEW! Big Rock CAFE

Inside MDES
MDES Tool Shed
Newsletters
Press Releases
Success Stories
Bulletin Board Nov. 30

Quick Links
Emergency Procedures
MDES Job Opportunities
Knowledge Transfer
Professional Associations
MDES Web Site
Online Dictionary

The Mississippi Department of Employment Security is an **equal opportunity employer**.
Auxiliary aids and services are available upon request to individuals with disabilities

MISSISSIPPI
JIM NELSON, JR.
STATE WIA EQUAL OPPORTUNITY OFFICER
Telephone Number: 601-321-6024
Email: jnelson@mdes.ms.gov
TTY: 1-800-582-2233

MAINTAINING AN ATTITUDE OF EQUAL OPPORTUNITY WHILE INCREASING EMPLOYMENT IN MISSISSIPPI

The Mississippi Department of Employment Security is *an equal opportunity employer.*
Auxiliary aids and services are available upon request to individuals with disabilities.

Workforce Investment Network in Mississippi

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

INCREASING EMPLOYMENT IN MISSISSIPPI

NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY STATEMENTS

APRIL 2007

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Table 1. Ability to Speak English by Language Spoken at Home
Universe: Total population
Geography: **Mississippi** State Totals

Language Spoken at Home	Speak English "very well"		Speak English "well"		Speak English "not well"		Speak English "not at all"		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Total population	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	2,844,660	100.0
Not in universe (population under 5 years	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	203,205	7.1
Speak only English	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	2,545,930	89.5
Speak language other than English	59,465	62.3	18,610	19.5	13,725	14.4	3,725	3.9	95,525	3.4
African languages	510	88.1	65	11.2	4	0.7	0	0.0	579	0.0
Arabic	700	64.8	240	22.2	95	8.8	45	4.2	1,080	0.0
Armenian	10	100.0	0	0.0	0	0.0	0	0.0	10	0.0
Chinese	1,250	49.9	865	34.5	340	13.6	50	2.0	2,505	0.1
French (incl. Patois, Cajun)	7,935	73.3	1,665	15.4	1,200	11.1	25	0.2	10,825	0.4
French Creole	125	86.8	15	10.4	4	2.8	0	0.0	144	0.0
German	4,355	79.2	800	14.6	330	6.0	15	0.3	5,500	0.2
Greek	295	74.7	65	16.5	35	8.9	0	0.0	395	0.0
Gujarathi	435	75.7	75	13.0	55	9.6	10	1.7	575	0.0
Hebrew	195	76.5	60	23.5	0	0.0	0	0.0	255	0.0
Hindi	735	92.5	15	1.9	45	5.7	0	0.0	795	0.0
Hungarian	90	78.3	15	13.0	10	8.7	0	0.0	115	0.0
Italian	1,115	83.5	125	9.4	95	7.1	0	0.0	1,335	0.1
Japanese	730	73.4	170	17.1	90	9.1	4	0.4	994	0.0
Korean	715	48.2	525	35.4	220	14.8	25	1.7	1,485	0.1
Laotian	25	45.5	15	27.3	15	27.3	0	0.0	55	0.0
Miao, Hmong	15	100.0	0	0.0	0	0.0	0	0.0	15	0.0
Mon-Khmer, Cambodian	75	48.4	55	35.5	25	16.1	0	0.0	155	0.0
Navajo	10	71.4	4	28.6	0	0.0	0	0.0	14	0.0
Other and unspecified languages	45	91.8	4	8.2	0	0.0	0	0.0	49	0.0
Other Asian languages	575	81.6	80	11.4	50	7.1	0	0.0	705	0.0
Other Indic languages	585	75.5	140	18.1	35	4.5	15	1.9	775	0.0
Other Indo-European languages	210	70.5	80	26.9	4	1.3	4	1.3	298	0.0
Other Native North American languages	3,105	54.9	2,140	37.8	365	6.5	50	0.9	5,660	0.2
Other Pacific Island languages	200	60.6	90	27.3	40	12.1	0	0.0	330	0.0
Other Slavic languages	70	50.0	40	28.6	30	21.4	0	0.0	140	0.0
Other West Germanic languages	440	85.4	55	10.7	20	3.9	0	0.0	515	0.0
Persian	190	43.7	195	44.8	50	11.5	0	0.0	435	0.0
Polish	210	85.7	25	10.2	10	4.1	0	0.0	245	0.0
Portuguese or Portuguese Creole	320	76.2	65	15.5	35	8.3	0	0.0	420	0.0
Russian	310	55.0	190	33.7	60	10.6	4	0.7	564	0.0
Scandinavian languages	210	84.0	30	12.0	10	4.0	0	0.0	250	0.0
Serbo-Croatian	75	60.5	45	36.3	4	3.2	0	0.0	124	0.0
Spanish or Spanish Creole	29,660	58.7	8,465	16.8	9,125	18.1	3,265	6.5	50,515	1.8
Tagalog	1,470	73.5	445	22.3	80	4.0	4	0.2	1,999	0.1
Thai	235	58.8	95	23.8	60	15.0	10	2.5	400	0.0
Urdu	250	78.1	40	12.5	30	9.4	0	0.0	320	0.0
Vietnamese	1,970	40.1	1,610	32.8	1,145	23.3	190	3.9	4,915	0.2
Yiddish	20	83.3	0	0.0	0	0.0	4	16.7	24	0.0

The Department of Labor Census Data Special Tabulation on LEP Status -from the Bureau of the Census

Interpreter (English)
Người phiên dịch (Vietnamese)
Interprète (French)
Interpret (German)
Intérprete (Spanish)

ENGLISH- Free Interpreter Services Available

SPANISH- Servicios disponibles de traducción gratuitos

FRENCH- Services libres d'interprète disponibles

GERMAN- Freie Interpretations-Dienstleistungen vorhanden

VIETNAMESE- Những công tác (dịch vụ) Người phiên dịch Tự do Sẵn có

NONDISCRIMINATION AND EQUAL OPPORTUNITY

METHODS OF ADMINISTRATION OVERVIEW

OVERVIEW OF THE METHODS OF ADMINISTRATION UNDER THE WORKFORCE INVESTMENT ACT

The Mississippi Department of Employment Security (MDES) is required to establish and adhere to a Methods of Administration (MOA). The regulations that implement the nondiscrimination and equal opportunity provisions of the Workforce Investment Act of 1998 (WIA) Section 188-Nondiscrimination, published at 29 Code of Federal Regulations (CFR) part 37, require that each Governor establish and adhere to an MOA for his/her State programs. In addition, the compiling and submitting of an MOA is required by 29 CFR part 37. Part 37 includes the requirement that States develop, implement, and maintain, for each of their State programs, an MOA.

The nondiscrimination and equal opportunity provisions of WIA prohibit discrimination against applicants, beneficiaries, and employees on the bases of race, color, national origin, age, disability, sex, religion, and political affiliation or belief. In addition, it prohibits discrimination against beneficiaries on the bases of citizenship and participation.

An MOA is a document that describes the actions an individual State will take to ensure that its WIA Title I-financially assisted programs, activities, and recipients are complying, and will continue to comply, with the nondiscrimination and equal opportunity requirements of WIA and its implementing regulations. By submitting an MOA, the Governor agrees to fully follow its provisions. Failure to do so may result in a finding of noncompliance.

Each MOA shall be: (1) In writing, (2) Reviewed and updated, and (3) Signed by the Governor. The MOA should be organized in accordance with the nine elements, with both a narrative and a documentation section for each element. The sections should be as follows for each element:

- *Section A. Narrative* The first section of each element should be a narrative description of how the State and its recipients are meeting and will continue to meet the requirements of part 37. The narrative should be specific. The Civil Rights Center (CRC) regards the narrative as the more important section, since it contains the description of what the State and its recipients are doing and will continue to do to fulfill their obligations under WIA Section 188 and 29 CFR part 37.
- *Section B. Documentation* The second section of each element should include documentation that shows how the State is carrying out that element of the MOA.

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
1235 ECHELON PARKWAY
POST OFFICE BOX 1699
JACKSON, MS 39215-1699
TTY: 1-800-582-2233
eo@mdes.ms.gov

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EXHIBIT 4-I
EXAMPLES OF TRAINING

MDES STATE OFFICE COMPLEX

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Ability Fair

In recognition of National Disability Month

October 1, 2010
9:00 a.m. To 11:00 a.m.

Enter to Win EXHIBITOR PRIZES

See Deposit form for entry into drawings

Hotdogs! Free
Popcorn! Free
Soda! Free

Education on people with disabilities! Free

Talent has no boundaries

MDESIC

MDES
MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY

Mississippi Department of Rehabilitation Services
Providing the freedom to live

AGENDA
Ability Fair – October 1, 2010
Mississippi Department of Employment Security - State Office Complex
Jackson, Mississippi

8:00 a.m. to 9:00 a.m.	Exhibitor Setup
9:00 a.m. to 9:10 a.m.	Les Range MDES Executive Director
9:00 a.m. to 9:20 a.m.	Butch McMillan MDRS Executive Director
9:20 a.m. to 9:30 a.m.	Dianne Bell MDES, Communications Office
9:30 a.m. to 10:30 a.m.	Tour of Exhibitor Booths
10:30 a.m. to 11:00 a.m.	View Reel of Disability Videos, Random Drawings for Door Prizes, and Refreshments

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MDES

MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

Mississippi Department of Rehabilitation Services

Providing the freedom to live

September 13, 2010

Dear Valued Partner:

October is National Disability Employment Awareness Month. This year's theme, as established by the U. S. Department of Labor's Office of Disability Employment Policy, is "Talent Has No Boundaries: Workforce Diversity INCLUDES Workers With Disabilities."

To welcome in October 2010, the Mississippi Department of Employment Security (MDES) and the Mississippi Department of Rehabilitation Services (MDRS), as partners in the state's workforce investment network, have planned an "Ability Fair." Together the two agencies want to showcase to MDES employees and other workforce system partners the services and assistive technology available to people with disabilities to assist them in performing functions that might otherwise be difficult or impossible and, therefore, allows them to be successful employees in a diversified workforce.

DATE:	Friday, October 1, 2010
TIME:	9:00 a.m. to 11:00 a.m.
WHERE:	MDES State Office – Atrium Area 1235 Echelon Parkway Jackson, MS 39213 For Directions: Press Ctrl + Click Here
COST:	Free – we only ask for a door prize to be given away in random drawings, "take-aways" as a reminder of your services / products, and candy for visitors to your booth
WHAT TO BRING:	A 5 ft. x 3 ft. table will be provided for you to display your products, flyers, brochures, etc.
ATMOSPHERE:	Fair – we want this activity to be fun for all

To indicate your interest regarding participation in this event, please complete the bottom portion of this letter and return a copy of the entire completed letter to me in one of the following manners: 1) Mail to MDRS, P. O. Box 1698, Jackson, MS 39215-1698; 2) Fax to 601-853-5354; or, 3) Scan in and email to Cindy.Goodin@mdrs.state.ms.us. **I would like to receive your response no later than Friday, September 24, 2010.**

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ABILITY FAIR PARTICIPATION FORM

"Talent Has No Boundaries: Workforce Diversity INCLUDES Workers With Disabilities."

❑ I am interested in participating. Please expect me at the fair.

❑ I am not interested in participating.

_____ _____

Name and Title **Date**

Please list here what you are bringing to the fair and / or any items you need me to make available for you at the fair: _____

_____

_____

_____

_____

_____

_____

Thank you, in advance, for your time and interest in our "Ability Fair" and for all you do to help people with disabilities become successful and independent. If you have any questions, please call me at (601) 853-5302.

Sincerely,

Cindy Goodin

MS Department of Rehabilitation Services
Interim Assistive Technology Director /
WIN System Coordinator

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MDES
PARTNER AGENCIES LIST
9-Sep-10

Adult Protective Services, MDHS
Gloria Jackson 601-359-4442 750 North State Street Jackson, MS 39202

Aging and Adult Services, MDHS
Evelyn Thompson 601-359-4441 750 North State Street Jackson, MS 39202

Blind, Mississippi Industries for the
Michael Chew 960-984-3204 2501 North West Street Jackson, MS 39216
Ron Granger 601-984-3216 2501 North West Street Jackson, MS 39216
Vanice Barnes 960-984-3239 2501 North West Street Jackson, MS 39216

Blind/Physically Handicapped Library
Robin Hendrick 601-432-4071 3881 East Wood Jackson, MS 39211
Charmane Smith 601-432-4039 3881 East Wood Jackson, MS 39211

Community & Junior Colleges, Mississippi State Board for
Coahoma Community College, Michael Houston, Addison Admin. Building 3240 Friars Point Road, Clarksdale, MS 38614
mhouston@coahomacc.edu
Copiah-Lincoln Community College, Dr. Phil Broome P.O. Box 649, Wesson, MS 39191
phil.broome@colin.edu
East Central Community College, Joe Killens P.O. Box 129, Decatur, MS 39327
jkillens@eccc.edu
East MS Community College, Mickey Stokes, Senior P.O. Box 158, Scooba, MS 39358
mstokes@eastms.edu
Itwamba Community College, Mike Eaton 602 W. Hill Street, Fulton, MS 38843
mbeaton@iccms.edu
Merdiain Community College, Quinn Carlisle 910 Highway 19 North, Meridian, MS 39307
qcarlisl@mcc.cc.ms.us
Northeast MS Community College, Cherly Ragan 101 Cunningham Blvd., Booneville, MS 38829
chragan@nemcc.edu
Holmes Community College, Dr. Glenn Boyce 412 West Ridgeland Ave., Ridgeland, MS 39157
gboyce@holmescc.edu
Hinds Community College, Dr. George Barnes HCC-P.O. Box 1003, Utica, MS 39175
gebarnes@hindscc.edu
Jones Community College, Linda Pressly 900 South Court Street, Ellisville, MS 39437
Linda.pressly@jcjc.edu
MS Delta Community College, Dr. Lynda Steele P.O. Box 668, Moorehead, MS 38761
lsteele@msdelta.edu
Northwest Community College, Gary Mosley P.O. Box 7017, Senatobia, MS 38668
gtmosley@northwestms.edu
Pearl River Community College, Frankie Lee, 5448 Hwy 49 South, Hattiesburg, MS 39401
flee@prcc.edu
Southwest MS Community College, Steve Bishop 1156 College Drive, Summit, MS 39666
bishop@smcc.edu
Batesville Job Corp. Center, Karen J. Stuckey 5220 Keele Street, Jackson, MS 39206
kstuckey@minact.com
MS Gulf Coast Com. College, Virginia Overstreet P.O. Box 609, Perkinston, MS 39573
virginia.oversteet@mgccc.edu

Community Services, Human Services
Sollie Norwood 601-359-4768 750 North State Street Jackson, MS 39202

Deaf, Mississippi School for the
Patricia Clancy 1253 Eastover Drive, Jackson, MS 39211

CHAMPIONING DIVERSITY TRAINING
MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
February 2009 through August 2011

		Facilitators		Participant			Participant's	21 Day Letter	
Date	Trng Location	First Name	Last Name	First Name	Last Name	Cost Center	WIN Jb Cntr/State Off	Yes	No
1/15/2010	Madison	Barbara Lowe	Jim Nelson	Jocelyn	Jordan	13	Safety,Security &Bldg		
1/15/2010	Madison	Barbara Lowe	Jim Nelson	Tiffany	Patrick	13	Safety,Security &Bldg		
1/15/2010	Madison	Barbara Lowe	Jim Nelson	Cathy	Taylor	13	Safety,Security &Bldg		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Tomi	Bullock	14	Legal		
7/23/2009	Madison	Babrara Lowe	Jim Nelson	John Wesley	Garrett	14	Legal	X	
11/20/2009	Madison	Jim Nelson	Barbara Lowe	Wanda	Bell	14	Legal		
11/17/2009	Madison	Jim Nelson	Barbara Lowe	Leanne	Brady	14	Legal		
11/17/2009	Madison	Jim Nelson	Barbara Lowe	Deidra	Turner	14	Legal		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Kaye	Williams	15	EO		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Barbara	Lowe	15	EO		
8/29/2009	Greenville			Stefanie	Brown	15	EO	X	
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Gary	Holmes	16	Appeals		
7/24/2009	Canton	Jim Nelson	Barbara Lowe	Dustin	Adams	16	Appeals	X	
1/13/2009	Madison	Jim Nelson	Mark Posey	Amy	Wilkinson	16	Appeals		
1/13/2009	Madison	Jim Nelson	Mark Posey	Evelyn	Tice	16	Appeals	X	
1/12/2010	Madison	Pam Hemphill		Lakreisha	Harris	16	Appeals		
1/12/2010	Madison	Pam Hemphill		Tormeka	Black	16	Appeals		
2/23/2010	Corinth	Mark Posey	Jim Nelson	Michael	Morgan	16	Appeals		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	David	Garcia	17	Printshop		
7/24/2009	Canton	Jim Nelson	Barbara Lowe	James	Roach	17	Printshop	X	
1/13/2009	Madison	Jim Nelson	Mark Posey	Lindley	McKellar	17	Printshop		
11/20/2009	Madison	Jim Nelson	Barbara Lowe	Tera	Vaughn	18	Office of Human Capital		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Kavonda	Amos	19	Training & Development		
11/20/2009	Madison	Jim Nelson	Barbara Lowe	Pam	Hemphil	19	Training & Development	X	
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Renee	Roberts	20	Benefits & Wellness		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Lawyer	Epps	20	Benefits & Wellness		
2/17/2009	State Office	Barabara Lowe	Jim Nelson	Jerry	Burkett	21	Mail Center		

LEP Training Participants					
CC#	Last Name	First Name	Job Title	CC Name	Attended
28	ABERNATHY	CHERYL	SENIOR PROGRAMMER ANALYST	Support	
34	ABERNATHY	MARY	ES-PROGRAM SPECIALIST	Tax	
16	ADAMS	DUSTIN	BUREAU DIRECTOR II	Appeals	X
24	ALDERMAN	ELIZABETH	ACCOUNTANT/AUDITOR III	Management	X
26	ALFORD	NORMA	ES-LABOR MARKET ANALYST III	LMI Department	
26	ALI	RAKIA	ES-LABOR MARKET ANALYST I	LMI Department	X
13	AMERSON	RACHAEL	ES-EMPLOYMENT SEC AIDE III	& Building Mgt	X
22	AMOS	KAUVONDA	PERSONNEL OFFICER V	Effectiveness	
38	ANDERSON	MILDRED	ES-PROGRAM SPEC, SENIOR	Payments	X
28	ANDERSON	SHAREE	BUSINESS SYSTEMS ANALYST I	Support	
46	ANDERSON	THEODORA	STAFF OFFICER I	Office-ES	
34	ANTHONY-HAMPTON	DIONNE	ES-EMPLOYMENT INTERVIEWER II	Tax	X
13	ANTRIM	DON	ES-ASSISTANT DEPT CHIEF	& Building Mgt	
13	APPLEWHITE	SHAE	ES-EMPLOYMENT SEC AIDE I	& Building Mgt	X
38	APPLEWHITE	NIKKI	ES-UNEMP INS FIELD REP I	Payments	
24	APRIL	JOANNA	ES-TECHNICIAN II	Management	X
16	AUTREY	DOROTHY	ES-ADMINISTRATIVE LAW JUDGE I	Appeals	X
48	BAILEY	LINDA	PROJECTS OFFICER II,SPECIAL	Services	X
28	BARKER	TERRACE	ES-TECHNICIAN II	Support	
38	BARRON	JANICE	ES-DEPARTMENT CHIEF II	Payments	
38	BASS	MINDY	ES-TECHNICIAN II	Payments	X
53	BATTON	KYMBERLY	PROJECTS OFFICER IV,SPECIAL	Management	
24	BAXTER	BARRON	ES-ACCOUNTANT/AUDITOR III	Management	X
16	BEAUDRIE	ELISABETH	PROJECTS OFFICER IV,SPECIAL	Appeals	
26	BELL	RAPHAEL	BUSINESS SYSTEMS ANALYST I	LMI Department	X
34	BELL	VICTORIA	ES-EMPLOYMENT SEC AIDE III	Tax	X
41	BELL	LATANYA	ES-TECHNICIAN II	Board of Review	X
14	BELL	WANDA	ES-PROGRAM SPEC, SENIOR	Affairs	
27	BELL	EDNA	STAFF OFFICER II	Information	
16	BENEDICT	RACHEL	PROJECTS OFFICER IV,SPECIAL	Appeals	
16	BICKERMAN	PETER	ES-ADMINISTRATIVE LAW JUDGE III	Appeals	
16	BLACK	FORMEKA	ES-EMPLOYMENT SEC AIDE II	Appeals	X
14	BLAND	REBEKAH	PROJECTS OFFICER IV,SPECIAL	Affairs	
38	BOOKER	NIKITA	ES-DEPARTMENT CHIEF I	Payments	X
	BOOKER	NIKKI			X
51	BOONE	YOLONDA	ES-DEPUTY DIRECTOR	Mgmt	
34	BOULDIN	ALICE	ES-EMPLOYMENT INTERVIEWER II	Tax	
28	BOWDEN	JOHN	OPERATIONS MANAGER I	Support	
	BOYETTE	LINDSEY			X
28	BRACEY	MICHAEL	SENIOR SYSTEMS ADMINISTRATOR	Support	
34	BRADLEY	LORETTA	ES-EMPLOYMENT SEC AIDE II	Tax	X
14	BRADY	LEANNE	ATTORNEY, SENIOR	Affairs	
38	BRAND	SHELLIE	ES-PROGRAM SPECIALIST	Payments	X
28	BRATTON	ANGELA	SENIOR SYSTEMS ADMINISTRATOR	Support	X
16	BREED	VAIL	PROJECTS OFFICER IV,SPECIAL	Appeals	
24	BRISTER	CHASSITY	ES-EMPLOYMENT SEC AIDE III	Management	X
24	BROOKSHIRE	CELESTE	ES-BUDGET OFFICER	Management	

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 5

Element 5

A. Reasonable Accommodation and Modification Policies

The agency makes concerted efforts to assure access to programs as required under section 32.27 as addressed in the Mississippi Department of Employment Security Nondiscrimination and Equal Opportunity Policy Statements. Please refer to **Exhibit 5-J pages 8 of 39 and 9 of 39**. Programmatic accessibility for persons with disabilities is assured by providing non-personal aids to mobility impaired persons. The workforce development system partners and sub-recipients operate each program on activity, when viewed in its entirety, in a manner readily accessible to qualified disabled individuals. If a particular program is available in only one location, that site is made accessible or the program is made available at an alternate accessible site or sites. The agency has a continued partnership with the Mississippi Department of Rehabilitation Services who provides certifiable professional services and aids in to assure that communication with persons with disabilities is effective, perform accessibility surveys to assure that structural and architectural barriers are identified and provide assistance with adaptive technology which allows equal access to information, services, activities and programs within the Mississippi Workforce Investment Network.

Please refer to **Exhibit 5-O Sample Accessibility Survey.** This is an actual report for compliance assessments completed in part as an ADA Compliance Report on the local workforce investment network one stop center. The assessment was conducted by the Mississippi Department of Rehabilitation Services at the request of the Mississippi Department of Employment Security's Equal Opportunity Department. Through such a partnership this compliance assessment tool is used to provide reasonable assurance that individuals with disabilities have programmatic accessibility.

Please find **attached** a copy of a **Memorandum of Understanding** (MOU).

B. Schedule to Evaluate Job Qualification

The Mississippi Department of Employment Security Equal Opportunity Department will conduct **quarterly** evaluations on job qualifications to ensure that the qualifications do not discriminate on the basis of disability. The quarterly period will begin July 1 each year.

C. Limitation on pre-employment/employment medical inquiries

It is the employment policy and practice of the Mississippi Department of Employment Security, Workforce Development System Partners and Sub recipients to prohibit discrimination on the basis of disability. Please refer to **exhibit 5-J page 9 of 39 and the following policy**.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 5

MEMORANDUM OF UNDERSTANDING
BETWEEN
THE MISSISSIPPI DEPARTMENT OF REHABILITATION
&
THE MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
CONCERNING
IMPLEMENTATION AND ENFORCEMENT OF THE PROVISIONS OF THE WORKFORCE INVESTMENT ACT OF 1998 SECTION 188, SECTION 504, AND AMERICANS WITH DISABILITIES ACT

This Memorandum of Understanding outlines a partnership between THE MISSISSIPPI DEPARTMENT OF REHABILITATION SERVICES (MDRS) and the MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY (MDES), entered into on **a voluntary, non-legally binding basis**, expressing a mutual agreement to work together in a positive spirit to continually improve the lifestyle, acceptance and accessibility of persons within the Mississippi Workforce Investment Network with a disability. The Memorandum of Understanding's effective date is xxxxxxxxx.

Background:

The MDRS and the MDES have over the years demonstrated their commitment to persons with disabilities in many ways and in various programs. With the enactment of the Workforce Investment Act of 1998 and the Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004, a partnership was forged to ensure that all stakeholders in Mississippi's Workforce system are afforded the same services, rights, privileges and benefits. The goal is to continue to strengthen awareness of contributions in the workforce and society in general by people with disabilities.

General areas of partnership:

A major focus of the partnership is the obligation to not discriminate on the basis of disability. The guiding principle in this partnership is to ensure that each individual with a disability participates in the most integrated setting appropriate to that individual.

The partnership agreement includes the following:

- MDES provides assurances that communication with persons with disabilities is as effective as with others - (List of certified interpreters of Sign Language for the State of Mississippi (http://www.odhh.org/images/user_files/files/MSInterpRegApp.pdf)
- MDRS performances Accessibility Surveys in WIN Job Centers, MDES State Office, and other stakeholder facilities to determine if there are any structural barriers that are architectural and/or communicational in nature, upon request.
- MDRS provides assistance with adaptive technology which allows equal access to information, services, and activities within the Mississippi Workforce Investment Network to people with disabilities. (TTY machine and/or video services)

- MDRS supports and provides training for adaptive hardware and software used to accommodate disabilities. MDRS staff will answer general questions regarding computers and adaptive software. (Examples are workstation setup for adaptive software and hardware such as Screen Reader software (JAWS), Screen Magnification software (ZoomText), adaptive mice and keyboards, and adjustable height desks.)
- The partnership provides educational and outreach activities with the goal of improving quality of life for those with a disability and build awareness of those without disabilities through ability fairs.

H.S. "Butch" McMillan,
Executive Director
MDRS
1281 Highway 51
Madison, MS 39110

Signature_____

Date_____

Les Range
Executive Director
MDES
1235 Echelon Parkway
Jackson, MS 39213

Signature_____

Date_____

POLICY STATEMENT FOR PERSONS WITH DISABILITIES

The Mississippi Department of Employment Security (MDES) is committed to ensuring meaningful participation of people with disabilities in programs and activities operated by MDES, its workforce development system partners, and subrecipients of financial assistance under the Workforce Investment Act of 1998 (WIA), including those that are part of the One-Stop delivery system. Section 188 of WIA ensures nondiscrimination and equal opportunity for various categories of persons, including persons with disabilities, who apply for and participate in programs and activities operated by recipients of WIA Title I financial assistance.

Other related and applicable statutes and regulations to WIA Section 188 are as follows:

A. Employment

1. Americans with Disabilities Act: Title I prohibits discrimination in the workplace against people with disabilities.
2. Section 501 of the Rehabilitation Act requires affirmative action and nondiscrimination in employment by federal agencies of the executive branch.
3. Section 503 of the Rehabilitation Act requires affirmative action and prohibits employment discrimination by Federal government contractors and subcontractors with contracts of more than $10,000.
4. Section 188 of the Workforce Investment Act prohibits discrimination against people with disabilities in employment service centers funded by the federal government.

B. State and Local Government Programs and Services

1. Americans with Disabilities Act: Title II prohibits discrimination in the provision of public benefits and services (e.g. public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings).
2. Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by federal agencies and in programs receiving federal financial assistance.

The United States Department of Labor Civil Rights Center has approved the Methods of Administration (MOA) that outlines the policies, procedures, and systems that are designed and put in place in order to provide a reasonable guarantee that MDES, its workforce development system partners, and subrecipient will comply with the nondiscrimination and equal opportunity requirements of WIA Section 188 and its implementing regulations. The MOA identifies the basic disability-related requirements imposed by Section 188 and 29 CFR Part 37.

As defined in 29 CFR Part 37.4 Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

MDES, its workforce development system partners, and subrecipients prohibit discrimination in the registration for and the provision of aid, benefits, services or training, including core, intensive, training, and support services, on the basis of disability. MDES, its workforce development system partners, and subrecipients are committed as follows:

REASONABLE ACCOMMODATION/ REASONABLE MODIFICATIONS OF POLICIES PRACTICES, AND PROCEDURES

MDES, its workforce development system partners, and subrecipients make reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant, employee or participant unless providing the accommodation would cause undue hardship. In addition, reasonable modifications are made regarding policies, practices, and procedures to individuals with disabilities.

ADMINISTER PROGRAMS AND ACTIVITIES IN THE MOST INTEGRATED SETTING APPROPRIATE

MDES, its workforce development system partners, and subrecipients do not provide different, segregated, or separate aid, benefits, services, or training to individuals with disabilities, or to any class of individuals with disabilities, unless such action is necessary to provide qualified individuals with disabilities with aid, benefits, services or training that are as effective as those provided to others. WIA Title I-financially assisted programs and activities are administered in the most integrated setting appropriate to the needs of qualified individuals with disabilities. In addition, no qualified individual with a disability is denied the opportunity to participate in WIA Title I-financially assisted programs or activities despite the existence of permissibly separate or different programs or activities.

COMMUNICATE WITH PERSONS WITH DISABILITIES AS EFFECTIVELY AS WITH OTHERS

MDES, its workforce development system partners, and subrecipients take appropriate steps to ensure that communications with beneficiaries, registrants, applicants, eligible applicants/registrants, participants, applicants for employment, employees, and members of the public who are individuals with disabilities, are as effective as communications with others. Appropriate auxiliary aids or services are furnished where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the WIA Title I-financially assisted program or activity. Telecommunications devices for individuals with hearing impairments (TDDs/TTYs) or equally effective communication systems, such as telephone relay services are available. Interested individuals, including individuals with visual or hearing impairments, can obtain information as to the existence and location of accessible services, activities, and facilities.

PROVIDE PROGRAMMATIC ACCESSIBILITY FOR PERSONS WITH DISABILITIES

MDES, its workforce development system partners, and subrecipients operate each program or activity, when viewed in its entirety, in a manner readily accessible to qualified disabled individuals. If a particular program is available in only one location, that site is made accessible or the program is made available at an alternative accessible site or sites. To comply with

program accessibility non-personal aids are used to make the program accessible to mobility impaired persons.

PROVIDE ARCHITECTURAL ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

MDES, its workforce development system partners, and subrecipients select each facility or part of a facility constructed by, on behalf of, or for the use designed and constructed in such manner that the facility or part of the facility is readily accessible to and usable by qualified disabled individuals. Standards for architectural accessibility for physical accessibility are those prescribed by the General Services Administration under the Architectural Barriers Act at 41 CFR 101-19.6.

EMPLOYMENT PRACTICES

MDES, its workforce development system partners, and subrecipients prohibit discrimination on the basis of disability in employment practices. In addition, reasonable accommodation is available upon request and when appropriate. The guidelines for nondiscrimination in the hiring process are as follows:

A. Recruitment, Application, Pre-employment Inquiries and Testing

- An employer must provide equal opportunity for an individual with a disability to participate in the job application process and to be considered for a job.
- An employer may not make any pre-employment inquiries regarding disability, but may ask questions about the ability to perform specific job functions and may, with certain limitations, ask an individual with a disability to describe or demonstrate how they would perform the job.
- An employer may not require pre-employment medical examinations or medical history, but may condition a job offer on the results of a post-offer medical exam, if all entering employees in the same job category are required to take this examination.
- Tests for illegal drugs are not medical examinations under the ADA and may be given at any time.
- A test that screens out or tends to screen out a person with a disability on the basis of disability must be job related and consistent with business necessity.
- Tests must reflect the skills and aptitudes of an individual rather than impaired sensory, manual, or speaking skills.

B. Job Advertisements and Notices

Job announcements, advertisements, and other recruitment notices may include information on the essential functions of the job. Specific information about essential functions will attract applicants, including applicants with disabilities, who have appropriate qualifications.

Employers may indicate in job advertisements and notices that they do not discriminate on the basis of disability or other legally prohibited bases. Include the statement ***"We are an Equal Opportunity employer and we do not discriminate on the basis of race, religion, color, sex, age, national origin or disability".***

C. Accessibility of Job Information

Information about job openings should be accessible to people with different disabilities. **Example:** Job information should be available in a location that is accessible to people with mobility impairments. If a job advertisement provides only a telephone number to call for information, a telecommunication device for the deaf (TTY) should always be included.

Printed or electronically posted job information will be made available, as needed, to persons with visual or other reading impairments. Preparing information in large print will help make it available to people with visual impairments.

D. Nondiscrimination in the Hiring Process

MDES operates as a public employment agency and is a "**covered entity**" under **Title VII and the Americans with Disabilities Act (ADA)**. When an employer uses MDES to recruit, screen, and refer potential employees, both MDES and the employer will ensure compliance with ADA requirements.

Example: An employer uses MDES to recruit and the agency places an advertisement with a telephone number that all interested persons must call but there is no address given, and there is no TTY number. If there is no relay service, and a deaf person is unable to obtain information about the job for which he/she qualifies and files discrimination charges, both the agency and employer need to provide reasonable accommodation to ensure compliance with ADA requirements.

E. Recruitment

The ADA is a non-discrimination law. It does not require employers to undertake special activities to recruit people with disabilities. However, it is consistent with the purpose of the ADA for employers to expand their "**outreach**" to sources of qualified candidates with disabilities.

F. Pre-employment Inquires

The ADA prohibits unlawful pre-employment inquiries about a disability. The ADA expressly prohibits disability-related pre-employment inquiries made prior to extending a job offer to an applicant. This prohibition is necessary to assure that qualified candidates are not screened out because of their disability before their actual ability to do a job is evaluated. Such protection is particularly important for people with hidden disabilities who frequently are excluded with no real opportunity to present their qualifications.

The prohibition on pre-employment inquiries about disability does not prevent an employer from obtaining necessary information regarding an applicant's qualification.

The ADA requires only that such inquiries be made in two separate stages of the hiring process:

1. Before making a job offer an employer may:
   - Ask questions about an applicant's ability to perform specific job functions;
   - Not make an inquiry about a disability;
   - Make a job offer that is conditioned on satisfactory results.

2. After making a conditional job offer and before an individual starts work:

- An employer may conduct a medical examination or ask health-related questions, providing that all candidates who receive a conditional job offer in the same job category are required to take the same exam or respond to the same type inquiries.

G. Job Application Form

A review of job application forms will be conducted to eliminate any questions related to disability.

Examples of questions that may **NOT** be asked on application forms or in job interviews:

1. Have you ever had or been treated for any of the following conditions or diseases? (Include a list)
2. Have you ever been hospitalized? If so, for what condition?
3. Have you ever been treated by a psychiatrist or psychologist? If so, for what condition?
4. Have you ever been treated for any mental condition?
5. Is there any health-related reason you may not be able to perform the job for which you are applying?
6. Have you had a major illness in the last five years?
7. How many days were you absent from work because of illness last year?
8. Have you ever filed a complaint against an employer?

Pre-employment questions about illness may **NOT** be asked because they may reveal the existence of a disability. For example:

1. Do you have any physical limitations, which preclude you from performing certain kinds of work? If so, describe such defects and specifically any work limitations.
2. Do you have any disabilities or impairments that may affect your performance in the position for which you are applying?
3. Are you taking any prescribed drugs?
4. Have you ever been treated for drug addiction or alcoholism?
5. Have you ever filed for worker's compensation insurance?

H. Acceptable Examinations and Testing

A covered entity may require a medical examination after an offer of employment has been made to a job applicant and prior to the commencement of the employment duties of such applicant, and may condition an offer of employment on the results of such examination, if:

1. All entering employees are subjected to such an examination regardless of disability;
2. Information obtained regarding the medical condition or history of the applicant is collected and maintained on separate forms and in separate medical files and is treated as a confidential medical record; and
3. The results of such examination are used only in accordance with federal laws and regulations.

A covered entity may conduct voluntary medical examinations, including voluntary medical histories, which are part of an employee health program available to employees to that work site. A covered entity may make inquiries into the ability of an employee to perform job-related functions.

CONFIDENTIALITY OF MEDICAL INFORMATION

It is the employment policy and practice of the Mississippi Department of Employment Security, Workforce Development System Partners and Sub recipients (**covered entity**) to keep medical records and information provided registrants, applicants, eligible applicants/registrants, participants, employees, and applicants for employment confidential and separate from non-medical related files or information.

Information obtained regarding the medical condition or history of the applicant is collected and maintained on separate forms and in separate medical files and is treated as a confidential medical record, except that:

- **A.** Supervisors and managers may be informed regarding necessary restrictions on the work or duties of the employee and necessary accommodations;
- **B.** First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment; and
- **C.** Government officials investigating compliance issues shall be provided relevant information on request.

Any person who believes that, either he/she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by the nondiscrimination and equal opportunity provision as set forth in Federal statutes and regulations, may file a written complaint, either by him/herself or through a representative.

The complainant may file with either the Local Area or the Mississippi Department of Employment Security as applicable, or with the USDOL CRC (Federal). Filing a complaint with the Local Area or MDES does not affect a complainant's right to file a complaint with the CRC if he/she is not satisfied with the resolution provided by the Local Area or MDES.

STATE
Timothy Rush
Equal Opportunity Department
Mississippi Department of Employment Security
1235 Echelon Parkway
P.O. Box 1699
Jackson, Mississippi 39225-1699
1-800-582-2233
eo@mdes.ms.gov

FEDERAL
Ramon Suris Fernandez, Esq.
U. S. Department of Labor
Civil Rights Center
200 Constitution Avenue
Room N-4123
Washington, D. C. 20210
202-219-7026
TDD-202-219-7003

Complaints alleging discrimination must be filed within 180 days of the alleged discriminatory act. The Director, CRC, for good cause shown, may extend the time for filing.

In addition, employees of the State of Mississippi may file complaints with the Mississippi State Personnel Board at 301 North Lamar Street, Jackson, Mississippi 39201, within seven days of the alleged discrimination.

EXHIBIT 5-K

SAMPLE LISTING OF SIGN LANGUAGE INTERPRETER DIRECTORY

Revised October 22, 2010

Regular Registration

ID#	First Name	Last Name	Certification and/or Screening Level	Expiration Date	City	State	Zip Code
R96	David John	Acevedo, Jr.	QA Level 3	February 28, 2012	Biloxi	MS	39531
R55	Amy	Ainsworth	QA Level 3	February 28, 2012	Florence	MS	39073
R126	Jennifer	Alford	QA Level 3	June 30, 2012	Brandon	MS	39042
R70	Dawn	Altman	QA Level 3	December 31, 2011	Long Beach	MS	39560
R26	Karen	Andrews	QA Level 2	June 10, 2012	Kiln	MS	39556
R112	Victoria Vitullo	Baker	QA Level 2	October 31, 2010	Olive Branch	MS	38654
R21	Gloria	Ballard	QA Level 1	March 31, 2012	Jackson	MS	39212
R109	Sarah	Beaulieu	NAD Level 3	September 30, 2010	Perkinston	MS	39573
R118	Betsy	Bell	QA Level 1	July 31, 2011	Brandon	MS	39042
R128	Corey	Blount	QA Level 1	August 31, 2012	Oxford	MS	38655
R49	Susan	Boney	QA Level 1	October 31, 2011	Gulfport	MS	39503
R01	Edith	Booth	QA Level 3	April 30, 2011	Brandon	MS	39047
R05	Peggy M.	Bosma	QA Level 3	July 31, 2011	Mobile	AL	36608
R87	Rita	Bowdre	QA Level 1	January 31, 2011	Greenville	MS	38704
R22	Jessica K.	Bragg	QA Level 2	August 31, 2011	Saltillo	MS	38866
R91	Zachary G.	Breland	NIC, QA Level 3	November 30, 2011	Byram	MS	39272
R17	Paula	Browning	RID - CSC, NIC Advanced& NAD Level 4	July 31, 2011	Ocean Springs	MS	39566
R106	Ronda	Bryan	QA Level 3	July 31, 2010	Taylor	MS	38673
R56	Margo	Buisson	RID - CI/CT & NAD Level 5	July 31, 2012	Hattiesburg	MS	39401
R57	Gerald	Buisson	NAD Level 3	July 31, 2012	Hattiesburg	MS	39401
R122	Dementia	Carter	QA Level 1	August 31, 2011	Walnut Grove	MS	39189
R100	Katie	Case	QA Level 1	March 31, 2010	Pelahatchie	MS	39145
R51	Claire	Childress	RID - CSC	October 31, 2011	Southaven	MS	38671
R104	Amy	Conwill	QA Level 2	September 30, 2012	Mantachie	MS	38855
R39	Niall	Cook	NAD Level 4	September 30, 2011	Florence	MS	39073
R47	Alison	Corley	QA Level 1	April 30, 2010	Belden	MS	38826
R92	Ann	Cothern	QA Level 1	October 31, 2011	Ocean Springs	MS	39564
R107	Melissa	Dedeaux	QA Level 1	June 30, 2012	Pass Christian	MS	39571

R02	Judi	Emerson	QA Level 3	August 31, 2009	Meridian	MS	39305
R124	Samantha	Fish	QA Level 2	October 31, 2010	Biloxi	MS	39530
R98	Trina L.	Fizer	QA Level 3	March 31, 2012	Purvis	MS	39475
R113	Grayce	Fleet	QA Level 2	August 31, 2010	Coldwater	MS	38618
R95	Beth	Foreman	RID-CSC	March 31, 2012	Osyka	MS	39657
R62	John Lewis	Foust	NAD Level 3	March 31, 2012	Southaven	MS	38671
R20	Becky	Gatian	QA Level 3	August 31, 2009	Ocean Springs	MS	39564
R75	Peggy	Gerber	QA Level 3	September 30, 2011	Canton	MS	39046
R76	Bevin	Glass	RID NIC & QA Level 3	May 31, 2012	Richland	MS	39218
R40	Sue	Goldman	RID - CSC	October 31, 2010	Saltillo	MS	38866
R30	Greg	Goldman	QA Level 3	August 31, 2011	Terry	MS	39170
R38	Amber	Graves	QA Level 3	August 31, 2011	Mantachie	MS	38855
R27	Susan	Grothe	QA Level 3	May 31, 2011	Madison	MS	39110
R03	Jill R.	Hagler	QA Level 3	June 30, 2011	Gulfport	MS	39503
R12	Dyann	Harmount	QA Level 3	August 31, 2011	Bolton	MS	39041
R119	Margaret	Haughwout	QA Level 3	July 31, 2011	Olive Branch	MS	38654
R46	Carla Jewel	Hearn	NAD Level 3	December 31, 2011	Madison	MS	39110
R105	Angelina J.	Hester	QA Level 1	July 31, 2010	Edwards	MS	39066
R19	Sandra	Hester	NIC & NAD Level 4	September 30, 2012	Edwards	MS	39066
R99	Alesia	Hill	QA Level 1 & EIPA 3.0	August 31, 2012	Lucedale	MS	39452
R36	Clare	Hubbard	QA Level 3	April 30, 2011	Jackson	MS	39212
R13	Sylvia Ann	Izard	QA Level 3	July 30, 2011	Meridian	MS	39307
R121	Gloria	Jarrell	QA Level 1	July 31, 2011	Mantachie	MS	38855
R44	Amanda	Jennings	NAD Level 3	September 30, 2011	Mantachie	MS	38855
R124	Sandra	Johnson	QA Level 1	September 30, 2011	Tupelo	MS	38804
R18	Renee	Johnston	NAD Level 4	August 31, 2009	Olive Branch	MS	38654
R108	Amanda	Kirkley	QA Level 1	April 30, 2011	Vicksburg	MS	39180
R110	Tiffany Renee	Leach	QA Level 2	May 31, 2012	Jackson	MS	39212
R103	Jessica	Leaman	QA Level 1	February 28, 2012	Hattiesburg	MS	39401
R28	Vickie	Lewis	QA Level 3	August 31, 2011	Clinton	MS	39056
R15	Cindy B.	Long	QA Level 3	August 31, 2011	Clinton	MS	39056
R114	Rebecca "Nikki"	Martin	RID - NIC	December 31, 2011	Saltillo	MS	38866
R88	Melinda	Nall	QA Level 1	April 30, 2011	Corinth	MS	38834

EXHIBIT 5-L

SAMPLE RAPID RESPONSE BROCHURE
WITH TTY NUMBER

RAPIDRESPONSE

Helping Workers and Businesses When Jobs are Lost

A Service of the
Mississippi Department of Employment Security

Rapid Response is an early intervention service offered to businesses and workers affected by major layoffs and plant closings. Rapid Response services are offered at no cost to the business or the participating employees.

Equal Opportunity Employer/Program

Auxiliary aids and services available upon request
to individuals with disabilities: TDD/TTY 601-321-6056

Funded by:
U.S. Department of Labor/Mississippi Department of Employment Security
Mississippi is a proud member of America's Workforce Network

EXHIBIT 5-M
SPECIFICATIONS FOR MDES BUILDING

SPECIFICATIONS FOR
MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY BUILDING
----------, MISSISSIPPI

It is not our desire to restrict, exclude, or eliminate proposals from owners of existing buildings. Proposals could be acceptable, based on condition, size, and utility and may not have to be modified structurally as a condition for acceptance.

When constructing or remodeling a building for use by a state agency, all requirements as established by the Americans with Disabilities Act of 1990, and Section 35.151, Volume 50. NO. 144, of the Federal Register, Rules and Regulations, issued by the Department of Justice, 7/26/91, must be met.

I. BUILDING AND SITE WORK

A. Building: Containing approximately --------- square feet inside according to the standard measurement method. This conforms to the floor plan shown in Attachment A.

B. Site Work: Properly drained and curbed lot with paved (asphalt or equal) parking area. The grade on the parking lot should conform to the Americans with Disabilities Act of 1990 (ADA) in the handicapped parking/access area.

C. Above (A and B) to be located in an area easily accessible to clients served and conducive to services provided.

II. FOUNDATION

Concrete piles, concrete grade beams and retaining walls, as required to assure quality stability. Concrete slab on clay gravel fill to extent required in order to provide adequate foundation suited to location.

III. EXTERIOR OF BUILDING

A. The building shall be constructed of frame/masonry block with a brick veneer or stucco front and sides minimum and in keeping with accepted engineering and design practices for a commercial building.

B. There shall be adequate porch coverings over the front and rear doors in keeping with the general structure of the building. Covering should be of metal or other solid material permanent in nature. Appropriate recessed lighting should be used as required for front overhang.

C. Adequate outside lighting shall be provided at each outside door and over the entire parking area.

D. Public access shall consist of a front entrance with "type" door specified by lessee and conforming to ADA guidelines.

E. The rear door will be mounted to swing outward and will have a "panic bar" type inside latch and small window of dimensions specified by the lessee.

F. The following signs will be installed at locations designated by the lessee:

1. Individual metal or plastic block letters reading:

WIN Job Center
(OR AS DESIGNATED BY LESSEE)

or one-piece plastic or metal signs affixed to building.

Exact sign and location to be negotiated.

2. Letters in white or black paint on front doors designated by lessee reading:

OFFICE HOURS
7:30 AM- 5:30 PM Monday - Friday

3. International Accessibility signs in locations designated by lessee and or AD requirements.

4. All exits will be marked with electrical signs or other signs that provide illumination during power failure or low visibility conditions in accordance with national Life Safety codes.

G. Windows: Location and design of windows will be negotiated with lessor.

IV. ROOF AND STRUCTURE

Asphalt built up or fully adhered rubber with 10-year manufacturer's warranty or 4-ply fiberglass built up with l0-year manufacturer's warranty or other "type" roof to be negotiated with
lessor.

V. INTERIOR FINISHES

A. Floor: Commercial grade carpet. (Except in areas indicated which shall be vinyl tile.) Construction Level Loop yam, advanced generation nylon, Yam weight 26 oz. per yard; pile length - .157 average; Primary Backing - Synthetic; Secondary Backing Synthetic or jute; Radiant panel test Class I permanent static control 10-year limited wear warranty. Color to be chosen by lessee.

Metal threshold edging to be installed at exterior doors openings. Thresholds shall not exceed Y2" and be beveled. Ceramic tile on restroom floors with floor drains.

B. Base: Wood, Vinyl, or steel.

C. Interior Walls:

1. Interior walls at the front of the building will have sheetrock and a chair rail as specified by lessee.
2. All interior walls will be insulated in order to eliminate noise from room to room.
3. All other interior walls will be paneled or finished sheetrock. Lessee has election of colors for paint

D. Ceiling: Acoustical tile or comparable. 2' X 4' suspended ceilingR-30.

VI. LAYOUT

Partition office to conform to specifications (See Attachment A)

VII. CEILING HEIGHT

Ceiling shall be a minimum of 9'6" high except that it may be 8 feet in the private and semi-private offices, supply rooms, etc. This may be varied, if not practical from an engineering standpoint, insofar as heating and air-conditioning are concerned.

VIII. LIGHTING

Continuous strip fluorescent diffusion grills that produce from 60 to 70 feet candles at desk height.

IX. HEATING AND AIR-CONDITIONING

A. Air-Conditioning: The air-conditioning shall be capable of maintaining 72 degrees with 50% humidity inside when the outside reading is 95 degrees dry bulb and 80 degrees wet bulb.
B. Heating: The heating system shall be electric and shall be capable of maintaining 70 degrees inside when the outside reading is 10 degrees F.
C. Air-conditioning and heating ducts to be located in the ceiling throughout the entire building with aluminum, cylindrical, and diffusion grills with adequate return. Return air intake (s) are to be located in the ceiling so as not to interfere with open-work area.
D. Hot water, as well as cold water, to be supplied to each restroom lavatory, the sink in the employee's room and to the sink in the janitor's closet. Water heater is to be electric. Any exposed hot water pipes should meet ADA guidelines if accessible to the public.

X. RESTROOMS

A. Each restroom shall be provided with an exhaust fan and light operated from separate switches. Towel holders of size and kind specified by the lessee (Nibroc, Slot Gear ratio, continuous roll). Each restroom will have ceramic tile floors, and floor drains.
   1. Employees' Ladies' Restroom: Will have one (2) commode and one (1) lavatory. There shall be installed a vanity with mirror, a full length mirror, and storage cabinet.
   2. Employees' Men's Restroom: Will have one (1) commode, one (1) urinal, and one (1) lavatory, with a mirror over the lavatory and a storage cabinet below.
B. The public restroom, one (1) men's and one (1) women's shall be accessible to the handicapped and conform to ADA guidelines with the proper signs International Symbol of Accessibility displayed. Full length mirror in handicapped restrooms

XI. EMPLOYEE ROOM

There shall be installed in the employee room a kitchen unit consisting of ceiling exhaust fan, externally vented, work counter, wall cabinets, range with oven and stovetop, refrigerator, a sink, and a microwave. Coat closet to be located adjacent to this room.

XII. SUPPLY ROOMS AND TELEPHONE/STORAGE ROOMS

To be equipped with adjustable shelves from floor to ceiling at height and depth specified by lessee. Number of shelves to be specified by lessee.

XIII. MANAGER'S OFFICE

A solid plate glass window 3' X 5' shall be installed in the front wall with suitable blinds. A cabinet and a credenza shall be installed in the manager's office.

XIV. MULTIPURPOSE ROOM

A solid plate glass window 3' X 5' shall be installed in the front wall with suitable blinds.

XV. CONFERENCE AND RESOURCE ROOMS

Shelves and cabinets installed as specified by lessee.

XVI. INTERIOR DOORS

All inside doors will be of flush style, appropriate finish and meet minimum ADA requirements. Interior doors for the conference and resource room, testing room, and hallway will each have a small window with dimensions as specified by the lessee. Recommend that 36" interior doors be standard to assure ADA requirements are met.

XVII. WATER COOLERS

Two (2) electric water coolers will be provided by the lessor and installed at a point designated by lessee. The water cooler must meet ADA guidelines.

XVIII. JANITOR'S ROOM

The janitor's room will be equipped with shelves of desirable height and depth as specified by lessee. A janitor's sink shall be installed in the janitor's room, with floor drain.

XIX. COMMUNICATIONS AND ELECTRICAL SERVICE

Wiring for electricity, computer connections (category 5E cable) and telephone connections (category 3 cable or as specified will be installed with outlets in the facility as designated by lessee.

XX. PARKING SPACES

The landlord shall provide approximately ------ marked parking spaces adjacent to the building for use by Agency personnel and clients. Three (3) spaces shall meet ADA guidelines with the International Symbol of accessibility provided arid properly displayed.

XXI. WINDOW COVERING

Acceptable drapery or venetian blinds will be provided for the windows in the private offices and for other exposed glass areas (including outside windows) as determined by lessee.

XXII. INSULATION

A. Ceiling - Minimum R-30 insulation factor
B. Exterior Walls - Minimum R-16 insulation factor.
C. Interior Walls- Insulate walls around managers' office, employee room, conference room, resource room, appeals/multipurpose rooms, and restrooms.

XXIII. MISCELLANEOUS

A. All counters, cabinets, walls, etc., will match or coordinate with wall Covering.
B. Formica shall be used on the top of all counters, cabinets, etc., unless lessee designates otherwise.
C. The private offices will be constructed as per sketch with provisions for adequate lighting, heating, and air-conditioning. All partitioned walls will be ceiling height.
D. Accessibility standards shall apply in all design and construction following American National Standards Institute guidelines and comply with all regulations under the Americans with Disabilities Act of 1990.
E. The coat closet shall have a metal rod and a shelf above the rod.
F. A built-in cabinet with lock shall be constructed in the Resource Room and in the Conference Room.

XXIV. SKETCHES AND PRINTS

A. The lessee will furnish rough sketches and descriptions of construction plans and adequate copies of a lease contract.
B. The lessor will prepare detailed sketches of the following and submit to the lessee for approval:
   1. Floor Plan.
   2. Ceiling layout, indicating lighting, air-conditioning, and heating ducts, return air ducts, and outlets.
   3. Wiring and electrical layout with telephone and computer outlets shown.
   4. Front and side elevation.
   5. Details of roof, porch, and awning designs.
   6. Heating and air-conditioning systems.
   7. Restrooms.
   8. All color selections will be made by lessee.

XXV. AVAILABILITY OF BUILDING

The building shall be completed and available for occupancy by the Lessee on **----------.**

EXHIBIT 5-N

EXCERPTS FROM DISABILITY ETIQUETTE HANDBOOK

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

DISABILITY ETIQUETTE HANDBOOK

JANUARY 2008

WIN Job Center

Increasing Employment in Mississippi

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I
INTRODUCTION

The Mississippi Department of Employment Security (MDES) is an agency within Mississippi which provides leadership to increase employment opportunities for adults and youth with disabilities while striving to eliminate barriers to employment. The ultimate goal is that of increasing the number of people with disabilities who work, either as employees or entrepreneurs. MDES provides policies, technical assistance, and education and outreach to employers, employees and the disability community.

According to the United States Census Bureau, about 49.7 million Americans have a disability, which includes people of all ages. About two-thirds of these individuals have a severe disability. Statistical information about persons with disabilities can be obtained from the **U.S. Census Bureau** web site, or by telephone at 301-457-3242. Additional sources of disability statistics can be found online at **DisabilityInfo.gov**.

The statistics for the number of people with disabilities who are working vary depending on the source data and the definition of disability. The Census 2000, Census 2000 Summary File #3, and other Census 2000 reports are frequently referenced sources for disability statistics. For example, a publication from the U.S. Census Bureau, **Disability Status 2000: Census 2000 Brief (March 2003) (C2KBR-17)**, along with Census 2000 Summary File #3 (March 2003) report the following statistics about the employment of people with disabilities:

- The total number of people with disabilities aged 16-64 is 33,153,211.
- Of those, the total number employed is 18,525,862.
- The percent of people with disabilities aged 16-64 employed is 55.8%.
- Of the 18.6 million people with disabilities employed aged 16-64, 60.1% of men with disabilities are employed, and 51.4% of women with disabilities are employed.

CIVIL RIGHTS

Ensuring Equal Opportunity and Protection Under the Law-The Americans with Disabilities Act (ADA) of 1990 is a civil rights law created to assure equal opportunity for people with disabilities in all aspects of American life. The ADA and other federal laws also forbid discrimination on the basis of disability and provide for equal access to education, housing, transportation and health care.

EMPLOYMENT

The Road to Economic Independence-Employment is the economic engine of our nation, our communities and our families. For people with disabilities, employment promotes greater independence and productive, fulfilling lives.

EDUCATION

Knowledge and Skills that Support Future Success-Education is a key determinant of future success and every American deserves equal access to education. The opportunity for a quality education should not be denied on the basis of physical, mental or cognitive disability. Beginning with the Individuals with Disabilities Education Act of 1975 and most recently through the No Child Left Behind Act of 2001, the United States government has

championed the right of people with disabilities and their families to get the most out of America's educational opportunities.

HOUSING

Accessible and Affordable Housing Options-Housing that is available and accessible to persons with disabilities is a cornerstone of America's disability policy-from the Fair Housing Act to the Americans with Disabilities Act. Federal regulations and state initiatives have enabled people with disabilities to have access to public housing and greater opportunities to live in the home of their choice. And thanks to creative builders and universal design, people with disabilities can make any private residence accessible

TRANSPORTATION

Freedom to Travel Independently Across Town or Across the Country-Transportation is a vital element of independent living for all Americans. Dependable, accessible transportation is especially important for people with disabilities, many of whom rely on it to get to work and actively participate in their communities. Thanks to constantly improving public and personal transportation services, individuals with disabilities are enjoying greater access to employment, recreation and all that their communities have to offer.

HEALTH

Access to Public and Private Health Care Resources-Health care is a central issue for people with disabilities. Finding affordable health care and obtaining adequate health care coverage have been among the greatest obstacles to independent living, employment and full participation in their communities. The federal government recognizes that people with disabilities should not be hindered in acquiring health care or health insurance. The importance of quality health care goes far beyond physical conditions. Mental health issues are now given the prominence and coverage they deserve

BENEFITS

Economic Safety Nets with Incentives to Work-Through Social Security, as well as veterans' and vocational rehabilitation programs, the United States government provides assistance such as financial aid and income support programs for people with disabilities. Social Security benefits and other income support programs offer people with disabilities greater opportunities to find and keep jobs by supplementing their health insurance and filling other income gaps that may occur because of their disabilities.

TECHNOLOGY

Technical Solutions to Removing Barriers-Technology enhances productivity and improves quality of life. For many people with disabilities, technology is critical to functioning independently. It provides people with disabilities access to employment, a wider range of tools to accomplish jobs and greater freedom to live and socialize in settings of their choosing. To support people with disabilities, the federal government has enacted laws to encourage development of, and access to, assistive technology.

COMMUNITY LIFE

Full and Independent Participation in American Society-One of the key goals of the ***New Freedom Initiative*** is to remove the barriers to independent living faced by many Americans with disabilities. Individuals with disabilities must have access to the same social, cultural and recreational facilities and activities enjoyed by all citizens.

II

DISABILITY ETIQUETTE OVERVIEW

Fear of the unknown and lack of knowledge about how to act can lead to uneasiness when meeting a person who has a disability.

Remember: a person with a disability is a **person with feelings.** Treat him or her as *you* would want to be treated.

You can't always see someone's disability. If a person acts unusual or seems different, **just be yourself.** Let common sense and friendship break down any barriers you may encounter.

Following these guidelines may help prevent uncomfortable situations.

BASIC POINTS OF ETIQUETTE…

1. Avoid asking personal questions about some one's disability. If you must ask, be sensitive and show respect. Do not probe, if the person declines to discuss it.
2. Be considerate of the extra time it might take for a person with a disability to do or say something.
3. Be polite and patient when offering assistance, and **wait** until your offer is accepted. Listen or ask for specific instructions.
4. When planning a meeting or other event, try to anticipate specific accommodations a person with a disability might need. If a barrier cannot be avoided, let the person know ahead of time.
5. Be respectful of the rights of people with disabilities to use accessible parking spaces.

WHEN SPEAKING OR WRITING ABOUT DISABILITY…

1. Refer to a person's disability only when necessary and appropriate.
2. Use *people first* language-refer to the individual first, then to his or her disability. **(It is better to say "the person with a disability," rather than "the disabled person").**
3. The following terms should be **avoided** in a disability context, because they disempower people or have negative meanings:

INVALID	ABLE-BODIED	CRIPPLED
WHEELCHAIR-BOUND	VICTIM	
DEFECT	SUFFERS FROM	
HANDICAPPED	A PATIENT	

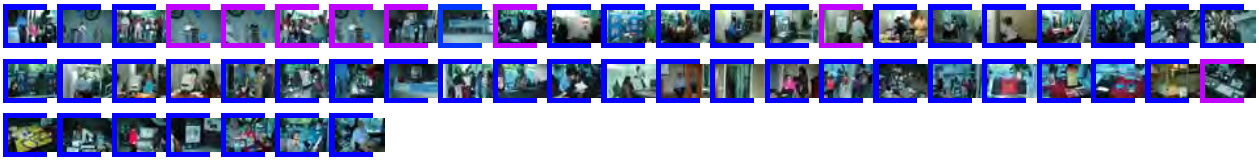
4. Avoid terms that imply that people with disabilities are overly courageous, brave, special, or superhuman.

EXHIBIT 5-P

PHOTOGRAPHS FROM ABILITY FAIR
OCTOBER 2010
(KICK-OFF ACTIVITY FOR THE 2011-2012 DISABILITY TRAINING)

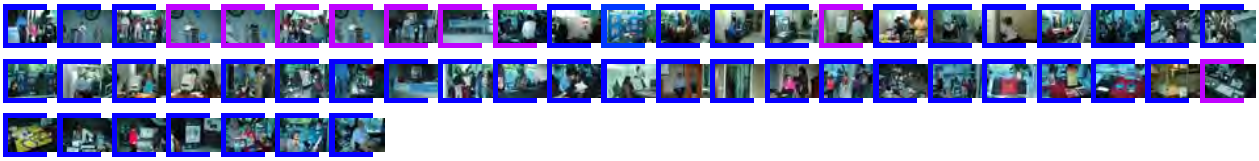
Ability Fair

October 1, 2010



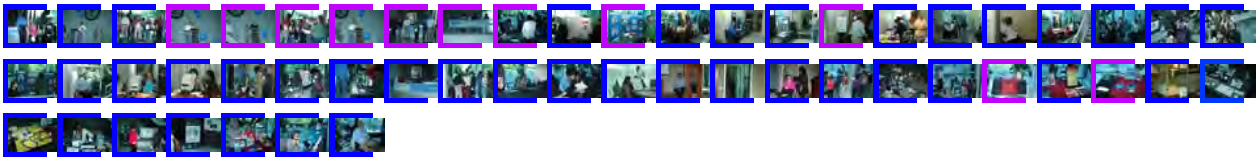
Ability Fair

October 1, 2010



Ability Fair

October 1, 2010



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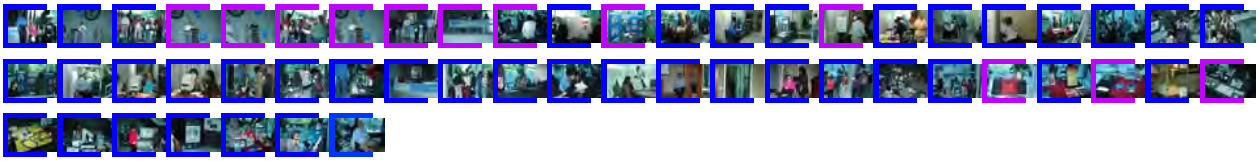
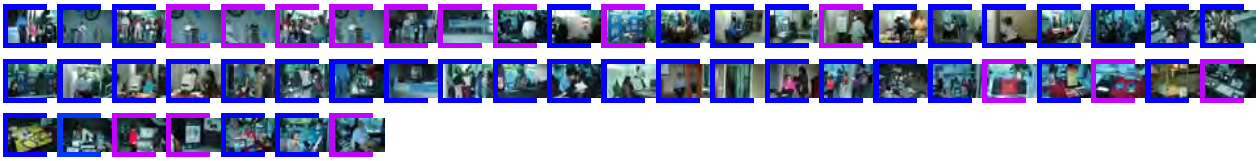
October 1, 2010



Ability Fair

October 1, 2010



Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 6

ELEMENT 6

Data and Information Collection and Maintenance

CODE OF FEDERAL REGULATIONS TITLE 29 PART 37 SUBPARTS 37.37 THROUGH 37.41

As prescribed under §37.37 the Mississippi Department of Employment Security (MDES) has a system to collect and maintain data and other information as required by the Director, Civil Rights Center, Office of the Assistant Secretary for Administration and Management, United States Department of Labor, or a designee authorized to act for the Director (Director).

As a recipient of federal resources, MDES collects data and maintain records, in accordance with procedures prescribed by the Director. In addition, data is collected and records are maintained in such a manner as to allow sorting, analyzing and report writing, as needed, to determine whether MDES is in compliance with the nondiscrimination and equal opportunity provisions of the Workforce Investment Act (WIA) and 29 Code of Federal Regulations (CFR) Part 37. The system and format of data collection and record maintenance are designed to allow the Governor (chief elected official of the State of Mississippi or his/her designee) and the Civil Rights Center (CRC) to conduct statistical or other quantifiable data analyses to verify compliance with section 188 of WIA and 29 CFR Part 37.

MDES data collection and record maintenance includes, but are not limited to, records on applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment. Data elements include race/ethnicity, sex, age, and where known, disability status, of every applicant, registrant, eligible applicant/registrant, participant, terminee, applicant for employment, and employee.

MDES data collection and record maintenance include systems within MDES and the Mississippi State University (MSU). MDES maintains a computerized system to collect and maintain data and records to support the activities of labor exchange, unemployment insurance, and trade adjustment assistance.

MDES has entered a contractual agreement with MSU to support the Workforce Investment Act (WIA) data collection, record maintenance, and reporting requirements. MSU will provide support services for the Office of Grant Management, Workforce Investment Network Global System (WINGS) which is the official system for collecting, recording and maintaining WIA activities.

The first step in the process of data collection and record maintenance is the completion of forms-intake/registration/application forms **(See Exhibit 6-A: Intake/ Registration/ Application Forms)** as follows:

A. Mississippi State Personnel Board Employment Application Form.
B. Mississippi Workforce Investment Act Intake Form.
C. Service Seeker Registration Form (SSRF). Below are subsets of the SSRF:
    1. MDES Initial Claim for Benefits Form.
    2. MDES Notice to Employer of Initial or Additional TRA Claim Filed.
    3. MDES Initial Application for Disaster Unemployment Assistance Disaster Relief Act of 1974.

All applicants for employment and employees are required to complete and submit the Mississippi State Personnel Board Employment Application Form. MDES maintains data on State Service applicants and employees in The Office of Human Capital. Upon proper authorization for release of data, generic and/or specialized reports may be generated to ascertain compliance with section 188 of WIA and 29 CFR Part 37.

Through the contractual agreement with MSU, data collected on the Mississippi Workforce Investment Act Intake Form is recorded and maintained through the Office of Grant Management WINGS. The agreement with MSU includes the report writing function. Upon proper authorization for release of data, generic and/or specialized reports may be generated to ascertain compliance with section 188 of WIA and 29 CFR Part 37.

The Service Seeker Registration Form (SSRF) is used by MDES to collect data on job seekers. The subset of this form pertains to unemployment benefits (regular, TRA and disaster). All users of the WIN Job Center services are required to complete this form (including WIA applicants). Upon proper authorization for release of data, generic and/or specialized reports may be generated to ascertain compliance with section 188 of WIA and 29 CFR Part 37.

The MDES database management system is Workforce Investment Network Global System (WINGS)

See Exhibit 6-B: Excerpts from Data Dictionaries for excerpts of the data dictionaries for WINGS. MDES has data dictionaries in use that defines the basic organization of its database. In addition, the data dictionary documents that data is collected in such a way that pieces of data may be selected quickly to allow the Governor and CRC to conduct statistical or other quantifiable data analyses to verify compliance with section 188 of WIA and 29 CFR Part 37.

Such information is stored in a manner that ensures confidentiality; used only for the purposes of recordkeeping and reporting; determining eligibility, where appropriate, for WIA Title I-financially assisted programs or activities; determining the extent to which the recipient is operating its WIA Title I-financially assisted program or activity in a nondiscriminatory manner; or other use authorized by law. **See Exhibit 6-C: Internal Audit and Security Handbook and Exhibit 6-D: Disclosure of Confidential Information Policy and Policy on Physical Security of Information for Non-MDES Employees.**

MDES maintains a log of complaints that allege discrimination on the ground(s) of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship, and/or participation in a WIA Title I-financially assisted program or activity. The log includes: the name and address of the complainant; the ground of the complaint; a description of the complaint; the date the complaint was filed; the disposition and date of disposition of the complaint; and other pertinent information. Information that could lead to identification of a particular individual as having filed a complaint is kept confidential.
See Exhibit 6-E: MDES Discrimination Complaint Log. Also see Exhibit 6-C: Internal Audit and Security Handbook and Exhibit 6-D: Disclosure of Confidential Information Policy and Policy on Physical Security of Information for Non-MDES Employees.

MDES utilizes the Office of Management and Budget guidelines when designating individuals by race or ethnicity. The revised standards state that there are five minimum categories of data for race: American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, and White. There will be two categories of data on ethnicity: Hispanic or Latino and Not Hispanic or Latino. **Please note the data element for race/ethnicity on the Intake/Registration/Application forms in Exhibit 6-A.**

MDES requires all sub-recipients, contractors, and other service provider's (such as eligible training providers) to collect and maintain the information required as provided in the State's Methods of Administration. The WINGS are applied uniformly throughout the MDES workforce system. **See Exhibit 6-F: Strategic Two-Year Workforce Investment Plan (State Plan) for period of July 1, 2007 through June 30, 2009**. Local Area Plans and other agreements with sub-recipients, contractors, and other service provider's (such as eligible training providers) generally contain the same data collection and reporting requirements as listed in the State Plan.

As prescribed under §37.38, MDES is aware of its responsibilities and obligations to have a system in place to provide additional information to the CRC including the following required information:

A. Notification of any administrative enforcement actions or lawsuits.
B. Results of any noncompliance reviews or monitoring activity.
C. Information and data necessary to investigate complaints and conduct compliance reviews.
D. Preparation and submission (in a timely manner) of periodic specialized and particularized reports requested by CRC.
E. Submission of race and ethnicity data.

MDES will promptly notify the Director when any administrative enforcement actions or lawsuits are filed against it alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIA Title I-financially assisted program or activity. This

notification will be in the form of a letter under the signature of the Executive Director of MDES. The letter of notification will include:

A. The names of the parties to the action or lawsuit;
B. The forum in which each case was filed; and
C. The relevant case numbers.

See Exhibit 6-G: Inter-Office Correspondence from the Equal Opportunity Department to the Office of Legal Affairs, requesting information regarding any administrative enforcement actions or lawsuits. MDES, sub-recipients, contractors, and other service provider's (such as eligible training providers) are required to maintain the following:

A. Complaint logs (**Exhibit 6-E: MDES Discrimination Complaint Log),** to document all complaints filed and the disposition of each complaint.
B. Monitoring reviews are performed to determine compliance with section 188 and 29 CFR Part 37. **See Element 7: Monitoring for Compliance.**
C. Records (**See Exhibit 6-H: MDES Records Retention Policy and Sample Retention Schedules)** are maintained as specified under section 188 and 29 CFR Part 37 and are available to provide information and data necessary to investigate complaints and conduct compliance reviews. In addition, to prepare and submit reports requested by CRC and data related to race and ethnicity.

As prescribed under §37.39, MDES will maintain the following records for a period of not less than three years from the close of the applicable program year:

A. The records of applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment; and
B. Such other records as are required under 29 CFR part 37 or by the CRC Director.

Records regarding complaints and actions taken on the complaints are maintained for a period of not less than three years from the date of resolution of the complaint.

The Department of Archives and History is the official records management agency for the State of Mississippi. General guidance on record retention requirements are established by this Agency as provided in Sections 25-59-1 through 25-59-31 of Mississippi Code Annotated (1972). **See Exhibit 6-H: MDES Records Retention Policy and Sample Retention Schedules.** At a minimum MDES, sub-recipients, contractors and other service provider's (such as eligible training providers) comply with this policy.

As prescribed under §37.40, MDES will permit access by the Director during normal business hours to its premises and to its employees and participants, for the purpose of conducting complaint investigations, compliance reviews, monitoring activities associated with the State's development and implementation of its Methods of Administration, and inspecting and copying books, records, accounts and other materials as may be necessary to determine compliance with and ensure enforcement of the nondiscrimination and equal opportunity provisions of WIA or 29 CFR Part 37.

MDES understands that assertions of privacy or confidentiality are not a basis for withholding information from CRC and will not bar CRC from evaluating or seeking to

enforce compliance with the nondiscrimination and equal opportunity provisions of WIA and 29 CFR Part 37.

MDES will make every effort to provide all information that the Director requests which may be in the exclusive possession of another agency, institution, or person. If the agency, institution, or person fails or refuses to furnish the requested information, MDES will certify to CRC that it has made efforts to obtain the information and that the agency, institution, or person has failed or refused to provide the requested information. This certification will list the name and address of the agency, institution, or person that has possession of the information and the specific efforts MDES has made to obtain the requested information.

As prescribed under §37.41,it is the policy and practice of MDES that the identity of any individual who furnishes information relating to, or assisting in, an investigation or a compliance review, including the identity of any individual who files a complaint, be kept confidential to the extent possible, consistent with a fair determination of the issues. An individual whose identity it is necessary to disclose is to be protected from retaliation (see §37.11). **See Exhibit 6-C: Internal Audit Security Handbook Page 6, Exhibit 6D: Disclosure of Confidential Information Policy and Policy on Physical Security of Information for Non-MDES Employees, and Element 5 (5-J: MDES Equal Opportunity Department Handbook 2007).**

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 6

APPENDIX ELEMENT 6

Data and Information Collection and Maintenance

CODE OF FEDERAL REGULATIONS TITLE 29 PART 37 SUBPARTS 37.37 THROUGH 37.41

EXHIBIT 6-A INTAKE/REGISTRATION/APPLICATION FORMS

EXHIBIT 6-B EXCERPTS FROM DATA DICTIONARIES

EXHIBIT 6-C INTERNAL AUDIT AND SECURITY HANDBOOK

EXHIBIT 6-D DISCLOSURE OF CONFIDENTIAL INFORMATION POLICY ON PHYSICAL SECURITY OF INFORMATION FOR NON-MDES EMPLOYEES

EXHIBIT 6-E MDES DISCRIMINATION COMPLAINT LOG

EXHIBIT 6-F STRATEGIC TWO-YEAR WORKFORCE INVESTMENT PLAN FOR THE PERIOD OFJULY 1, 2007 THROUGH JUNE 30, 2009.

EXHIBIT 6-G INTER-OFFICE CORRESPONDENCE FROM THE EQUAL OPPORTUNITY DEPARTMENT TO THE OFFICE OF LEGAL AFFAIRS

EXHIBIT 6-H DEPARTMENT OF ARCHIVES AND HISTORY RECORD RETENTION POLICY AND SAMPLE RETENTION SCHEDULES

EXHIBIT 6-A
INTAKE/REGISTRATION/APPLICATION FORMS

STATE OF MISSISSIPPI APPLICATION

IMPORTANT! PLEASE READ THE INSTRUCTIONS (located on the insert sheet) BEFORE COMPLETING

-TYPE OR PRINT IN BLACK INK-

SPB USE ONLY OCCU CODE	Exact title of job applying for (one title only): Title:_____	APPLICATION TO IMPROVE SCORE

Social Security Number	Last Name	First	Middle	Maiden

Mailing Address

City	County Code	State	Zip	Home Phone ( )	Other Phone ( )

To meet the requirements of federal regulations, we need to collect information on the questions below for EEO reporting purposes only. This information **will not** be used for making employment decisions. **(Optional)**

A. Race: _____ (1) American Indian
_____ (2) White
_____ (3) Hispanic
_____ (4) Black
_____ (5) Asian

B . Sex: _____ (M) Male
_____ (F) Female

C. Date of f Birth _____
Month Day Year

NOTE: If you are a person with a disability and may need special services or accomodations in the application process, please contact the State Personnel Board at (601) 359-2725.

A. If you have ever applied for or been employed in state service under a different name or social Security number, please list them:

_____

B. Identify any agency for which you would not work: _____

_____

C. Date available for employment: _____
Month Day Year

JOB LOCATION AVAILABILITY: List the counties by code (see list below) where you will work. You will be considered only for the locations for each section. you indicate.
CAUTION: Should you decline or fail to report for an interview for one of your selected locations, your name will be removed from the List of Eligibles.

(Write codes below)

_____ _____ _____ _____

_____ _____ _____ _____

01 Adams	22 Grenada	42 Leflore	63 Sharkey
02 Alcorn	23 Hancock	43 Lincoln	64 Simpson
03 Amite	24 Harrison	44 Lowndes	65 Smith
04 Attala	25 Hinds	45 Madison	66 Stone
05 Benton	26 Holmes	46 Marion	67 Sunflower
06 Bolivar	27 Humphreys	47 Marshall	68 Tallahatchie
07 Calhoun	28 Issaquena	48 Monroe	69 Tate
08 Carroll	29 Itawamba	49 Montgomery	70 Tippah
09 Chickasaw	30 Jackson	50 Neshoba	71 Tishomingo
10 Choctaw	31 Jasper	51 Newton	72 Tunica
11 Claiborne	32 Jefferson	52 Noxubee	73 Union
12 Clarke	33 Jefferson Davis	53 Oktibbeha	74 Walthall
13 Clay		54 Panola	75 Warren
14 Coahoma	34 Jones	55 Pearl River	76 Washington
15 Copiah	35 Kemper	56 Perry	77 Wayne
16 Covington	36 Lafayette	57 Pike	78 Webster
17 DeSoto	37 Lamar	58 Pontotoc	79 Wilkinson
18 Forrest	38 Lauderdale	59 Prentiss	80 Winston
19 Franklin	39 Lawrence	60 Quitman	81 Yalobusha
20 George	40 Leake	61 Rankin	82 Yazoo
21 Greene	41 Lee	62 Scott	83 Statewide

Travel and Shift Availability: Check **one only**

Travel	**Shift Work**
Day Only	I am willing to work:
_____ (A) Some	_____ (A) Day only
_____ (B) Often	_____ (B) Evening only
_____ None	_____ (C) Night only
Overnight	_____ (D) Day or evening
_____ (C) Some	_____ (E) Day or night
_____ (D) Often	_____ (F) Evening or night
_____ None	_____ (G) Any shift

Veteran's Preference: If you wish to claim Veteran's Preference, read instructions, then check one below.

___ (1) 1 have attached a DD214 or equivalent
___ (2) 1 have attached a DD214 and a letter of disability from the Veterans' Administration.

How did you find out about this position?

_____ Job Fair
_____ SPB Web-Site (www.spb.ms.gov)
_____ Local Employment Office
_____ Other

FOR EMPLOYMENT SERVICE AND SPB USE ONLY:

Date Received _____
Date Forwarded _____

Rev. 9/2009

Name: _____ SSN: _____ Title of Job Applying for: _____
(Last) (First)

EDUCATIONAL BACKGROUND

Do you have a high school diploma? _____
Do you have a GED certificate? _____
Date received _____

Years of Education (circle highest school year completed)

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Name of college, university, or technical school attended	Total Credits Received		Dates Attended		Did you graduate?		Type Degree (B.S., M.Ed., etc.) & Date Received (Mo./Yr.)	GPA	Field of Study				Department of Major
	Semester Hours	Quarter Hours	From	To	Yes	No			Major	Hours	Minor	Hours	

License, Certificate, Registration (A copy of the appropriate license or certificate must be attached if required by the job description)

Title/Type	License Number	Name of Licensing Agency	Specialization	Certification Date (Orig.)	Expiration Date

EXPERIENCE AND TRAINING RECORD

WORK HISTORY: List **all** prior work experience, **including military service,** beginning with your most recent employment. You may **include volunteer or unpaid work** as part of your history; however, you should include the number of hours per week which you performed these duties. NOTE: **Resumes are not accepted and may not be used as a substitute for completing this section.**

May your present employment supervisor be contacted? ❑ Yes ❑ No

A. Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

B. Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

C. Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

D. Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

Certification: **I certify that all statements made herein and on any attached documents are true and complete to the best of my knowledge. I authorize the verification of this information by the State Personnel Board and release to any agency considering me for employment. I know that any misrepresentation herein may lead to rejection of my application, removal of my name from the list of eligibles, and/or dismissal from state service. I understand that, as a condition of employment, I will be required to present documentation which verifies both my identity and my employment eligibility pursuant to federal immigration law.**

Date _____ **X** _____ **Signature of Applicant**

-IMPORTANT-

Have you answered all questions thoroughly? **Have you signed and dated your application?** **Have you completed your name and address information?**
Have you kept a copy of your application for your files? **Have you attached all required documents?**

E. Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:
Name, title and phone number (if known) of your immediate supervisor:		

Starting Salary	Ending Salary	Hour per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

F. Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:
Name, title and phone number (if known) of your immediate supervisor:		

Starting Salary	Ending Salary	Hour per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

Additional Information (other schools or training; special qualifications; honors and awards; etc.):

www.spb.ms.gov
State Personnel Board
Robert G. Clark, Jr. Building, Suite 203
301 North Lamar Street
Jackson, Mississippi 39201

AN EQUAL OPPORTUNITY EMPLOYER

Rev. 9/2009

SUPPLEMENTAL APPLICATION INFORMATION

(To include work history and/or education not already in section A, B, C, D, E or F, if needed.)

Name: _____ Applying for: _____ SSN: _____
(Last) (First) Title of Job

-EDUCATIONAL BACKGROUND-

Name of college, university, or technical school attended	Total Credits Received		Dates Attended		Did you graduate?		Type Degree (B.S., M.Ed., etc.) & Date Received (Mo./Yr.)	GPA	Field of Study				Department of Major
	Semester Hours	Quarter Hours	From	To	Yes	No			Major	Hours	Minor	Hours	

-EXPERIENCE AND TRAINING-

Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

Certification: **I certify that all statements made herein and on any attached documents are true and complete to the best of my knowledge. I authorize the verification of this information by the State Personnel Board and release to any agency considering me for employment. I know that any misrepresentation herein may lead to rejection of my application, removal of my name from the list of eligibles, and/or dismissal from state service. I understand that, as a condition of employment, I will be required to present documentation which verifies both my identity and my employment eligibility pursuant to federal immigration law.**

_____ **X** _____
Date **Signature of Applicant**

Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

Starting Date Mo. Year	Ending Date Mo. Year	Name and complete address of employer/company:		
Name, title and phone number (if known) of your immediate supervisor:				
Starting Salary	Ending Salary	Hours per week/Avg.	Exact title of your position:	Number of employees you supervise:
Description of duties in detail:				

Additional Information (other schools or training; special qualifications; honors and awards; etc.):

I M P O R T A N T !

Before submitting this application to the State Personnel Board, please be sure you have:

* ***checked with the nearest WIN Job Center or the State Personnel Board website at www.spb.ms.gov to be sure the job class is on open recruitment for the county(ies) where you are willing to work***

* ***examined the minimum requirements to make sure you meet them***

* ***read the instructions***

* ***typed or printed the application in black ink***

* ***listed the exact title of job applying for***

* ***completed the section listing your name and address***

* ***listed a county "on recruitment" in the "JOB LOCATION AVAILABILITY" Section, (Unless you have been a state employee for over six (6) months.)***

* ***completed all sections thoroughly (dates of employment, hours worked, and description of duties in detail.)***

* ***signed and dated your application***

* ***attached all required documents***

* ***kept a copy of your application for your files***

* ***male applicants between the ages of eighteen (18) and twenty-six (26) must enter their Selective Service number in the License, Certificate, Registration section***

STATE OF MISSISSIPPI APPLICATION

Mail to:
State Personnel Board
Robert G. Clark, Jr. Building, Suite 203
301 North Lamar Street
Jackson, Mississippi 39201

www.spb.ms.gov

AN EQUAL OPPORTUNITY EMPLOYER

Persons who feel they have been discriminated against by any state agency may write to the State Personnel Board at the address above or contact an appropriate federal agency.

GENERAL INSTRUCTIONS -TYPE OR PRINT IN BLACK INK

PLEASE READ BEFORE COMPLETING APPLICATION

Instructions relating to specific sections:

Veteran's Preference: Mississippi law defines a veteran as a person who served at least ninety (90) days in the active forces during a period of war or armed conflict (World War II: 5/7/41 -7/25/47; Korean Action: 6/25/50 - 1/31/55; Post Korean/Vietnam Campaign: 2/1/55 -5/7/75; Persian Gulf War: 8/2/90 -ongoing) and was honorably discharged or was discharged for a service connected injury in less than ninety (90) days. To qualify for five (5) points Veteran's Preference, you must attach a copy of your DD214 or other proof of service. If you are a disabled veteran with a service-connected disability and you claim ten (10) points Veteran's Preference, you must also provide a letter of disability from the Veteran's Administration dated within the past ninety (90) days. Points shall not be awarded for periods of active duty when duty was for training purposes only to meet obligations in the Reserve Forces, National Guard, etc.

Selective Service: Male applicants between the ages of eighteen (18) and twenty-six (26) must enter their Selective Service number in the License, Certificate, Registration section.

Supplemental Experience and Training Record: Purpose: To include work history and/or education not already included in the "Educational Background" section or in the "Work History" section (Sections A, B, C, D, E or F). **When to Submit**: Submit the "Supplemental Experience and Training Record" when you have additional work experience and/or additional education and need to update your application which is already on file at the State Personnel Board or when additional space is required.

****

SUMMARY OF POLICIES AND PROCEDURES

It is the applicant's responsibility to review the rules for the maintenance of lists of eligibles. These rules are summarized below:

1. All applicants will be notified, in writing, of the final action taken on their application. **This information will not be furnished by telephone or in person.**

2. If determined eligible, your name will remain on the list of eligibles for a period of one (1) year except for reasons listed in item 3 below.

3. Your name will be removed from the list of eligibles, by job title, for all locations if one of the following occurs: (a) you request to be removed; (b) the post office cannot deliver your mail to the address you provided; (c) you decline a state service job offer; (d) you fail to report for an interview; (e) you are employed in the job title; or (f) a rule or procedural change makes it necessary to remove your name. You will not be notified of such removal except for reason (f) of this section.

4. **To extend your time on the list of eligibles**, you must submit a written request within fifteen (15) working days PRIOR to the one (1) year expiration date indicated in item 2 above. Your written request should include your name, the title of the job for which you are requesting extension, your social security number, and your signature. Written requests for extension may be mailed to the State Personnel Board at the address above. You may also **email** your request for extension to: martym@spb.state.ms.us or dkelly@spb.state.ms.us .

5. **To improve your score**, you must submit a new application for the job which includes the information you originally submitted plus any additional education and/or experience you may have gained since the date of your original application. Be sure to check the "Improve Score" box under "Application To" in the upper right-hand corner of page 1 of the application.

6. Photocopied applications are not acceptable. You must submit a separate, original application form for each job title. You may also apply online by accessing the State Personnel Board's electronic application at **www.spb.ms.gov** . Click on the " Electronic Application" link.

7. Please allow fifteen (15) business days for a written response from the State Personnel Board.

8. Equal employment opportunity for all individuals regardless of race, color, sex, religion, national origin, age, disability, or political affiliation is the policy of the State Personnel Board.

UI-501	Mississippi Department of Employment Security | M | D | E | S | **INITIAL CLAIM FOR BENEFITS**	

CLAIMS OFFICE USE ONLY

FILING LOCATION	DATE FILED	EFFECTIVE DATE

PERSONAL INFORMATION

SOCIAL SECURITY NUMBER ☐☐☐-☐☐-☐☐☐☐	DATE OF BIRTH / /	GENDER Male ☐ Female ☐
FIRST NAME MI LAST NAME	ETHNICITY Hispanic ☐ Not Hispanic ☐	RACE
MAILING ADDRESS	PRIMARY PHONE ( ) -	
CITY STATE ZIP CODE	COUNTY OF RESIDENCE	
PREFERRED WAY TO CONTACT YOU ☐ Phone ☐ Mail ☐ E-mail	E-MAIL	
HAS YOUR LAST NAME CHANGED IN THE LAST TWO YEARS?	☐ Yes ☐ No	
IF Yes, OTHER LAST NAME WORKED UNDER		

ARE YOU A CITIZEN OF THE UNITED STATES? ☐ Yes ☐ No	IF No, PROVIDE ALIEN DOCUMENT TYPE
IF No, PROVIDE ALIEN DOCUMENT NUMBER	IF No, PROVIDE ALIEN DOCUMENT EXPIRATION DATE / /

EMPLOYMENT HISTORY

WORK HISTORY: Enter information for ALL work performed during the past 18 months. START WITH YOUR LAST JOB AND WORK BACK. Include all temporary, part-time, jobs outside Mississippi, and any **federal** or **military** service.

1. Most Recent Employer	Date Worked From	Date Worked To
Mailing Address	Job Location (City, State, ZIP)	
(City, State, ZIP)	Type of work you did	
Phone ( ) -	Rate of Pay $	
Reason for Separation	☐ Lack of Work/Laid Off ☐ Voluntary Quit ☐ Discharged/Fired ☐ Leave of Absence ☐ Labor Dispute/Strike ☐ Working Part Time	
Are you receiving or have you applied for a retirement or pension payment of any kind? ☐ YES ☐ NO a. If Yes, name of employer:		
2. Next Employer	Date Worked From	Date Worked To
Mailing Address	Job Location (City, State, ZIP)	
(City, State, ZIP)	Type of work you did	
Phone ( ) -	Rate of Pay $	
Reason for Separation	☐ Lack of Work/Laid Off ☐ Voluntary Quit ☐ Discharged/Fired ☐ Leave of Absence ☐ Labor Dispute/Strike ☐ Working Part Time	
Are you receiving or have you applied for a retirement or pension payment of any kind? ☐ YES ☐ NO a. If Yes, name of employer:		
3. Next Employer	Date Worked From	Date Worked To
Mailing Address	Job Location (City, State, ZIP)	
(City, State, ZIP)	Type of work you did	
Phone ( ) -	Rate of Pay $	
Reason for Separation	☐ Lack of Work/Laid Off ☐ Voluntary Quit ☐ Discharged/Fired ☐ Leave of Absence ☐ Labor Dispute/Strike ☐ Working Part Time	
Are you receiving or have you applied for a retirement or pension payment of any kind? ☐ YES ☐ NO a. If Yes, name of employer:		

Mississippi Department of Employment Security is an equal opportunity employer.
Auxiliary aids and services are available upon request to individuals with disabilities.

ELIGIBILITY INFORMATION

Personal Information

1. Are you disabled (optional)? …… ☐ YES ☐ NO
2. Are you a military veteran, transitional veteran, or spouse of a military veteran? …… ☐ YES ☐ NO
3. What is the highest grade you completed in school? _____

Employment Information

4. Were you employed with the federal government performing federal civilian service? …… ☐ YES ☐ NO
   If Yes, provide the following:
   a. Indicate the last date of your employment with the federal government? _____/_____/_____ (MM DD YYYY)
   b. If Yes, where did you work? _____
5. Were you discharged from the U.S. Military? …… ☐ YES ☐ NO
   If Yes, provide the following:
   a. Date of Discharge: _____/_____/_____ (MM DD YYYY)
   b. Branch of Service: _____
6. Have you worked outside the state in the last two years (24 months)? …… ☐ YES ☐ NO
   a. If Yes, list the states where you worked? _____
7. Have you received a notice indicating that you may be eligible for assistance under the Trade Adjustment Assistance Act? …….. ☐ YES ☐ NO
8. Was your last employer a Headstart employer? …… ☐ YES ☐ NO
9. Do you have a definite date to return to work with your employer? …… ☐ YES ☐ NO
   a. If Yes, indicate the date you expect to return to work: _____/_____/_____ (MM DD YYYY)
10. Have you applied for Unemployment Insurance in any state other than Mississippi in the last 12 months? …… ☐ YES ☐ NO
    a. If Yes, list the states where you applied: _____
11. Do you normally work in Mississippi? …… ☐ YES ☐ NO
12. Are you unemployed as a result of a major disaster declared by the President of the United States? …… ☐ YES ☐ NO
    a. If Yes, indicate the major disaster: _____

Able and Available Details

13. Are you currently self-employed or working part-time? …… ☐ YES ☐ NO
14. Have you refused an offer of work since your last day of employment? …… ☐ YES ☐ NO
15. Are you presently attending school or training? …… ☐ YES ☐ NO
16. Do you have a medical condition/disability that will limit your ability to perform work? …… ☐ YES ☐ NO
17. Can you accept full-time work immediately? …… ☐ YES ☐ NO
    a. If No, explain: _____
18. Are you pregnant? …… ☐ YES ☐ NO
    a. If Yes, what is the expected delivery date? _____/_____/_____ (MM DD YYYY)
19. Do you wish to have 10% of your benefit payment withheld for federal income tax? …… ☐ YES ☐ NO

CERTIFICATION: I hereby register for work and file a claim for benefits under the provisions of the Mississippi Employment Security Law. I am not seeking or receiving benefits under the Unemployment Insurance Law of any other State or the United States. To the best of my knowledge and belief, all statements made are true. **I understand the Law provides penalties for making false statements or concealing material facts to obtain or increase benefits. I understand that a copy of my statement as to cause of separation will be mailed to my last employer.**

I acknowledge receipt of Form **UI-516**, Unemployment Insurance Policy

Claimant Signature Date: MM / DD / YYYY

ClaimsTaker Signature Date: MM / DD / YYYY

ClaimsTaker Remarks

Mississippi Department of Employment Security is an equal opportunity employer.
Auxiliary aids and services are available upon request to individuals with disabilities.

2. Disaster Unemployment Assistance (DUA)

2.1 Disaster Declaration

2.1.1 Enter DUA Declaration

1. From the system menu, select **Unemployment Claim > Disaster Assistance (DUA) > Enter DUA Declaration**. The “Enter DUA Declaration” screen will be displayed (Figure 46).

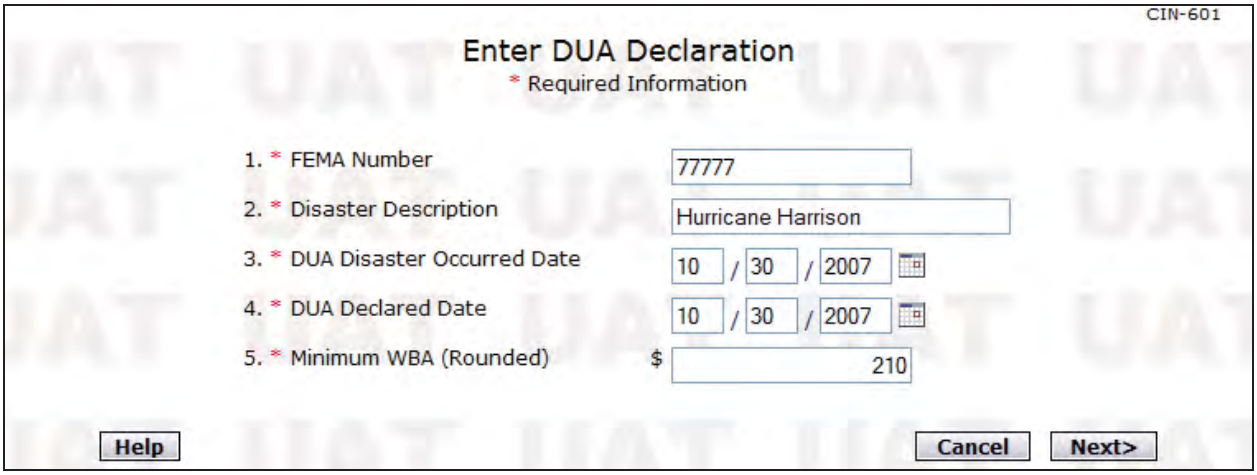


Figure 46: Enter DUA Declaration (CIN-601)

2. Enter the required information and select “Next”. The “DUA Announcement Details” screen will be displayed (Figure 47).

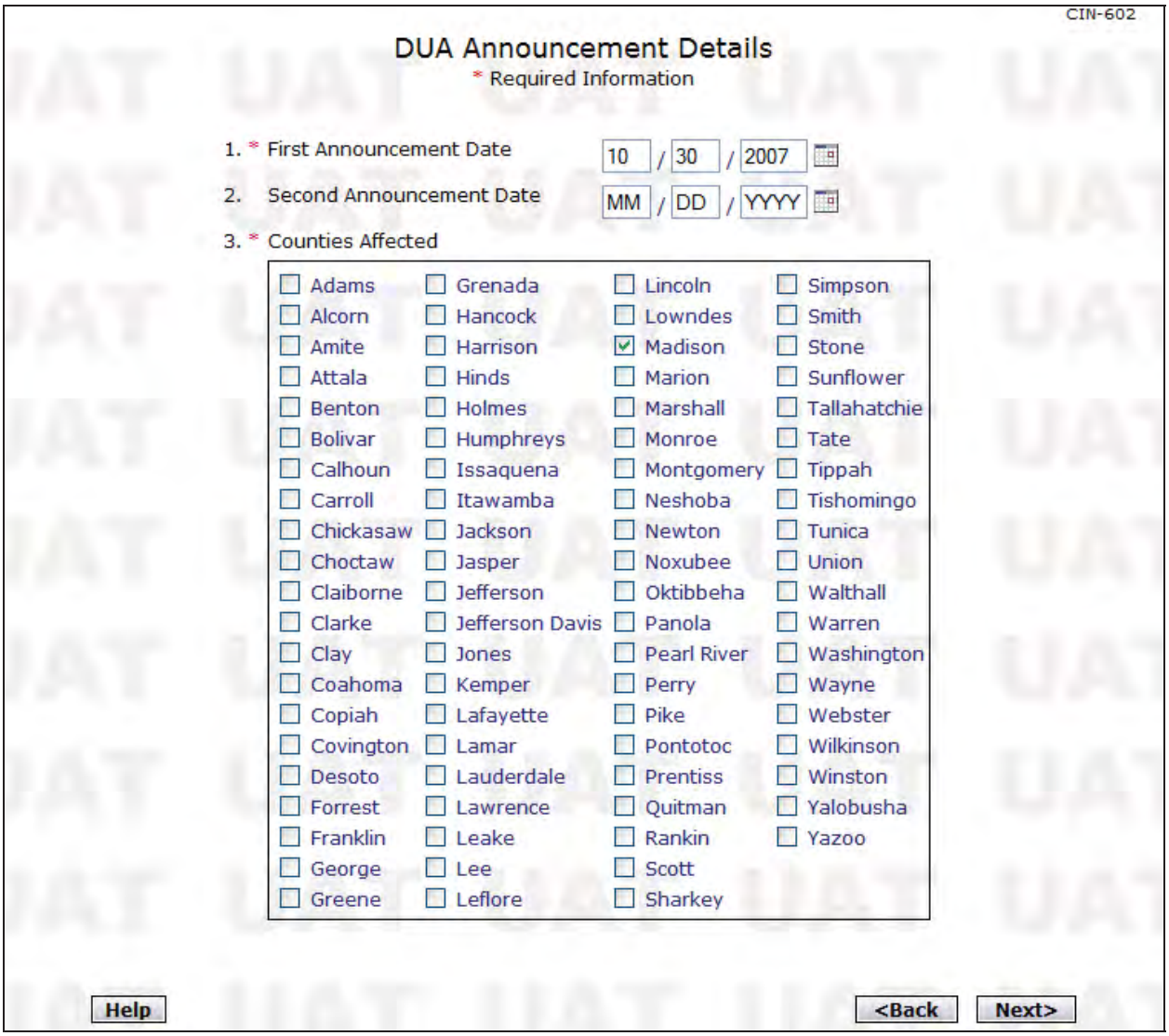


Figure 47: DUA Announcement Details (CIN-602)

3. Enter the necessary information, and select “Next”. The “Disaster Details Verification” screen is displayed (Figure 48).

Figure 48: Disaster Details Verification (CIN-603)

4. Review the information for accuracy and select “Submit”. The “DUA Declaration Confirmation” screen will be displayed (Figure 49).

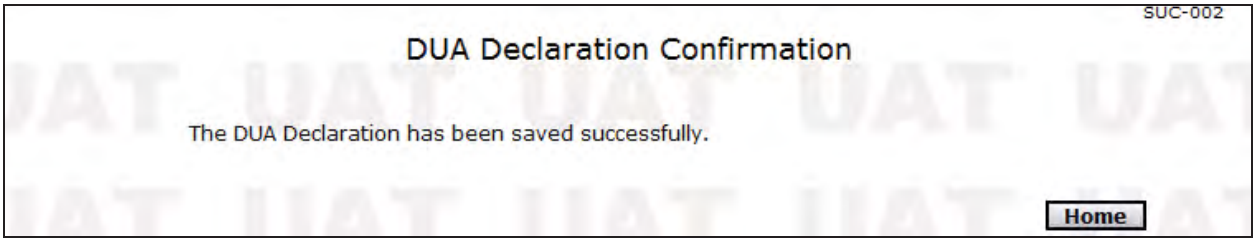


Figure 49: DUA Declaration Confirmation (SUC-002)

2.1.2 Update DUA Declaration

This process is only performed when adding counties to an existing declaration. The Update process should not be used to correct errors made in the original input of the declaration details. If errors were made, the CSR must create a new declaration. This is necessary for ACCESS MS to determine appropriate filing periods.

1. From the system menu, select **Unemployment Claim > Disaster Assistance (DUA) > Update DUA Declaration**. The “Search Disaster Unemployment Assistance (DUA) Declaration” screen will be displayed (Figure 50).

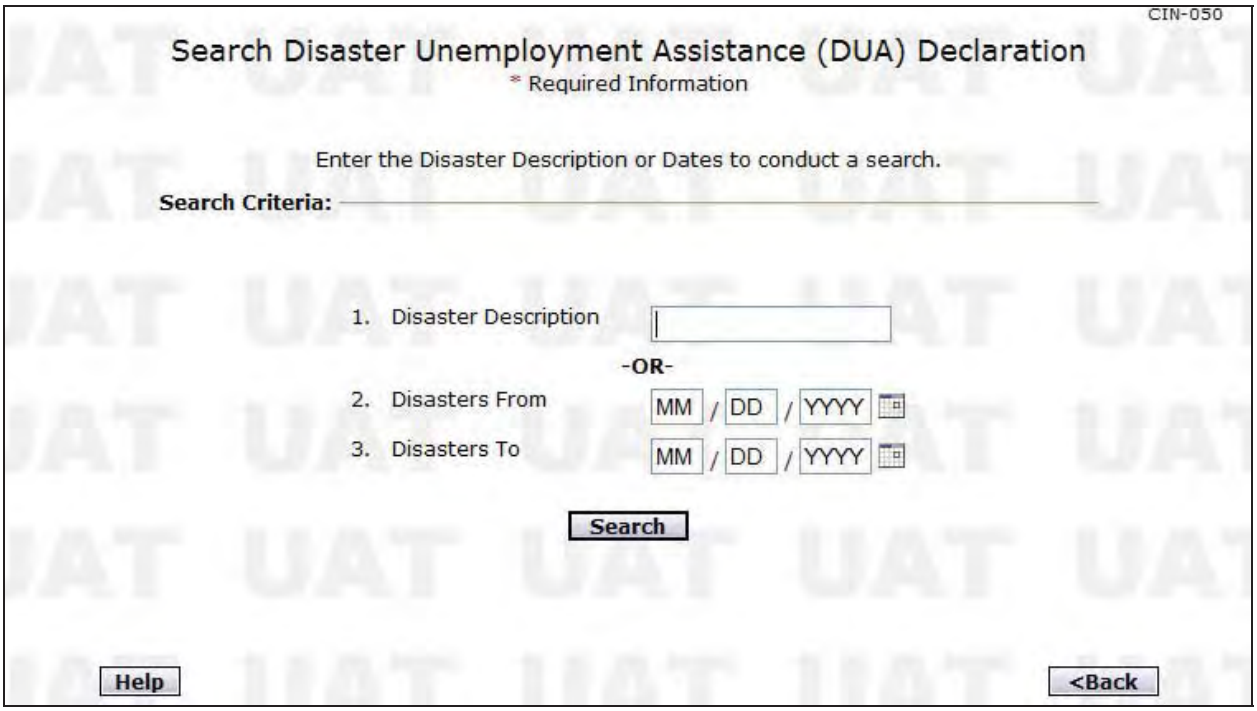


Figure 50: Search Disaster Unemployment Assistance (DUA) Declaration (CIN-050)

2. Enter the required information and select “Search”. The search results will appear in the lower portion of the “Search Disaster Unemployment Assistance (DUA) Declaration” screen (Figure 51).

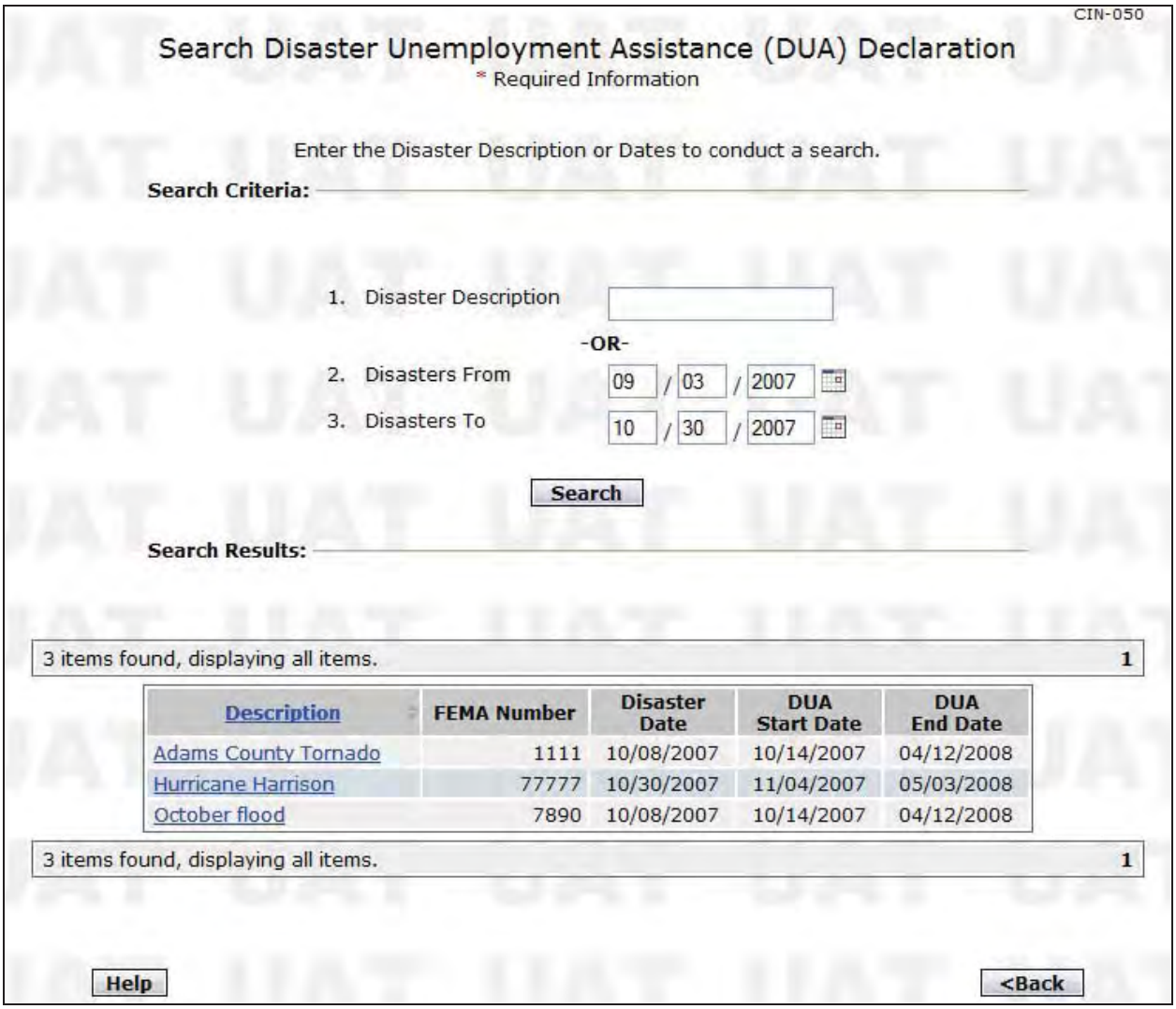


Figure 51: Search Disaster Unemployment Assistance (DUA) Declaration (CIN-050)

3. Select the appropriate disaster to edit. The “Update DUA Declaration” screen will be displayed (Figure 52).

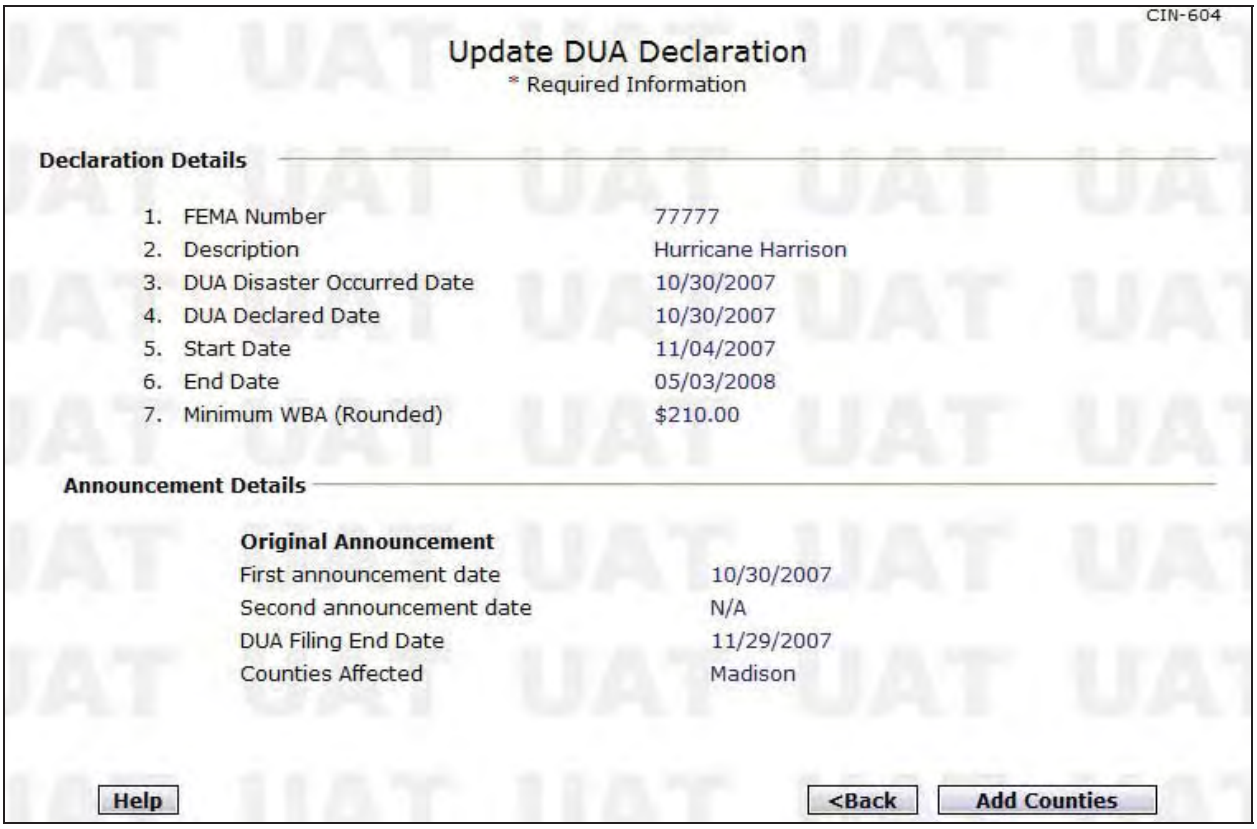


Figure 52: Update DUA Declaration (CIN-604)

4. Review the information for accuracy. If counties are to be added, select “Add Counties”. The “Add Counties” screen will be displayed (Figure 53).

Figure 53: Add Counties (CIN-605)

5. Enter the required information and select “Next”. The “Disaster Details Confirmation” screen will be displayed (Figure 54) containing the updated information.

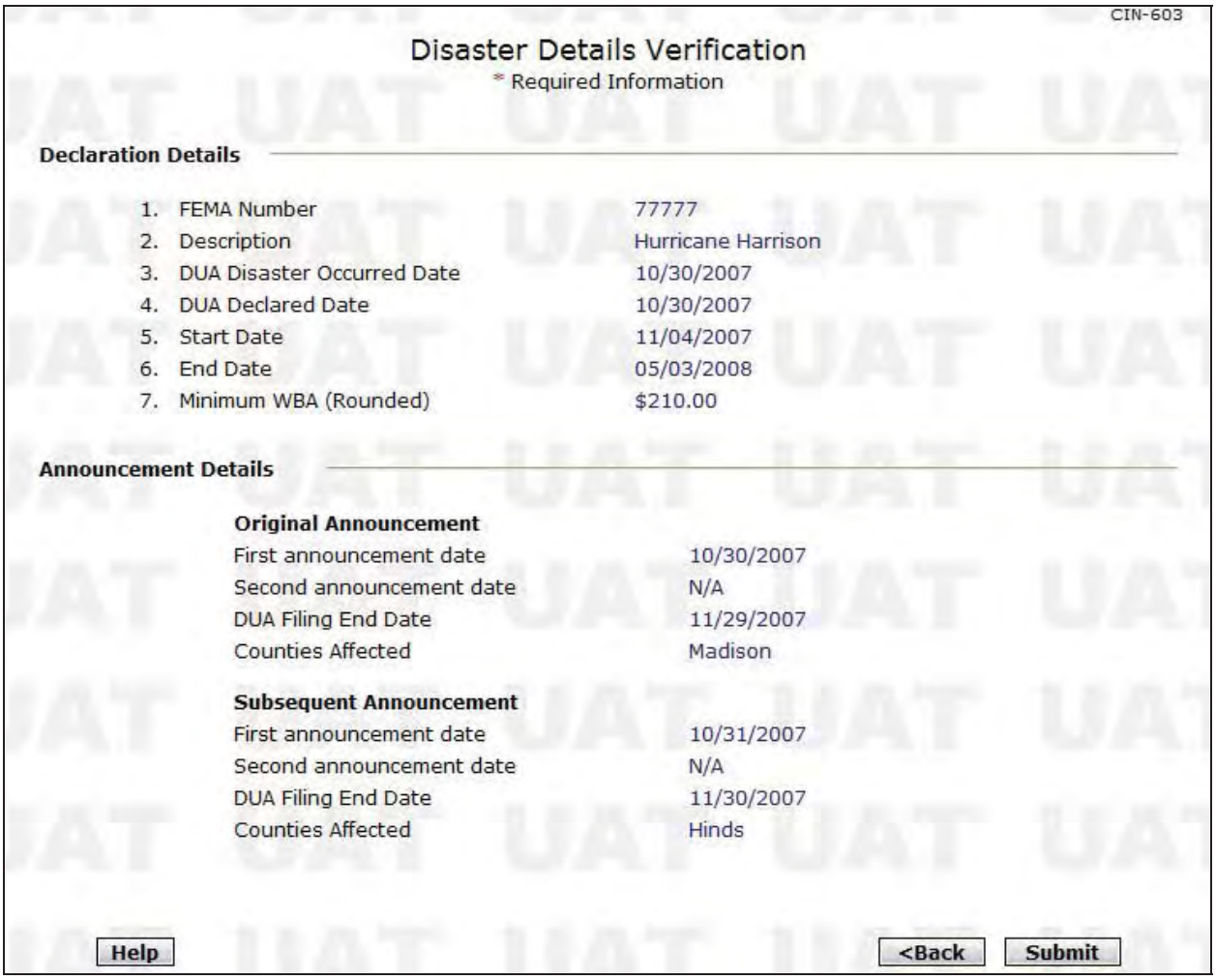


Figure 54: Disaster Details Verification (CIN-603)

6. Review the information for accuracy and select “Submit”. The “” screen will be displayed (Figure 55).

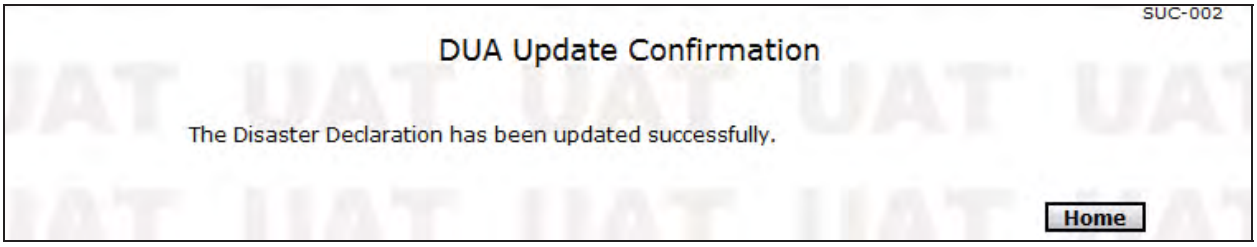


Figure 55: DUA Declaration Confirmation (SUC-002)

2.2 File DUA Claim

2.2.1 UI claim already exists

1. From the system menu, select **Unemployment Claim > Disaster Assistance (DUA) > File DUA Claim**. The “File Unemployment Claim” screen will be displayed (Figure 56).

Figure 56: File Unemployment Claim (CIN-201)

2. Enter the required information and select “Next”. The “DUA Disaster Information” screen is displayed (Figure 57).

Figure 57: DUA Disaster Information (CIN-202)

3. Enter the required information and select “Next”. If yes, the “File Disaster Claim” screen will be displayed (Figure 58).

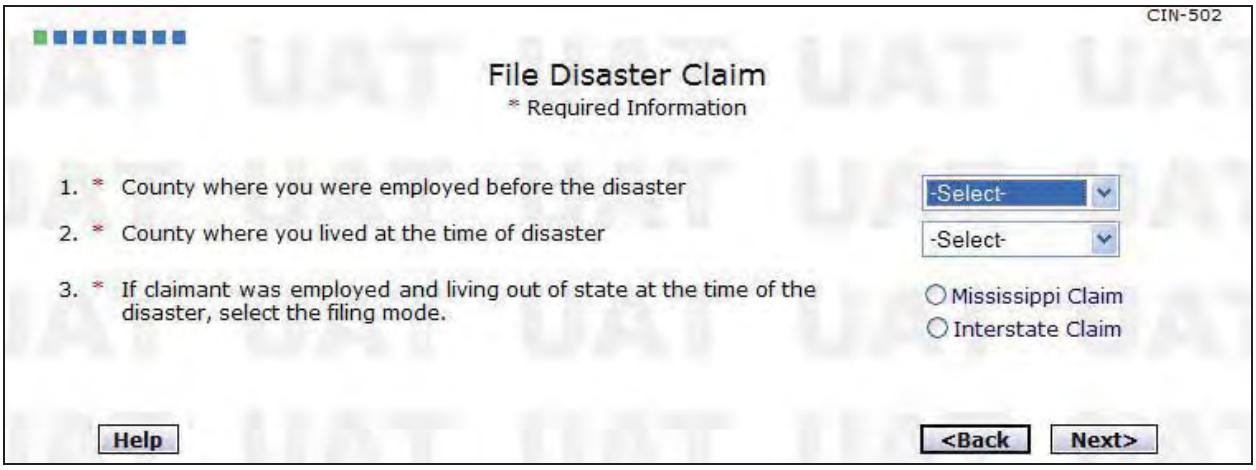


Figure 58: File Disaster Claim (CIN-502)

4. Enter the required information and select “Next”. The “Initial Application for Disaster Unemployment Assistance” screen will be displayed (Figure 59).

2.2.2 New UI claim

When a disaster has been declared and details have been entered into the system, the claimant or CSR may file an Unemployment Claim, and ACCESS MS will display disaster-related unemployment questions during the regular File Claim process. See *Section 1.2: File UI Claim*.

- If the claimant indicates he is separated due to a disaster, ACCESS MS will display the “Initial Application for Disaster Unemployment Assistance” screen (Figure 59) after the Able and Available Details screen (Figure 39).

- If Able and Available and adverse separation questionnaires are displayed, the “Initial Application for Disaster Unemployment Assistance” screen (Figure 59) will be displayed following the questionnaires.

2.2.3 Initial Application for Disaster Unemployment Assistance

CIN-032

Initial Application for Disaster Unemployment Assistance

* Required Information

Claimant SSN ***-**-2222 Claimant Name JOHN DOE

1. * Marital status -Select-
2. * Number of dependents
3. * County where you were employed before the disaster -Select-
4. * Were you self employed prior to the disaster? ○ Yes ○ No
5. * Last occupation
6. * Last day you worked before the disaster MM / DD / YYYY
7. * I HEREBY apply for DISASTER UNEMPLOYMENT ASSISTANCE (DUA).
   a. * My unemployment was caused by the disaster due to one of the following reasons:
      - ○ No longer have a job as a direct result of the major disaster
      - ○ Unable to reach the place of employment as a direct result of the major disaster
      - ○ Was to start employment but could not as a direct result of the disaster
      - ○ Became the bread winner or major support of my family household because the head of the household died as a direct result of the major disaster
      - ○ Cannot work because of an injury caused as a direct result of the major disaster
      - ○ Other

   b. * Give a detailed explanation (Must not exceed 250 characters)
8. Did you apply for or receive or would you be eligible to receive if you had applied for:

		Type/State	Amount
a. * Unemployment Compensation under any State or Federal law?	○ Yes ○ No		$
b. * Any compensation for loss of wages due to illness or disability?	○ Yes ○ No		$
c. * Any type of private income protection insurance compensation?	○ Yes ○ No		$
d. * Any compensation in the form of a supplemental unemployment benefit (SUB)?	○ Yes ○ No		$

9. * Select the weeks that you were totally or partially unemployed due to the disaster and for which you are claiming Disaster Unemployment Assistance. **Report gross earnings from employment and net earnings for self employment.** The weeks begins on Sunday and ends on Saturday.

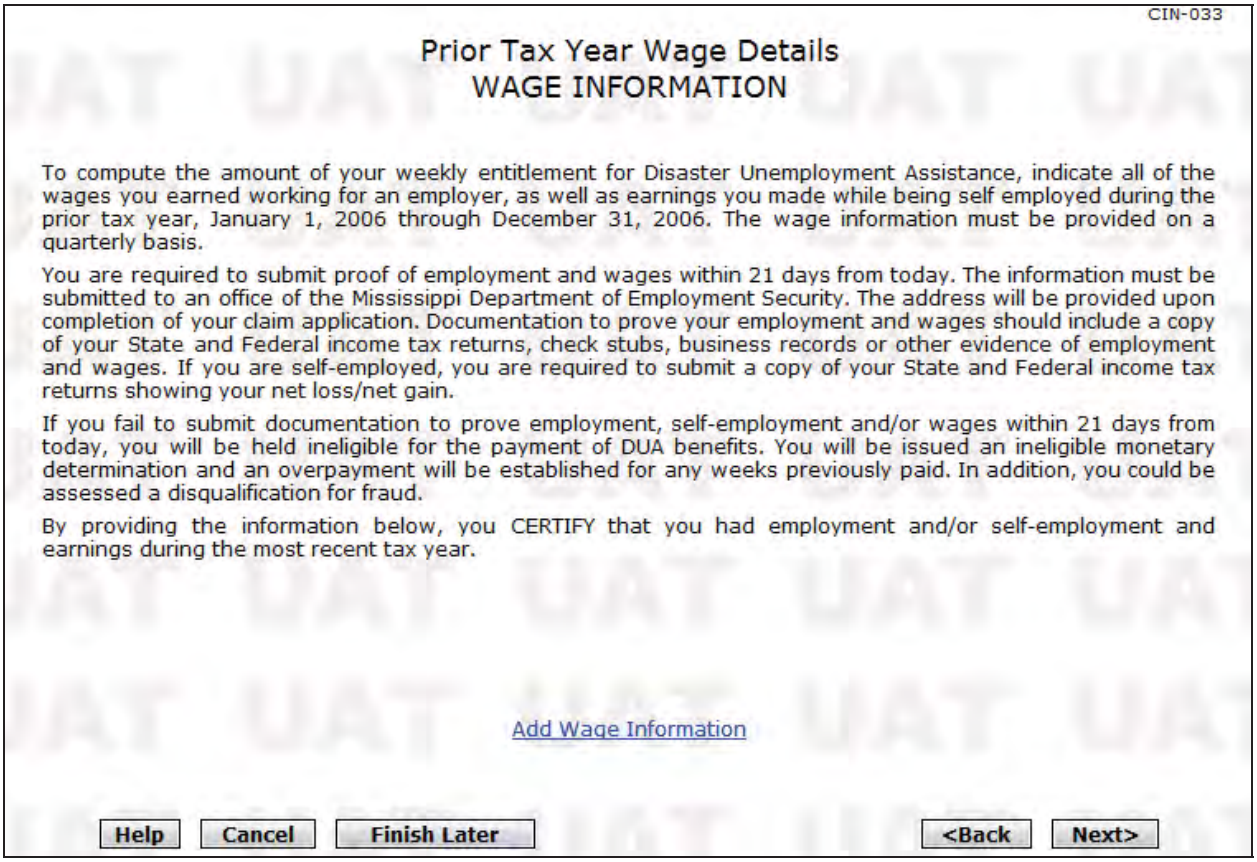
Select	Week Ending Date	Hours Worked	Earnings ($)
☐	10/20/2007	0	0.00
☐	10/27/2007	0	0.00

Help | Cancel | Finish Later | <Back | Next>

Figure 59: Initial Application for Disaster Unemployment Assistance (CIN-032)

1. Enter the required information, and select “Next”. The “Prior Tax Wage Details” screen is displayed (Figure 60).

2.2.4 Prior Tax Wage Details



CIN-033

Prior Tax Year Wage Details
WAGE INFORMATION

To compute the amount of your weekly entitlement for Disaster Unemployment Assistance, indicate all of the wages you earned working for an employer, as well as earnings you made while being self employed during the prior tax year, January 1, 2006 through December 31, 2006. The wage information must be provided on a quarterly basis.

You are required to submit proof of employment and wages within 21 days from today. The information must be submitted to an office of the Mississippi Department of Employment Security. The address will be provided upon completion of your claim application. Documentation to prove your employment and wages should include a copy of your State and Federal income tax returns, check stubs, business records or other evidence of employment and wages. If you are self-employed, you are required to submit a copy of your State and Federal income tax returns showing your net loss/net gain.

If you fail to submit documentation to prove employment, self-employment and/or wages within 21 days from today, you will be held ineligible for the payment of DUA benefits. You will be issued an ineligible monetary determination and an overpayment will be established for any weeks previously paid. In addition, you could be assessed a disqualification for fraud.

By providing the information below, you CERTIFY that you had employment and/or self-employment and earnings during the most recent tax year.

Add Wage Information

Help | Cancel | Finish Later | <Back | Next>

Figure 60: Prior Tax Year Wage Details (CIN-033)

1. Read the “Prior Tax Year Wage Details” screen (Figure 60) aloud to the claimant.

   - If the claimant/CSR selects the Add Wage Information for Next Employer link, the “Add Wage Information” screen is displayed (Figure 61).

   - If the claimant/CSR selects the Edit link, the “Edit Wage Information” screen is displayed (Figure 62).

2. After all wage information has been captured, select “Next”. The “Privacy Act Statement” will be displayed (Figure 64).

   - If the claimant indicated on the “Initial Application for Disaster Unemployment Assistance” screen (Figure 59) that he was self-employed, the “DUA Self-Employment Questionnaire” will be displayed (Figure 63).

2.2.5 Add Wage Information

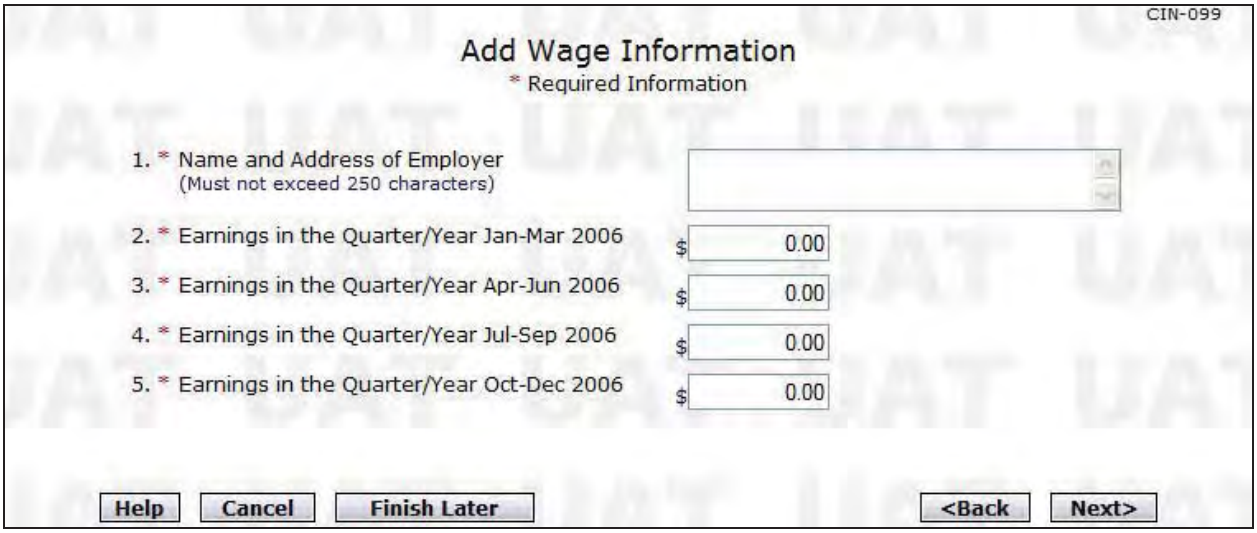


Figure 61: Add Wage Information (CIN-099)

1. Enter the required information and select “Next”.

2. The “Prior Tax Year Wage Details WAGE INFORMATION” screen will be displayed (Figure 60).

   - To add another employer, select the “Add Wage Information for Next Employer” link. The “Add Wage Information” screen will be displayed (Figure 61).

   - If all wages have been added, select “Next”. The “Privacy Act Statement” screen will be displayed (Figure 64).

   NOTE: To edit incorrect wage information, select the “Edit” link adjacent to the wage information you wish to change. The “Edit Wage Information” screen will be displayed (Figure 62).

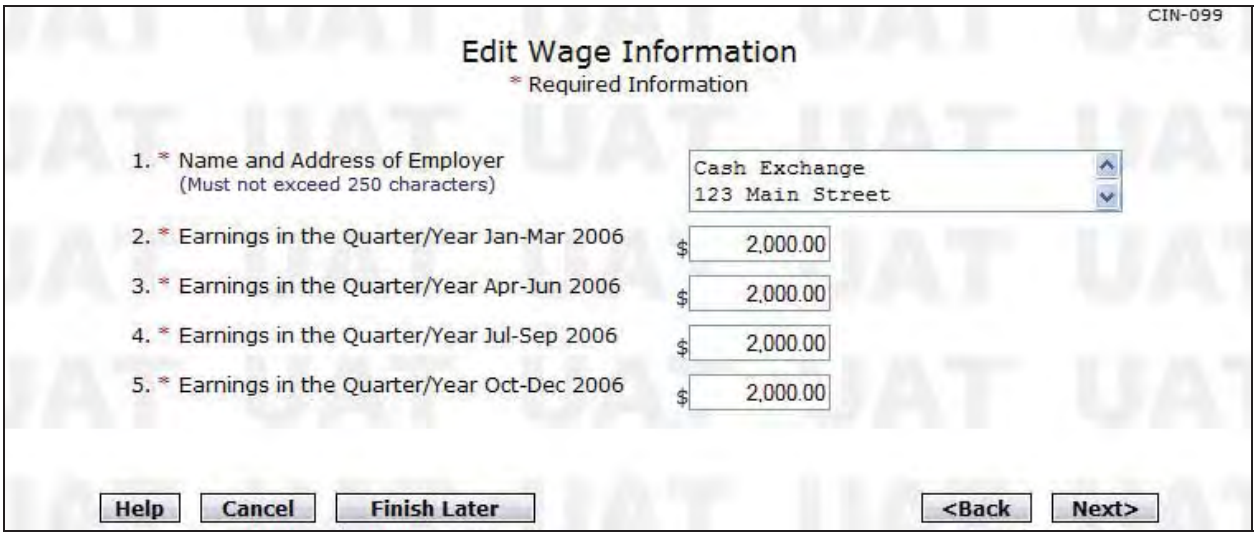


Figure 62: Edit Wage Information (CIN-099)

3. Make the necessary changes and select “Next” to return to the “Prior Tax Year Wage Details” screen (Figure 60).

2.2.6 DUA Self-Employment Questionnaire

CIN-035

DUA Self-Employment Questionnaire

* Required Information

Claimant SSN 587-22-2222 Claimant Name JOHN DOE

1. * Select self-employment type -Select-
2. If you were self-employed in the agricultural industry, list all farm products raised and held primarily for sale and farm income in the space provided below.

Farm Size (in Acres)					
Crops		Livestock		Other	
Kind	Acres	Kind	Head	Kind	Acres

3. * How long have you been performing your self-employment activities? Year(s) Month(s)
4. * Describe your self-employment activities.
5. * Did this self-employment require any part of your time in the performance of services? Yes No
   a. If Yes, explain (Must not exceed 250 characters)
6. * Were you performing any services in connection with this self-employment at the time of the disaster? Yes No
   a. If No, explain (Must not exceed 250 characters)
   b. If Yes, identify the services you were performing. (Must not exceed 250 characters)
7. * Did the disaster prevent you from performing all services in connection with your self-employment? Yes No
   a. If No, identify the services being performed. (Must not exceed 250 characters)
8. * Since becoming unemployed, have you been performing or able to perform any services in restoring or improving the value or profit-making capability of your self-employment? Yes No
   a. If Yes, explain (Must not exceed 250 characters)
9. * At the time of the disaster, was this self-employment your primary occupation and primary means of livelihood? Yes No
   a. If No, explain (Must not exceed 250 characters)
10. * Do you have any occupation(s) other than this self-employment? Yes No
   a. If Yes, complete the following (Must not exceed 250 characters)

Occupation(s)	Weekly Hours	Gross Wages	Describe the effect of the disaster on this occupation
		$	
		$	
		$	

Help Cancel Finish Later <Back Next>

Figure 63: DUA Self-Employment Questionnaire (CIN-035)

1. Enter the required information and select “Next”:
2. The “Privacy Act Statement” screen will be displayed (Figure 64).

EXHIBIT 6-B
EXCERPTS FROM DATA DICTIONARIES

WINGS
Live Data Dictionary
November 10, 2010

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ACADEMIC_RECORD
ADDRESS
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CODE_VALUES
CONDITIONAL_CERTIFICATION
COND_CERT_X_TARGET_GROUP
CONTACT
CONTACT_INFORMATION
COURSE
COURSE_X_LOCATION
DATABASECHANGELOG
DATABASECHANGELOGLOCK
DOCUMENT_REQUEST
DOT
DRIVERS_LICENSE
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EMPOWERMENT_ZONE
E_VERIFY
JOB_CENTER
JOB_INTEREST
JOB_INTEREST_X_OSOC
JOB_ORDER
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LWIA
LWIA_X_COUNTY
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MOS
NAICS
NOTE
OSOC
OSOC_DOT_PAIRS
OSOC_MOS_PAIRS

PARTICIPANT
PARTICIPANT_PROFILE
PARTICIPANT_PROGRAM
PARTICIPANT_SUPPLEMENTAL
PARTICIPANT_X_PETITION
PARTICIPATION_EVENT
PARTICIPATION_PERIOD
PARTICIPATION_PERIOD_X_WIA_ENROLLMENT
PART_COND_CERT_SUPP
PETITION
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PREVIOUS_JOB_X_OSOC
PROFILE_INFO
REFERRAL
SCREENING_ANSWER
SCREENING_QUESTION
SERVICE
SERVICE_ANSWER
SERVICE_CATEGORY
SERVICE_ENROLLMENT
SERVICE_QUESTION
STAFF
STAFF_X_JOB_CENTER
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TARGET_GROUP
TOYOTA_EXPORT
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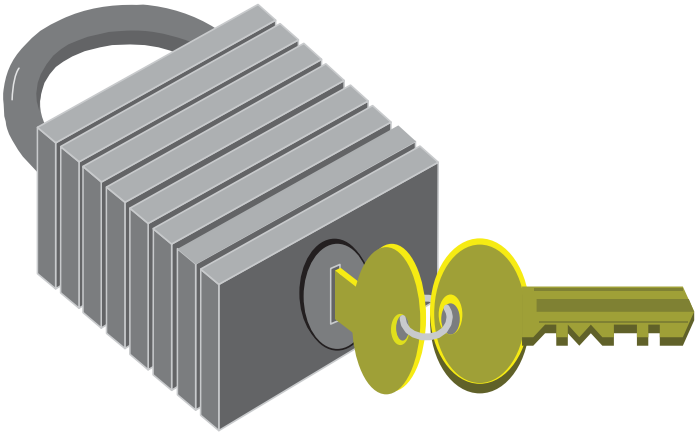
TRADE_PAYMENT
TRADE_TRAINING
TRAINING_PROVIDER
USER_ROLE
VETERAN_DETAIL
WAIVER
WIA_ENROLLMENT
WIA_TRAINING_ENROLLMENT
YOUTH_GOAL
YOUTH_TEST
ZIP_CODE

EXHIBIT 6-C
INTERNAL AUDIT AND SECURITY HANDBOOK

INTERNAL SECURITY HANDBOOK



Mississippi Department of Employment Security
Tommye Dale Favre, Executive Director
(REVISED JULY 2009)

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Wytasha Jackson – Internal Security Unit 601-321-6162

INTRODUCTION

The Mississippi Department of Employment Security (MDES) is subject to risks from various factors including fraud, waste, internal abuse, etc. The Unemployment Insurance (UI) program is especially vulnerable to these types of risks due to the potential for loss associated with the issuance, printing, and mailing of UI benefit checks. The rapid rate of change in electronic technology, including applications of technology to all MDES programs, has brought about additional risks. These risks make it imperative for all MDES employees to have a clear understanding of the Department's existing security related procedures and confidentiality policies as well as a basic understanding of computer security precautions.

As a result, the MDES Internal Security Unit (ISU) has developed this Internal Security Handbook. While this handbook does focus on security in the UI program, much of the material is also very relevant to the duties of employees throughout the Department. Therefore, this handbook is distributed to all MDES employees.
The role of the Internal Security Unit is to protect the Department UI resources, improve the overall efficiency and security of all Department operations, and prevent and detect fraud, waste, and abuse. (Examples of fraud, waste and abuse are provided on pages 2 & 3 of this handbook) It shall conduct inquiries and investigations and make recommendations to management relating to internal operations.

The Internal Security Unit is authorized by the Executive Director and Deputy Executive Director(s) to have access to all Department resources, (property, records, and personnel) relevant to the objectives of their assignment and responsibilities.
Carrying out these duties and responsibilities, as a fact-finding unit, will entail a close working relationship with all levels of management. All employees shall cooperate in the conduct of review, audits, or investigations and shall provide information and assistance as requested.

Be sure you have a clear understanding of your specific responsibilities. Your supervisor should be able to answer all questions you may have; you may feel free to call the Internal Security Unit should you have questions. **YOU ARE REQUIRED TO SIGN AN ACKNOWLEDGMENT FORM THAT CERTIFIES THAT YOU HAVE RECEIVED AND READ THE MDES INTERNAL SECURITY HANDBOOK. IT WILL BE A KEPT ON FILE IN THE SAFETY, SECURITY AND BUILDING MANAGEMENT DEPARTMENT. THIS FORM IS LOCATED ON THE INSIDER.**

BACKGROUND AND AUTHORITY

In 1982, the United States Department of Labor (USDOL) initiated a priority nationwide program designed to prevent and detect internal abuse, waste, and fraud committed by employees in all USDOL funded employment and training programs. All State Employment Security Agencies (SESAS) were required to participate in this program. The primary responsibility for implementing and conducting this program at MDES is assigned to the Internal Security Unit.

FRAUD, WASTE, AND ABUSE

Examples and definitions of fraud, waste, and abuse that fall within the scope of the Internal Security Unit's responsibilities as mandated by the Department of Labor are as follows:

FRAUD, MISFEASANCE, NONFEASANCE, OR MALFEASANCE

Fraud, misfeasance, nonfeasance, or malfeasance should be considered broadly as any alleged deliberate action by an employee acting alone or in collusion with others which is apparently in violation of Federal or State statutes or regulations. This category includes, but is no limited to the following:

1. Bribery
2. Forgery
3. Extortion
4. Embezzlement
5. Theft of participant checks
6. Accepting kickbacks from participants or others
7. Intentional payments to a contractor without the expectation of receiving services
8. Payments to fictitious participants
9. Misuse of appropriated funds
10. Misrepresenting information in official reports

MISAPPLICATION OF FUNDS

Misapplication of funds should be considered as any alleged use by an employee acting alone or in collusion with others of funds, assets, or property for purposes not authorized or provided for under any program funded by the Department of Labor. This category includes, but is not limited to, the following:

1. Nepotism
2. Political activities
3. Payments to ineligible participants
4. Conflict of interest
5. Violation of contract/grant procedures
6. Use of Federal funds for unallowable purposes

GROSS MISMANAGEMENT

Gross mismanagement should be considered as actions or situations arising out of management ineptitude oversight, leading to major violations of laws, regulations, or contract/grant provisions in Department of Labor funded programs, which could severely hamper the accomplishment of program goals. These include situations, which lead to waste of government resources, and could jeopardize future support for a particular project. This category includes, but is not limited to, the following:

1. Unauditable records
2. Unsupported costs
3. Highly inaccurate fiscal and/or program reports
4. Payroll discrepancies
5. Lack of effective internal control procedures.

EMPLOYEE/PARTICIPANT MISCONDUCT

This includes, but is not limited to:

1. Conflict of interest
2. Receipt or giving of gifts, fees, entertainment, and favors
3. Misuse of Federal property
4. Misuse of official information
5. Violation of Federal and/or State laws
6. Any other activity that might adversely affect the confidence of the public

All employees shall, while acting in their official capacity, adhere to all applicable Federal and State laws, rules, regulations, and ethical standards.

Any violation of the above could result in disciplinary action which includes termination of employment, as well as, potential criminal prosecution. Section 97-19-71, Miss. Code Ann. (Supp. 1991), provides that any person having duties in the administration of a state or federally funded assistance program who fraudulently misappropriates, attempts to misappropriate, or aids and abets in the misappropriation of assistance in any state or federally funded program, or who knowingly fails to disclose any such fraudulent activity, is guilty of fraud. Any person convicted of this crime may be punished by imprisonment for up to three (3) years, and fined up to $10,000.00

FUNCTIONS OF THE INTERNAL SECURITY DEPARTMENT

- Keeps management informed on the integrity of all operations.
- Monitors operations of the UI program with the objective of preventing internal abuse, waste, and fraud.
- Conducts reviews in central and local offices in order to appraise the adequacy and application of established policies, procedures and methods.
- Furnishes security to UI related information systems operations by monitoring the issuance of security codes, user ID's, and passwords.
- Provides all units in the Department with a mandatory system for reporting of all security-related incidents.
- Conducts preliminary investigations of alleged security breaches or violations of policy and procedure, and makes reports to management.
- Evaluates the physical security of buildings, equipment, and information files and makes recommendations to management.
- Conducts risk analysis.
- Makes recommendations for improvement to provide for a secure efficiently operated UI program, as well as other MDES programs
- Performs special projects as directed by the Department's Executive Director and Deputy Executive Director(s).

STAFF SAFETY AND SECURITY

While it is Department policy to exhibit a professional and courteous manner to all people, the Department also wants to take appropriate steps to protect the physical safety of employees, people using Department services, and the physical surroundings.

In the event that a potentially disruptive or threatening situation evolves, each office and department should have a plan available to be used*. Staff members should immediately involve their supervisors and management to assist in defusing the situation.

If it appears that the situation is not getting better, the individual causing the disruption should be asked to leave the office or department until everyone has calmed down. If the person refuses to leave or there is any real or apparent danger to individuals or property, the supervisor or manager should call the appropriate law enforcement authorities immediately. When law enforcement is called, your immediate supervisor should be notified.

In case of immediate emergency assistance, local emergency telephone numbers (fire department, police, and ambulance) should be readily accessible in those areas where 911 is not available.

*** Local office staff should refer to the "Safety Handbook"(12/04), and "Crisis Management Plan for WIN Job Centers/State Office", (rev. December 2004).**

KEYS TO WIN JOB CENTERS

Maintenance and control of keys to WIN Job Centers shall be the responsibility of the cost center manager. Issuance of keys to staff shall be limited to those individuals responsible for opening and closing the building for daily business and, in certain other situations, to those who have access to the premises after normal working hours.

Managers shall maintain a register of all existing keys containing signatures of those who are in possession of keys. Each time a key is issued, the name, signature, and date of issuance is to be posted. Any time a key carrying staff is terminated or transferred, it is the manager's responsibility to repossess the key and update the register noting the date of repossession. Unused keys, if any, shall be noted on the register and maintained in secured, restricted location. Keys are to be duplicated only by the manager as approved by the appropriate area supervisor. Annually, or more frequently if circumstances dictate, cost center managers shall verify through observation, the existence and location of all keys listed on the register. A dated record of each inventory conducted shall be maintained and filed with the key register. If it is detected that a key has been lost or stolen, the facts shall be disclosed in a written report to the appropriate division director for resolution.

CONFIDENTIALITY OF INFORMATON

DISCLOSURE OF INFORMATION

Department information comes from employers, employees, claimants, applicants, and various other sources. Employees who handle confidential or sensitive information must exercise caution in the handling of such data. Each employee is liable for the confidentiality of the information to which he or she has access. Therefore, it is incumbent upon each employee to ask his or her supervisor or manager when unsure of what to do.

Information received from an employer, applicant or claimant must be held in confidence and must not be divulged to anyone not acting in an official capacity. Department files are not open to the public and any request for information must be handled in accordance with MDES Law sections 71-5-127 and 71-5-143 and Disclosure of Information Policy*. Discussion of information from Department files with anyone not operating in an official capacity is not allowed. The use of this information for personal gain is prohibited.

As a general policy, no privileged information such as applicant, claimant, or employer date should be given over the telephone. All confidential information should be transmitted by mail or in person. In some cases, at the discretion of the manager or supervisor, when the caller can be positively identified by information normally known only by the claimant (i.e. date of birth, last employer, etc.) information relating to the caller may be given. No information shall be provided relating to a third person, even though it may be a relative. Remember that any inconvenience to a caller is for his/her privacy and protection.

*** Disclosure of Information Policy explains MDES policy regarding the disclosure of confidential client information from Department records. A copy of the Disclosure of Information Policy is included in Appendix A-1 through A-4 of this handbook and on the Insider.**

INTERNAL SECURITY AUDITS AND REVIEWS

THE FOLLOWING PAGES PROVIDE A BRIEF DESCRIPTION OF INTERNAL SECURITY AUDITS, REVIEWS, AND OTHER ACTIVITIES:

Audits and Reviews

The Internal Security Unit (ISU) will plan, develop and conduct audits and reviews of state office and WIN Job Centers. Audits and reviews will be conducted as a part of an ongoing plan, as a result of some incident, or upon request. A report will be prepared at the end of each audit or review so that conditions discovered during the audit are brought to management's attention.

The following are instructions regarding audits and reviews:

Generally, every DOL funded activity is subject to review and/or audit on an announced or unannounced basis as the Director of ISU may determine. The potential for loss, previous findings, need for follow-up and other factors determine the type and frequency of visit. An audit may be concerned with one area, or may encompass the entire office operations.

All employees shall cooperate in the conduct of reviews, audits or investigations and shall provide information and assistance as requested.

Multiple Claimants at Same Address Review

ISU receives printouts indicating those addresses that receive multiple benefit checks (multiple claimants) in one day. If any payment appears suspect, ISU reviews the circumstances of the payment to determine if fraud or abuse may be involved. On occasion, it may be necessary to contact local office managers or supervisors to determine the reason multiple claimant benefit checks are all sent to the same address.

Review of UI Security Codes

When monitoring security codes, ISU monitors access to insure that transactions are restricted to those deemed necessary to the performance of the individual's job assignment. ISU also monitors each employee's termination to ensure that the employee's passwords and security codes are deleted.

Network and CICS Access Security Review

ISU monitors compliance with established departmental rules and regulations relating to computer terminal security. Much data available by terminals is designated as confidential by law; none is intended to be available to the general public. Active Directory is the first level of security. CICS Sign-On Security is the second level of security. A "MDES Network Access Request" form will have to be completed and accompanied by a signed Technology Resource Policy Acknowledgement form (attached) or a Non-MDES Confidential Information Policy Acknowledgement Form, whichever applies, for employees to access MDES Computer Network (Reference Executive Bulletin No. 05-16). Passwords must be held confidential and must not be disclosed to or used by anyone other than the person to whom issued. If a password is known to or suspected to have been improperly disclosed or used, the ISU should be contacted immediately by telephone. A "MDES Network Access Request" form must be completed and forwarded to Information Systems to change passwords. A copy of Executive Bulletin No. 05-16 is enclosed in Appendix A-5 through A-12 of this handbook.

Verification of Address Change Review
After a claimant's address is changed, a letter is mailed to each claimant's old address to verify that the claimant actually requested the address change. If the claimant did not request the change, the claimant is requested to sign the letter and return it immediately to ISU. ISU follows up on all returned letters to determine if the discrepancy is due to fraud or abuse.

Fictitious Employer Detection Program
A computer assisted Fictitious Employer Detection Program may be conducted to detect potentially bogus businesses which have been established solely for the purpose of collecting fraudulent unemployment payments to non-existent claimants. A report on this program must be reported to the USDOL.

Risk Analysis (Refers primarily to State Office operations)
The Federal Government and the U. S. Department of Labor require all UI programs in all states to conduct periodic risk analysis of each date processing facility and application program to ensure that appropriate, cost effective security safeguards are incorporated into existing and new installations. Risk analysis estimates the potential exposure of the department to various security threats to determine the potential costs associated with each threat, and to recommend cost effective safeguards to reduce the exposure of those threats to an acceptable level.

Cash Receipt Book Reviews
Copies of claimant overpayment refund receipts and employer contribution receipts are received in ISU from Benefit Payment Control and Contributions and Status. Completed cash receipt books are returned by users (UI office managers, UI tax field reps., BPC field reps., BPC personnel, and C & S personnel) for audit. All copies are
verified . Once all 50 receipts have been verified and checked, the audit of the book is complete. All audited cash receipt books are kept on file for a period of 3 years.

Employee Stop Orders
Personnel Profile forms are received from the Human Resources Department. Each personnel profile form received will indicate a separation, new hire, transfer or promotion. The purpose is to prevent an MDES employee from receiving UI benefits. ISU puts a 117 stop (Department employee) on the stop order file on all employees.
Upon termination, Department stops are removed.

Tax Field Representative Audit Verification
A list of employer tax audits performed for a month is received from the C & S Department. Audits are reviewed by ISU, and letters are mailed to employers verifying audit and audit procedures.

Postage Review
Reviews of postage records are reviewed in ES, WIA and UI Programs periodically.

Personal Computer Review
Verify the importance and confidential nature of PC use and verify that only authorized software products is present/installed.

Keys to WIN Job Centers
Review Control Log of local office building keys assigned to staff.

Special Projects
ISU will perform special projects as directed by MDES's Executive Director and Deputy Executive Director, CFO. Special projects may cover any aspect of MDES operations.

COMPUTER SECURITY

Information stored on a computer is particularly vulnerable to loss or destruction. Since much of this information is vital to the operation of MDES programs, it is very important to take every precaution for its protection.

No employee may access any department computer system without proper authorization. The WIN Job Center/Department manager is responsible for initiating any required forms and requesting your access to information.

To Request Network and CICS Access

To request authority to access the Network and CICS, your supervisor must submit a request to the Office of Technology Support. This request will be made using a "MDES Network Access Request "form. An example of this form is provided in Appendix A-12 of this handbook and the MDES Intranet. When completing the "MDES Network Access Request" form, your supervisor designates only the types of access necessary for the performance of your job responsibilities.
After receiving the request for access, Information Systems will contact you by letter to notify you of the UserID's, passwords, and security codes necessary to obtain access. Important information concerning passwords is covered in the following pages.

Security Codes

A security code is used to identify you to the computer security system. It tells the system where you are, who you are, and to some extent what you do. **Your security code is a measure of security used to prevent unauthorized access and provide a record of computer use. Never allow another person to use your security code since audit trails record any transaction as your activity.**

Passwords

A password is a confidential name that privately and positively identifies an employee to the computer security system. Instructions are issued by Information Systems. The employee creates his/her own CICS passwords every 64 days. You become personally accountable for its security. It should not be written down or shared with anyone. Your managers and/or supervisors are not authorized to know your password.

To Revoke Access

It is the responsibility of managers and supervisors to take action to revoke the security codes and/or passwords of employees who have terminated employment with MDES or transferred to other departments, divisions, sections, units, offices, etc. This can be accomplished either by submitting Form "ISU-1" (see Appendix A-13 through A-14 for example) to ISU for terminations, or "MDES Network Access Request" form for transfers (See Appendix A-12) to Information Systems. If possible, this notification should take place prior to the employee's last day of work in order to avoid unauthorized access.

Changing your Password

You should always request that your password be changed if at any time you feel it may be known or misused by others. You may contact ISU for instructions.

If you forget your Security Code or Password, Revoked or Locked out of System

If you do not use the computer very often, you may find that you have forgotten one of your security codes or passwords. If this happens, you may contact Information Systems for assistance. You will be required to identify yourself on the telephone by giving your name, social security number, location and telephone number. You will be held accountable for any misuse of your security code and/or passwords. Information Systems can un-revoke CICS and unlock Active Directory passwords.

Risks/Safeguards

The following list is intended to provide a generalized, basic listing of risks to the security of the Department's computer system:

- Accidental destruction or modification of computerized information
- Deliberate, malicious destruction or modification of computerized information
- Erroneous input of data resulting in financial loss
- Violations of the Privacy Act, or other laws, regulations, rules
- Unauthorized access and/or disclosure of confidential data
- Fraudulent manipulation of the computer system for any reason
- Illegal collusion of employees with non-departmental or departmental personnel
- Illegal duplication of software
- Disk or diskette malfunction due to improper handling or lack of training
- Natural disasters such as fire, electrical storms, ice storms, tornadoes, etc.
- Power outages resulting in delays in processing and denials of service
- Computer viruses
- Using software not created by or purchased by the Department

Appropriate security measures will vary by location, type of work performed, data sensitivity, etc. Therefore, managers, supervisors, and users are responsible for setting up appropriate safeguards to reduce the risk of loss. The following safeguards apply to mainframe, minicomputers, microcomputers, word processing systems, terminals, printers, etc.: (Additional precautions may be required for applications involved with higher levels of sensitivity.)

- To avoid misuse of terminals by unauthorized personnel, secure the information on the terminal prior to leaving the terminal by signing off the system. Also, take appropriate security precautions where terminals are within the physical proximity of the public.
- Remember that all software owned by the Department has specific licensing rights regarding its usage. Do not make unauthorized copies of software for either business or personal use. Do not use software of any kind from outside the Department without written authorization from your supervisor, IA&S & Information Systems.

- Department provided Personal Digital Assistants (PDA's) shall only be utilized in conjunction with Department PC's or laptops. Synchronization with home PC's or other non-departmental equipment is not allowed.
- Always log off at the end of the day or when you are away from your workstation for long periods of time. "CSSF Logoff'.
- If confidential or sensitive information is stored on removable media such as tapes or diskettes, the media should be secured when your computer is not in use. If confidential or sensitive information is stored on fixed media such as a sealed disk drive, the computer system itself should be secured to prevent access to the information by unauthorized personnel.
- Magnetic media must be kept away from heat, dust, moisture or magnetic fields. If it is equipped with a protective cover, the cover should remain on during periods when not in use.
- Protect all computer equipment from hazards such as smoke, food, or beverage. Keep all liquids away from equipment.
- Tapes or diskettes, which contain sensitive information, should be labeled accordingly.
- Exercise care in the storing and handling of tapes and diskettes. Never touch the recording surface.
- Keep disks in protective envelopes and store them vertically in disk cases or boxes.
- Protect storage media from extreme temperatures.
- Do not fold, bend, staple, paper clip, or spring steel clamp diskettes.
- Use felt pens; do not use ball point pens or pencils to write on labels affixed to diskettes.
- Keep diskettes away from magnetic fields, such as magnetic screwdrivers, radios, TV's, electrical appliances, and telephones.
- Lock up storage media in a container appropriate to the sensitivity of the data.
- Establish a simple filing system to account for storage media.
- Remember that passwords and security codes are confidential and must not be shared with anyone.
- Critical information stored on the PC should always be backed up, using diskettes or other appropriate means.
- Employees should be reminded that computer equipment of any description may not be removed from the workplace without proper written authorization.
- Always use a power surge protector to protect equipment and data from loss due to a power surge. At a minimum, they provide additional outlets for your equipment. Surge protectors are available through the Supply Unit.

REPORTING OF SUSPECTED EMPLOYEE UI VIOLATIONS

It is the responsibility of employees of MDES who suspect or become aware of any possible violation(s) of any departmental, state, or federal rule, regulation, or law, to notify the Internal Security Unit (ISU) immediately. Such notifications will be held confidential, however, others may be informed on a need to know basis. Notification to ISU should be made prior to any individual taking any action, specifically action that might alert potential witnesses or suspects.

EXCEPTIONS:

- The reporting of incidents to ISU does not take preference over actions to notify your immediate supervisor or other necessary authorities.
- ISU reports become secondary in emergencies, however, a report must be completed at the earliest time.

When there is a reason to suspect employee fraud or abuse, the ISU shall conduct a preliminary review of the circumstances. If, in the opinion of the Director of the ISU, there is sufficient cause to merit a further investigation, the Executive Director, Deputy Director, and Office Director, Collection and Fraud Prevention will be notified. The Legal Department will be consulted in appropriate cases. Before any investigation is conducted, the supervisor of the suspected employee and/or activity shall be advised, unless such action would affect the review.

All security-related incidents (state office and local office) are to be reported to ISU immediately. Such incidents could occur in any operating division of MDES. An Internal Security Confidential Investigation Request may be used to report various types of suspected incidents. (A “Confidential Investigation Request” example is provided in the Appendix.)

The following is a list of examples of incidents, which must be reported to ISU. A request may also be submitted whenever other areas of concern arise.

Examples of Incidents to Report to Internal Security
(Not all Inclusive)

- ☎ Manipulation of UI benefits or tax
- ☎ Preferential treatment of friends and relatives in UI benefits or tax
- ☎ Extortion or accepting of bribes from employers, claimants, or fellow employees
- ☎ Theft of employer contributions or benefit checks
- ☎ Malfeasance or misfeasance
- ☎ Misuse/abuse of Department funds or equipment
- ☎ Misuse/abuse of leave time (i.e. failure to charge personal leave when appropriate)
- ☎ Misrepresenting or falsifying an official document
- ☎ Possible payment of UI benefits to MDES employees
- ☎ Violation of departmental rules, policies, or procedures

- ☎ Violation of computer terminal security policies
- ☎ Conflict of interest
- ☎ Unresolved, inappropriate payment of benefits or tax due to computer input error
- ☎ Release of confidential information in violation of Department policy
- ☎ Damage to office/equipment
- ☎ Potential fictitious employer(s)

APPENDIX

INTERNAL SECURITY HANDBOOK

APPENDIX CONTENTS

📖 **DISCLOSURE OF INFORMATION** **A-1 – A-4**
(Executive Bulletin No. 04-43)

📖 **USE OF DEPARTMENT TECHNOLOGY RESOURCES** **A-5 – A-10**
(Executive Bulletin No. 05-02)

📖 **INTERNAL SECURITY EMPLOYEE TERMINATION CHECKLIST** **A-11– A-12**
(Executive Bulletin No. 04-44)

📖 **CONFIDENTIAL INVESTIGATION REQUEST** **A-13**

📖 **SECURITY ACCESS REQUEST** **A-14 – A-15**

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

Jackson, Mississippi

Disclosure of Information Policy

PURPOSE:
To inform all department employees of the procedures to use when information which has been supplied MDES is requested to be disclosed and for related purposes.

DISCUSSION:
The determinative statutory provision is that portion of Section 71-5-127, Miss. Code Ann. (1972) that reads as follows:

> "Information thus obtained or obtained from any individual pursuant to the administration of this chapter shall, except to the extent necessary for the proper administration of this chapter, be held confidential and shall not be published or be opened to public inspection (other than to public employees in the performance of their public duties) in any manner revealing the individual's or employing unit's identity…Any employee of the department who violates any provision of this section shall be fined not less than twenty dollars ($20.00), nor more than two hundred dollars ($200.00), or imprisoned for not longer than ninety (90) days, or both."

The following examples of requests, and treatment of same, should cover the most common situations. Any questionable circumstances, or requests not covered by these examples, should be discussed with line supervisors before any response is made:

A. Information sought in person by an applicant/claimant/employer, which has either been received from him or which has already been provided to him in the regular course of business, may be disclosed. This is generally for verification or record-keeping purposes. Generally, copies of documents are not made, but rather the requested information is furnished, or the individual may make notes from a document. If convenient, however, and if the document is in convenient form for reproduction and release, and copy facilities are available, this may be done. In no event should an original document leave the office.

B. Same as A, except the attorney makes the request for the individual whose information is sought: Same disclosure procedure, except a letter from the attorney will be required for our file. This will simply state that he represents the individual, and that he requests that certain information be furnished him.

C. Same as A, except the request is made by a representative of the individual other than an attorney: Same disclosure procedure as B, except that in addition to the letter, a Release & Waiver, signed by the applicant/claimant/employer, authorizing the release of information and waiving any rights to confidentiality because of such release, will be required for our file (Sample attached).

D. Information requested by a party to an administrative appeal before an appeal referee, hearing officer, or Board of Review of the Department shall

E. be responded to in accordance with the appeal regulations adopted by the Board of Review of the Mississippi Department of Employment Security.

F. Information sought by anyone else (other than a public employee in the performance of his public duties): The statute noted above will be cited, with the statement that the disclosure cannot be made. If a subpoena is served, a copy will be sent to the Legal Department for response and coordination.

G. Any request for information under an existing written Agreement for exchange of information shall be referred to the appropriate state office personnel who administer the implementation of such agreements.

H. A request for information made by a federal official who is making an investigation under a civil rights act, or is making a Federal Contract Compliance investigation, will be honored upon proper identification by such official. Any such records examination or search must be relevant to the investigation being conducted, and must not be burdensome to the MDES office involved.

I. Public access to WIA records shall be in conformity with the Mississippi Public Records Act of 1983.

J. (i) Request by the child support unit of the State Department of Public Welfare for information relative to the location, employment, income, and property of absent and non-supporting parents, including all information on hand relative to the location and prosecution of any person who has, by means of a false statement or misrepresentation or by impersonation or other fraudulent device, obtained aid to dependent children to which he or she was not entitled, may be complied with. Such information may be supplied to the child support unit, its attorneys, investigator, probation officers, county or district attorneys (Section 43-19-45, Miss. Code Ann. (1972)).

(ii) Request by the fraud investigation unit of the State Department of Public Welfare for information that may enable that unit's investigator to make verification of fraud or abuse in violation of state or federal statutes may be complied with (Section 43-1-23, Miss. Code Ann. (1972)).

K. Any information request, not already covered herein above, which is made by a public employee in the performance of his public duties may be acceded to under the following circumstances:

(i) The request is for specific information, and is written on official letter head stationery;

(ii) States the reason the information is needed; and

(iii) That such necessity arises from the requesting individual's performance of his public duties.

If these criteria are met the information may be furnished by transmittal letter which states that the described information is transmitted pursuant to the letter request, and that the information is delivered for the purposes there stated only, and will otherwise be held in strict confidence by the recipient.

L. Information provided under the following circumstances shall require the stated compensation to the department for staff and copying expense:

(i) For responding to a subpoena. . . $15.00;

(ii) For responding to a third-party request for information accompanied by a release or waiver of confidentiality…..$10.00;

(iii) Check or money order must make payment payable to MDES, which upon receipt shall be delivered to the Business Manager for deposit to the appropriate account.

ACTION:
Read the prescribed procedures carefully and maintain in your files for future reference.

GG:gg

Attachment

RELEASE AND WAIVER

I, the undersigned_____do hereby

authorize the release by Mississippi Department of Employment Security

of any information received from me which they have in their files;

such information to be released to_____.

I waive any right to the confidentiality of such information under

the provisions of Section 71-5-127, Miss. Code Ann. (1972).

This the _____ day of _____, 20____.

_____
Signature

WITNESS:

_____
Signature

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

USE OF MDES TECHNOLOGY RESOURCES POLICY

This Policy establishes Mississippi Department of Employment Security (MDES) procedures pertaining to the use of MDES technology resources by MDES employees. For purposes of this Policy, the term "technology resources" includes computers, Internet access, Intranet, electronic mail ("e-mail"), blackberries, cell phones, laptops, and fax machines which are either owned or provided by the MDES for use by its employees in performing their official duties.

This Policy contains the following numbered sections:

I. POLICY
II. SENDER IDENTIFICATION
III. OFFENSIVE CONTENT
IV. SOFTWARE INSTALLATION
V. E-MAIL
VI. SECURITY CODES AND PASSWORDS
VII. SIGN-ON SECURITY
VIII. OTS HELP DESK
IX. CONFIDENTIAL INFORMATION
X. ENFORCEMENT
XI. COMPLIANCE

I. POLICY

Information Technology Resources is used for activities that support the mission of MDES "Increasing Employment in Mississippi".

Technology resources are provided by the MDES, or on behalf of the MDES, to assist MDES employees in the performance of their work-related functions. All MDES employees are expected to use these devices responsibly and professionally and shall make no use of these devices and/or their services in an illegal, malicious, or obscene manner. Technology Resources owned by the MDES are to be used for MDES business purposes. Occasional personal use is permissible as long as it does not affect job performance or cause disruption to the workplace.

MDES employees are hereby placed on notice that:

a. Any use of MDES technology resources constitutes agreement by the employee that said devices and services are the property of or provided by the MDES and that said employees do not have a personal right or expectation of privacy or ownership in any matter created, received, stored in, or sent from such devices or services; and

b. Any use of MDES provided technology resources is subject to monitoring. Internet & E-mail monitoring software is deployed and will be used in order to prevent abuse, illegal activity, or violations of MDES Technology Resource policy, rules and regulations.

c. MDES provided Personal Digital Assistants (PDA's) or similar devices shall only be utilized in conjunction with MDES PCs or laptops. For instance, synchronization with home PCs or other non-MDES equipment is not allowed. Personal owned PDA's shall not be used in conjunction with any MDES equipment.

d. No wireless Internet connections shall be used where the Internet source is unknown. For instance, coffee shops, unsecured neighborhood wireless connections, etc., shall not be used. Exceptions would be MDES business travel to hotels with high-speed or wireless connections.

e. Safety, Security & Building Maintenance, with the assistance of the Office of Technology Support (OTS) personnel, will monitor personal computers to ensure that only authorized software products are present/installed (see Section IV).

f. Users may not make unauthorized copies of any MDES-owned licensed software products for transfer to any other individual, nor may users make unauthorized copies for home use or otherwise

g. Hardware and software manuals and any software media acquired or added to electronic devices must be stored at the physical location of the device or in the Office of Technology Support and should not be removed or loaned out to anyone else without prior approval of the department head and the Office of Technology Support.

h. Hardware and software inventories will be electronically verified quarterly by the Office of Technology Support.

i. Personal (wireless) laptops from home are not allowed for MDES business. Confidential Information cannot be input into a personal laptop and carried off the premises.

j. Automatic e-mail forwarding(with the exception of agency blackberry synchronization) of e-mail from your work account to a personal e-mail account such as yahoo, hotmail, gmail, AOL, Comcast , BellSouth, Netdoor, Earthlink, etc., are prohibited. Non-agency e-mail accounts are not secure and automatic forwarding of messages is in direct violation of MDES security policy. Sensitive information such as account numbers, personal data, social security numbers, etc., is not to be transmitted via e-mail to an outside network

k. Social Networking such as MySpace, Facebook, Twitter, LinkedIn, You Tube, etc., is prohibited unless you have written prior approval from Executive or Senior Staff. All requests are then approved by Safety, Security and Building Management before going to OTS Network Unit for connection.

l. No commercial or business for profit of an individual or company is allowed.

m. Respect the intended use of all Information Technology resources and MDES Big Rocks pertaining to Customer Service, Employment, Partnerships, Accountability and Innovation.

II. SENDER IDENTIFICATION

When sending or forwarding E-mail or when using any technology resources, MDES employees shall identify themselves clearly and accurately. Anonymous or pseudo-anonymous posting is expressly forbidden.

III. OFFENSIVE CONTENT

The use of any of the MDES' information resources to intentionally view, listen to, download, transmit or retransmit offensive, harassing, demeaning, or descriptive messages or postings for personal reasons is prohibited. This includes, but is not limited to, messages that are inconsistent with MDES policies concerning equal employment opportunity, racial or sexual or other illegal or criminal purposes. The intentional viewing, listening to, downloading, transmission, or retransmission of pornographic material is expressly forbidden. This Policy does not prohibit the communication of official records that may contain offensive content gathered as part of an official investigation. This policy also does not subject an employee to disciplinary action for offensive or illegal material sent to them over electronic devices without their knowledge or consent, provided that reception of such material is immediately reported to the immediate supervisor.

IV. SOFTWARE INSTALLATION

Users are not permitted to install ANY software product that is not licensed by the MDES, unless prior written approval is received from the responsible Director. This includes the casual downloading of executable software files/programs from the Internet. Directors providing authorization must ensure no licensing and/or copyright violations occur with unlicensed or downloaded software. Documentation must be maintained on user-loaded software including license information (if applicable), date installed, machine loaded on, and responsible individual. There shall be no loading of games (including games that come with licensed software products), screen savers, or files brought from home. Also prohibited is the unauthorized copying or moving of software programs from one PC to another. Unlicensed or other illegal use of software could result in fines of up to $10,000, per occurrence, being levied against MDES and disciplinary action being taken against the employee, including termination.

V. E-MAIL

Users must be aware of the danger of viruses passed by e-mail, as well as the possibilities of receiving inappropriate or lewd material electronically. Use your e-mail carefully, and be certain you use it to conduct legitimate MDES business only with known sources. Simply by visiting web sites on the Internet, you may be targeted and automatically placed on their e-mail "lists" without your knowledge. E-mail from unknown sources, no matter how "innocent" looking, should not be opened. Delete any such mail immediately, or call Safety, Security & Building Management if e-mail from an unknown source is received and you are suspicious.

VI. SECURITY CODES AND PASSWORDS

Employee passwords and security codes are to be maintained in the strictest of confidence and disclosed to no one, including Safety, Security & B.M. personnel, Office of Technology Support personnel, or the employee's supervisor. Passwords and security codes should be memorized, not written down. If an employee absolutely must write the passwords or security codes down in order to remember it, they should place the written documentation in a safe and secure location. If employees believe their passwords or security codes have been disclosed, whether deliberately or inadvertently, then managers should immediately request that current passwords and security codes be cancelled and a new one issued.

VII. SIGN-ON SECURITY

In order to access any network PC or CICS transaction, it will be necessary for all employees to input their personal User ID and password. Connected to the User IDs will be the access privileges granted to the user.

Every employee should have access to the CICS transactions needed to accomplish his/her work. Anyone unable to access the transactions needed, may be granted access if approved by the WIN Job Center/Department Manager.

Network Access is the first level of security. CICS sign on is second level security. Form "MDES Security Access Request" located on the Insider under Employment Services, Employee Forms, Office of Technology Support, must be completed by WIN Job Center Managers/Department Heads or an official designee, and submitted to Office of Technology Support to request the applicable access for employees. Before an employee will be granted access to any MDES Technology Resources, the request must be accompanied by a signed Technology Resource Policy Acknowledgement form (attached) or a Non-MDES Confidential Information Policy Acknowledgement Form, whichever applies. This request will be processed immediately. An email will be sent to the employee's supervisor identifying their assigned access as well as instructions. Email passwords will be mailed to the employee. This request form should also be used for current employees who need changes in their existing access and security codes.

VIII. OFFICE OF TECHNOLOGY SUPPORT HELP DESK

Users should call the Help Desk 601-321-6560 (66560) for **ALL** technical support issues, password, user id, security codes, and general inquiries. To work effectively, it is imperative that technical problems, questions, and/or password and User ID issues are submitted directly to the help desk staff in a timely manner. After the initial call is made, your problem or request will be brought to the attention of the proper unit.

IX. CONFIDENTIAL INFORMATION

The MDES's current policies in regard to confidential information extend to electronic communication. Specific procedures for disclosure of information are outlined and located on the Insider, Employee Services, Employee Forms, Safety, Security and Building Management, Disclosure of Information.

X. ENFORCEMENT

Monitoring: Monitoring of electronic communication shall be under the direction of Safety, Security & B.M. Designation of individuals to perform such monitoring shall be made by Safety, Security & B.M. with the concurrence of the Director of the Office of Technology Support. Monitoring activities shall be confined to such monitoring necessary to serve the policy objectives of this Policy. Information obtained via monitoring shall be maintained in a confidential manner and communicated on a business necessity basis only.

Discovery of Violations Through Monitoring: The Office of Technology Support staff shall, upon discovery of facts that create a reasonable belief that violation of this policy has been or is being committed, provide a written description of such facts to the Safety, Security & B.M. with a copy to the appropriate Director. This written communication of such facts shall be transmitted in a manner that ensures confidentiality of the communication. Upon receipt, the Safety, Security & B.M. Department shall perform such further investigation as necessary to determine whether violation of policies set forth herein has occurred. The Office of Technology Support staff shall assist staff of Safety, Security & B.M. Department in performing the necessary investigation. The Director of Safety, Security and Building Management shall provide a written report of detected violations to the Director in which the offending staff member is employed and meets with the Director and other appropriate management to facilitate understanding of the violation. Disciplinary action will be taken within the appropriate office.

General Discovery: There may also be occasions when inappropriate use of Technology Resources is discovered by an employee's manager or co-worker. Such violations should be reported to the immediate supervisor or Director and Safety, Security and Building Management.

Protection of Confidentiality and Privileges: Communications pursuant to this Policy shall be in conformity with State and Federal Law and regulations requiring confidentiality in maintenance of information. State and Federal law recognized the existence of certain privileges attendant to communications between an attorney and client. These privileges generally permit the confidential communication

between attorney and client and participants of attorney/client communications can not be compelled to disclose the content of such communications. So that the confidential and privilege character of such communications are not compromised and in order to allow such communications to occur via electronic media, communications received by or transmitted from the Office of Legal Affairs or transmitted to or from other legal counsel representing the MDES shall not be monitored.

XI. COMPLIANCE:

Employees found in violation of these policies or found otherwise involved in irresponsible use of MDES technology resources will be subject to disciplinary action up to and including termination of employment.

ACTION:

It is the responsibility of each cost center manager to verify that each of his/her respective staff with access to MDES technology resources has read, and understands this communication, and signs the Employee Acknowledgement Form. As additional staff gains access to any device included in this policy, this verification should be updated. Acknowledgement forms should be sent to Safety, Security & Building Management. Attached is a copy of the acknowledgement form to be used.

CONTACT:

Safety, Security and Building Management at 66018 or 66019 and Office of Technology Support at 66300.

GG:gg
Distribution: Statewide

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

MDES Employee Termination Checklist

PURPOSE: To provide information and instructions regarding subject and to advise of distribution of the revised MDES Employee Termination Checklist.

DISCUSSION: The U. S. Department of Labor, Employment and Training Administration requests that an employee checklist be maintained to insure that all Department property be verified as returned when an employee terminates employment with the Mississippi Department of Employment Security.

The checklist should be completed on each terminating employee and promptly submitted to the Safety, Security & Building Management Department. This checklist will aid in insuring the overall security of Department resources.

ACTION: The employee checklist should be completed by cost center managers, or, in the case of a terminating cost center manager, by the Division Director. It should be completed immediately upon employee's termination and returned to the Safety, Security and Building Management Department. Forms may be found on the Insider under the Safety, Security and Building Management Department.

The Cost Center Manager should promptly report all property not returned by the departing employee to the Safety, Security and Building Management Department, who will then inform the State Auditor and the State Fiscal Officer, and will accompany the report with a request that the State Fiscal Officer withhold the sums due the State from any amounts which would otherwise be payable to the responsible party or parties.

CONTACT: Safety, Security and Building Management Department, extension 66018 or 66019.

GG:gg
Attachment

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
MDES EMPLOYEE TERMINATIONCHECKLIST

TO: Safety, Security and Building Management Department

FROM: Cost Center Name: _____

Employee Name: _____

Termination Date: _____

The above-mentioned employee has terminated employment from MDES. The following items have been verified and/or properly returned in:

	YES	NO	N/A	RETURN TO
Department Door Key(s)	_____	_____	_____	Office/Dept. Manager
Department Credit Card(s)	_____	_____	_____	Safety, Security and Building Management
Department Equipment	_____	_____	_____	Office/Dept. Manager
Department ID Badge(s)	___	___	___	Safety, Security and Building Management
Travel Advance(s) Cleared	___	___	___	Notify Safety, Security & Bldg. Mgmt. (e-mail)
Cash Receipt Book(s)	___	___	___	Safety, Security & Building Mgmt (or) Transferred to:
Post Office Box Key(s)	___	___	___	Office/Dept. Manager
Car Parking Decals	___	___	___	Safety, Security & Building Management
Passwords/Security Codes	___	___	___	Notify Safety, Security & Bldg. Mgmt. (e-mail)

_____

SUPERVISOR'S SIGNATURE DATE

CONFIDENTIAL INVESTIGATION REQUEST

This request and any resultant investigation will be as confidential as possible, however, others may be informed on a need to know basis.

Include all information that caused you to suspect this problem. Attach Additional sheets or supporting documentation, if applicable.

GENERAL DESCRIPTION OF PROBLEM:

DETAILS:

REPORTED BY: **NAME:** **PHONE:**
LOCATION:

PREPARER'S SIGNATURE: **DATE:**

PLEASE FORWARD TO:
DIRECTOR, SAFETY, SECURITY AND BUILDING MANAGEMENT or INTERNAL SECURITY UNIT

SECURITY ACCESS REQUEST

Date:

To: Office of Technology Support (Network)

From: **Office/Dept. Manager**

Request Type: ☐ **New User** ☐ **Existing User Update**

MDES Employee: ☐ **Yes** ☐ **No**

If no, please provide specific affiliation (TempStaff, CMPDD, MDRS, etc.):

Employee Details:

SSN: - -

First Name:

Middle Initial:

Last Name:

Job Title:

Work Number: ( ) -

Location Details

User's Location: ☐ Call Center ☐ State Office ☐ WIN Job Center

Cost Center Number:

ES Representatives - Multiple WIN Job Centers: ☐ Yes ☐ No

Password Requests:

Password Requested (Check all that Apply)

☐ CICS ☐ TEST ☐ FARS ☐ TSO ☐ KEYMASTER

☐ AS400 ☐ EMAIL ☐ AWS ☐ DOC VIEW ☐ WEBEXTENDER

☐ VPN ☐ SUTA DUMPING

ACCESS MS: ☐ MOJO ☐ ICS ☐ TAX

Numbered Security Code Requested (check all that apply)

☐ UI Security Code ☐ Supply Security Code ☐ Payroll Security Code

ACCESS MS Tax Details (If Applicable):

Identify Roles Associated with the Employee:
(Refer to 'View Role-Function Mapping' option in ACCESS MS to view a complete list of all roles)

_____ _____
_____ _____
_____ _____

Employees Primary Unit: _____

Identify Additional Units the Employee Works In:

_____ _____ _____

Tax Field Representative ID (if applicable): _____

Employees Supervisor's Name: _____

Comments:

_____
_____
_____

To Be Completed By AWS/MOJO Administrator:

AWS Staff ID: _____

Station Number: ____

WJC/Dept _____
(number/name):

ISD Information Only:

Data Set/Profile Requested: **Transactions Requested:**

Other/Comments:

Signature:
Local Office/Department Manager Signature:
_____

Security Administrator:
_____

EXHIBIT 6-D
DISCLOSURE OF CONFIDENTIAL INFORMATION POLICY ON PHYSICAL SECURITY OF INFORMATION FOR NON-MDES EMPLOYEES

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Disclosure of Confidential Information Policy and Policy on Physical Security of Information for Non-MDES Personnel

You are being granted access to the MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY's Information Network. The MDES retains confidential and highly sensitive records dealing with Mississippi's workforce. This includes privileged and personal information, including (but not limited to) wage earnings, employer/ employee histories, and unemployment claimant records. The MDES makes every attempt to safeguard this data, allowing access to entities outside the MDES only when mandated by law.

There are penalties and fines provided for by state law to deter the improper release of confidential information and/or misuse of information files (Section 71-5-127, Miss. Code Ann. (1972)). Violations could constitute fraud or the aiding and abetting thereof and may result in disciplinary actions including potential criminal prosecution (Section 97-19-17, Miss. Code Ann. (Supp 1991)).

Information obtained from the MDES Information Network shall be used only in your professional capacity and is not to be the subject of casual conversation among coworkers in or away from the office. You also understand that you are prohibited from using this information for your own personal use or benefit or to use or release information for the personal use or benefit of any other person. You are also prohibited from sharing any knowledge gained through use of this information in any non-professional setting. Under no circumstance should any information obtained through the MDES Information Network be left unguarded, open to public view, or carelessly discarded. You are expected to exercise practical, prudent data security measures, such as follows:

- Do not leave your computer screen unattended when viewing data of a confidential nature
- When not accessing MDES data, follow procedures to log off the MDES network
- Printed information must be kept in a secure location and destroyed or shredded before disposal.
- You are prohibited from gaining access to the MDES Information Network using another individual's User ID, password, or security code.
- You are responsible for your assigned User ID, Password, or security code for its use or misuse. You must log off the system before allowing any other individual (authorized or not) to use your computer workstation.
- All transactions entered while you are signed on to the MDES Information Network will be logged and traceable to your operator ID.
- The use of MDES Information Network resources to intentionally view, listen to, download, transmit or retransmit offensive, harassing, demeaning or descriptive messages or postings for personal reasons is prohibited.
- You are responsible for reporting any known or suspected violations of these computer security policies to the MDES Internal Audit and Security Department at 601-321-6018.

You are obligated to protect and secure this information by abiding by MDES confidentiality policies and procedures. After you have a clear understanding of your specific responsibilities with the security of this information and the possible consequences of improper use, you are required to complete and sign the acknowledgement below:

I, _____, a non-MDES personnel with _____, hereby certify that I have read and received a copy of the "MDES Disclosure of Confidential Information Policy and Policy on Physical Security of Information Files for Non-MDES Personnel."

I understand that it is my responsibility to obtain clarification on any questions I may have and I further understand that violation of the policies and procedures herein may subject me to disciplinary actions up to and including criminal prosecution.

_____	_____	_____
Print Name	**Signature**	**Date**
_____	_____	
Location	**Supervisor**	

NOTE: Personnel must retain a personal copy, supervisor must retain a file copy, and return this original signed acknowledgement to MDES at:

MS Department Employment Security
Internal Audit & Security Department
PO Box 1699
Jackson, MS 39215-1699

EXHIBIT6-E
MDES DISCRIMINATION COMPLAINT LOG

JOB CENTER MONTHLY LOG OF COMPLAINTS **Local Office** _____

COMPLAINT NO.	NAME AND SOCIAL SECURITY NUMBER	SOURCE: ES UI WIA RELATED OR OTHER	TYPE: DISCRIMI-NATION OR OTHER	DATE COMPLAINT INITIATED:	ACTION TAKEN:	DESCRIPTION:	DATE FILED:

EXHIBIT 6-F
STRATEGIC TWO-YEAR WORKFORCE INVESTMENT PLAN FOR THE PERIOD OF JULY 01, 2007 TO JUNE 30, 2009

June 1, 2009

The State Workforce Investment Board and the Mississippi Department of Employment Security (MDES) are developing the Workforce Investment Act and Wagner-Peyser Act plan modification for the 2009 Program Year. Interested parties are encouraged to provide written comments on the draft plan. Comments should reference the section(s) to which they pertain. **Comments will be accepted through Tuesday, June 30, 2009 at 5:00 p.m.** by emailing MDES at: **stimulus@mdes.ms.gov** or by writing **ATTN: State Plan Review and Comments, Post Office Box 1699, Jackson, Mississippi 39215-1699**.

Attachment A:

Questions for Workforce Investment Act/ Wagner-Peyser Act State Plan Modifications

This section of the Training and Employment Guidance Letter (TEGL) contains information that modifies the State Plan Guidance information collection. The Employment and Training Administration (ETA) sought and obtained approval from the Office of Management and Budget (OMB) to modify the State Plan Guidance in OMB Control No. 1205-0398.

In order to modify Program Year (PY) 2009 Workforce Investment Act (WIA)/Wagner-Peyser Act State Plans, states should respond to the following questions from the Stand-Alone Planning Guidance for PY 2009 (OMB No. 1205-0398). Provided below each question from the Stand-Alone Planning Guidance are examples of the types of information ETA seeks in State Plan modifications, describing both adjustments to current strategies and new activities related to Recovery Act implementation. As states update the Governor's vision, strategies, and service delivery designs, they are encouraged to reflect on and respond to ETA's strategic vision for how Recovery Act funding will be used to respond to immediate needs and priorities while also fulfilling the opportunity to transform the workforce system to achieve a new level of effectiveness. The strategic vision is described in Section 4 of this TEGL.

In its State Plan modification, the state should respond to the questions listed below:

Section I. Context, Vision, and Strategy
- Economic and Labor Market Context
- State Vision and Priorities
- Overarching State Strategies
- Service Delivery Strategies, Support for Training

Section II. Service Delivery
- State Governance and Collaboration
- Reemployment Services and Wagner-Peyser Act Services
- Adult and Dislocated Worker Services
- Youth Services
- Veterans' Priority of Service
- Service Delivery to Targeted Populations

Section III. Operations
- Transparency and Public Comment
- Increasing Services for Universal Access
- Local Planning Process
- Procurement
- Technical Assistance
- Monitoring and Oversight
- Accountability and Performance

Section I. Context, Vision, and Strategy

Economic and Labor Market Context

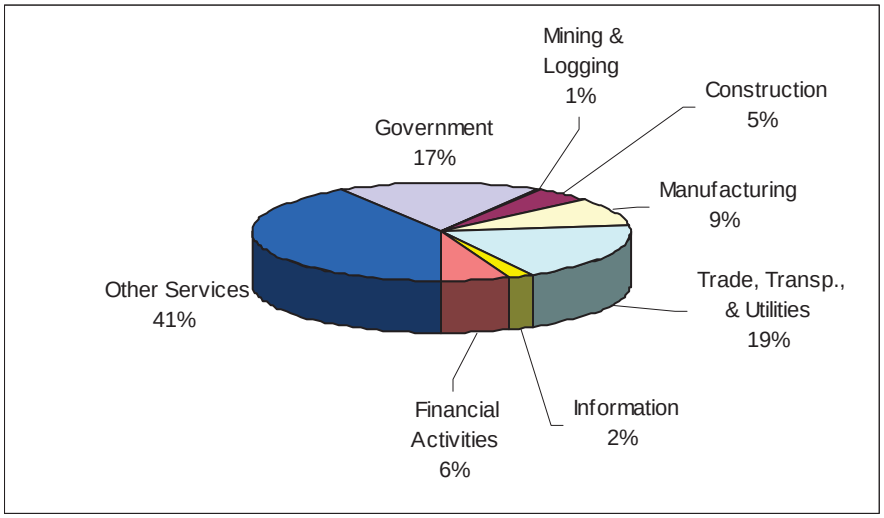
Question IV in PY 2009 Stand-Alone Planning Guidance: Provide a detailed analysis of the state's economy, the labor pool, and the labor market context. (§112(b)(4).)

In responding to this question, the state should update its analysis to indicate how the economic downturn has impacted the state's economy and the labor market context. This analysis should include current and anticipated impacts on employment by sector, current and projected demographics of the available labor pool including income levels as appropriate, and describe any skills gaps the state faces, based on the skills held by current and expected dislocated workers and the skills demanded by industries and occupations expected to grow through economic recovery.

Mississippi's Economy

In the last two decades, the industry structure in the nation as a whole has shifted toward more of a service and knowledge-based industry. Currently, in the U.S., 41 percent of all jobs are in the service sector, 9 percent in manufacturing, and the remaining are shared across several sectors (see Figure 1).

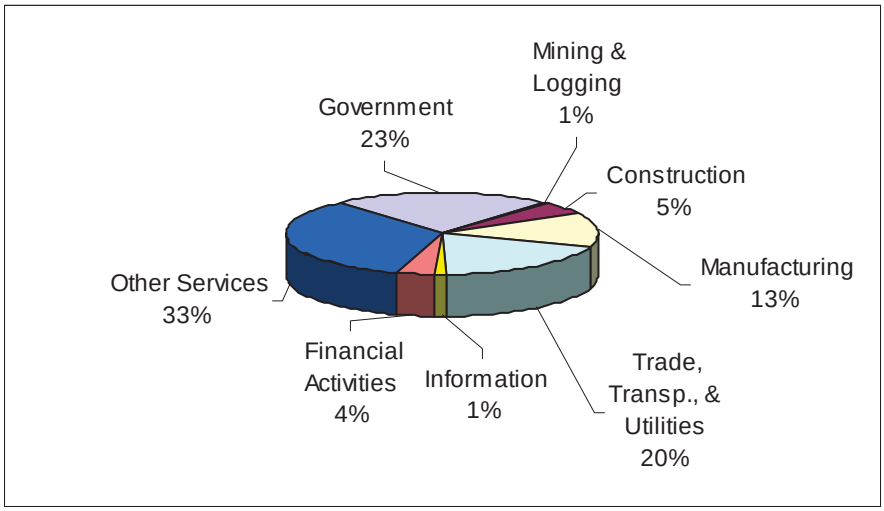
Figure 1: U.S. Nonfarm Employment, March 2009
(not seasonally adjusted)



Source: U.S. Department of Labor, Bureau of Labor Statistics, Current Employment Statistics

Industry Structure. Mississippi has followed national industrial trends and has a current industry structure characterized by 33 percent of the workforce employed in service and 13 percent in the manufacturing sectors (see Figure 2). The greater reliance on jobs in the manufacturing sector, as compared to the nation, reflects the rural nature of Mississippi, which continues to provide comparative advantage in terms of low labor and land costs.

Figure 2: Mississippi Nonfarm Employment, March 2009
(not seasonally adjusted)



Source: MS Department of Employment Security, Labor Market Information, Current Employment Statistics in cooperation with U.S. Department of Labor, Bureau of Labor Statistics

Service Sub-Sector. The two largest sub-sectors are health care and social assistance and accommodation and food services, accounting for approximately 59 percent of all service sector jobs. The former sub-sector pays an average annual wage of $35,570 and the latter sub-sector pays $15,411. The third largest sub-sector is administrative and support, followed by professional, scientific, and technical services, accounting for approximately 21 percent. The former pays an average annual wage of $22,489 and the latter $44,911 (see Table 1).

Table 1: The Service Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Professional & Business Services	**93,100**	**89,800**	**-3.54**	
Professional, Scientific & Technical	32,400	32,800	1.23	44,911
Management of Companies	9,800	9,500	-3.06	67,013
Administrative & Support	51,000	47,500	-6.86	22,489
Educational & Health Services	**128,000**	**129,800**	**1.41**	
Educational Services	15,300	14,600	-4.58	31,741
Health Care & Social Assistance	112,700	115,200	2.22	35,570
Leisure and Hospitality	**125,500**	**121,100**	**-3.51**	
Arts, Entertainment & Recreation	13,100	11,600	-11.45	20,527
Accommodation & Food Services	112,400	109,500	-2.58	15,411
Other Services	**37,100**	**37,100**	**0.00**	**25,086**
Total	*383,700*	*377,800*	*-1.54*	

Source: Employment data come from the MDES Current Employment Statistics. Wage data come from the MDES Quarterly Census of Employment and Wages, 2007.

Sixty-one percent of those employed in the service sector work for businesses with 50 or more employees. These large employers, however, account for only five percent of all service businesses (see Table 2).

Table 2: Size of Mississippi Service Businesses, June 2008

Number of Employees	% of businesses	% of employees
0-4	58.0	6.0
5-9	17.8	7.5
10-19	11.7	10.1
20-49	7.5	14.5
50-99	2.6	11.4
100+	2.4	50.5

Source: MDES Quarterly Census of Employment & Wages

Manufacturing Sub-Sector. The three largest sub-sectors are transportation equipment, furniture and related products, and food manufacturing, accounting for 46 percent of all jobs in manufacturing. Of these, transportation equipment pays the highest average annual wage with $48,796, followed by furniture and related products and food manufacturing paying $28,244 and $24,228 respectively. Other large sub-sectors include wood products manufacturing, machinery manufacturing, and fabricated metal, accounting for approximately 24 percent of all jobs in manufacturing. Of these, machinery manufacturing pays the highest annual average wage, $38,418, and wood products pays the least, with an annual average of $33,991. Employment in the remaining sub-sectors ranges between 3,000 and 9,000, with an average annual wage ranging between $20,000 and $55,000 (see Table 3).

Table 3: The Manufacturing Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Durable Goods	**113,000**	**95,100**	**-15.84**	
Wood Product Mfg.	14,200	12,200	-14.08	33,991
Fabricated Metal Product Mfg.	11,100	10,900	-1.80	37,956
Machinery Manufacturing	12,500	11,900	-4.80	38,418
Electrical Equipment & Appliance	10,000	8,500	-15.00	36,281
Transportation Equipment	27,300	23,900	-12.45	48,796
Furniture and Related Product	23,700	19,500	-17.72	28,244
Non-Durable Goods	**56,400**	**52,000**	**-7.80**	
Food Manufacturing	24,900	23,600	-5.22	24,228
Paper Manufacturing	5,000	4,600	-8.00	55,563
Plastics and Rubber Products	8,000	6,700	-16.25	37,838
Total Manufacturing	*169,400*	*147,100*	*-13.16*	*37,303*

Source: Employment data come from the MDES Current Employment Statistics. Wage data come from the MDES Quarterly Census of Employment and Wages, 2007.

Eighty-six percent of those employed in manufacturing work for businesses with 50 or more employees. These large employers account for 20 percent of all manufacturing businesses (see Table 4).

Table 4: Size of Mississippi Manufacturing Businesses, June 2008

Number of Employees	% of businesses	% of employees
0-4	32.2	0.9
5-9	17.0	1.8
10-19	15.1	3.2
20-49	15.8	7.8
50-99	7.6	8.5
100+	12.3	77.8

Source: MDES Quarterly Census of Employment & Wages

Other Industry Sectors. In Mississippi, the government and trade, transportation, and utilities sectors are also among the largest employers, accounting for 23 and 20 percent of all employment, respectively (see Table 5 and Table 6). The largest sub-sectors are local government and retail trade. The latter pays an average annual wage of $21,603.

Table 5: The Government Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Federal Government	26,000	25,800	-0.77	n/a
State Government	59,400	63,000	6.06	n/a
Local Government	158,500	164,600	3.85	n/a
Total	*243,900*	*253,400*	*3.90*	

Source: MDES Current Employment Statistics

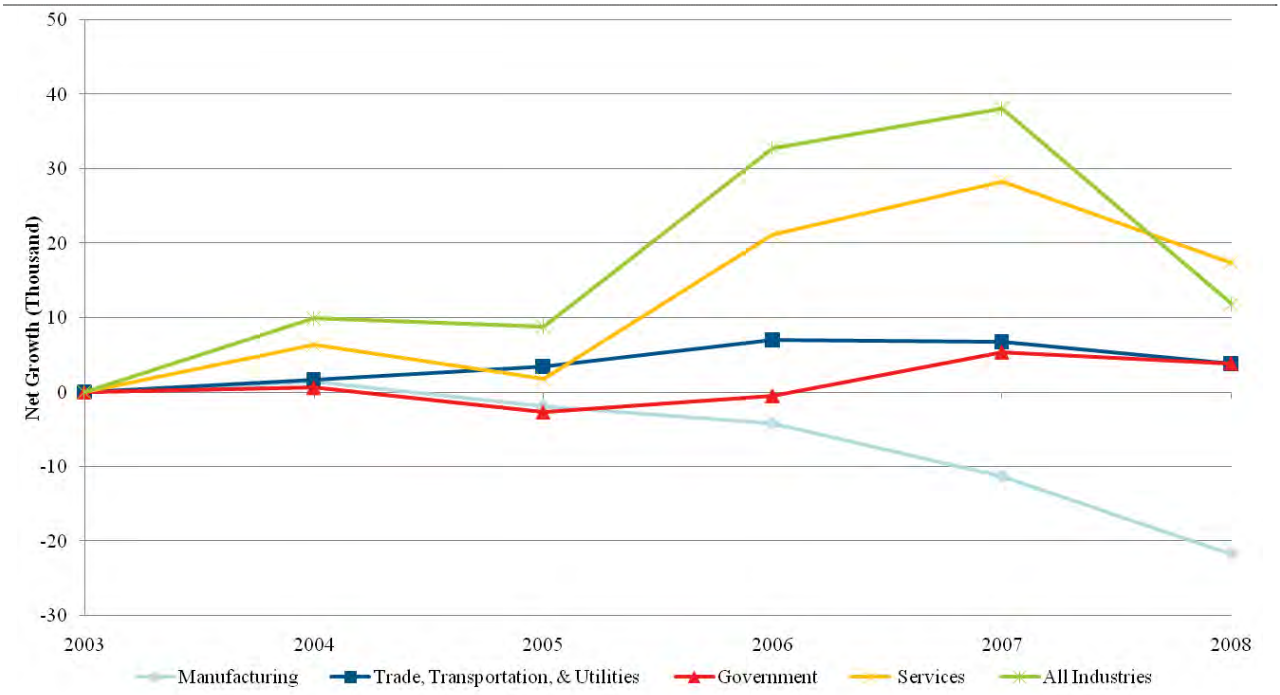
Table 6: The Trade, Transportation & Utilities Sector, Mississippi, 2007 - March 2009

	Average 2007	March 2009	Percent Change	Avg. Annual Wage
Utilities	7,600	7,700	1.32	57,709
Wholesale Trade	36,800	35,000	-4.89	47,294
Retail Trade	141,700	137,500	-2.96	21,603
Transportation and Warehousing	40,900	38,200	-6.60	35,929
Total	*227,000*	*218,400*	*-3.79*	

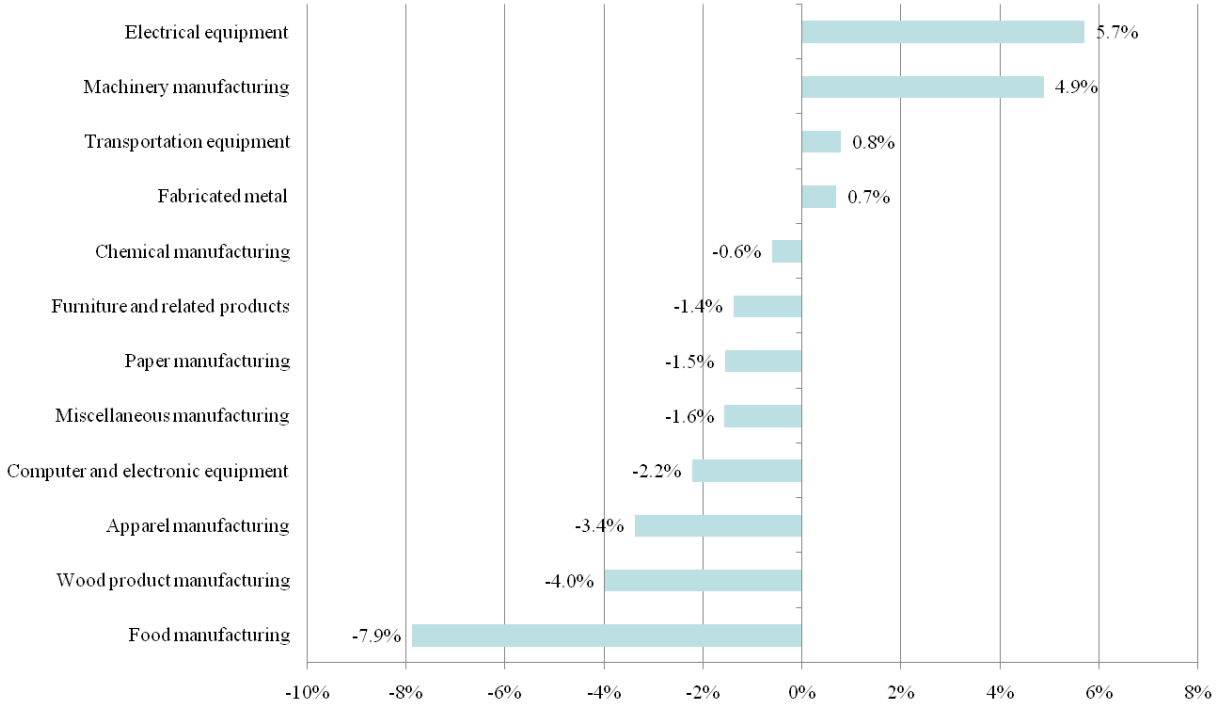
Source: Employment data come from the MDES Current Employment Statistics. Wage data come from the MDES Quarterly Census of Employment and Wages, 2007.

Employment Growth

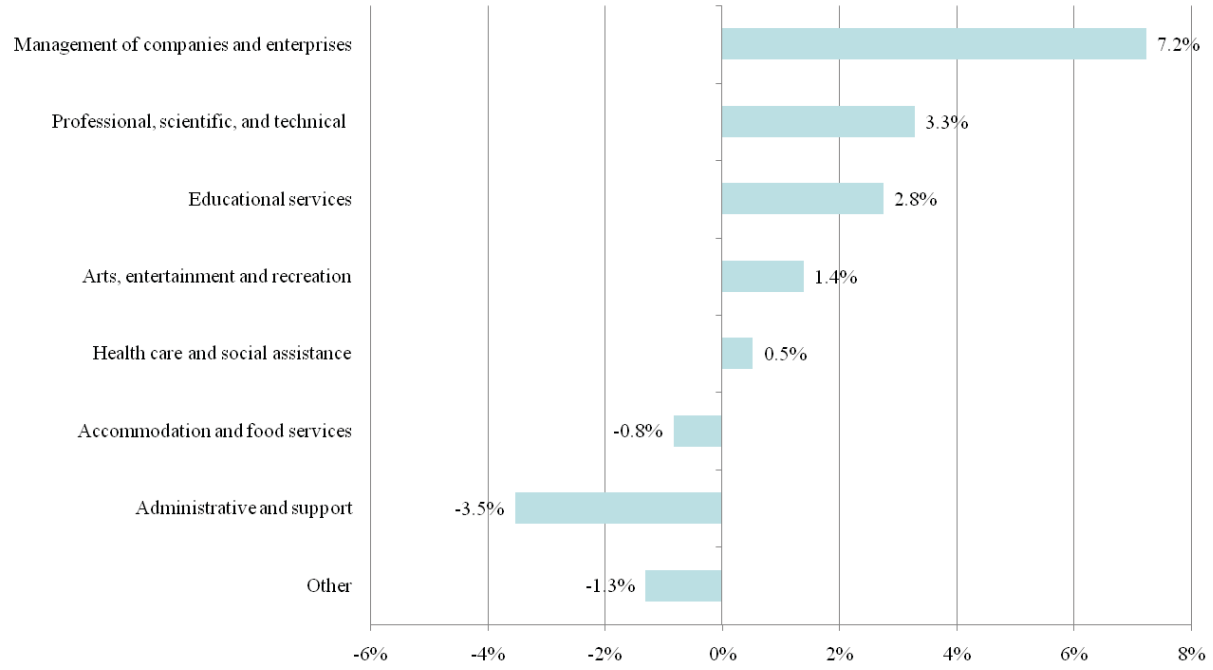
The National Strategic Planning and Analysis Research Center (nSparc) at Mississippi State University compiled the following chart (source: Bureau of Labor Statistics, 2009) which demonstrates that as of December 2008 employment growth for All Industries had increased since 2003 in Mississippi despite the economic downturn of the past year.



The following chart, compiled by MSU's nSparc from MDES Job Transactions, Business and Wage Records, 2009, demonstrates employment growth in Mississippi's manufacturing sectors between October 2007 and March 2008.



The following chart, compiled by MSU's nSparc from MDES Job Transactions, Business and Wage Records, 2009, demonstrates employment growth in Mississippi's service sectors between October 2007 and March 2008.



Using data compiled by nSparc, Mississippi can develop strategies for training based on which sectors are growing and which are declining as well as identify any skills gaps the state faces. Training can be provided for new job growth and training can also be provided to transfer skills for those employed in declining sectors.

State Vision and Priorities

Question I.C. What is the Governor's vision for ensuring a continuum of education and training opportunities that support a skilled workforce? (§112(a) and (b)(4).)

In responding to this question, the state should review ETA's vision for implementing the Recovery Act in Section 4 of this TEGL, and describe the Governor's new vision since the economic downturn. The description should include the Governor's vision for economic recovery, touching on the Act's principles and the Governor's view of how the Recovery Act funds can be integrated into transformational efforts to achieve an invigorated, more innovative public workforce system capable of helping enable future economic growth and advancing shared prosperity for all Americans.

Governor Haley Barbour continues to support the long-range economic development plan for the State, "*Momentum Mississippi.*" *Momentum Mississippi's* Advisory Committee, a broad-based group from every region of the State, continues to make recommendations for long-range economic development plans. Many of this Advisory Committee's members are also members of the State Workforce Investment Board (the State Workforce Board).

Since its formation, *Momentum Mississippi* has helped to guide the State through the disaster of Hurricane Katrina and toward growth in many areas of the State. Although the economic downturn has impacted the automotive industry, Nissan and its suppliers continue to remain a valuable partner with the state. Toyota has announced that it will build a manufacturing plant in Northeast Mississippi, with construction resuming when the economy improves. Business and industries have announced plans to invest in Mississippi and reap the benefits of the Gulf Opportunity (GO) Zone incentives.

The ARRA funds made available to Mississippi will be a valuable resource in helping to build upon the successes of *Momentum Mississippi* and the SWIB, as well as helping the state continue development of a transformed workforce system that is truly business-led and demand-driven. Governor Barbour's economic development strategy goals also include rebuilding infrastructure and developing the talent of the workforce.

Question I.E. What is the Governor's vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk? (§112(b)(18)(A.)

In responding to this question, the state should review ETA's vision for implementing the Recovery Act in Section 16 of this TEGL to reconnect disconnected youth through multiple pathways to education and training that enable them to enter and advance in the workforce. The state should describe its strategy for serving youth with funds from the Recovery Act, as well as how its strategies will be adjusted to respond to the economic downturn. What activities will the state focus on (i.e., primarily focus on summer employment opportunities, the full range of WIA youth services, or a combination)? Describe how plans for the Recovery Act youth activities will complement the state's overall vision for serving youth under WIA.

Governor Barbour recognizes that to build the State's future economy we must focus not only upon the existing workforce but also on the future workforce … our youth. Education and career-building opportunities are key to the State's plan for economic growth and will be in the forefront of the work of *Momentum Mississippi* and the State Workforce Board. While the primary focus of this plan will be older youth, the Board will continue its planning efforts to enhance career building in the educational system, especially for those youth most in need, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farm worker youth, and other youth at risk.

In the summer of 2009, Mississippi will offer paid work experience positions to approximately 6,300 youth across all of the state's 82 counties. These new jobs will allow low income, at-risk youth to engage in constructive employment while gaining career awareness. ARRA Youth funds will be the source of these work experience wages. Remaining ARRA and regular, mainstream WIA funds will be focused upon summer work experience trainees who are highly motivated, are not returning to full-time high school and who are in need of additional services.

Question II. Identify the Governor's key workforce investment system priorities for the state's workforce investment system and how each will lead to actualizing the Governor's vision for workforce and economic development. (§§111(d) and 112(a).)

In responding to this question, states should reflect on shifting priorities necessitated by the economic downturn and areas of focus for economic recovery. States should identify the Governor's key workforce investment priorities for the use of the Recovery Act funds infused into the state's workforce investment system and how each will lead to actualizing the Governor's new vision.

Governor Barbour's key workforce investment system priorities are directly tied to his workforce goals of centralizing and streamlining workforce training; maximizing and leveraging all workforce training funds; raising the skill level of Mississippi workers; and creating more and better job opportunities for citizens. To accomplish these goals during the current economic recession, Governor Barbour recognizes that Mississippi must be even more aggressive and innovative in implementing strategic practices that lead to long-term job and economic development growth.

In order to position Mississippi for a healthy economic rebound, the Governor will focus usage of Recovery Act dollars on regional high growth industries identified by the state's four Local Workforce Areas, such as advanced manufacturing and healthcare. This strategy will ensure that ARRA funds are directed toward programs that can not only improve the skills of workers, but that will ensure sustainable job opportunities for under- and unemployed Mississippians. This strategy will also help transform the state's workforce system into a demand-driven system that is better equipped to respond to the needs of high growth industries.

Governor Barbour will also prioritize using ARRA funds for truly innovative practices that can produce dramatic results for the state's workforce system. An example of this type of innovative investment would be the development of a statewide entrepreneurship framework that seeks to encourage individuals to start a new business, thereby increasing both employment and economic development in Mississippi. This type of innovative proposal will also streamline training in this area, as well as provide a clearinghouse for the leveraging of training dollars.

Finally, as unemployment continues to rise on both the state and national level, Governor Barbour's vision includes a focus on enhancing communication efforts for available training opportunities. The Governor will work with state agencies to promote job training opportunities that are available under existing state programs and/or ARRA funded programs. This will raise awareness of opportunities for both employers and job seekers, and will assist in upgrading the skills of workers that will lead to reemployment.

Overarching State Strategies

Question V.B. What strategies are in place to address the national strategic direction discussed in [Section 4] of this guidance, the Governor's priorities, and the workforce development issues identified through the analysis of the State's economy and labor market? (§112(b)(4)(D) and 112(a).)

The state's response to this question should describe the state's key, actionable strategies it is deploying to achieve the Governor's vision for the use of Recovery Act and regular formula funds. ETA is interested in how the state is connecting and integrating recovery activities to ongoing workforce investments. The responses should provide actionable direction to local areas.

- *How workforce investment system resources, both stimulus and regular formula funds, can be deployed to serve increased numbers of workers in need.*

- *How adults and dislocated workers, including low-income adults, who need to acquire new skills will have increased access to education and training opportunities.*

- *How the state will address a dual-customer approach, meeting the skill needs of existing and emerging employers and high-growth occupations as well as the needs of under-skilled adults.*

- *How workforce activities (e.g., adult education, job training, postsecondary education, registered apprenticeship, career advancement, needs based payments, and supportive service activities) will be aligned in career pathways both now in implementing the Recovery Act and in the transformed workforce system of the future.*

- *How the state will partner to develop workforce solutions with community colleges, business and labor organizations, registered apprenticeship program sponsors, civic groups, and community organizations to align workforce development strategies and align workforce strategies with strategies for regional development and shared prosperity.*

Governor Barbour continues to move forward his four goals:

Centralize and streamline workforce training;
Maximize and leverage all workforce training funds;
Raise the skill level of Mississippi workers; and,
Create job opportunities.

The new Mississippi Department of Employment Security (MDES) envisioned by the Governor continues to make strides in streamlining services and maximizing program efficiencies. Many of these efficiencies were the direct result of the challenges posed by providing services after Hurricane Katrina. MDES supports the State Board, WIA, Wagner-Peyser, Unemployment Insurance, the Veterans' Programs, Trade Adjustment Assistance, Work Opportunity Tax Credits, labor market information, business outreach services, and rollout of ARRA activities.

Momentum Mississippi's long-range goals for the year 2010 include:

- Increasing per capita income growth;
- Increasing employment growth;
- Enhancing the State's image for locating or expanding a business;

- Increasing the State's high-tech employment share; and,
- Maintaining the State's manufacturing job share while increasing worker skills and earnings.

Among the several issues the State has identified, increasing per capita income emerged as one of the most critical. Although per capita income has increased by 27.8 percent since Governor Barbour took office, it remains significantly lower than the national average. Similarly, the current poverty rate is lower than in the early 1990s, yet remains substantially above the national average. The unemployment rate also remains higher than the national average. These are all issues that are now being addressed through workforce and economic development initiatives under a unified workforce system.

The State has also made reaching out to hard-to-serve populations a priority, including discouraged workers, welfare recipients, and ex-offenders.

Mississippi's near-term strategy will continue to focus upon the following areas where the greatest impact can be made in promoting jobs and job growth.

The Workforce – Mississippi recognizes that providing opportunities to the following groups is essential to building a more vibrant workforce:

- Existing Workers – Including but not limited to low skill and entry-level workers and workers with no clear career path to advancement;
- Dislocated Workers – Including but not limited to Mississippi workers who have lost jobs as a result of foreign trade, displaced homemakers and the children of dislocated workers;
- Veterans – Including but not limited to recently separated veterans and spouses of Veterans;
- Offenders and Ex-Offenders – Including but not limited to incarcerated individuals scheduled for release within three months;
- Older Youth – Including but not limited to individuals between 18 and 24 who are not enrolled in school or who are under employed; and
- Mature Workers – Including but not limited to unemployed or under employed individuals over 55.

Targeted Industries – To ensure the growth of the economy, Mississippi recognizes that it must focus resources upon businesses and skills providing the greatest opportunity for future growth. The State will encourage its workforce partners to focus predominantly upon the following business types:

- Existing Business – Including but not limited to currently expanding businesses;
- High Growth and High Demand Potential- Including but not limited to current or new businesses expected to expand at a high rate in the immediate future;
- Healthcare – Including but not limited to healthcare related occupations where training is provided in partnership with healthcare providers;
- Small Business – Including but not limited to businesses that employ not less than 5 and not more than 50 workers and which support high growth or high

demand occupations;

- Advanced Manufacturing – Including but not limited to businesses engaged in making a better product at less cost; and,
- Support Industries – Including but not limited to businesses or services necessary to support and enhance economic growth such as construction, education, finance, and transportation.

Mississippi will continue to implement Governor Barbour's vision of an integrated, accountable workforce development system. The workforce system will promote business growth and will increase employment opportunities and wages for Mississippi workers by strengthening public/private partnerships, further integrating and consolidating One-Stop services and expanding training and educational opportunities in high growth and high demand occupations.

Service Delivery Strategies, Support for Training

Question IX.G. Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration, or meet other key state goals. (§112(b)(17)(A).)

In answering this question, the state should describe innovative state strategies to accomplish the state's vision and achieve the goals of the Recovery Act, including how the state will:

- *Increase services to workers in need.*
- *Support the full range of One-Stop Career Center customers in acquiring the skills needed to attain jobs in high-growth, high-wage industries and occupations, including such supports as needs-based payments, basic skills remediation, English as a second language, and supportive services.*
- *Ensure education and training delivered through the workforce system results in education and workforce skills of demonstrated value, and focus assessments and certifications towards the next level of education and employment.*
- *Strategically use youth, dislocated worker and adult statewide funds to quickly deliver innovative services.*
- *Provide targeted work experiences in order to prepare individuals for job opportunities in new industries or occupations, particularly using registered apprenticeship and on-the-job-training for all jobseekers, and summer work experience for youth.*
- *Align workforce activities with education strategies and economic and community development strategies to meet skill needs of jobs and industries important to the local and regional economies and meet the needs of under-skilled adults.*

The purpose of the American Recovery and Reinvestment Act (Recovery Act) is to preserve and create jobs, promote the nation's economic recovery, and assist those most impacted by the current recession. With the additional workforce funding provided in the Recovery Act, and the increased employment and training services this funding will support, the workforce system in Mississippi will play a vital role in America's economic recovery by assisting workers who are facing unprecedented challenges to retool their skills and re-establish themselves in viable career paths. The investment of stimulus

funds presents an extraordinary and unique opportunity for the workforce system in Mississippi to accelerate its transformational efforts and demonstrate its ability to innovate and implement effective WIN Job Center service delivery strategies. MDES will encourage an expansive view of how the funds can be integrated into transformational efforts to improve the effectiveness of the public workforce system.

The needs of workers and employers are both important in developing thriving communities where all citizens succeed and businesses prosper. Recovery Act funds will increase services and training for workers in need and will promote a more innovative public workforce system enabling future economic growth and advancing shared prosperity for the State. Mississippi will use Recovery Act funds to promote a self-sufficient and fully-employed workforce that is educated, trained and comfortable with a structured work environment and possesses a strong work ethic. The Mississippi workforce system will meet the needs of all businesses and individuals in a cost-efficient and effective manner. The workforce system will be transparent, accountable, inclusive, easy to use, and will maintain local workforce investment board authority, and will provide easy access to all Mississippians. Mississippi will focus on the following innovative strategies:

- Sector strategy approaches that build partnerships of businesses, training providers, community organizations, and other key stakeholders around specific industries or sectors to address the workforce needs of businesses and the training needs of workers.
- Sector strategies for renewable energy, broadband and telecommunications, healthcare, advanced manufacturing, and other high-demand industry sectors identified in local areas.
- Sector strategies that enable low-income, displaced and under-skilled adults to acquire the knowledge and skills for success in high-growth industry.
- Regional approaches to couple workforce development with the local economic development strategies.
- Strategies to meet immediate and/or long-term needs for trained workers in demand occupations with career advancement opportunities.
- Projects targeted at groups who are not currently fully engaged in the workforce.
- Approaches to serving rural populations, businesses and job seekers.
- Approaches that focus on implementing online or blended (both online and hand-on) training programs which will target high-growth occupations.

The Mississippi Department of Employment Security, in conjunction with the Governor's Office, published a Request for Ideas and Concepts (RFI) with a closing date of May 29, 2009 to collect brief idea or concept proposals for the use of statewide Recovery Act funds. MDES and the Governor's Office will evaluate submitted ideas and concepts for allow ability and their strategic effectiveness in achieving the goals of the Recovery Act and will provide the results of the solicitation and its recommendations to the State Workforce Investment Board (SWIB) or a committee for final recommendation to the Governor. The committee will consist of a representative of the Governor's Office, the MDES, and a local workforce investment board. Ideas submitted may not be approved or acted upon immediately.

Some ideas/concepts may be deferred or aggregated with other ideas in ways that produce a greater statewide impact given the funding resources.

Each local workforce area is also committed to increasing services to those workers most in need and to supporting the full range of services in the WIN Job Centers to allow customers to acquire the skills needed to attain jobs in high-growth and high-wage industries and occupations.

The MDES and each local workforce area are in the process of determining innovative service strategies in order to maximize resources. In fact, Mississippi is participating in a National Governors' Association sponsored Policy Academy on Sector Strategies. This involvement is providing the policy academy team with structured technical assistance and guidance on cutting-edge sector strategies and policies that will be implemented.

Section II. Service Delivery

State Governance and Collaboration

Question III.A.2. Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority. (§112(b)(8)(A).)

In responding to this question, the state should describe how the Governor is ensuring cross-agency collaboration so that workforce investments are fully tied to other investments funded by the Recovery Act outside of workforce development.

Under the leadership of Governor Barbour, Mississippi dramatically streamlined its workforce system under legislation enacted in 2004 to increase collaboration among workforce partners, state agencies, and others who provide a connection to the state's workforce efforts. However, the current economy has served as an impetus for a renewed focus on ways to better serve Mississippians and, accordingly, the Governor has taken a lead role in developing new strategies that aggressively target increased workforce training while bridging these efforts to nontraditional areas, like social services.

Because of the unique opportunity afforded to states under the American Recovery and Reinvestment Act, one of the first steps Governor Barbour has taken to ensure cross-collaboration among agencies was by convening a "Stimulus Summit" that brought together state agencies, officials, and members of the public. The Summit provided attendees with an in-depth look at how stimulus dollars could be leveraged across various agencies. Since the passage of ARRA, the Governor's Office has served as the facilitating authority for leveraging resources available to the state in all areas, including workforce. For example, Governor Barbour has encouraged the state employment agency, the Mississippi Department of Employment Security, to work closely with the social services agency, the Mississippi Department of Human Services, to ensure

maximize effectiveness of ARRA funds, since these agencies often serve similar customers. With a renewed focus on workforce efforts, the Governor also hosted a Reemployment Summit which allowed state leaders from agencies like MDES; MDHS; the Mississippi Development Authority; State Board for Community and Junior Colleges; and the Mississippi Department of Rehabilitation Services to discuss strategic partnerships on drawing down ARRA funding for a variety of purposes, such as enhancing economic development through workforce partnerships or streamlining housing, educational, and other services for rural, low-income, and disadvantaged customers.

Communication is a key aspect to Governor Barbour's strategy to ensure cross-collaboration among agencies. Although Mississippi does not have an independent stimulus office, the Governor has designated key staff to ensure communication among state agencies is ongoing, timely, and relevant. The Governor's Office has distributed information regarding funding opportunities for agencies through press releases; emails; web site posts; and phone calls. The stimulus staff holds an "as-needed" conference call for state agencies, where leveraging opportunities are discussed, and agencies are encouraged to contact the Governor's Office for potential funding opportunities

Question III.C.1. Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the State Board and agencies eliminate any existing state-level barriers to coordination? (§§111(d)(2) and 112(b)(8)(A).)

In responding to this question, states should describe how collaboration will be supported and sustained between state agencies, particularly between the organizational entities responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, Trade Act services, and Registered Apprenticeship.

The Governor has linked the work of the *Momentum Mississippi* Advisory Committee and the State Workforce Board. The two groups have significantly overlapping membership and connected agendas.

Mississippi's State Workforce Board continues to work toward and refine its six goals for the workforce development system that build on the Governor's vision and *Momentum Mississippi's* long-range economic development goals:

1. Install an accountability system that tracks system wide results and funding;

2. Consolidate workforce training efforts and reduce redundancy and administration;

3. Involve business in defining training needs;

4. Provide a user-friendly system for all customers;

5. Develop a clearly defined implementation plan; and

6. Fully leverage the community and junior college system.

The State Workforce Investment Board will continue to review and update its Strategic Plan to align ARRA activities and investments. This process will reflect and support the Governor's vision for bringing together all key workforce development players including business and industry, economic development, education, and the One-Stop partners to continuously identify workforce challenges facing the State and to develop innovative strategies and solutions that effectively leverage resources to address those challenges.

Governor Haley Barbour has stated on numerous occasions, "Our goal in Mississippi is to use WIA and the State Workforce Board to align resources to provide employers with well-trained workers and individuals with the opportunities to get their first job, their next job or a better job." Mississippi's Workforce Investment Network (WIN) is the workforce development centerpiece, combining Federal, State and community programs and services and making them easily accessible at WIN Job Centers throughout the State, as well as through on-line electronic sites.

The WIN system represents a collaborative effort including private businesses, local elected officials and local and state public agencies. This collaboration ensures that the needs of local businesses and job seekers are met through tailored solutions designed to promote workforce development and economic growth.

WIN partners include, but are not limited to: the Mississippi Department of Employment Security; the Mississippi Development Authority; local elected officials; Local Workforce Investment Boards; the Mississippi Department of Education; the Mississippi Department of Human Services; the Mississippi Department of Rehabilitation Services; the State Board for Community and Junior Colleges; and the U.S. Department of Housing and Urban Development. Additional partners are engaged at the local level.

The above partners interact on a regular basis to conduct rapid response sessions for dislocated workers, recruit potential businesses, partner to provide incumbent worker training, on-the-job training and customized training and participate in pilot projects designed to enhance and improve service delivery. The directors of key agencies that participate in the WIN system as One-Stop partners were appointed to the State Workforce Board.

While partner agencies function independently, with their own governing bodies and statutory authorities, all are dedicated to the mission of increasing employment in Mississippi. These partner agencies recognize the value of pooling resources to eliminate duplication and maximize the use of Federal and State workforce dollars.

The Governor will also require that TANF workforce efforts, including job placement, training, education, and subsidized employment, be directly linked to and offered through the WIN Job Center system.

Increased weatherization and "green" initiatives will also be linked to the workforce system and the WIN Job Centers.

On May 18 and 19, 2009, the Governor hosted Mississippi's first Reemployment Summit. Specific alignment strategies for ARRA and other economic development, education, and workforce investment resources were discussed at the conference and are expected to be implemented under a comprehensive Mississippi Reemployment and Recovery strategy.

MDES is the single state agency responsible for WIA, Wagner-Peyser Act, Unemployment Insurance, and Trade Act programs. MDES will continue to integrate and streamline each of these federal Acts in order to achieve cost efficiencies and better services for customers.

Reemployment Services and Wagner-Peyser Act Services

Question IX.C.4.b. Describe the reemployment services the state provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act. (§112(b)(17)(A)(iv).)

In responding to this question, states should describe:

- *The Governor's vision for Reemployment Services (RES), including how they differ from Wagner-Peyser core services.*
- *How RES will be coordinated with other services provided at the One-Stop Career Center under WIA.*
- *How UI claimants will be identified quickly and RES provided as early as possible following initial receipt of UI benefits or referrals through UI profiling systems.*
- *The services that will be provided under RES, including in-depth services such as skill assessment, career guidance, individual service plans, and labor market information.*
- *The specific population among UI claimants (e.g., those most likely to exhaust benefits) that the state intends to target with Recovery Act funds for RES.*
- *How the state intends to integrate information technology into its RES program to better identify and serve UI claimants, including the percentage of funds that will be used for integrating ES and UI technology requirements to identify and serve the needs of UI claimants*
- *Any labor market information tools that will be funded and integrated into RES.*

Mississippi's Workforce Investment Network (WIN) is the workforce development centerpiece, combining Federal, State, and community programs and services and making them easily accessible at WIN Job Centers throughout the State, as well as through on-line electronic sites.

The partners interact on a regular basis to provide services for dislocated workers, UI claimants and Wagner-Peyser customers. These services include, but are not limited to,

assessment, job search and matching, and training opportunities such as on-the-job- and customized training.

The Governor's vision is directed through the State Workforce Council for coordination of Wagner-Peyser and Reemployment Services. WIN services will be enhanced for profiling UI claimants including in-depth assessment, and employee information for job seekers occupational matching with employer needs and training.

Reemployment Services will be provided by co-funding of staff with Wagner-Peyser funds. Increasing the goal of profiled claimants is expected and also the identifying of claimants that are job ready so immediate job matching can be instituted.

Names of claimants who are identified as those most likely to exhaust UI benefits are prepared and delivered to the local WIN Job Center staff on a weekly basis. Those individuals are notified to report for job skills training. The training consists of topics on dressing for success, interviewing skills and resume preparation. The training is conducted in small groups of six to eight people and may involve in-person presentations and/or video presentations. Local office staff usually performs the training but may involve guests from business, especially if a specific business is actively recruiting at the time of the training. These services will be expanded using ARRA funds.

Reemployment Service customers will be case managed and a work-plan will be developed for each. Intensive assessment through electronic data systems will be enhanced by using O*NET and State derived tools designed for self-assessment and staff-assisted service to include follow-up and reporting. The O*NET Ability Profiler and O*NET Computerized Interest Profiler will be a part of the assessment. O"NET Skills inventorying will enhance job matching. Mississippi LMI and WIN job seeking skills strengthen the job seekers occupational guidance and job preparation.

Question IX.C.1.b. Describe how the State will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2) facilitated self-help service, and (3) staff-assisted service, and is accessible and available to all customers at the local level. (§112(b)(17)(a)(i).)

In order to ensure that jobs generated through the Recovery Act are accessible and available to all customers, describe how the state will facilitate the listing of such jobs on the State Job Bank.

Customers of the local WIN Job Centers receive the full range of labor exchange services available. These services include (1) self-service, (2) facilitated self-help service, and (3) staff-assisted service. WIN Job Centers offer resource rooms for self-service and facilitated self-help services that include personal computers (PCs) with internet access to search for jobs, to write and post resumes and cover letters, to explore wage and job trends, to research job and labor market information, and to view specific jobs listed by the Mississippi Department of Employment Security. Resource Rooms also offer printed materials on job search and work-related skills. Telephones, fax machines, copiers, and printers are also available. Resource Rooms may also offer TV/VCRs with job search,

career and work-related videos, as well as videos and printed materials on interviewing tips.

WIN Job Center staff will provide services as needed to Center customers. These services include staff-assisted job search, placement assistance, career counseling, job referrals, job development, and workshops.

Employers have access to MDES's database of qualified workers. Businesses may also use MDES's website to obtain labor market data, wage information, Job Fair information, Work Opportunity Tax Credit information, Rapid Response information and information on Trade Adjustment Act (TAA) benefits for employees. WIN Job Center staffs also provide tailored recruitment and screening assistance.

These services are available to all customers at the local level through the State's network of WIN Job Centers.

Adult and Dislocated Worker Services

Question IX.C.1.a. Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in §134(d)(2).

In its response, the state should address core services for adults, dislocated workers, and target populations, especially those given preference in the WIA Adult program in the Recovery Act – recipients of public assistance and other low-income individuals.

The core services listed in Section 134(d)(2) of the Workforce Investment Act are available at every comprehensive WIN Job Center. Each local plan will describe the Local Board's approach for delivering core and intensive services in their One-Stops.

Question IX.C.1.c. Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services. (§112(b)(17)(a)(i).)

In its response, the state should address how it will integrate resources provided under the Recovery Act, the Wagner-Peyser Act, and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs. For example, how will the state use these resources to provide significant funding for low-income and low-skilled workers that help them access the services and training needed to pursue family-supporting jobs.

Adult and dislocated worker customers are provided integrated services through the WIN Job Centers. WIN Job Center staffs are primarily co-funded by the WIA and Wagner-Peyser fund streams and service integration is complete and total.

Core services provided by other One-Stop partners are present in all comprehensive and most affiliate Centers. More work needs to be done to maximize and link these partner funded core services. This will remain a high priority for the State and local Workforce Boards and One-Stop operators during the upcoming two-year planning period.

Question IX.C.3.a. Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources. (§112(b)(17)(a)(i).)

In its response, the state should describe how the state will increase training access and opportunities for individuals, including the investment of WIA Title I funds and Recovery Act funds, and the leveraging of other funds and resources. How will the state use contracts with institutions of higher education and other training providers (as described in Section 6 of this TEGL) to maximize funds to the greatest benefit?

Because of the unique opportunity afforded to states under the American Recovery and Reinvestment Act, one of the first steps Governor Barbour has taken to ensure cross-collaboration among agencies was by convening a "Stimulus Summit" that brought together state agencies, officials, and members of the public. The Summit provided attendees with an in-depth look at how stimulus dollars could be leveraged across various agencies. Since the passage of ARRA, the Governor's Office has served as the facilitating authority for leveraging resources available to the state in all areas, including workforce training. With a renewed focus on workforce efforts, the Governor also hosted a Reemployment Summit which allowed state leaders from agencies like MDES; MDHS; the Mississippi Development Authority; State Board for Community and Junior Colleges; and the Mississippi Department of Rehabilitation Services to discuss strategic partnerships on drawing down ARRA funding for a variety of purposes, such as enhancing economic development through workforce partnerships or streamlining housing, educational, and other services for rural, low-income, and disadvantaged customers.

A major focus of the Reemployment Summit was an emphasis on customizable, stackable training modules that provide just-in-time training for businesses in need of upgrading employee skill sets in order to weather the recession and minimize layoffs. The State will work closely with both the local workforce areas and the community college system to provide this kind of short-term training, including class sized training funded by the LWIAs. The State Board for Community and Junior Colleges continues to provide Career Readiness Certificates to trainees.

Question IX.A.5. What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Centers? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that is open to anyone? (§§112(b)(2) and 111(d)(2).)

In its response, the state should describe its models/templates/approaches for service delivery in

the One-Stop Career Centers, particularly whether the state is adjusting its approach to deliver increased levels of services with funds received under the Recovery Act.

- *Do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers?*
- *Is there a common individual assessment process utilized in every One-Stop Career Center?*
- *What approaches will be used to ensure funds are targeted to those most in need, including low-income, public assistance recipients, persons with disabilities, etc.?*
- *How will states streamline the sequence of service to facilitate individual access to needed services and training?*

All Wagner-Peyser activities are coordinated using the America's Workforce System registration, assessment, job matching, and reporting process. This will be updated in July 2009 with WIN*GS*, or Workforce Investment Network Global Systems, which will enhance the capability for assessment and data collection. WIA functions are guided through the use of common intake and certification forms and data collection with the WIA Forms Manual as used by each WIA Area.

Each full service WIN Job Center provides access to clients with resource services both staff and self-directed. All service centers provide access to services and information using self-directed internet and printed material.

Intake and assessment are points for the identification of services needed by clients with special needs, i.e. low-income, disadvantaged, persons with disability, etc. Clients so identified are directed to more intensive staff-assisted services to provide additional information and assessment. Service delivery will be enhanced with the advent of WIN*GS* intake and assessment and the accessibility of more self-directed services and information.

Youth Services

Question IX.E.1. Describe the state's strategy for providing comprehensive, integrated services to eligible youth, including those most in need. (§112(b)(18).)

In responding to this question, the state should include the following:

- *Describe the anticipated program design for the WIA Youth funds provided under the Recovery Act. Include in this description a program design for both younger, in-school, and older or out-of-school youth (including the 22-24 year olds that can be served with Recovery Act funds).*
- *Will the state use the Recovery Act funds to fund only a 2009 summer youth program or some combination of 2009 and 2010? If using the funds over two summers, what percentage of funds does the state anticipate using for the first summer?*
- *If using the funds for summer employment opportunities, describe how the state will deliver summer youth employment opportunities. Will the state operate the program or allocate the funds?*

- *Describe the types of worksites that will be developed for summer employment, including a mix of public and private sector work experiences, and how the state will ensure that meaningful work experiences will be developed.*
- *Describe the state's policy for developing the mix of classroom versus worksite time in a summer employment opportunity. Describe the state's policy for determining that summer employment opportunities are connected to academic and/or occupational learning and the types of connections that will be utilized.*
- *Describe any policies or strategies that the state is implementing to ensure that local areas implement activities that support out-of-school youth during summer and/or non-summer months, such as supportive services, needs-based payments, or day-care.*
- *Provide the anticipated number of youth to be served with Recovery Act funds, including the anticipated number of summer employment opportunities created with Recovery Act funds.*

Each of Mississippi's four workforce areas will be obligating 80% or more of their ARRA Youth funds for the 2009 summer program. Remaining ARRA Youth funds will be spent continuing services for summer participants who do not return to school and who need additional help.

Younger and in-school youth participants will primarily receive six to eight weeks of work experience. Older youth (18 to 24) and out-of-school youth may receive more weeks and more hours of work experience based upon a case-by-case determination of need and ability to benefit.

All ARRA Youth funds are allocated to the four local workforce areas who will address youth services in greater detail in their local plans. Each workforce area may utilize public and private worksites, with the exact mix depending upon the needs of the youth participants and worksite availability in each Mississippi county and community.

All work experience worksites will meet the criteria in 20 CFR 664.460(c), which requires that youth "acquire the personal attributes, knowledge, and skills required to obtain a job and advance in employment." Worksites will be evaluated regularly; at least twice over the summer; to ensure that work readiness skill attainment is maximized.

Each workforce area will determine the appropriate mix of classroom versus worksite time during the summer program. Similarly integrating academic and occupational learning will be on a case-by-case and youth-by-youth basis, with each local workforce area determining how this connection may best be made.

Summer youth supportive services are also left up to the four local areas, with transportation assistance being the primary concern.

Mississippi estimates that the following number of youth will be served with ARRA funds:

- Delta LWIA ……. 1,500
- Mississippi Partnership LWIA …….....…. 1,500
- Southcentral Mississippi Works LWIA ……...… 1,600
- Twin Districts LWIA ……..……..… 1,700

TOTAL ……..……..…. 6,300

The State recognizes the need to focus youth resources on out-of-school and harder to serve populations and upon increased secondary and postsecondary education outcomes. The State will work with its WIA partner youth programs funded through the Departments of Education, Health and Human Services, Justice, and Labor to provide the support needed at the State level for targeting out-of-school populations while increasing accountability for employment and education outcomes.

Veterans' Priority of Service

Question IX.C.5.b. What policies and strategies does the state have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L.107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?

In answering this question, the state should outline the changes to state and local policies and strategies that make them sufficient to meet the requirements of 20 CFR 1010.230, published at 73 Fed. Reg. 78132 on December 19, 2008, of the Jobs for Veterans Act regulations issued on December 19, 2008 implementing priority of service for veterans and eligible spouses in Department of Labor job training programs. This includes providing the following information and/or attachments to the State Plan modification:

- *A description of the changes to policies for the delivery of priority of service by the State Workforce Agency or Agencies, Local Workforce Investment Boards, and One-Stop Career Centers for all qualified job training programs delivered through the state's workforce system. The description must include how:*
  1. *The state policies ensure that covered persons are identified at the point of entry and given an opportunity to take full advantage of priority of service.*
  2. *The state policies ensure that covered persons are aware of:*
     a. *Their entitlement to priority of service;*
     b. *The full array of employment, training, and placement services available under priority of service; and*
     c. *Any applicable eligibility requirements for those programs and/ or services.*

- *A description or copy of the state's policy requiring Local Workforce Investment Boards to develop and include policies in their Local Plan to implement priority of service for the local One-Stop Career Centers and for service delivery by local workforce preparation and training providers.*

Priority of service for veterans is provided in all core and intensive services provided by Wagner-Peyser funded staff in all WIN Job Center locations. Additionally all core and

intensive services provided by WIA funding are inclusive of veteran priority of services as policies and statements of operation have been included in the four WIA Workforce Area Plans. This policy of service requires that covered persons are identified at the point of service and each person is given the opportunity to take full advantage of priority of service.

These processes ensure that covered persons are aware of (1) their entitlement to priority of service, (2) the full array of employment, training, and placement services available through the WIN One-Stop offices and all service points, and (3) that all applicable eligibility requirements for these programs are understood and applied.

Veterans' priority of service is provided though continuing education of all personnel. TEGL No. 5-03 on implementing veterans' priority is provided during staff training. Office assessments are used to monitor customer service to ensure priority of service is provided. In addition to advising veterans of their preferred status, signs are posted in each WIN Job Center to make veterans aware of their priority of service entitlement. MDES personnel are made aware of their responsibilities to provide priority of service during staff training sessions, employee assessments and during local office visits by MDES State Office staff. Veterans are made aware of the special assistance provided by DVOP and LVER staff when WIN Job Center staff conducts outreach activities for the veteran community. MDES enforces procedures through the issuance of Employment Service Bulletins to ensure the prioritization of service to the special populations of veterans as identified by VETS.

In order to maximize job and training opportunities, information on such services as WIA approved training courses, Work Opportunity Tax Credits (WOTC) and On-the-Job Training (OJT) contracts are available to eligible veterans at WIN Job Centers. For those veterans with barriers to employment, referrals are made to the VARO and other One-Stop partners and staff.

Service Delivery to Targeted Populations

Question IX.C.4.a. Describe the state's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farm workers, women, minorities, individuals training for nontraditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals, and people with disabilities). (§112(b)(17)(A)(iv).)

In responding to this question, the state should:

- *Describe the strategy the state will use to effectively implement the Recovery Act priority of service for low-income individuals and recipients of public assistance under the WIA Adult program.*

- *Indicate how the state will use Wagner-Peyser resources to support individuals with disabilities, such as funding disability program navigators in One-Stop Career Centers, or assisting other targeted populations.*

  Each local workforce area must address in its plan how the ARRA and regular WIA Adult programs will implement the priority of service for low-income individuals and public assistance recipients.

  The Mississippi Department of Employment Security has recently begun discussions with the Mississippi Department of Human Services' Social Services Block Grant staff to identify opportunities to expand outreach to target populations, especially low-income individuals, through the state's network of Community Action Agencies.

  Also, in comprehensive WIN Job Centers customers with disabilities will receive the full range of services available through the State's One-Stop system. WIN Job Center staff, including Wagner-Peyser funded staff and Vocational Rehabilitation coordinators, will provide specialized services to customers with disabilities. All Centers shall adhere to Americans with Disabilities Act (ADA) requirements to assure that customers with disabilities are able to access or have assistance in accessing job listings and other resources. Knowledgeable and competent staff shall be available to assist each customer as needed. The staff shall be capable of responding to the needs of persons with disabilities.

  WIN Job Centers will continue to work closely with all partners to ensure programs and services are accessible for all individuals. The Mississippi Department of Rehabilitation Services (MDRS) provides advice and guidance regarding assistive services, and/or devices are available to provide easy access to information and workforce related services to persons with disabilities in the WIN Job Centers. . Thirty WIN Job Centers are now equipped with special ADA compliant computers to be used by individuals with disabilities to conduct a job search, complete resumes, and access other services that are provided at the WIN Job Centers.

  The State Workforce Board encourages the following activities:

  - Dedicating a portion of their website to links with local and national disability resources to support staff and customers with disabilities in each workforce area:

  - Ensuring that disability literature and information on local resources is available in local WIN Job Center resource libraries;

  - Each WIN Job Center plans to hold an open house for local disability organizations to provide an opportunity to learn about the system with a brief orientation of services offered;

  - Promoting services through local advocacy groups, community action groups, faith based community organizations and others that provide support and service to persons with disabilities;

- Designating a lead staff member in each local workforce area to provide outreach and serve as a liaison to the disability community and other individuals with barriers to employment;

- Developing marketing materials that describe persons with disabilities as a target audience;

- Facilitating the transition of youth with disabilities to school, employment and economic self-sufficiency;

- Conducting outreach to, and coordination with, community service providers working with people with disabilities, local Independent Living Centers, and public and private mental health and developmental disability organizations; and

- Including a case management model that provides accessible intensive services to individuals with barriers to employment.

Section III. Operations

Transparency and Public Comment

Instruction from Section II of State Planning Guidance Plan Development Process: Include a description of the process the state used to make the Plan available to the public and the outcome of the state's review of the resulting public comments. (§§111(g) and 112(b)(9).)

The Recovery Act places a high priority on transparency. The state should describe:

- *State efforts to promote transparency.*
- *The process used to make the Plan modification available to the public and the outcome of the state's review of resulting public comments.*

MDES is in the process of establishing a stimulus page linked to our website, mdes.ms.gov. The Governor's Office also has a stimulus web page, http://stimulus.ms.gov, which promotes transparency.

All ARRA policy and implementation decisions are open to scrutiny. Policies are posted and are subject to public comment.

The completed sections of the modification to the Program Year 2009 Workforce Investment Act (WIA)/Wagner-Peyser Act State Plan will be posted on the Mississippi Department of Employment Security (MDES) website beginning on June 1, 2009 for public review and comment. Public Notices will be placed in the State's major daily newspapers with statewide circulation announcing the availability of the plan's modifications on the MDES website. Email notification of the plan modifications will be sent to workforce partners and interested parties including but not limited to local workforce administrators, elected officials and boards, partner agencies, and community

and junior college presidents. Each of the four local workforce investment area directors and workforce investment board chairs will be invited to review and make plan recommendations. As possible, the plan will be discussed at meetings attended by local workforce investment area directors and other stakeholders.

Public comment received will be carefully considered by the plan modification team and will be shared with the Governor's Office, the SWIB, and will then be forwarded to the Department of Labor.

Increasing Services for Universal Access

Question VI.C. What state policies are in place to promote universal access and consistency of service statewide? (§112(b)(2).)

In its response, the state should explain how it will efficiently and effectively use its Wagner-Peyser Recovery Act funds to support the hiring of sufficient levels of staff in the limited time period available for state One-Stop Career Centers to provide universal access and services required to meet the needs of increased numbers of customers in the economic downturn.

Each of the four Mississippi workforce areas has executed a Memorandum of Understanding with all One-Stop partners. The "MOU's" deal with service coordination and delivery through the WIN Job Centers.

WIA and Wagner-Peyser funds are combined in each Center to co-fund and co-deliver core and intensive services to customers. This policy will be applied to Reemployment Service funds to maintain this continuity of service.

Wagner-Peyser funded staff under the ARRA will be time-limited which limits the scope of training and expertise that can be established during the funding period. With these perimeters, staff will be trained to provide those activities that maintain the tri-age approach to customer services. These services will include (1) self-service, (2) facilitated self-service and (3) staff-assisted. The tools to complete these will be technologically driven to provide the maximum of service within the limited hiring and training times available.

Staff will be providing services that will support UI, Wagner-Peyser, WIA, Veteran, and special needs groups. These will include job registration, assessment, skill inventorying, job matching, referral to job openings, and referral to supportive services within WIA and WIN partners. The case management approach will be used so staff will be able to use technology driven tools for assessment, skills inventorying and matching. Facilitated self-service is a primary tool and staff will be trained in the use of these tools and for review of progression of the user.

Skills inventorying and matching will be directed toward the needs of employers so unmet needs can be identified and services provided for job matching or training creation or re-direction.

Local Planning Process

Question VIII.D. Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process. ((§112(b)(2) and 20 CFR 661.350(a)(13).)

In responding to this question, states should describe how they are facilitating the use of the local planning process to ensure that local areas are able to update their Local Plans and still quickly and efficiently deliver increased levels of services as intended under the Recovery Act.

ARRA funds will be spent quickly, wisely, and ethically. Each local plan will address how these three goals will be achieved. The Mississippi Department of Employment Security, through the Office of Grant Management, will work with the four local workforce areas (Delta, MS Partnership, Southcentral MS Works, and Twin Districts) to ensure that each local planning process is fully utilized to allow the efficient delivery of increased levels of service.

Procurement

Question VIII.F.5. Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts. (§112(b)(16).) (Note: All procurements must comply with OMB requirements codified in 29 CFR Parts 95.40-95.48 and 97.36.)

In answering this question, the state should describe:

- *How providers of all youth services will be procured under the Recovery Act. If using funds for summer employment opportunities and the fiscal agent or the state is not operating this program element, please specifically describe procedures for procuring summer employment operational entities and job opportunities.*
- *How the state will implement the Recovery Act provision that a Local Workforce Investment Board may award a contract to an institution of higher education or other eligible training provider if the local board determines that it would facilitate the training of multiple individuals in high-demand occupations, and if such a contract does not limit customer choice.*

The youth services summer program may begin as early as May 1, 2009 and ends September 30, 2009. Outreach, eligibility determinations and worksite development should have begun as soon as possible. For this reason, the Mississippi Department of Employment Security determined that current WIA youth providers may have their contracts amended, without the need to conduct a new procurement, to include stimulus bill funding for the 2009 summer program. If current youth providers lack the capacity to deliver summer program services, the local workforce area may elect to contract with any of the WIN Job Center partner agencies listed in WIA at section 121(b)(1) and in the WIA rules at section 662.200. Additional sole source approval to use one or more of the

partner entities to deliver summer program services is not required. Once the 2009 summer program is complete (September 30, 2009), all WIA youth services whether funded by the stimulus bill or by regular formula WIA youth funds, must be competitively procured. The only exception is in house delivery of youth services by the local grant recipient in accordance with applicable USDOL guidance. If the local workforce area has already competitively procured WIA youth services for PY 2009 or followed local workforce area procurement policy, a new procurement need not be initiated.

Waivers were requested from DOL to allow expansion of current youth provider contracts to include summer youth program services, and for limited, expedited procurement.

The four local workforce areas may contract for group-sized classroom training, as described in the ARRA, so long as customer choice is not limited. The mechanism for carrying out "group-sized classroom training" must be addressed in each local plan. Customer choice will include both ETPL offerings and newly developed group-sized training to ensure that customer choice is expanded rather than constricted.

Technical Assistance

Question VIII.G.2. Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided. (§112(b)(14).)

In answering this question, the state should describe its strategy for providing training and technical assistance to local areas for all programs funded by the Recovery Act, including whether Recovery Act funds will be used for technical assistance and training to local areas. The state should also address training to be provided to new staff and technical assistance on the creation of a summer employment program.

Mississippi has, and will continue to expand its training and technical assistance efforts to include the ARRA, with immediate focus on the 2009 summer youth program. Local areas have participated in USDOL webinars and actively exchange questions and best practices with each other and MDES state staff.

Mississippi conducts joint meetings with its four local areas at least quarterly to identify opportunities for improvement and technical assistance. Technical assistance for the coming year will include ARRA issues for Adults, Dislocated Workers, and Youth, particularly the summer youth employment programs, as well as statewide and regional workforce development to stimulate the economy. Technical assistance will continue in the areas of Common Performance Measures tracking and attainment, improving business services, writing more OJT and customized training agreements, developing demand training in synch with the community and junior colleges, recertifying and upgrading WIN Job Centers, utilizing technology more effectively, resource identification and utilization, streamlining customer paperwork, and strategic planning for local Boards.

Monitoring and Oversight

Question VIII.H. Describe the monitoring and oversight criteria and procedures the state utilizes to move the system toward the state's vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements. (§112(b)(14).)

In responding to this question, the state should demonstrate, through a monitoring plan or otherwise, that the state monitoring system meets the requirement of 20 CFR 667.410(b)(2) and that the state's plan includes monitoring and oversight of the additional funds provided under the Recovery Act, particularly plans to monitor reemployment services and summer employment, including summer employment worksites.

The State monitoring plan is described below. These monitoring efforts will be expanded to include at least monthly on-site visits to determine summer program development and operation, and at least quarterly on-site visits to determine if other ARRA adult, dislocated worker, and year-round youth programs are on track and in full compliance with every statutory, USDOL, state, and local requirement.

WIN Job Centers conduct periodic reviews of results, celebrate successes, identify opportunities for improvement, and plan resolution/improvement. A rating system is used to quantify the satisfaction level. Additionally, local workforce areas conduct regular visits to their respective WIN Job Centers to evaluate customer flow, service delivery and other functions related to WIA programs.

The State performs annual on-site monitoring and oversight reviews of its WIA sub recipients to verify compliance with Federal, State, and local policies and procedures. The reviews examine administrative structures, program operations, results achieved and fiscal systems.

Data Element Validation is conducted on-site in each of the local workforce areas on a regular basis. Data Element Validation insures the accuracy and reliability of program and performance information reported to DOL for Federally funded programs. Findings are compiled and submitted to DOL and used by State and local areas to improve their data reporting processes.

The State has standard practices for the development of reports on a quarterly basis regarding WIA performance measurements. The reports are based on data derived from the State WIA reporting and tracking system. These reports provide planned versus actual performance data for WIA Adult, Dislocated Worker, and Youth programs.

Local areas have the ability to immediately recognize and make adjustments in any areas where improvement is needed. The State provides technical assistance to local areas whose performance is failing to meet negotiated performance measures and incentive grants to local areas whose performance meets or exceeds negotiated levels.

Accountability and Performance

Question X.C.1. Describe the state's performance accountability system, including any state-system measures and the state's performance goals established with local areas. Identify the performance indicators and goals the state has established to track its progress toward meeting its strategic goals and implementing its vision for the workforce investment system. (§§112(b)(3) and 136(b)(3).)

- *The Recovery Act emphasizes the importance of accountability. Describe the state's overall efforts to hold the state and its local areas accountable for the results of activities funded by the Recovery Act, and how the state will measure whether it has achieved the state's goals for implementation as described in Questions I.C. and I.E. under "State Vision and Priorities."*
- *The Recovery Act requires states to report on work readiness to assess the effectiveness of summer employment opportunities for youth. The state should identify its methodology for determining whether a measurable increase in work readiness skills has occurred, and what tools will be used for this determination.*

Mississippi is in the process of rolling out a new MIS system called "WIN*GS*."

The Mississippi Department of Employment Security, Office of Grant Management, has launched a multi-year project to develop a unified participant reporting system: Workforce Investment Network Global Services (WIN*GS*) aimed at meeting the Wagner-Peyser, Workforce Investment Act (WIA), and Trade Adjustment Act (TAA) program requirements under Common Measures and the postponed federal requirement that mandates integrated reporting (WISPR – Workforce Investment Streamlined Performance Reporting System) for the three programs. The project will be multi-layered to meet both short-term (five years) objectives and longer-term visionary objectives that extend five years and beyond.

The mission of the WIN*GS* Reporting System is to develop a flexible, web-based, user-friendly application that meets workforce reporting requirements while streamlining operations and maximizing resources. WIN*GS* will be used by all partners in the WIN system, including WIN Job Centers, Mississippi's four workforce investment areas, community colleges and others. As a web-based application, WIN*GS* will provide convenient access to employment and training services for both participants and employers.

The Mississippi Department of Employment Security has contracted with the National Strategic Planning and Analysis Research Center (nSparc) at Mississippi State University to develop WIN*GS*.

Initially, nSparc will develop a web-based system capable of providing an easy to use, efficient data collection system for the workforce programs of the Mississippi Department of Employment Security. As the system develops it will be enlarged to include other workforce partners and professionals.

The first phase of WIN*GS* is scheduled to be implemented in July 2009. This phase will consist of labor exchange functions.

WIN*GS* will be expanded to report on all ARRA activities and results. Each local plan must address the local workforce area's ARRA activities and expected results. Progress in achieving planned objectives will be measured at least quarterly for the year-round ARRA programs and at least monthly for the 2009 summer youth employment program.

Each local area has also developed work readiness pre- and post-tests based upon USDOL's April 30, 2009, webinar on this topic. A data field has been built into the stand-alone data collection system for ARRA youth developed by Mississippi State University's nSparc to track work readiness attainment, as measured by the tests. A sample "work readiness" tool is attached.

ATTACHMENTS

Attachment A: **The Delta Workforce Investment Area**
ARRA Summer Youth Employment Program
Work Readiness Skills Policy

Attachment B: **Delta Workforce Investment Area**
Summer Employment Program
Work Readiness Skills Pretest

Attachment C: **Delta Workforce Investment Area**
Summer Employment Program
Work Readiness Skills Pretest Answer Key

Attachment D: **DWIA Summer Employment Program**
Biweekly Worksite Supervisor Evaluation Of Participant

Attachment E: **DWIA Summer Employment Program**
Final Worksite Supervisor Evaluation Of Participant
And
Work Readiness Skills Benchmarks

The Delta Workforce Investment Area
ARRA Summer Youth Employment Program
Work Readiness Skills Policy

The only performance measure for youth who are served by the Summer Youth Employment Program funded by the ARRA is attainment of work readiness skills. In order to measure if a youth has an increase in work readiness skills, all youth must be assessed to determine if they are deficient in work readiness skills. The Delta Workforce Investment Area has adopted the following guidelines:

1. PRE-ASSESSMENT TO DETERMINE DEFICIENCY

All youth are required to complete the Work Readiness Skills Pre-Test Assessment to determine if the youth is deficient in work readiness skills and therefore, eligible for the Summer Youth Employment Program (SYEP). This Work Readiness Skills Pre-Test will be administered prior to enrollment. If the applicant states on the pretest that he/she has never worked for wages for ninety consecutive days or been fired from or quit a job, he/she is automatically eligible to participant in the SYEP.

After completion of the SYEP Work readiness Pre-Test, the staff will check the pre-assessment answers with the answer key, determine if the youth is deficient in work readiness skills, and then go over the pre-test with the participant. If a youth misses any one of the questions, the youth is considered work readiness skills deficient and in need of work readiness skills training/work experience. The staff will discuss with the youth the areas in which they were deficient in work readiness skills and stress the importance of positive work habits. After going over the pre-test, both the staff member and the applicant will sign the pre-test. If the applicant does not miss an answer, he/she will be determined to be not deficient in work readiness skills and ineligible to participate in the program.

2. POST-ASSESSMENT TO DETERMINE ATTAINMENT OF WORK READINESS SKILLS

The worksite supervisor will be given three assessments to use to evaluate the participants. One will be administered after the first week of work experience, one midway through work experience, and a final evaluation to be administered within the last two weeks of work experience. Should the participant not be able to complete work experience, the last evaluation completed by the worksite supervisor will be used to determine if a gain in work readiness skills had been attained. The supervisor, or at the worksite supervisor's request, the contractor monitor/evaluator, will go over the worksite supervisor evaluation with the participant and explain any areas that need improvement. The participant and the worksite supervisor will sign each evaluation.

To be considered as successfully attaining work readiness skills, the youth must not receive a one (needs improvement) on a scale of one to four (4) on the final worksite supervisor evaluation (post test assessment) of the participant.

3. Effective Date

This policy is revised effective May 1, 2009.

_____

George W. (Bunky) Butler, Chair Date
Delta Workforce Investment Area Board

Automatically eligible: Yes No
Number missed: _____
Eligible: Yes

No

Delta Workforce Investment Area
Summer Employment Program
Work Readiness Skills Pretest

Name_____ Date _____

Attendance

1. I have worked full time for at least 90 calendar days for one employer, excluding work experience. Yes No
   If yes, where did you work?_____
2. I have been fired from or quit a job. Yes No
3. It will be okay to take off a few days if my family goes on a vacation this summer. Yes No

Punctuality

4. I arrived at least 15 minutes early today. Yes No
5. It will be okay to eat my breakfast after I get to work. Yes No
6. I don't have to call my supervisor if I am going to be just a few minutes late. Yes No

Appearance

7. Saggy, loose fitting pants or shirts do not create a safety problem at work. Yes No
8. It is okay to wear a cap or scarf if my hair doesn't look good. Yes No

Following Directions

9. I should listen to and follow the directions of my worksite supervisor. Yes No
10. If I do not understand what I am supposed to do at work, I should ask questions. Yes No

Quality of Work – Completing Tasks

11. I should complete tasks very slowly so I won't have much to do each day. Yes No
12. I should complete tasks neatly, accurately, and thoroughly. Yes No

Quality of Work - Behavior/Attitude

13. I should do my share on group tasks. Yes No
14. I should complain to everybody if I don't want to do what I am assigned. Yes No

Dependability

15. If I do a good job, my boss won't have to constantly supervise me. Yes No
16. A good worker should show initiative. Yes No

Working Relationships - Interpersonal Relations

17. If I need help to complete an assignment, I should not ask for it. Yes No
18. Having a positive attitude is a good work habit. Yes No

Personal Behavior

19. If I do something the wrong way, it is okay for me to blame other workers. Yes No
20. I should not have to worry about following safety rules. Yes No

The answers I gave on this Work Readiness Skills Pretest have been discussed with me.

_____
Applicant's Signature Date

_____
Staff Signature Date

Revised 4/09

Automatically eligible: Yes No
Number missed: _____
Eligible: Yes

No

Delta Workforce Investment Area
Summer Employment Program
Work Readiness Skills Pretest Answer Key

If the answer to number 1 is no, the applicant is automatically eligible. If the applicant misses one in any category, the applicant is considered in need of work readiness skills training/work experience.

Attendance

1. I have worked full time for at least 90 calendar days for one employer, excluding work experience. **Yes** No
   If yes, where did you work?_____
2. I have been fired from or quit a job. Yes **No**
3. It will be okay to take off a few days if my family goes on a vacation this summer. Yes **No**

Punctuality

4. I arrived at least 15 minutes early today. **Yes** No
5. It will be okay to eat my breakfast after I get to work. Yes **No**
6. I don't have to call my supervisor if I am going to be just a few minutes late. Yes **No**

Appearance

7. Saggy, loose fitting pants or shirts do not create a safety problem at work. Yes **No**
8. It is okay to wear a cap or scarf if my hair doesn't look good. Yes **No**

Following Directions

9. I should listen to and follow the directions of my worksite supervisor. **Yes** No
10. If I do not understand what I am supposed to do at work, I should ask questions. **Yes** No

Quality of Work – Completing Tasks

11. I should complete tasks very slowly so I won't have much to do each day. Yes **No**
12. I should complete tasks neatly, accurately, and thoroughly. **Yes** No

Quality of Work - Behavior/Attitude

13. I should do my share on group tasks. **Yes** No
14. I should complain to everybody if I don't want to do what I am assigned. Yes **No**

Dependability

15. If I do a good job, my boss won't have to constantly supervise me. **Yes** No
16. A good worker should show initiative. **Yes** No

Working Relationships - Interpersonal Relations

17. If I need help to complete an assignment, I should not ask for it. Yes **No**
18. Having a positive attitude is a good work habit. **Yes** No

Personal Behavior

19. If I do something the wrong way, it is okay for me to blame other workers. Yes **No**
20. I should not have to worry about following safety rules. Yes **No**

Be sure to go over the pretest and explain what was missed. After going over the pretest, the staff member should sign and date the pretest after the participant signs and dates it.

The answers I gave on this Work Readiness Skills Pretest have been discussed with me.

_____
Applicant's Signature Date

_____
Staff Signature Date

DWIA SUMMER EMPLOYMENT PROGRAM
BIWEEKLY WORKSITE SUPERVISOR EVALUATION OF PARTICIPANT

Participant Name: _____	**Date Work Experience Began**:_____
Work Experience Supervisor: _____	**Title:** _____
Worksite: _____	**Phone:** _____

We are very interested in the long-term success of our program and would appreciate you taking a few minutes to share your assessment of the participant and our work experience program. Your feedback will be very valuable for the participant and will help us guide the participant to the successful attainment of work readiness skills.

Using a scale of "1" to "4", please rate the participant in the following areas:

	Needs Improvement	Below Expectation	Meets Expectation	Exceeds Expectation	
1. Attendance:					
Reports to work at the appropriate time and place.	1	2	3	4	NA
Calls when late or will be absent.	1	2	3	4	NA
Has regular attendance.	1	2	3	4	NA
2. Appearance:					
Dresses appropriately.	1	2	3	4	NA
Grooms appropriately.	1	2	3	4	NA
3. Work Habits:					
Accepts constructive criticism from supervisors and co-workers.	1	2	3	4	NA
Behaves in a professional manner at the worksite.	1	2	3	4	NA
Completes tasks.	1	2	3	4	NA
Follows instructions.	1	2	3	4	NA
Gets along with others.	1	2	3	4	NA
Has a positive attitude.	1	2	3	4	NA
Shows initiative.	1	2	3	4	NA
Works well with others.	1	2	3	4	NA
4. Communication:					
Relates well to supervisor and others.	1	2	3	4	NA
Asks appropriate questions.	1	2	3	4	NA
Demonstrates interest in the experience.	1	2	3	4	NA
5. Overall Evaluation:					
Is acquiring positive work skills.	1	2	3	4	NA

Do you have any comments or suggestions?

_____

_____

Work Site Supervisor's Signature:_____**Date:**_____

Participant's Signature:_____ Date: _____

DWIA SUMMER EMPLOYMENT PROGRAM
FINAL WORKSITE SUPERVISOR EVALUATION OF PARTICIPANT

Participant's Name: _____ **Job Title**: _____	**Date Work Experience Began:** _____
Worksite: _____ **City/Town**: _____ **Phone #:** _____	Work Experience Supervisor: _____ _____ **Title:** _____

The Delta Workforce Investment Area and _____ would like to thank you for being a vital part of our Summer Employment Program. In agreeing to supervise and help our participant attain work readiness skills, you have performed a valuable service for both the participant and the community. Thank you for sharing your time, work values, and expertise with our participant.

Using a scale of "1" to "4", please rate the student in the following areas:

		Needs Improvement	Below Expectation	Meets Expectation	Exceeds Expectation
1.	**Attendance**	1	2	3	4
2.	**Punctuality**	1	2	3	4
3.	**Appearance**	1	2	3	4
4.	**Follows Directions**	1	2	3	4
5.	**Quality of Work-Completing Tasks**	1	2	3	4
6.	**Quality of Work - Behavior/Attitude**	1	2	3	4
7.	**Dependability**	1	2	3	4
8.	**Working Relationships- Interpersonal Relations**	1	2	3	4
9.	**Personal Behavior**	1	2	3	4
10.	**Overall Evaluation**	1	2	3	4

After being under your supervision and guidance, do you now consider this participant to have attained necessary basic work readiness and work maturity skills (benchmark ratings above 1)?
Yes _____ **No**_____

f your answer is no, please explain why._____
_____

Comments:
_____

Worksite Supervisor's Signature: _____ **Date:** _____

Participant's Signature: _____ **Date:** _____

DELTA WORKFORCE INVESTMENT AREA
SUMMER EMPLOYMENT PROGRAM
Work Readiness Skills Benchmarks

		Benchmark Ratings
1.	**Attendance**	
•	100% attendance	4
•	1 or 2 excused absences	3
•	Complies with program policy, notifies of absence	2
•	Often absent without good reason	1
2.	**Punctuality**	
•	100% on time and from breaks, ready to work	4
•	Notifies supervisor , late to work or from break 1 or 2 Times, but immediately ready to work	3
•	Complies with program policy, notifies supervisor if going to be late	2
•	Lacking in punctuality, late more than 4 times in 2 week period	1
3.	**Appearance**	
•	Participant dresses appropriately for the job.	4,3,2,1
•	Hair groomed neatly and appropriately.	4,3,2,1
4.	**Following Directions**	
•	Has a positive attitude toward supervisor.	4,3,2,1
•	Listens to and follows instructions.	4,3,2,1
•	Asks appropriate questions.	
•	Carries out assigned tasks as told to do.	4,3,2,1
5.	**Quality of Work-Completing Tasks:**	
•	Completes work neatly, accurately, thoroughly.	4,3,2,1
•	Corrects errors.	4,3,2,1
•	Accepts constructive criticism from supervisors.	4,3,2,1
•	Makes effective use of suggestions for improvement.	
6.	**Quality of Work - Behavior/Attitude:**	
•	Doesn't waste time.	4,3,2,1
•	Completes assigned work on schedule.	4,3,2,1
•	Does his/her share on group tasks.	4,3,2,1
7.	**Dependability:**	
•	Does work effectively and efficiently without constant supervision.	4,3,2,1
•	Shows initiative and good judgment when minimal instructions are given.	4,3,2,1
8.	**Working Relationships – Interpersonal Relations:**	
•	Shows respect for others.	4,3,2,1
•	Helps co-workers, if requested.	4,3,2,1
•	Will ask for help from co-workers, if needed	4,3,2,1
•	Shows a positive attitude when working with others.	4,3,2,1
•	Shows a positive attitude when working with others.	4,3,2,1
9.	**Personal Behavior:**	
•	Follows rules in regard to safety.	4,3,2,1
•	Follows rules in regard to use of equipment.	4,3,2,1
•	Follows rules in regard to personal conduct.	4,3,2,1
•	Accepts responsibility for his/her actions.	4,3,2,1
•	Demonstrates interest in learning new skills.	4,3,2,1
10.	**Overall Evaluation:**	4,3,2,1

As a whole, has the participant demonstrated satisfactory attainment of all benchmarks?

EXHIBIT 6-G
INTER-OFFICE CORRESPONDENCE FROM THE EQUAL OPPORTUNITY DEPARTMENT TO THE OFFICE OF LEGAL AFFAIRS

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

Interoffice Communication

TO: OFFICE OF LEGAL AFFAIRS

FROM: TIMOTHY RUSH, E O DEPARTMENT

SUBJECT: REQUEST FOR INFORMATION

NAME: CONTACT NAME IF DIFFERENT:

TODAY'S DATE:

DEPARTMENT: COST CENTER:

FUNDING SOURCE: (IF CONTRACT)

EXTENSION: EMAIL:

PRIORITY: ☐HIGH ☐MODERATE ☐LOW

DATE NEEDED: Date Time

MEETING WITH ATTORNEY REQUESTED: ☐ YES ☐ NO

SUBJECT:

ACTION REQUESTED:

PLEASE ATTACH ANY ADDITIONAL INFORMATION OR FORMS.

PLEASE RETURN TO: legal@mdes.ms.gov or hand deliver to Office of Legal Affairs Inbox.

QUESTIONS, Please call Wanda Bell at 66075 or Charlotte Montgomery at 66074.

INSTRUCTIONS

Filling out Request to Initiate Legal Action

1. Please fill out all information on form.

2. Attach any necessary documentation.

3. If you are requesting a meeting with an attorney, someone from the Office of Legal Affairs will contact you to schedule the meeting.

4. SUBJECT: This should be the title or area related to your request.

5. ACTION REQUESTED: This should be a brief description of what you are asking Legal to do for you. You should include all information necessary in order to complete your request. For example, if you need Legal to draft a contract, provide Legal with the names and addresses of the parties to the contract, the names and titles of the individuals who will sign the contract, and the effective beginning and ending dates of the contract.

6. Return the form via email to legal@mdes.ms.gov or hand deliver to the Office of Legal Affairs Request to Initiate Legal Action Inbox, located on Second Floor, Building A, outside offices 215-217.

*PLEASE NOTE: Legal will make every effort to meet all request deadlines. If a deadline cannot be met, we will promptly notify the contact person to reach an agreement for an appropriate deadline.

EXHIBIT 6-H
MDES RECORDS RETENTION POLICY AND SAMPLE RETENTION SCHEDULES

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

Records Retention Policy and Procedure

I. Scope and Purpose

This policy sets forth the criteria and rules for the application of the Records Retention Policy of the Mississippi Department of Employment Security ("MDES") in accordance with all laws, statutes, rules and guidelines which affect MDES and its processes.

This policy also creates the position of Record Retention Coordinator ("RRC"). The Record Retention Coordinator will be charged with carrying out the agency's record management responsibilities. The RRC's responsibilities include seeing to the maintenance, transfer, and disposal of records in accordance with this policy, applicable laws and/or regulations.

This policy is established to ensure that MDES, its employees, representatives and contractors properly maintain and destroy agency records. This policy sets forth the minimum and maximum requirements and timeframes for records retention. All documents/records, both physical (paper) and electronic (imaged) will be maintained according to this policy. The term "record" shall mean any record, document, file, or any other medium in which information is created or stored.

The Manager of each department shall be responsible for making sure that this policy is strictly adhered to by all employees under the management of the department. The Director, or his/her designee, must contact the RRC before destroying any document/file. <u>No documents are to be destroyed without the consent of the RRC to ensure that State Retention Policies and MDES Policies are met.</u> The RRC will inform the Director, or their designee, when stored documents scheduled for destruction should be destroyed. Pursuant to the technology policy of MDES, each Manager has the authority to review all documents saved on the hard drive of the computer assigned to their employees to determine if there are any records that should be destroyed. Moreover, it is the responsibility, duty and obligation of each person employed by MDES to ensure that all documents are destroyed according to this policy.

II. Policy

- **Director(s) files** – This includes Executive Director, Deputy Executive Directors.
    - Retain documents for a period of five (5) years, then transfer to State Archives as directed by State Government Records Office Records Control Schedule for Administration Records G33. This includes incoming and outgoing correspondence, policies and procedures, internal memos and reports, agency/organizational reviews, program development records, subject/administrative

materials, non-routine fiscal data, and other files related to the overall historical, legal, and administrative functions of an agency or commission.

- **Office of Public Information** – This includes Communications, Print Shop and Labor Market Information.
  - All documents created by Communications and the Print shop will be retained for a period of three (3) years and then destroyed.
  - Labor Market Information Department
    Returned survey forms will be retained for a period of three (3) years after the completion and approval of a survey panel and then destroyed, with two exceptions. The Occupational and Employment Statistics program requires that returned survey forms be retained four years after the completion of a survey panel and the Quarterly Census of Employment and Wages Program Annual Refile Survey forms will be retained for a period of five years after the completion of a survey panel.
    Publications and source files used to create the published amounts will be retained indefinitely for the purpose of providing historical and comparative economic data for the State of Mississippi
    Grant files and related worksheets, files created for special projects, files used to meet federal program deliverables, and other documentation created during the normal course of business will be retained for a period of three (3) years after the close of the grant agreement period, unless directed otherwise by the Bureau of Labor Statistics in a Program Manual or Technical Memorandum.

- **Office of Legal Affairs** – This includes the Legal Department, Legal Actions Unit, Appeals, Board of Review, and Contract Management Unit.
  - Legal Department
    Litigation files will be retained for a period of seven (7) years and then destroyed. All other documents will be retained for a period of three (3) years from creation or expiration and then destroyed.
  - Legal Actions Unit
    Garnishment records shall be kept indefinitely until satisfaction of the debt giving rise to the garnishment. After satisfaction, records will be retained for a period of three (3) years.
  - Board of Review
    Records of the Board of Review including, but not limited to, minutes of meetings and decisions, will be retained for a period of three (3) years.
  - Appeals
    Documents created and maintained by the Appeals department fall under the regulations of the Department of Labor and will therefore be retained according to their retention requirements as follows: MDES Appeals will retain all case files, documents,

exhibits and recordings for a period of three (3) years following the date of final disposition.

- Contract Management Unit
  Documents created and maintained by the Contract Management Unit shall be kept for a period of three (3) years from the expiration of such document.

- **Office of Human Capital** – This includes Office of Human Capital, Benefits & Worklife Balance, Training and Development, and Organizational Effectiveness.
  - Office of Human Capital
    Records pertaining to MDES employees must be kept pursuant to the Federal Insurance Contributions Act (FICA). Therefore Personnel Files in their entirety, including the employee's financial/compensation records will be retained for a period of four (4) years after the Employee separates from MDES.
  - Benefits & Worklife Balance
    Records pertaining to MDES employees will be retained for a period of four (4) years after the Employee separates from MDES.
  - Training and Development
    Records pertaining to MDES employees will be retained for a period of four (4) years after the Employee separates from MDES.
  - Organizational Effectiveness
    Documents will be retained for a period of three (3) years from the date the document is no longer "active".

- **Office of the Comptroller** – This includes Office of the Comptroller, Administration and Fiscal Support, Business Management, Procurement and Other Services, Safety, Security & Building Management.
  - Offices of the Comptroller, Administration and Fiscal Support, Business Management, Procurement and Other Services records of this Office fall under the retention requirements of the Mississippi Department of Finance and Administration. The following retention schedule will be followed by all departments herein:
    - All accounting records, correspondences, minutes, personnel, and payroll records shall be retained by the agency until the records are audited by the State Auditor or his/her representative.
    - Payment vouchers, cash receipts, purchase orders, correspondence, reports, and any other records that do not pertain to MDES personnel shall be retained for a period of (3) years after the release of the audit report. MDES personnel pay earnings records, shall be kept according to the retention policy as set forth under the Office of Human Capital.

- Safety, Security & Building Management
  Records created and maintained by the Safety, Security & Building Management office will be retained for a period of three (3) years after the record has become "inactive".

- **Office of Information Systems** – This includes Information Systems, Applications Programming, Network/Management Tech Support, Systems Programming, IT Security/Server Management, and UI Modernization Project.
  - Information Systems
    - IS will be responsible for destruction of electronic information for all departments. The Director of IS will work with the Record Retention Coordinator to determine the destruction date of electronic documents contained on the mainframe that does not have a "solid" creation date (ie. Work product created in applications such as Microsoft Word).
    - Electronic mail ("E-Mail") will be retained for a period of 1 year from the date of creation.
    - All other records created by any department under this Office shall be retained for a period of (3) years from the date the record becomes "inactive".

- **Office of Customer Operations Support** – This includes Office of Customer Operations Support, Audit Office, Tax Services, Benefit Pay Control, Benefits, Tax and Technical Service.
  - Benefits
    UI Initial Claims (All UI Initial Claims, files, correspondences, weekly certifications, investigations, and decisions) shall be retained for a period of three (3) years from the date of final disposition.
    Overpayments: Records pertaining to active overpayments will be retained indefinitely until fully satisfied (paid in full). Records pertaining to overpayments that have been satisfied shall be retained for three (3) years from the date of satisfaction.
  - Audit Office/Technical Service/Tax Services
    Records created by Audit Office and Technical Services shall be retained for a period of three (3) years.

- **Office of Customer Operations** – This includes Office of Customer Operations, Workforce Services, Veterans Employment Services, Customer Operations Supervisors, Call Centers and WIN Job Centers
  - All records for departments under this Office shall be retained for a period of three (3) years.

- **Office of Grant Management** – This includes Office of Grant Management, Grant Allocation, Participant Reporting, WIA Program Management.

  Documents created and maintained by the Office of Grant Management (OGM) fall under the regulations of the U.S. Department of Labor and will therefore be retained according to their retention requirements as follows:

  - MDES OGM will retain all grant files, documents, property records, and fiscal records for a period of three (3) years following the date of the final expenditure report to DOL (closeout) for that funding period.
  - All records pertinent to WIA Participants shall be retained for a period of not less than four (4) years from the close of the program year during which the participant exited. Example: the record for a participant who exits in May of 2007 may not be destroyed before June 30, 2011.
  - All records regarding complaints and actions taken on the complaints shall be retained for a period of not less than three (3) (3) years from the date of resolution of the complaint.
  - Retain all records beyond the required three (3) years [or four (4) years for participants] if any litigation or audit is begun or a claim is instituted involving the grant or agreement covered by the records. The records shall be retained for an additional three (3) years after the litigation, audit, or claim has been resolved.

IMAGED DOCUMENTS

After being imaged, there is no need to keep a paper copy of the document and such can be destroyed immediately upon scanning. HOWEVER, it is acceptable to save the original(s) for a period of one year after being imaged.

UNDEFINDED DOCUMENTS

Any documents not specifically addressed herein shall fall under the three (3) year retention period unless otherwise authorized by the MDES RRC. If you wish to request a consideration or reconsideration of retention time contact the MDES Records Retention Coordinator – Tami Bullock, Office of Legal Affairs, 601-321-6344 or tbullock@mdes.ms.gov.

APPLICABLE TO ALL AREAS OF MDES: In the event MDES is made aware of any legal action against MDES, the RRC will immediately notify the appropriate department head of such. The records/documents that are, or may be, affected by such action will become the property of the Office of Legal Affairs and will be retained indefinitely. Further, any documents in the possession of the Office of Legal Affairs will become subject to the retention policies of that department and will be destroyed in accordance with same.

III. Procedure

All documents in MDES filing cabinets shall be reviewed quarterly to determine what documents are “inactive” and can be sent to storage. Inactive documents shall not remain in MDES filing cabinets for a period of more than three (3) months from the date it becomes inactive.

Documents that are deemed inactive and should be sent to storage shall be reported to the RRC before being sent to storage.

Destruction of documents, whether in storage, in active files, or electronic, must be cleared with the RRC.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 7

Element 7

The following are addressed in the enclosed Monitoring Policy:

A. Information on the programs that will be monitored
B. Provision to conduct data analyses of program data
C. Identity who will conduct monitoring actives
D. Revise "Pre-Onsite Monitoring Assessment Instrument" to incorporate data analyses and to monitoring all programs.

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

WORKFORCE INVESTMENT ACT
MONITORING POLICY

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
WORKFORCE INVESTMENT ACT
MONITORING POLICY

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MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
WORKFORCE INVESTMENT ACT
MONITORING POLICY

I. SCOPE AND PURPOSE

This policy sets forth requirements for monitoring of all entities receiving Workforce Investment Act funds in accordance with Sections 117(d)(4) and 184(b)(3&4) of the Act and Federal regulations 20 CFR Part 652 Subparts D-G, 667.400-667.740 of the Final Rule.

Each Local Workforce Investment Area and State subgrantee shall develop a policy to govern its monitoring activities. This document provides guidelines for developing the policy and describes the minimum elements to be included in the policy.

II. STATE REQUIREMENTS

A. State Monitoring Policy

The Office of Grant Management (OGM) is responsible for monitoring all Local Workforce Investment Areas and State subgrantees. On-site reviews will be conducted pursuant to established standard operating procedures to ensure compliance with the Workforce Investment Act, Federal regulations, State laws, contractual agreements, State policies, OMB circulars, cost principles, and, when applicable, Federal Acquisition Regulations (FAR). Refer to the table below to determine applicability of OMB circulars, cost principles, and audit requirements.

ENTITY	ADMINISTRATIVE	COST PRINCIPLES	AUDIT
State and Local Governments (includes Indian Tribal Government)	A-102 29 CFR 97.1–97.52	A-87	A-133 29 CFR 99.100-99.530
Non-Profits	A-110 29 CFR 95.1-95.73	A-122	A-133 29 CFR 99.100-99.530
Educational Institutions	A-110 29 CFR 95.1 – 95.73	A-21	A-133 29 CFR 99.100-99.530
Commercial Institutions	A-110 29 CFR 95.1-95.73	FAR	Program Specific 667.200 (b)

1. Scope

The following systems or areas of operation are included within the scope of the on-site monitoring reviews, as appropriate:

- administrative procedures
- assessment
- audit/audit resolution system
- eligibility verification system
- equal opportunity
- financial management system
- management information system
- monitoring system/internal monitoring
- LWIB certification (biennially)
- procurement system
- other recipients: "Recipient" includes, but is not limited to:
  (1) State-level agencies that administer, or are financed in whole or in part with, WIA Title I funds;
  (2) State Employment Security Agencies;
  (3) State and local Workforce Investment Boards;
  (4) LWIA grant recipients;
  (5) One-Stop operators;
  (6) Service providers, including eligible training providers; and
  (7) On-the-Job Training (OJT) employers;

2. Frequency

WIA Section 184(A) (4) requires each Local Workforce Investment Area and State subgrantee be monitored by the State annually during the program year.

B. State Monitoring Procedures

1. Monitoring Schedule

A monitoring schedule shall be prepared and published annually. On-site reviews for the current program year will be scheduled to begin at the start of the 2nd quarter on or after October 1. The monitoring schedule will be updated on a quarterly basis.

2. Monitoring Questionnaire

A standardized monitoring questionnaire will be forwarded to the entity in advance of the on-site visit. The monitoring questionnaire shall be completed and returned to OGM for review prior to the on-site visit. If necessary, the completed monitoring questionnaire will be updated during the on-site visit.

3. Review Notification

Written notification of the scheduled on-site review shall be provided to

the entity in advance of the actual review, except when unannounced monitoring visits are deemed necessary.

4. Desk Review Instrument

Written desk review instruments are prepared prior to monitoring to ensure that all pertinent records are reviewed prior to each visit.

5. On-site Review Process

An on-site review is conducted consisting of:

- An entry conference to brief agency officials on the scope of the review and to make appropriate arrangements;
- A review of administrative, fiscal, and programmatic systems and transactions;
- Performance of test work, based on a review and examination of WIA records and interviews; and
- An exit conference to inform agency officials of monitoring results.

6. Monitoring Report

After each review, a monitoring report will be prepared detailing the results of the monitoring visit. The report will be completed within three weeks of completion of the review. Indexed working papers will also be prepared to provide supporting documentation for test work performed and for any findings. The monitoring report will be transmitted to the entity for review, and appropriate corrective action will be requested, if necessary.

7. Corrective Action Response

If any findings were noted during the on-site review, a corrective action response will be required within 45 days from date of the monitoring report. Upon receipt of the entity's corrective action plan, the monitors will review the response and comment on the acceptability of the proposed corrective action. If the corrective action plan is deemed acceptable, the file will be closed. If the corrective action plan or any part thereof is unacceptable, additional corrective action shall be requested. The file will remain open until all corrective action has been accepted.

8. Acceptance/Non-acceptance of Corrective Action

Notice of acceptance or non-acceptance of the proposed corrective action plan will be forwarded within 30 working days of receipt of the plan. If the proposed plan is not accepted, the State may require submission of a subsequent plan to be received within 30 days from the date of the notice. If the subsequent plan is deemed unacceptable, the State may again request submission of a new plan within a specified timeframe or take other action as deemed appropriate relevant to the circumstances.

9. Monitoring Files

A monitoring file will be maintained for each monitoring visit.

10. Follow-up Visits and Verification of Corrective Action

Follow-up visits will be conducted, if deemed necessary.

11. Unannounced Visits

Unannounced visits may be conducted, if deemed necessary.

III. LOCAL WORKFORCE INVESTMENT AREA/STATE SUBGRANTEE REQUIREMENTS

A. Local Workforce Investment Area/State Subgrantee Monitoring Policy

WIA Act Section 117(d)(4) requires the local board, in partnership with the chief elected official, to conduct monitoring with respect to local programs of youth activities authorized under section 129, local employment and training activities authorized under section 134, and the one-stop delivery system in the local area.

WIA Act Section 184(b) (3&4) and 20 CFR part 667.410(a) (1-3) of the Federal regulations requires each recipient and subrecipient of WIA Title I funds to conduct monitoring of the WIA activities of its sub recipients and contractors in order to:

- Determine whether expenditures have been made against the cost categories and within the cost limitations specified in the Act and Federal regulations;
- Determine whether there is compliance with all applicable requirements;
- Provide technical assistance as necessary and appropriate; and
- To determine that each subrecipient and contractor is conducting its WIA Title I – financially assisted program or activity in a nondiscriminatory way.

1. Scope

The Local Workforce Investment Area or State subgrantee shall develop a monitoring policy describing the procedures that will be implemented to ensure compliance with the Act, Federal regulations, State laws, contractual agreements, State policies, OMB circulars, cost principles, and Federal Acquisition Regulations (FAR).

Procedures for monitoring the following shall be addressed, as applicable:

- program goals and objectives
- program quality
- procurement
- fiscal accountability
- labor standards
- audit/audit resolution
- actual expenditures against cost categories and limitations

- grievance procedures
- equal opportunity
- provisions of the Americans with Disabilities Act
- assessment
- eligibility verification as applicable
- property management
- internal monitoring
- administrative procedures
- program performance
- other programmatic areas
- programmatic accountability
- notices (in languages appropriate to the population served) are visibly posted to inform staff, participants, service providers and other of the discrimination complaint process and equal opportunity requirements.
- written discrimination complaint procedures,
- wording required in 29 CFR 37.4 in publications, materials, and brochures,
- documentation that the organization has a system for periodically monitoring compliance with the equal opportunity laws and regulations,
- prominently posting the Equal Opportunity is the law notice with the wording at 29 CFR 37.30, and
- determine accessibility of facilities for ADAAA compliance.

2. Frequency

The policy shall include procedures to ensure monitoring is completed in a timely manner. Each subgrantee shall be monitored during the program year or during the sub grant period.

B. Local Workforce Investment Area/State Subgrantee Monitoring Procedures

1. Monitoring Schedule

The policy shall include procedures to ensure a monitoring schedule is prepared. The schedule should include subcontractors' names and addresses, contract numbers, planned dates of reviews, and names of individuals to perform the reviews. Monitoring schedules shall be submitted to OGM.

2. Review Notification

The policy shall include procedures to ensure written notification of the scheduled on-site review is provided to the entity in advance of the actual review, except when unannounced monitoring visits are deemed necessary.

3. Desk Review Instrument

The policy shall describe the procedures for completing a desk review instrument prior to the on-site visit.

4. Monitoring Instrument

The policy shall include procedures for the development of an objective monitoring instrument for use in on-site reviews to ensure that pertinent data can be collected and analyzed for all program activities.

5. Documentation of Findings

The policy shall include procedures to ensure findings are adequately documented and include a written description of the deficiency or violation.

6. Monitoring Report

The policy shall include procedures to ensure a monitoring report is prepared following each on-site review. The report should be completed within three weeks of the review and should include the following elements:

- A face page signed by the monitor(s) and the signature of supervisory level staff or the executive director;
- The dates of the review and areas covered during the review.
- A listing of findings, if applicable. Each finding shall consist of a narrative description of the deficiency or violation noted.
- For each finding, a recommendation which sets forth the most appropriate action to correct the deficiency or violation noted.

7. Corrective Action

The policy shall include procedures to ensure monitoring reports are forwarded to the subgrantee with a transmittal letter. If findings were noted in the report, the transmittal letter shall require a written corrective action plan from the subgrantee within 45 days from the date of the report.

8. Acceptance/Non-acceptance of Corrective Action

The policy shall describe the procedures that will be used to determine the acceptance or non-acceptance of the sub grantee's corrective action plan. Notification of the determination shall be provided to the subrecipient within 30 working days of receipt of the proposed corrective action plan.

9. Follow-up Monitoring and Verification of Corrective Action

The policy shall include procedures to ensure the need for a follow-up monitoring visit will be determined by the nature of the finding and the sub grantee's response to the finding. A follow-up monitoring review shall be designed to determine if the corrective action measures taken were adequate to resolve the noted deficiencies.

10. Unannounced Visits

The policy shall describe the procedures for conducting unannounced

visits of subgrantees when such visits are deemed necessary.

11. Monitoring Files

The policy shall include procedures establishing and maintaining the monitoring files. A separate file shall be maintained for each on-site visit. At a minimum, the files shall contain the following records:

- notification of monitoring visit dates;
- completed desk review instrument;
- signed monitoring report;
- completed monitoring instrument;
- transmittal letter, and if applicable, request for a corrective action plan;
- response from subgrantee, when appropriate;
- letter to subgrantee accepting/rejecting corrective action;
- working paper file to include supporting documentation, such documentation should include verification that nondiscrimination and equal opportunity requirement and regulations are in compliance (assurances, tag lines on printed materials, disclosure of how to lodge a complaint, etc.)

IV. DESK MONITORING

There may be times when it may not be practical or cost effective to conduct an on-site monitoring visit of a subgrantee. OGM will allow for the limited use of desk monitoring of some subgrantees if all of the following criteria are met:

A. The training program has five or less participants;

B. The total cost for the contract or total cost of training is $25,000 or less; and

C. Adequate documentation is obtained and maintained in monitoring files to document:

- eligibility;
- time and attendance;
- trainee progress reports;
- documentation of completion of training program;
- license or certificate earned;
- participant medical and accident insurance;
- placement and wage information; and
- financial records

D. There are no known problems or issues that would warrant an on-site visit; and

E. It has been determined and documented that desk monitoring is the most practical means of monitoring the sub grantee.

V. EFFECTIVE DATE

This policy shall be effective July 1, 2011.

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Jackson, Mississippi

Disclosure of Information Policy

PURPOSE:
To inform all department employees of the procedures to use when information which has been supplied MDES is requested to be disclosed and for related purposes.

DISCUSSION:
The determinative statutory provision is that portion of Section 71-5-127, Miss. Code Ann. (1972) that reads as follows:

> "Information thus obtained or obtained from any individual pursuant to the administration of this chapter shall, except to the extent necessary for the proper administration of this chapter, be held confidential and shall not be published or be opened to public inspection (other than to public employees in the performance of their public duties) in any manner revealing the individual's or employing unit's identity...Any employee of the department who violates any provision of this section shall be fined not less than twenty dollars ($20.00), nor more than two hundred dollars ($200.00), or imprisoned for not longer than ninety (90) days, or both."

The following examples of requests, and treatment of same, should cover the most common situations. Any questionable circumstances, or requests not covered by these examples, should be discussed with line supervisors before any response is made:

A. Information sought in person by an applicant/claimant/employer, which has either been received from him or which has already been provided to him in the regular course of business, may be disclosed. This is generally for verification or record-keeping purposes. Generally, copies of documents are not made, but rather the requested information is furnished, or the individual may make notes from a document. If convenient, however, and if the document is in convenient form for reproduction and release, and copy facilities are available, this may be done. In no event should an original document leave the office.

B. Same as A, except the attorney makes the request for the individual whose information is sought: Same disclosure procedure, except a letter from the attorney will be required for our file. This will simply state that he represents the individual, and that he requests that certain information be furnished him.

C. Same as A, except the request is made by a representative of the individual other than an attorney: Same disclosure procedure as B, except that in addition to the letter, a Release & Waiver, signed by the applicant/claimant/employer, authorizing the release of information and waiving any rights to confidentiality because of such release, will be required for our file (Sample attached).

D. Information requested by a party to an administrative appeal before an appeal referee, hearing officer, or Board of Review of the Department shall be responded to in accordance with the appeal regulations adopted by the Board of Review of the Mississippi Department of Employment Security.

E. Information sought by anyone else (other than a public employee in the performance of his public duties): The statute noted above will be cited, with the statement that the disclosure cannot be made. If a subpoena is served, a copy will be sent to the Legal Department for response and coordination.

F. Any request for information under an existing written Agreement for exchange of information shall be referred to the appropriate state office personnel who administer the implementation of such agreements.

G. A request for information made by a federal official who is making an investigation under a civil rights act, or is making a Federal Contract Compliance investigation, will be honored upon proper identification by such official. Any such records examination or search must be relevant to the investigation being conducted, and must not be burdensome to the MDES office involved.

H. Public access to WIA records shall be in conformity with the Mississippi Public Records Act of 1983.

I. (i) Request by the child support unit of the State Department of Public Welfare for information relative to the location, employment, income, and property of absent and non-supporting parents, including all information on hand relative to the location and prosecution of any person who has, by means of a false statement or misrepresentation or by impersonation or other fraudulent device, obtained aid to dependent children to which he or she was not entitled, may be complied with. Such information may be supplied to the child support unit, its attorneys, investigator, probation officers, county or district attorneys (Section 43-19-45, Miss. Code Ann. (1972)).

(ii) Request by the fraud investigation unit of the State Department of Public Welfare for information that may enable that unit's investigator

to make verification of fraud or abuse in violation of state or federal statutes may be complied with (Section 43-1-23, Miss. Code Ann. (1972)).

J. Any information request, not already covered herein above, which is made by a public employee in the performance of his public duties may be acceded to under the following circumstances:

(i) The request is for specific information, and is written on official letter head stationery;

(ii) States the reason the information is needed; and

(iii) That such necessity arises from the requesting individual's performance of his public duties.

If these criteria are met the information may be furnished by transmittal letter which states that the described information is transmitted pursuant to the letter request, and that the information is delivered for the purposes there stated only, and will otherwise be held in strict confidence by the recipient.

K. Information provided under the following circumstances shall require the stated compensation to the department for staff and copying expense:

(i) For responding to a subpoena. . . $15.00;

(ii) For responding to a third-party request for information accompanied by a release or waiver of confidentiality.....$10.00;

(iii) Check or money order must make payment payable to MDES, which upon receipt shall be delivered to the Business Manager for deposit to the appropriate account.

ACTION:
Read the prescribed procedures carefully and maintain in your files for future reference.

GG:gg

Attachment

RELEASE AND WAIVER

I, the undersigned_____do hereby authorize the release by Mississippi Department of Employment Security of any information received from me which they have in their files; such information to be released to_____.

I waive any right to the confidentiality of such information under the provisions of Section 71-5-127, Miss. Code Ann. (1972).

This the _____ day of _____, 20____.

_____
Signature

WITNESS:

_____
Signature

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Disclosure of Confidential Information Policy and Policy on Physical Security of Information for Non-MDES Personnel

You are being granted access to the MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY's Information Network. The MDES retains confidential and highly sensitive records dealing with Mississippi's workforce. This includes privileged and personal information, including (but not limited to) wage earnings, employer/ employee histories, and unemployment claimant records. The MDES makes every attempt to safeguard this data, allowing access to entities outside the MDES only when mandated by law.

There are penalties and fines provided for by state law to deter the improper release of confidential information and/or misuse of information files (Section 71-5-127, Miss. Code Ann. (1972)). Violations could constitute fraud or the aiding and abetting thereof and may result in disciplinary actions including potential criminal prosecution (Section 97-19-17, Miss. Code Ann. (Supp 1991)).

Information obtained from the MDES Information Network shall be used only in your professional capacity and is not to be the subject of casual conversation among coworkers in or away from the office. You also understand that you are prohibited from using this information for your own personal use or benefit or to use or release information for the personal use or benefit of any other person. You are also prohibited from sharing any knowledge gained through use of this information in any non-professional setting. Under no circumstance should any information obtained through the MDES Information Network be left unguarded, open to public view, or carelessly discarded. You are expected to exercise practical, prudent data security measures, such as follows:

- Do not leave your computer screen unattended when viewing data of a confidential nature
- When not accessing MDES data, follow procedures to log off the MDES network
- Printed information must be kept in a secure location and destroyed or shredded before disposal.
- You are prohibited from gaining access to the MDES Information Network using another individual's User ID, password, or security code.
- You are responsible for your assigned User ID, Password, or security code for its use or misuse. You must log off the system before allowing any other individual (authorized or not) to use your computer workstation.
- All transactions entered while you are signed on to the MDES Information Network will be logged and traceable to your operator ID.
- The use of MDES Information Network resources to intentionally view, listen to, download, transmit or retransmit offensive, harassing, demeaning or descriptive messages or postings for personal reasons is prohibited.
- You are responsible for reporting any known or suspected violations of these computer security policies to the MDES Internal Audit and Security Department at 601-321-6018.

You are obligated to protect and secure this information by abiding by MDES confidentiality policies and procedures. After you have a clear understanding of your specific responsibilities with the security of this information and the possible consequences of improper use, you are required to complete and sign the acknowledgement below:

I, _____, a non-MDES personnel with _____, hereby certify that I have read and received a copy of the "MDES Disclosure of Confidential Information Policy and Policy on Physical Security of Information Files for Non-MDES Personnel."

I understand that it is my responsibility to obtain clarification on any questions I may have and I further understand that violation of the policies and procedures herein may subject me to disciplinary actions up to and including criminal prosecution.

_____	_____	_____
Print Name	**Signature**	**Date**
_____	_____	
Location	**Supervisor**	

NOTE: Personnel must retain a personal copy, supervisor must retain a file copy, and return this original signed acknowledgement to MDES at:

MS Department Employment Security
Internal Audit & Security Department
PO Box 1699
Jackson, MS 39215-1699

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 7

EXHIBIT 7-A

WIN JOB CENTER PRE-ONSITE MONITORING ASSESSMENT INSTRUMENT AND REQUEST FOR TECHNICAL ASSISTANCE

EQUAL OPPORTUNITY AND NONDISCRIMINATION MONITORING

WIN JOB CENTER MANAGER PRE-ONSITE MONITORING ASSESSMENT INSTRUMENT AND REQUEST FOR TECHNICAL ASSISTANCE

ELEMENT 1: DESIGNATION OF EO OFFICERS

1. Name of Local EO Officer:

2. To whom does the EO Officer report?

3. How is the EO Officer's identity made known to participants and service providers?

4. On what internal and external communications concerning MDES, LWIAs, subrecipient, contractors, and eligible training providers nondiscrimination and equal opportunity programs does the EO Officer's (State WIA EO/Local EO) identity and contact information appear? **Please provide examples.**

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, EXPLAIN:

ELEMENT 2: NOTICE AND COMMUNICATION

1. Where are the WIA "Equal Opportunity is the Law" posters displayed and which versions are displayed-English, Spanish, both or if applicable other language?

- Are they posted in reasonable numbers and places?
- Are the posters centrally located and in plain sight?

2. How is it ensured that participants are notified of their rights to file a complaint?

- Does the form include the required WIA "Equal Opportunity is the Law" language?
- Please provide copies of applicable documents.

3. What steps are taken to see that continuing notice is provided in the appropriate language when a significant number or proportion of the population eligible to be served, or likely to be directly affected, need services or information in a language other than English?

4. What equal opportunity tagline is included in brochures, pamphlets, and flyers?

- In which is it included?
- What other forms of communications is the tagline included in? (i.e., materials distributed or communicated in written, oral or electronic form to applicants, staff and the general public)
- Is the tagline included in public announcements and broadcasts?

  The appropriate tagline indicates that the WIA Title I-financially assisted program is an "equal opportunity employer/program" and that "auxiliary aids and services are available upon request to individuals with disabilities".

- Please provide examples.

5. Describe how photographs and other pictorial displays include and portray positive images of women, minorities, and individuals with disabilities and persons of varying age groups engaged in a variety of workplace and skilled training capacities.

6. How is the requirement communicated not to discriminate on the basis of disability and the obligation to provide reasonable accommodations?

7. What efforts are made to ensure that communications with individuals with disabilities are just as effective as communications with others?

- In all communications providing contact data, is the telephone number for the TDD/TTY or relay service provided?

8. How is the Equal Opportunity Notice provided in alternate formats for individuals with visual impairments?

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

ELEMENT 3: ASSURANCES

1. Do contracts contain the approved equal opportunity assurance language?

2. Please provide an example of a contract Equal Opportunity Assurance section.

3. How the contractor or service provider is made aware that the EO assurances are incorporated by operation of law whether or not it is physically incorporated in the contract or agreement?

4. How do you insure equal opportunity and nondiscrimination for employees?

5. What equal opportunity and nondiscrimination policies are in place for employees? Please provide a copy.

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

ELEMENT 4: UNIVERSAL ACCESS

1. What reasonable steps have been taken to ensure services and other information are provided to Limited English Proficient persons?

2. In what languages is information provided other than English?

3. What documents have been determined "vital" and translated into languages designated as essential?

- Please provide examples.

4. Where telephone numbers are indicated, what alternate provisions are listed for the hearing impaired, such as TTY/TDD or relay service?

5. Which brochures, pamphlets, and flyers include a TTY/TDD or Relay Service telephone number for the hearing impaired?

6. How are the required notifications provided in alternative formats for the visually impaired?

7. How do training providers provide programmatic and architectural accessibility for individuals with disabilities?

8. What outreach plans, strategies, and activities have been identified for various groups (members of both sexes, various racial and ethnic groups, individuals with disabilities, individuals in differing age groups) served?

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

ELEMENT 5: COMPLIANCE WITH SECTION 504

1. Have ADA assessments been completed for WIN Job Centers and Affiliates?

If so, please explain the shortfalls?

If not, when are they anticipated?

2. If structural changes are needed are transition plans on file?

If so, please provide a copy.

If not, please explain when they are anticipated to be completed.

3. Are contractor and service provider sites accessible to individuals with disabilities?

4. Is there at least one entrance to the buildings that are wheel chair accessible? If yes, does it have the international symbol for accessibility for individuals with disabilities posted?

If no, where are these clients directed to go? **Explain.**

5. Do inaccessible entrances have signs indicating the location of the nearest accessible entrance? **Explain.**

6. Are there designated restrooms with appropriate signage available for individuals with disabilities? **Explain.**

7. Is a TTY/TDD or Relay Services available for use? **Explain.**

8. Are there provisions for reasonable accommodations in employment? **Describe.**

9. Please describe the availability of assistive equipment for individuals with disabilities.

10. Please describe any reasonable accommodations that have been provided for applicants, participants, or employees with disabilities.

11. How are reasonable accommodations provided regarding the registration for, and the provision of, aid, benefits, services or training--including core and intensive training--and support services to qualified individuals with disabilities?

Describe how you meet the obligation of a recipient to operate programs or activities so that, when viewed in their entirety, they are readily accessible to qualified individuals with disabilities, through means such as: redesign of equipment; reassignment of classes or other services to accessible buildings; assignment of aides to beneficiaries; home visits; delivery of services at alternative accessible sites; alteration of existing facilities and construction of new facilities in conformance with standards for new construction; or any other method that results in making its program or activity accessible to individuals with disabilities?

- Is there a written reasonable accommodation policy?
- **If so, please provide a copy.**

12. Describe how medical condition information is maintained separate from other files and secured.

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

ELEMENT 6: DATA AND INFORMATION COLLECTION AND MAINTENANCE

1. Please explain how EO data has been collected (race/ethnicity, sex age, and where known, disability status)?

2. Please explain how files/records about the population being served have been maintained?

- How are these data maintained under safeguards that will restrict access to authorized personnel only? Please explain.
- Are the records kept for a period of three years?
- How is staff made aware that data must be collected on race, sex, age, disability, etc.?
- How is the data collected by staff?

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

ELEMENT 7: MONITOR RECIPIENTS FOR COMPLIANCE

1. List the EO Officer monitoring visits.

2. How often on-site monitoring is conducted?

Please provide a record and/or summary report of the EO monitoring visits (dates, locations, entities and findings) since your last WIA Monitoring review.

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

ELEMENT 8: COMPLAINT PROCESSING PROCEDURES

1. What discrimination complaint policies and procedures are used by the WIN Job Center? **Please provide copies.**

2. Explain how customers and employees obtain a copy of the discrimination complaint policy and procedures and/or discrimination complaint form?

3. Does the discrimination complaint log for formal discrimination complaints include the following:
   - Name and address
   - Basis of complaint
   - Brief description of complaint
   - Date filed
   - Disposition

   Please provide a copy of the discrimination complaint log for review.

4. Please list any formal complaints that have been filed since the last EO monitoring visit.
   - Has the State EO Officer been advised of the complaint?

5. Describe the process established to keep the discrimination complaint records for a period of three years?

6. Describe the process for keeping the identity of the complainant confidential.

DO YOU NEED TECHNICAL ASSISTANCE IN THIS ELEMENT? IF SO, PLEASE EXPLAIN:

Completed By: (Signature) and Date:

_____ _____

If you have questions, please contact:

Barbara Lowe at blowe@mdes.ms.gov or 601-321-6593

STAFFING DATA

WIN JOB CENTER STAFF		Length of Service	White		Black		Asian		Amer. In. or Alaska N.		Nat. Hawaiian or Pac. Is.		Hispanic or Latino		Not Hispanic or Latino		Individual with a Disability	
Positions	Name		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Agency Employees:																		
1.																		
2.																		
3.																		
4.																		
5.																		
6.																		
7.																		
8.																		
9.																		
10.																		
11.																		
12.																		
13.																		
14.																		
15.																		
16.																		
17.																		
Non-Agency/ Temporary Employees:																		
TOTAL																		

NOTE: IF MULTI-RACIAL LIST RACIAL COMPOSITION. Data related to race, disability and ethnicity is VOLUNTARY.

WIN JOB CENTER
EQUAL OPPORTUNITY REVIEW

(FOR ALL MDES AND PARTNER STAFF HOUSED IN THE CENTER)

WIN Center Name:_____ Agency Represented:_____
Ethnicity:_____ Gender:____ Male _____Female
Race:_____ Length of Service:_____

State EO Officer:_____
Compliance Officer:_____
LWIA EO Officer:_____

1. Have you received sexual harassment training? ____Yes____ No Date:_____
   Limited English Proficient Training? ____Yes____ No Date: _____
   Disability Training ____ Yes____ No Date: _____
2. Have you read the non-discrimination policies on the Insider under Equal Opportunity ?____Yes____ No
3. Within the last **two (2) years** in your opinion, do you think you have been discriminated against in the WIN Job Center because of your race, sex, age, national orgin, religion, disability, or political affiliation? ____Yes ____ No. If yes, please explain: _____
   _____
   _____
   _____
   _____
4. Are you familiar with how to file a complaint if you feel you have been unlawfully discriminated against in the Workforce Investment Network? ____Yes ____No. If yes, how?
   _____
5. Are you aware of what the disciplinary action is for sexual harassment in the WIN Job Center? ___Yes___No
6. List the name of the WIN Job Center Customer Service Specialist?

COMMENT(S):

Individuals may contact the Equal Opportunity Officer, at 601-321-6021 if you desire to discuss any discrimination-related subject.

_____	____	_____	_____
Signature of Staff	Date	Print Name	Agency Representative

Revised July 2008

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
EQUAL OPPORTUNITY COMPLIANCE REVIEW
DEPARTMENT REVIEW

The following questions serve as an attempt to gather information that will be used to make improvements in service delivery and to continually comply with federal equal opportunity requirements. Please respond accordingly and place in a sealed envelope" marked confidential".

Department Name: _____

Unit Name: _____

Title: _____

Race: _____

❑ MALE

❑ FEMALE

Please respond to the following questions:

1. Identify the following:

   State EO Officer: _____ MDES EO Officer: _____

   MDES EO Compliance Officer(s): _____ _____

2. Have you received Sexual Harassment training? ___Yes ____ No LEP Training? ____Yes ____No
   Disability Training? ____ Yes ____ No

3. Have you read this agency's non-discrimination policies? ____Yes ____No

4. In your opinion, do you feel that you have ever been discriminated against by this agency due to your race, sex, age, national origin, religion or political affiliation?
   ____Yes _____No if yes, please explain.

_____

_____

_____

5. Are you familiar with how to file a complaint if you feel you've been sexually harassed? ___Yes ___ No
   By a coworker or vendor? ____Yes _____ No

6. Are you aware of what the disciplinary action is for sexual harassment? ____Yes ____ No

---

In addition, individuals may contact the Equal Opportunity Department @ 601-321-6021 if you desire to discuss any discrimination-related subject.

_____ _____ _____

Signature of Staff **Date** **Print Name**

Rev. 02/2007

STATE OFFICE COMPLETED REVIEWS AND 2011 PLANNING SCHEDULE

TWIN DISTRICTS - SANDIE BROCK	Manager	Address	WIN TELEPHONE #	CUST SERV SPEC	PHONE #	Last Review Date	TENTATIVE DATES
COS - Terrell McCovey							Disability Training
360 - Biloxi	R. FREEMAN	2306 PASS ROAD, BILOXI, MS 39535	228-388-7997	Debi McRae	228-388-1212	4/13/2009	1/13/2011
370 - Hattiesburg	R. HUDDLESTON	1911 ARCADIA STREET, HATTIESBURG, MS 39576	601-584-1202	Laquita Cohen	601-584-1930	4/29/2009	1/14/2011
510 - Hattiesburg Call Center		1911 ARCADIA STREET, HATTIESBURG, MS 39576		Triconya Brown	601-584-1155	4/29/2010	1/14/2011
191 - Columbia	R.CARR	1111 HWY. 98, COLUMBIA, MS 39429	662-843-2704	M. Demetrius Pittman	601-736-2628	10/20/2009	2/10/2011
Prentiss		2325 COLUMBIA AVE., PRENTISS, MS 39474	601-792-2473	M. Demetrius Pittman	601-736-2628	4/6/2009	2/11/2011
181 - Picayune	R. STEWART	2005 WILDWOOD ROAD, PICAYUNE, MS 39466	601-798-3472	Bettye Pierce	601-798-3472	4/30/2010	TBA
390 - Laurel	P. HOSEY	2139 HIGHWAY 15 N, SUITE D, LAUREL, MS 39440	601-399-4000	Daniel Williams	601-399-4016	5/20/2010	TBA
Bay Springs		37 W, 8TH AVE., 37-D, BAY SPRINGS, MS 39422	601-764-2594	Daniel Williams	601-399-4016	4/20/2009	3/10/2011
203 - Forest	R. BATISTE	536 DEERFIELD DRIVE, FOREST, MS 39074	601-469-2851	Larry Odom	601-469-2851	11/12/2009	TBA
410 - Meridian	VACANT	2000 HWY 19 N, MERIDIAN, MS 39307	601-553-9511	Shirley Gaines (Acting)	601-553-9515	5/14/2010	TBA
232 - Philadelphia	J. GRIFFIN	1120 E. MAIN STREET, PHILADELPHIA, MS 39350	601-656-2811	Belinda Spiva	601-656-2811	1/14/2009	3/11/2011
Newton		107 ADAMS STREET, NEWTON, MS 39345	601-683-2021	Belinda Spiva	601-656-2811	5/13/2010	TBA
202 -Carthage	R. BATISTE	202 C.O. BROOKS STREET, CARTHAGE, MS 39051	601-267-9282	Jaye Blanton	601-267-9282	9/23/2009	7/7/2011
490 -Gulfport	J. TRUE	10162 SOUTHPARK DRIVE, GULFPORT, MS 39505	228-539-6900	Melody Graves	228-897-6943	4/22/2010	Consolidated Location
430 -Pascagoula	M. MINOR	1604 DENNY AVE., PASCAGOULA, MS 39568	228-762-4713	Gloria Cannon	228-762-4713	4/23/2009	1/12/2011
530 -Hancock County	A. FONTENOT	454 HIGHWAY 90, STE.C, WAVELAND, MS 39576	228-466-5041	Robbie Asher	228-466-5041	4/29/2010	TBA
SOUTHCENTRAL - LARRY ANDERSON				CUST SERV SPEC	PHONE #		
COS - Mark Posey							
110 - Brookhaven	D. HOLLAND	545 BROOKWAY BLVD., BROOKHAVEN, MS 39602	601-833-3511	Charlene Dunn	601-823-9707	3/12/2010	TBA
201 -Madison County	A. BURNLEY	152 WATFORD PARKWAY DR.,CANTON, MS 39046	601-859-7609	Donna Laraway	601-407-1057	2/27/2009	4/13-15/2011
Canton Call Center				Brenda Sellers	601-855-3142	2/27/2009	4/13-15/2011
204 - Hazlehurst	T. MINOR	1016 CARROLL DRIVE, HAZLEHURST, MS 39083	601-894-2121	Latoya Williams	601-894-0509	4/9/2010	TBA
Mendenhall		150 W. COURT AVE.,MENDENHALL, MS 39114	601-847-1322	Latoya Williams	601-894-0509	11/3/2009	10/6/2011
209 - Pearl	W.K. MOORE	212 ST. PAUL STREET, PEARL, MS 39208	601-321-5441	Tina Tolar	601-321-5448	8/19/2009	8/11/2011
271 - Yazoo City	D. HARALSON	306 E. JEFFERSON STREET, YAZOO CITY, MS 39194	662-746-1141	Travanda Katchens	662-746-1141	11/13/2009	TBA
400 - McComb	J.A. BOSS	416 MARION AVENUE, MCCOMB, MS 39649	601-684-4421	Mary Ann Woodard	601-684-4421	4/14/2010	TBA
Tylertown		200 BALL AVENUE, TYLERTOWN, MS 39667	601-222-2161	Mary Ann Woodard	601-684-4421	9/30/2009	9/8/2011
420 - Natchez	P. BALLARD	107 COLONEL JOHN PITCHFORD PKWY, NATCHEZ, MS 39121	601-442-0243	Greg Whitam	601-304-3254	3/26/2010	TBA
450 - Vicksburg	T. HODGES	1625 MONROE STREET, VICKSBURG, MS 39181	601-368-1452	Mike Cook	601-638-1452	10/14/2009	TBA
480 - Jackson	R. WHATLEY	5959 I-55 N. FRONTAGE RD.,STE.C, JACKSON, MS 39213	601-321-7931	Cory Hanna	601-321-7918	5/6/2009	4/14/2011
DELTA - ANN PREUS				CUST SERV SPEC	PHONE #		
COS - Cynthia Martin							
121 - Tunica	J.SCOTT	1054 SOUTH FITZGERALDS BLVD. ROBINSONVILLE, MS 38664	662-363-2764	Virginia Fullilove	662-363-2764	11/17/2009	TBA
124 - Batesville	R. GREG AMOS	103-16 WOODLAND ROAD, BATESVILLE, MS 38606	662-563-7318	Lynn Street	662-561-7627	11/18/2009	TBA
151 - Cleveland	F. GRAHAM	119 N. COMMERCE AVENUE, CLEVELAND, MS 38614	662-843-2704	Stephanie Williams	662-843-2704	9/23/2009	11/10/2011
153 - Indianola	D. ROSS	226 N. MARTIN LUTHER KING DR., INDIANOLA, MS 38751	622-887-2502	Carolyn Eubanks	662-887-2502	9/21/2010	TBA
300 - Clarksdale	F. MILLER	236 SHARKEY AVE., 3RD FLOOR FEDERAL BUILDING, CLARKSDALE, M	662-624-9001	Doris Shanks	662-624-9001	8/22/2009	TBA
330 - Greenville	D. BENSON	DELTA PLAZA SHOPPING CENTER, 800 MLK BLVD., STE C54, GREENVI	662-332-8101	Wanda Benford	662-332-8101	9/24/2009	TBA
Rolling Fork		614 PINE STREET, ROLLING FORK, MS 39159	662-873-4180	Wanda Benford	662-332-8101	11/3/2009	TBA
Belzoni		501 HAYDEN STREET, BELZONI, MS 39422	662-247-2264	Wanda Benford	662-332-8101	10/19/2009	TBA
340 - Greenwood	T. WILLIAMS	812 WEST PARK AVENUE, GREENWOOD, MS 38935	662-459-4600	Diane Boston	662-459-4604	11/18/2010	TBA
Lexington		16979 HIGHWAY 17, LEXINGTON, MS 39095	662-834-2426	Diane Boston	662-459-4604	2/26/2009	5/12/2011
MS PARTNERSHIP - GARY GOLDEN				CUST SERV SPEC	PHONE #		
COS - Terry Choate							
470 - DeSoto County	G. MILLS	7320 HWY 51 NORTH, SOUTHAVEN, MS 38761	662-342-4002	Antionette Isom	662-342-4035	6/9/2009	5/12/2011
310 - Columbus/Golden Triangle	B. HAMILTON	5000 NORTH FRONTAGE RD., COLUMBUS, MS 39701	995-328-6876	Daphne James	662-327-8144	5/13/2009	5/12/2011
131 - Louisville	N. EICHELBERGER	600 NORTH COURT AVE., STE B, LOUISVILLE, MS 39339	662-773-5051	Nancy Eichelberger	662-773-5051	8/18/2009	12/6/2011
320 - Corinth	T. CHOATE	2759 S HARPER RD., CORINTH, MS 38835	662-696-2336	Cynthia Garth	662-696-2327	8/13/2009	9/8/2011
New Albany		301 NORTH STREET, NEW ALBANY, MS 38652	662-692-1502	Cynthia Garth	662-696-2327	9/18/2009	11/17/2011
Ripley		111 E. SPRING STREET, RIPLEY, MS 38663	662-837-7411	Cynthia Garth	662-696-2327	6/29/2010	TBA
144 - Iuka	D. ANGLIN	1107 MARIA LANE, LUKA, MS 38852	662-423-9231	Rebecca Walker	662-423-9231	8/13/2009	8/11/2011
350 - Grenada	I. GIVENS	1229 A SUNSET DRIVE, GRENADA, MS 38901	662-226-2911	Chris Hankins	662-226-2911	5/17/2010	TBA
460 - Kosciusko	G. DOTSON	127 NORTHSIDE SHOPPING CENTER, KOSCIUSKO, MS 39090	662-289-2621	Marvin Myles	662-289-3700	8/20/2009	10/6/2011
173 - Oxford	D. PENSON	204 COLONNADE COVE, STE1., OXFORD, MS 38655	662-234-3231	Lee Vonnie Armstrong	662-234-3231	6/10/2009	7/7/2011
440 - Tupelo	VACANT	ICC BUILDING, 3200 ADAMS FARM ROAD,STE4.,BELDEN, MS 38826	662-842-4371	Jerry Ellison	662-680-8247	8/12/2009	12/6/2011
Fulton		201 W. MAIN ST., COURTHOUSE, FULTON, MS 38843	662-862-3824	Jerry Ellison	662-680-8247	10/15/2009	TBA
Pontotoc		182 HWY. 15 NORTH, PONTOTOC, MS 38863	662-489-3956	Jerry Ellison	662-680-8247	10/15/2009	TBA
Amory		1619 HIGHWAY 25, AMORY, MS 38821	662-256-2618	Jerry Ellison	662-680-8247	3/1/2010	TBA
Houston		665 NORTH JEFFERSON ST., HOUSTON, MS 38851	662-456-3563	Jerry Ellison	662-680-8247	5/14/2009	6/9/2011
Holly Springs		145-A RUST AVE., HOLLY SPRINGS, MS 38635	662-252-7893	Gary Mills	662-342-4587	NEW	6/9/2011

EXHIBIT 7-B
OBSERVATIONS

OBSERVATIONS

WIN JOB CENTER_____

REVIEWER:_____ **DATE:**_____

	YES	NO
I POSTER DISPLAYS		
APPLICANT/EMPLOYEE WAITING AREAS		
1. Equal Opportunity is the Law English, Spanish, Vietnamese, Other (Explain) Check Contact names and telephone numbers		
2. EO Liaison (Complaint Specialist) Name_____ Date Provided Training _____		
3. 5 in 1 Federal Poster		
4. Miscellaneous Posters (give examples, are they appropriate?) TTY Sign (If the Center has a TTY Machine)_____ LANGUAGE ASSISTANCE Sign and I Speak Card at the front desk_____ Other (Explain such as Tobacco Free Workplace)_____		
BREAK AREA DISPLAY		
1. EO Posters		
2. UI Posters		
3. FMLA		

4. OSHA		
5. EO Policies (Statements/Disabilities)		
6. Workers' Comp		
II RECEPTION OBSERVATION		
1. Use of language when addressing claimants		
2. Are directions given courteously (call office for directions and note behavior)		
3. Are telephone lines answered appropriately		
4. Are instructions given in a professional manner		
III ADA		
1. Parking- **Regular_____ Disabled_____**(Is there proper signage?) Brief description_____		
2. Restrooms		

3. Computers- **Regular_____Disabled_____** List assistive software and hardware that is available _____		
4. Entrance to the building (Is it wheelchair accessible?). Brief description- _____ Ramp (if needed) Doors (Are the door knobs round ? Is there a double set of doors) Brief description- Note : check front and back entrances.		
5. TTY Machine location and use		
6. How is confidentiality maintained?		
7. Is water fountain ADA compliant?		
IV MISCELLANEOUS		
1. How are complaints taken and processed?		

2. Are complaints sent to EOD monthly?		
3. Have you been monitored are audited in the last two years (if so by whom and what attributes were reviewed)?		
4. How are employees informed of their Equal Opportunity requirements and rights?		
5. Is there a Customer Satisfaction Survey? If so what are the results and provide sample questionnaire and report.		
6. Have findings and recommendations from the last EOD onsite review report been addressed? If so, explain		
7. Review contracts for Assurance Clause that include terminology WIA section 188 (ITAs, CTAs, OJTs and others)		
8. What other programs are housed in the Center?		

9. List WIN Job Center Partners		
10. List Best Practices		
11. Review Intake form for equal opportunity/ nondiscrimination disclosure to clients, etc.		

WORKFORCE INVESTMENT ACT

PROGRAM YEAR 2009

MONITORING SCHEDULE

DATE OF VISIT	CONTRACTOR NAME	CONTACT NAME AND PHONE NUMBER	LOCATION	MONITORS
January 19-20, 2010	Southcentral MS Works	James McGuffee 601-981-1511	Jackson, MS	Derrick Holeman and Bradley Tompkins
February 2-3, 2010	MS Partnership LWIA	Bill Renick 662-489-2415	Pontotoc, MS	Carleen Pickering, Kristin Reiber and Carleen Pickering and Derek Holeman
February 10-11, 2010	Delta LWIA	Mitzi Woods 662-335-6889	Greenville, MS	
February 24-25, 2010	Twin Districts	Shari White 601-545-2137	Hattiesburg, MS	Derrick Holeman and Bradley Tompkins
May 12-13, 2010	Mississippi State University	Dana Daigre	MS State, MS	Tammy Duggar and Jenny Scott
May 18-19, 2010	MS Prison Industries	Charles Pickering 601-346-4263	Jackson, MS	Derek Holeman and Travis Mitchell.
DATE OF VISIT	**CONTRACTOR NAME**	**CONTACT NAME AND PHONE NUMBER**	**LOCATION**	
May 25-26, 2010	Minority Contractors Ass. Inc.	Ginnie Jones	Jackson, MS	Tammy Dugger and Bradley Tompkins
June 16, 2010	Department of Education	Donnell Bell	Jackson, MS	Tammy Dugger and Travis Mitchell
TBA	Office of the Governor	Ginnie Roberts Zirulnik	Jackson, MS	

EXHIBIT 7-H
ELIGIBLE TRAINING PROVIDER CHECKLIST

THE MISSISSIPPI PARTNERSHIP
WIA ETP APPLICANT CHECKLIST

Eligible Training Applicant Checklist

Training provider name _____ Training Type _____

Package # _____ of _____ Application # _____ Date of Review _____

Date Submitted _____ Reviewed by: _____

_____	***Demand Occupation** ***Required for consideration for approval***	Yes	No			
_____	Performance Measures (If not given, explain)	Poor	Good	Excellent	Not Given	_____
_____	Performance dates included	Yes	No	Not Given		
_____	Date program established (2 year minimum)	_____				
_____	Training costs included	Yes	No	Not Given		
_____	Program Award specified	Local	State	National	Industry	None Listed
_____	Correct CIP Codes	Yes	No	Not Given		
_____	Submitted to other areas	Yes	No	Not Given		
_____	If location in-state, is location inside the 27 county area?	Yes	No	Not Given		
_____	Pre-requisites listed	Yes	No	Not Given		
_____	Correct NAICS Codes	Yes	No	Not Given		
_____	Training hours/days included	Yes	No	Not Given		
_____	Documentation of licensure to do business in the state where training is to be provided *If not Mississippi, specify state:* _____	Yes	No	Not Given		
_____	Certification of Assurances (must be submitted prior to final approval)	Yes	No	Not Given		
_____	Refund Policy included	Yes	No	Not Given		
_____	EEO Officer & Policies	Yes	No	Not Given		
_____	Site Review recommended	Yes	No			

Total cost of training _____

Average WIA wages after training _____

Approval recommended _____ Rejection recommended _____

Circle applicable response.

THE MISSISSIPPI PARTNERSHIP
WIA ETP APPLICANT CHECKLIST

Training provider name _____ Training Type _____

Package # _____ of _____ Application # _____ Date of Review _____

Date Submitted _____ Reviewed by: _____

Performance Measures for ALL Individual in Training

_____	Included dates for which program information derived	Yes	No	Not Included
_____	Program Completion Rate at 60%	Yes	No	Not Included
_____	Employment Rate at 60%	Yes	No	Not Included
_____	Average Monthly Wage at 120% of federal minimum wage	Yes	No	Not Included
_____	WIA Funded Participants Percentage Rate Maximum 75%	Yes	No	Not Included

Performance Measures for WIA Participants in Training

_____	Included dates for which program information derived	Yes	No	Not Included
_____	Completion Rate of WIA Participants at 78%	Yes	No	Not Included
_____	Employment Rate of WIA Participants at 87%	Yes	No	Not Included
_____	Average Monthly Wage at 120% of federal minimum wage	Yes	No	Not Included
_____	Rates of Licensure at 60%	Yes	No	Not Included

_____ No Trained WIA Participants

Approval recommended _____ Rejection recommended _____

WIA Eligible Training Provider Certification Assurances

The individual or entity making application for inclusion on the Mississippi WIA Eligible Training Provider List through the Employment Training Division as agent for the local area hereby certifies compliance with and agrees to adhere to the following:

A. WIA section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;

B. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

C. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

D. The Americans with Disabilities Act (ADA) of 1990 which prohibits discrimination against qualified people with disabilities based on disability;

E. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;

F. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;

G. 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance; and

H. WIA trainees shall make up no more than 75% of each class/course on an annualized basis.

I. By submission of this certification the prospective recipient of Federal assistance funds certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

_____	_____
Signature of authorized official	Printed name
_____	_____
Title of signatory official	Date

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Jackson, Mississippi

Disclosure of Information Policy

PURPOSE:
To inform all department employees of the procedures to use when information which has been supplied MDES is requested to be disclosed and for related purposes.

DISCUSSION:
The determinative statutory provision is that portion of Section 71-5-127, Miss. Code Ann. (1972) that reads as follows:

> "Information thus obtained or obtained from any individual pursuant to the administration of this chapter shall, except to the extent necessary for the proper administration of this chapter, be held confidential and shall not be published or be opened to public inspection (other than to public employees in the performance of their public duties) in any manner revealing the individual's or employing unit's identity...Any employee of the department who violates any provision of this section shall be fined not less than twenty dollars ($20.00), nor more than two hundred dollars ($200.00), or imprisoned for not longer than ninety (90) days, or both."

The following examples of requests, and treatment of same, should cover the most common situations. Any questionable circumstances, or requests not covered by these examples, should be discussed with line supervisors before any response is made:

A. Information sought in person by an applicant/claimant/employer, which has either been received from him or which has already been provided to him in the regular course of business, may be disclosed. This is generally for verification or record-keeping purposes. Generally, copies of documents are not made, but rather the requested information is furnished, or the individual may make notes from a document. If convenient, however, and if the document is in convenient form for reproduction and release, and copy facilities are available, this may be done. In no event should an original document leave the office.

B. Same as A, except the attorney makes the request for the individual whose information is sought: Same disclosure procedure, except a letter from the attorney will be required for our file. This will simply state that he represents the individual, and that he requests that certain information be furnished him.

C. Same as A, except the request is made by a representative of the individual other than an attorney: Same disclosure procedure as B, except that in addition to the letter, a Release & Waiver, signed by the applicant/claimant/employer, authorizing the release of information and waiving any rights to confidentiality because of such release, will be required for our file (Sample attached).

D. Information requested by a party to an administrative appeal before an appeal referee, hearing officer, or Board of Review of the Department shall be responded to in accordance with the appeal regulations adopted by the Board of Review of the Mississippi Department of Employment Security.

E. Information sought by anyone else (other than a public employee in the performance of his public duties): The statute noted above will be cited, with the statement that the disclosure cannot be made. If a subpoena is served, a copy will be sent to the Legal Department for response and coordination.

F. Any request for information under an existing written Agreement for exchange of information shall be referred to the appropriate state office personnel who administer the implementation of such agreements.

G. A request for information made by a federal official who is making an investigation under a civil rights act, or is making a Federal Contract Compliance investigation, will be honored upon proper identification by such official. Any such records examination or search must be relevant to the investigation being conducted, and must not be burdensome to the MDES office involved.

H. Public access to WIA records shall be in conformity with the Mississippi Public Records Act of 1983.

I. (i) Request by the child support unit of the State Department of Public Welfare for information relative to the location, employment, income, and property of absent and non-supporting parents, including all information on hand relative to the location and prosecution of any person who has, by means of a false statement or misrepresentation or by impersonation or other fraudulent device, obtained aid to dependent children to which he or she was not entitled, may be complied with. Such information may be supplied to the child support unit, its attorneys, investigator, probation officers, county or district attorneys (Section 43-19-45, Miss. Code Ann. (1972)).

(ii) Request by the fraud investigation unit of the State Department of Public Welfare for information that may enable that unit's investigator

to make verification of fraud or abuse in violation of state or federal statutes may be complied with (Section 43-1-23, Miss. Code Ann. (1972)).

J. Any information request, not already covered herein above, which is made by a public employee in the performance of his public duties may be acceded to under the following circumstances:

(i) The request is for specific information, and is written on official letter head stationery;

(ii) States the reason the information is needed; and

(iii) That such necessity arises from the requesting individual's performance of his public duties.

If these criteria are met the information may be furnished by transmittal letter which states that the described information is transmitted pursuant to the letter request, and that the information is delivered for the purposes there stated only, and will otherwise be held in strict confidence by the recipient.

K. Information provided under the following circumstances shall require the stated compensation to the department for staff and copying expense:

(i) For responding to a subpoena. . . $15.00;

(ii) For responding to a third-party request for information accompanied by a release or waiver of confidentiality.....$10.00;

(iii) Check or money order must make payment payable to MDES, which upon receipt shall be delivered to the Business Manager for deposit to the appropriate account.

ACTION:
Read the prescribed procedures carefully and maintain in your files for future reference.

GG:gg

Attachment

RELEASE AND WAIVER

I, the undersigned_____do hereby authorize the release by Mississippi Department of Employment Security of any information received from me which they have in their files; such information to be released to_____.

I waive any right to the confidentiality of such information under the provisions of Section 71-5-127, Miss. Code Ann. (1972).

This the _____ day of _____, 20____.

_____
Signature

WITNESS:

_____
Signature

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Disclosure of Confidential Information Policy and Policy on Physical Security of Information for Non-MDES Personnel

You are being granted access to the MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY's Information Network. The MDES retains confidential and highly sensitive records dealing with Mississippi's workforce. This includes privileged and personal information, including (but not limited to) wage earnings, employer/ employee histories, and unemployment claimant records. The MDES makes every attempt to safeguard this data, allowing access to entities outside the MDES only when mandated by law.

There are penalties and fines provided for by state law to deter the improper release of confidential information and/or misuse of information files (Section 71-5-127, Miss. Code Ann. (1972)). Violations could constitute fraud or the aiding and abetting thereof and may result in disciplinary actions including potential criminal prosecution (Section 97-19-17, Miss. Code Ann. (Supp 1991)).

Information obtained from the MDES Information Network shall be used only in your professional capacity and is not to be the subject of casual conversation among coworkers in or away from the office. You also understand that you are prohibited from using this information for your own personal use or benefit or to use or release information for the personal use or benefit of any other person. You are also prohibited from sharing any knowledge gained through use of this information in any non-professional setting. Under no circumstance should any information obtained through the MDES Information Network be left unguarded, open to public view, or carelessly discarded. You are expected to exercise practical, prudent data security measures, such as follows:

- Do not leave your computer screen unattended when viewing data of a confidential nature
- When not accessing MDES data, follow procedures to log off the MDES network
- Printed information must be kept in a secure location and destroyed or shredded before disposal.
- You are prohibited from gaining access to the MDES Information Network using another individual's User ID, password, or security code.
- You are responsible for your assigned User ID, Password, or security code for its use or misuse. You must log off the system before allowing any other individual (authorized or not) to use your computer workstation.
- All transactions entered while you are signed on to the MDES Information Network will be logged and traceable to your operator ID.
- The use of MDES Information Network resources to intentionally view, listen to, download, transmit or retransmit offensive, harassing, demeaning or descriptive messages or postings for personal reasons is prohibited.
- You are responsible for reporting any known or suspected violations of these computer security policies to the MDES Internal Audit and Security Department at 601-321-6018.

You are obligated to protect and secure this information by abiding by MDES confidentiality policies and procedures. After you have a clear understanding of your specific responsibilities with the security of this information and the possible consequences of improper use, you are required to complete and sign the acknowledgement below:

I, _____, a non-MDES personnel with _____, hereby certify that I have read and received a copy of the "MDES Disclosure of Confidential Information Policy and Policy on Physical Security of Information Files for Non-MDES Personnel."

I understand that it is my responsibility to obtain clarification on any questions I may have and I further understand that violation of the policies and procedures herein may subject me to disciplinary actions up to and including criminal prosecution.

_____	_____	_____
Print Name	**Signature**	**Date**
_____	_____	
Location	**Supervisor**	

NOTE: Personnel must retain a personal copy, supervisor must retain a file copy, and return this original signed acknowledgement to MDES at:

MS Department Employment Security
Internal Audit & Security Department
PO Box 1699
Jackson, MS 39215-1699

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 8

ELEMENT 8
COMPLAINT PROCESSING PROCEDURES
CODE OF FEDERAL REGULATIONS TITLE 29 PART 37 SUBPART 37.70 THROUGH 37.79

As prescribed under §37.70 through §37.79 the Mississippi Department of Employment Security (MDES) has procedures to allow any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by the nondiscrimination and equal opportunity provisions of the Workforce Investment Act (WIA) and 29 Code of Federal Regulations (CFR) Part 37, may file a written complaint, either by him/herself or through a representative. **See Exhibit 8-A: Nondiscrimination and Equal Opportunity Policy and Complaint Procedures.**

The complainant (potential complainant-applicant/registrant for aid, benefits, services or training; eligible applicants/registrants; participants; employers; applicants for employment; applicants for unemployment compensation benefits; or others) may file with either the Local Area or the Mississippi Department of Employment Security as applicable, or with the United States Department of Labor Civil Rights Center (USDOL CRC). Filing a complaint with the Local Area or MDES, does not affect a complainant's right to file a complaint with the Civil Rights Center (CRC) if he/she is not satisfied with the resolution provided by the Local Area or MDES (under §37.75 both the complainant and the respondent have the right to be represented by an attorney or other individual of their choice). **See Exhibit 8-A: Nondiscrimination and Equal Opportunity Policy and Complaint Procedures.**

Complaints must be filed within 180 days from the date of the alleged discrimination. If the complainant makes a request and good cause is shown an extension may be granted. ***Only the Director of the CRC may grant an extension.*** **See Exhibit 8-A: Nondiscrimination and Equal Opportunity Policy and Complaint Procedures and Exhibit-B: Equal Opportunity is the Law Posters in English, Spanish, and Vietnamese.**

As prescribed under §37.73 complaints must be filed in writing and shall contain the complainant's name, address, telephone number or other means of contacting the complainant. In addition, the following information should be included:

A. The identity of the respondent (the individual or entity that the complainant alleged is responsible for the discrimination)
B. A description of the complainant's allegations. This description must include enough detail to allow the CRC or the Local Area or MDES to decide whether:
    1. Local Area, MDES (or partners in the Workforce System), or the CRC, as applicable, has jurisdiction over the complaint;
    2. The complaint was timely filed;

3. The complaint has merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of Federal statutes and regulations. Completing and submitting either the Mississippi Department of Employment Security or the CRC Discrimination Complaint Form may provide the information required.

C. The complainant's signature or the signature of the complainant's authorized representative.

As prescribed under §37.74 Individuals may file a complaint with the local level (complaints should originate at the local level) by completing and submitting the MDES Discrimination Complaint Form, which can be obtained at any WIN Job Center or the Mississippi Department of Employment Security Office. In addition, a complaint may be filed with the Department of Labor, Civil Rights Center (CRC) using the Complaint Information and Privacy Act Consent Form. This form can be obtained from the State Equal Opportunity (EO) Officer or from the CRC. In addition, forms may be obtained from the website www.mdes.ms.gov or http://insider/Home.do (available to MDES staff). **See Exhibit 8-C: MDES Com plaint Information Form and Exhibit 8-D: U.S. Department of Labor Complaint Information Form (English and Spanish).**

As prescribed under §37.76 MDES has incorporated the required elements of a recipient's discrimination complaint processing procedures into its Nondiscrimination and Equal Opportunity Policy and Complaint Procedures. **See Exhibit 8-A: Nondiscrimination and Eq ual Opportunity Policy and Complaint Procedures AND Exhibit 8-J: Consent Form).**

A. The procedures that MDES has adopted and published provides for the issuance of a written Notice of Final Action on discrimination complaints within 90 days of the date on which the complaint is filed. **See Exhibit 8-E: Notice of Final Action.**

B. The MDES Nondiscrimination and Equal Opportunity Policy and Complaint Procedures include the following elements:

1. Written notice to the complainant that contains the following information:
   i. An acknowledgment that MDES has received the complaint **(See Exhibit 8-F Acknow ledgment Recei pt of Complaint Form/Notice Lack of Jurisdiction)**, and
   ii. Notice that the complainant has the right to be represented in the complaint process;
2. A written statement of the issue(s), provided to the complainant, that includes the following information:
   i. A list of the issues raised in the complaint, and
   ii. For each such issue, a statement whether the recipient will accept the issue for investigation or reject the issue, and the reasons for each rejection;
3. A period for fact-finding or investigation of the circumstances underlying the complaint;

4. A period during which MDES attempts to resolve the complaint. The methods available to resolve the includes alternative dispute resolution (ADR),
5. A written Notice of Final Action, provided to the complainant within 90 days of the date on which the complaint was filed, that contains the information for each issue raised in the complaint, a statement of either:
   i. The recipient's decision on the issue and an explanation of the reasons underlying the decision, or
   ii. A description of the way the parties resolved the issue; and notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is issued if he or she is dissatisfied with the recipient's final action on the complaint.

C. The procedures provide for alternative dispute resolution (ADR). The ADR procedures provide that **(See Exhibit 8-G: MDES Mediation Process and Brochure)**:
   1. The choice whether to use ADR or the customary process rests with the complainant;
   2. A party to any agreement reached under ADR may file a complaint with the CRC in the event the agreement is breached. If filed, the following rules apply:
      i. The non-breaching party may file a complaint with the CRC within 30 days of the date on which the non-breaching party learns of the alleged breach;
      ii. The CRC must evaluate the circumstances to determine whether the agreement has been breached. If it is determined that the agreement has been breached, the complainant may file a complaint with CRC based upon his/her original allegation(s), and the CRC will waive the time deadline for filing such a complaint.
   3. If the parties do not reach an agreement under ADR, the complainant may file a complaint with the CRC.

As prescribed under §37.77 MDES is aware of its responsibility for developing and publishing complaint processing procedures on behalf of its service providers and requiring the service providers to follow those procedures. **See Exhibit 8-A: Nondiscrimination and Equa l Opportunit y Policy and Complaint P rocedures, Exhibit 8-H: WIN Job Center Equal Opportunity Staff Review, Exhibit 8-I: Copy of Insider and MDES website "Equal Opportunity is the Law".**

As prescribed under §37.78 if MDES determines that it does not have jurisdiction over a complaint, it notifies the complainant, in writing, immediately. This Notice of Lack of Jurisdiction **(See Exhibit 8-F: Ackn owledgment Receipt of Complaint Form/Notice Lack of Jurisdiction)** includes:

A. A statement of the reasons for that determination, and
B. Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the complainant receives the Notice.

As prescribed under §37.79 MDES makes every effort to issue a Notice of Final Action before the 90-day period has expired. In addition, the complainant is informed of his/her rights to file the complaint (if dissatisfied) with CRC within 30 days after the date on which the complainant receives the Notice. **See Exhibit 8-A: Nondiscrimination and Equal Opportunity Policy and Complaint Procedures.**

Effective July 1, 2010, Mississippi has a new State WIA/MDES Equal Opportunity Officer. We are currently reviewing all policies, procedures, miscellaneous written and oral documents to update for the correct name of the Equal Opportunity Officer. We have made the name change on all “Equal Opportunity is the Law” posters.

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 8

APPENDIX ELEMENT 8

Complaint Processing Procedures

CODE OF FEDERAL REGULATIONS TITLE 29 PART 37 SUBPART 37.70 THROUGH 37.79

EXHIBIT 8-A	NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY AND COMPLAINT PROCEDURES
EXHIBIT 8-B	EQUAL OPPORTUNITY IS THE LAW POSTERS IN ENGLISH, SPANISH, AND VIETNAMESE
EXHIBIT 8-C	MDES COMPLAINT INFORMATION FORM ENGLISH
EXHIBIT 8-D	INFORMATION COMPLAINT FORM SPANISH
EXHIBIT 8-E	NOTICE OF FINAL ACTION
EXHIBIT 8-F	ACKNOWLEDGMENT RECEIPT OF COMPLAINT FORM/NOTICE LACK OF JURISDICTION
EXHIBIT 8-G	MDES MEDIATION PROCESS AND BROCHURE
EXHIBIT 8-H	EQUAL OPPORTUNITY STAFF REVIEW
EXHIBIT 8-I	COPY OF INSIDER AND MDES WEBSITE "EQUAL OPPORTUNITY IS THE LAW"
EXHIBIT 8-J	CONSENT FORM

EXHIBIT 8-A
NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY AND COMPLAINT PROCEDURES

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Jackson, Mississippi

Executive Bulletin No. -----

DATE: February 3, 2006

TO: All MDES Employees, Local Workforce Investment Areas, and Other Stake Holders

SUBJECT: **Nondiscrimination and Equal Opportunity Policy and Complaint Procedures**

PURPOSE: To provide guidance for the processing of complaints alleging violations of the nondiscrimination and equal opportunity provisions in the administration of Mississippi Department of Employment Security programs and activities.

DISCUSSION: Mississippi Department of Employment Security prohibits discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, status as a citizen or individual lawfully admitted into the U.S. or participation in a program or activity. In addition, it protects individuals from being excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any program or activity.

ACTION: Management is to ensure that appropriate staff is aware of these procedures, and should discuss its content in staff meetings.

CONTACT PERSON: Jim Nelson @ 601-321-3024, Dove Reed @ 601-321-3023 or Barbara Lowe @ 601-321-6593. In addition, the Equal Opportunity Department may be contacted using the following email address: eo@mdes.ms.gov.

EXPIRATION: This bulletin becomes effective December 13, 2005 and remains active until rescinded or modified.

Tommye Dale Favre
Executive Director

JN:bl
Distribution: EB

POLICY AND PROCEDURES
MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY AND COMPLAINT PROCEDURES
EFFECTIVE JULY 1, 2005

I. Statement of Policy

It is the policy of the Mississippi Department of Employment Security (MDES) to provide procedures for the processing of complaints alleging violations of the nondiscrimination and equal opportunity provisions in programs and activities. Any person, who believes that either he/she, or any specific class of individuals, has been or is being subjected to discrimination, may file a written complaint, either by him/herself or through a representative.

II. Scope of the Policy

This policy applies to any recipient (entity) to whom financial assistance is extended, either directly from the Mississippi Department of Employment Security or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the program or activity.

In the instances in which the Governor operates a program or activity, either directly or through a State agency, using discretionary funds apportioned to him/her (rather than disbursing the funds to another recipient), the Governor is also a recipient. "Recipient" includes, but is not limited to:

- **A.** State-level agencies that administer, or are financed in whole or in part with MDES funds;
- **B.** State Employment Security Agencies;
- **C.** State and Local Workforce Investment Boards;
- **D.** Local Workforce Investment Area (LWIA) grant recipients;
- **E.** One-Stop operators;
- **F.** Service providers, including eligible training providers;
- **G.** On-the-Job Training (OJT) employers;
- **H.** Job Corps contractors and center operators, excluding the operators of federally-operated Job Corps centers;
- **I.** Job Corps national training contractors;
- **J.** Outreach and admissions agencies, including Job Corps contractors that perform these functions;
- **K.** Placement agencies, including Job Corps contractors that perform these functions;
- **L.** Other National Program recipients; and
- **M.** One-Stop partners, as defined in section 121(b) of the Workforce Investment Act (WIA), are treated as "recipients".

III. Statutory References

- **A.** Civil Rights Center
  - **1.** Title VI of the Civil Rights Act of 1964, as amended.
  - **2.** Section 504 of the Rehabilitation Act of 1973, as amended.
  - **3.** Section 508 of the Rehabilitation Act of 1973, as amended.

4. Age Discrimination Act of 1975, as amended.
5. Title IX of the Education Amendments of 1972, as amended.
6. Section 167 of the Job Training Partnership Act, as amended.
7. Section 188 of the Workforce Investment Act of 1998.
8. Title II Subpart A of the Americans with Disabilities Act of 1990, as amended.
9. Title VII, Civil Rights Act of 1964, as amended. Section 2000e-16, Employment by Federal Government.
10. Equal Pay Act of 1963, as amended.

B. Executive Orders

1. Executive Order 13160-Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs.
2. Executive Order 13145-To Prohibit Discrimination in Federal Employment Based on Genetic Information.
3. Executive Order 13166-Improving Access to Services for Persons With Limited English Proficiency.
4. Executive Order 11478- Equal Employment Opportunity in The Federal Government.

C. Code of Federal Regulations

1. Title 28 CFR Part 35.Nondiscrimination on the Basis of Disability in the State and Local Government Services.
2. Title 29 CFR Part 31. Nondiscrimination in Federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964.
3. Title 29 CFR Part 32. Nondiscrimination on the Basis of Disability in Programs and Activities Receiving or Benefiting from Federal Assistance.
4. Title 29 CFR Part 33. Enforcement of Nondiscrimination on the Basis of Disability in Programs or Activities conducted by the Department of Labor.
5. Title 29 CFR Part 34. Implementation of the Nondiscrimination and Equal Opportunity Requirements of the Job Training Partnership Act of 1982.
6. Title 29 CFR Part 35. Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance from the Department of Labor; Final Rule.
7. Title 29 CFR Part 37. Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998.
8. Title 29 CFR Part 1614. Federal Sector Equal Employment Opportunity.

IV. Definitions

A. **<u>The United States Department of Labor's Civil Rights Center</u>**- Enforcement Agency for nondiscrimination and equal rights provisions. The Civil Rights Center (CRC), in the Office of the Assistant Secretary for Administration and Management, is responsible for administering and enforcing the nondiscrimination and equal opportunity provisions, and for developing and issuing policies, standards, guidance, and procedures for effecting compliance.

B. **<u>Complainant</u>**-Any person who believes that either he/she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by Federal

statute and/or regulations, may file a written complaint, either by him/herself or through a representative. Examples of who may file a complaint include:

1. Applicant/registrant for aid, benefits, services or training
2. Eligible applicants/registrants
3. Participants
4. Employers
5. Applicants for employment
6. Applicants for unemployment compensation benefits

V. General Overview of Process

Individuals may file a complaint with the local level (complaints should originate at the local level) by completing and submitting the MDES Discrimination Complaint Form, which can be obtained at any WIN Job Center or the Mississippi Department of Employment Security Office. In addition, a complaint may be filed with the Department of Labor, Civil Rights Center (CRC) using the Complaint Information and Privacy Act Consent Form. This form can be obtained from the State Equal Opportunity (EO) Officer or from the CRC. In addition, forms may be obtained from the web site www.mdes.ms.gov. Complaints must be filed within 180 days from the date of the alleged discrimination. If the complainant makes a request and good cause is shown an extension may be granted. **Only the Director of the CRC may grant an extension.**

VI. Complaint Procedures

A. General Provisions-

1. The Mississippi Department of Employment Security's Equal Opportunity Department enforces various Federal statutes and regulations that (1) prohibit discrimination in MDES financially assisted and conducted programs and activities; (2) prohibit discrimination on the basis of disability by certain public entities and in MDES conducted activities; and, (3) prohibit discrimination within MDES itself.
2. The primary external activities of this division include: conducting equal opportunity compliance reviews of MDES grant recipients; investigating discrimination complaints filed against MDES grant recipients as well as certain complaints alleging discrimination on the basis of disability; and, providing equal opportunity compliance assistance and training to MDES grant recipients.
3. The primary internal activities of this division include: mediating and/or investigating discrimination complaints filed against MDES (or partners in the Workforce Investment System); investigating complaints alleging discrimination on the basis of disability in MDES conducted programs and activities; and providing compliance assistance and advice to MDES management on their responsibilities under applicable equal opportunity laws and regulations.

B. Who May File-Any person who believes that, either he/she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by the nondiscrimination and equal opportunity provision as set forth in Federal statutes and regulations, may file a written complaint, either by him/herself or through a representative.

C. **Where To File**-The complainant may file with either the Local Area or the Mississippi Department of Employment Security as applicable, or with the USDOL CRC (Federal). Filing a complaint with the Local Area or MDES does not affect a complainant's right to file a complaint with the CRC if he/she is not satisfied with the resolution provided by the Local Area or MDES.

STATE	**FEDERAL**
Jim Nelson	Annabelle Lockhart
Equal Opportunity Department	U. S. Department of Labor
Mississippi Department of Employment Security	Civil Rights Center
1235 Echelon Parkway	200 Constitution Avenue
P.O. Box 1699	Room N-4123
Jackson, Mississippi 39225-1699	Washington, D. C. 20210
1-800-582-2233	202-219-7026
TDD-601-576-2527	TDD-202-219-7003
eo@mdes.ms.gov	

D. **Time for Filing**-Complaints alleging discrimination must be filed within 180 days of the alleged discriminatory act. The Director, CRC, for good cause shown, may extend the time for filing.

E. **Contents of Complaint**-Complaints must be filed in writing and shall contain the following information:

1. The complainant's name and address and telephone number (or other means of contacting the complainant)
2. The identity of the respondent (the individual or entity that the complainant alleged is responsible for the discrimination)
3. A description of the complainant's allegations. This description must include enough detail to allow the CRC or the Local Area or MDES (specifically the State EO Officer) to decide whether:
   - **a.** Local Area, MDES or the CRC, as applicable, has jurisdiction over the complaint;
   - **b.** The complaint was timely filed;
   - **c.** The complaint has merit; in other words, whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of Federal statutes and regulations. Completing and submitting either the Mississippi Department of Employment Security or the CRC Discrimination Complaint Form may provide the information required.
4. The complainant's signature or the signature of the complainant's authorized representative.

F. **Forms Used to File Complaint**

1. **State**-An individual may file a complaint at the state level by completing and submitting the Local Area or Mississippi Department of Employment Security Discrimination Complaint Form, which may be obtained from any WIN Job Center.

2. **Federal**-An individual may file a complaint by completing and submitting the CRC's Complaint Information and Privacy Act Consent Forms, which may be obtained from the Local Areas, or MDES, or from the CRC.

G. **Right to Representation**–Both the complainant and respondent have the right to be represented by an attorney or other individual of their choice.

H. **Local Area/State Level Complaint Processing**-The State has chosen mediation as the form of alternative dispute resolution (ADR) to be used in Mississippi. The complainant will be offered the option to participate in mediation or follow the customary state level complaint process. Any person electing to file at the state level shall allow the State 90 days from the date of receipt of complaint to process the complaint.

1. To be accepted, a complaint must be:
   - **a.** Filed timely (within 180 days of the alleged violation);
   - **b.** Fall under the Local Area/State's jurisdiction, and have apparent merit: i.e. whether the allegation, if true, would violate any of the nondiscrimination and equal opportunity provisions.
2. If it is determined that the Local Area or State does not have jurisdiction over a complaint, the complainant will immediately be notified in writing that the State does not have jurisdiction for one or more of the following reasons:
   - **a.** The basis for the complaint is not covered by the prohibitions set forth by Federal statutes and regulations.
   - **b.** The complaint was not filed within the prescribed 180 days of the alleged violation.
   - **c.** The complaint is against an entity that is not a recipient of MDES (Title I) financial assistance.
3. If the Local Area/State does not have jurisdiction, the local area, or state, as applicable, will provide written notice to the complainant within 10 working days from the date of receipt of complaint. The written notice will contain the following:
   - **a.** Acknowledgment that the complaint form has been received. Respondent will also be notified that a complaint has been filed.
   - **b.** Notice that complainant has the right to be represented in complaint process.
   - **c.** A written statement of the issue(s) provided to the complainant that includes the following information:
     - **i.** A list of the issues raised in the complaint, and
     - **ii.** For each issue, a statement whether the recipient will accept or reject the issues and the reasons for rejection.
   - **d.** A period of fact-finding or investigation of the circumstances underlying the complaint, which may take about 20 working days.
   - **e.** A brochure explaining the mediation process will be attached. The option to meditate rests with the complainant. The complainant will be requested to notify the Local Area or State, as applicable, within 5 days of receipt of the written notice if he/she wishes to participate in mediation. If the complainant elects mediation, the processes outlined under Item-I, Mediation, of these procedures will be followed.

f. A written Notice of Final Action will be provided to the complainant within 90 days of the date on which the complaint was received. The notice will contain, for each issue raised in the complaint, a statement of:

i. The recipient's decision on the issue and an explanation of the reasons underlying the decision or

ii. A description of the way the parties resolved the issue.

g. Notice that if by the end of the 90 days, the Local Area or State, has not completed its processing of the complaint or failed to issue a Notice of Final Action, the complainant or his/her representative may, within 30 days of the expiration of the 90 days period, file a complaint with the CRC. If the investigative process is not completed when the 90 days ends, the complainant will be notified that he/she may file with the CRC.

h. Notice that if the Notice of Final Action is issued during the 90-day period, and the complainant is dissatisfied with the decision, the complainant has a right to file a complaint with the CRC, within 30 days of the date on which the complainant receives the Notice of Final Action.

4. Respondent (grant applicant or recipient against which a complaint has been filed) will be notified of the following:

a. A complaint alleging discrimination has been filed and is being processed,

b. A summary of the complaint,

c. A notice that retaliation is against the law, also

d. If mediation has been chosen by the complainant as a means of resolution.

I. **MEDIATION-**The choice whether to use mediation or the customary investigative process rests with the complainant. If the complainant chooses mediation, the respondent will be notified. The Local Areas/State's mediation procedures are as follows:

1. If mediation is elected, the Local Area or MDES, as applicable, will notify the mediator within 2 days of the receipt of the Mediation Election Form. The session will begin no later than 15 calendar days after the mediator is notified.

2. Parties will receive notice of where and when the mediation will be conducted.

3. Two (2) calendar days will be allowed for the mediation session to achieve a resolution. If the parties do not reach an agreement within the two-day mediation session, a notice will be issued within 15 calendar days from the end of the two-day mediation session, outlining the facts or circumstances relevant to the attempt to settle the issues. Notice will be given that the complaint has been referred for investigation.

4. If mediation was used successfully, a description of the resolution will be provided. A copy of the settlement agreement will be provided to the complainant and respondent within 15 days from the conclusion of the mediation session and the agreement will contain the following:

a. Signatures of mediator, complainant, and respondent.

b. Description of the settlement of the issues.

c. Future responsibilities of both parties.

d. Notice of rights, to both complainant and respondent, that if either party to the agreement breaches the agreement, then the non-breaching party may file a complaint with the CRC within 30 days of the learning the agreement was breached.

5. If the parties do not reach an agreement under mediation, the complaint will be referred for investigation.

J. BREACH OF SETTLEMENT AGREEMENT

1. A party to any agreement reached under mediation may file a complaint with the CRC in the event the agreement is breached. The non-breaching party may file a complaint with the CRC within 30 days of the date on which the non-breaching party learns of the alleged breach.

2. If the CRC determines that the respondent has breached the agreement, the complainant may file a complaint with the CRC based upon his/her original allegations and the CRC will waive the time deadline for filing such a complaint.

K. NOTICE OF FINAL ACTION-The complainant shall allow the Local Area or MDES 90 days from the date the complaint was received to process the complaint and issue a written Notice of Final Action. The complainant and respondent will be notified of the decision. The following will be covered in the notice:

1. An explanation of each issue that was accepted for investigation and the resolution.

2. The respondent will be notified if action needs to be taken, what that action is, and when that action needs to be completed.

3. If the Notice of Final Action is issued during the 90-day period, and the complainant is dissatisfied with the decision, the complainant, or his/her representative, has a right to file a complaint with the CRC within 30 days of the date on which the complainant receives the Notice of Final Action. Only the Director of the CRC may extend the 30-day time limit for good cause shown. The complainant has the burden of proving, to the Director, CRC that the time limit should be extended.

4. If, by the end of the 90 days, the Local Area or MDES, as applicable, has not completed its processing of the complaint or failed to issue a Notice of Final Action, the Local Area or MDES will notify the complainant, or his/her representative, that the processing of their complaint is not completed. The Local Area or MDES will advise the complainant of his/her right to file with the CRC within 30 days of the expiration of the 90-day period. In other words, the complaint must be filed with the CRC within 120 days of the date on which the Local Area or MDES received the complaint.

EXHIBIT 8-C
MDES COMPLAINT INFORMATION FORM

Complaint Processing Guidelines
For Completing the Complaint Information Form (CIF)

The Mississippi Department of Employment Security (MDES) or the Civil Rights Center (CRC) officially records all discrimination complaints by utilizing the Complaint Information Form (CIF). The information provided assists both organizations with making a determination of coverage. It is important that the form be as complete, legible, and clear as possible. Forms that are not signed, illegible or do not have complete information delays processing time.

Item 1: The *complainant* is the person alleging the discrimination. This can be a third party. This information should be printed; include full name, address, and telephone numbers where complainant can be reached. Disclosure of a social security number is strictly voluntary.

Item 2: The *respondent* is the program or activity responsible for the alleged discrimination. This information should be printed and include complete names of program without acronyms, names and titles of the organization or person involved with complete mailing addresses and telephone numbers.

Item 3: State the most convenient time and place to be contacted by the Equal Opportunity Office or a third party.

Item 4: This information is provided to determine the timeliness of the complaint. The dates that the discrimination took place reflecting the first instance of discrimination and the date of occurrence should reflect the most recent adverse action, if there was more than one occurrence over a period of time.

Item 5: This information is provided to determine if the complainant has attempted to resolve the complaint locally and if a resolution was issued and if the complainant was given an option to choose mediation or an investigation.

Item 6: The complainant briefly describes the circumstances surrounding the alleged discrimination including those individuals included. Attach any information or documentation that might be relevant. Please note that individual complaints should be written in the first person and describe as much of the following as possible (additional sheets may be attached):

- What adverse action was taken against you – include dates, places and names of individuals including witnesses
- How you believe the treatment by the respondent was discriminatory
- How the treatment relates to your sex, race, national origin, etc.
- Describe any treatment that was different from any other individual or group

Item 7: This information asks that the U.S. Department of Labor Programs involved in the discrimination be identified. If the complainant is alleging discrimination against more than one entity, a separate form must be completed for each individual entity.

Item 8: This information is a checklist of protected classifications under Section 167. The complainant should check only the classes that are believed were reasons for the discrimination as there may be more than one basis for the discrimination.

Item 9: This is a checklist to assist the complainant with identifying the issues(s) that resulted in the discriminatory act. It is not intended to be all-inclusive, but in most instances, the issues correspond to the description given in *ITEM 6.*

Item 10: This allows the complainant to explain why they believe the events occurred, and to relate the events to the checklist in *ITEM 8.*

Item 11: This gives the complainant an opportunity to add any additional information believed to be relevant.

Item 12: The complainant should describe the corrective actions believed necessary to resolve the complaint. Remedies should be pertinent and reasonable to the nature of the issue(s).

Item 13: The complainant should list any person the investigator should contact for information in support of or for clarification of the complaint. *A name without an address or telephone number will not be useful.*

Item 14: If an attorney shall represent the complainant, it should be noted.

Item 15: The complainant should state all agencies that he/she has filed a complaint with to include dates, status of the complaint, and any other information available.

NOTE: *When the complainant is an organization filing on behalf of a class of individuals or when the complainant is a third party authorized to represent the injured party, the Civil Rights Center (CRC) must establish the injured party's willingness to secure the complaint on behalf of another, who for fear of retaliation or other reasons, may be unwilling to take an active role in filing the complaint.*

For further information, please contact the Equal Opportunity Department at 601-321-6021.

M|D|E|S Complaint Information Form

1. Complaint Information
State your name and address:

_____
_____
_____
_____

Your Telephone Number(s)

Home _____
Area Code Number

Work _____
Area Code Number

Social Security Number: _____
(disclosure of Social Security number is voluntary)

2. Respondent Information:
Provide name and address of agency involved:

_____
_____
_____
_____
_____

Telephone Number:

_____
Area Code Number

3. What is the most convenient time for us to contact you about this complaint?
_____
_____

4. To your best recollection, on what date(s) did the discrimination take place?

_____ _____
Date of first occurrence Date of most recent occurrence

5. Have you ever attempted to resolve this complaint at the local level?

_____Yes _____ No

a. Have you been provided with a final decision at the local level regarding your complaint?

_____Yes _____ No

_____
Date of final decision(if any)

b. Have 90 days elapsed since you filed or attempted to file your complaint at the local level?

_____Yes _____ No

Date you filled or attempted to file your complaint at the local level:

_____

6. Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. Also attach any written material pertaining to your case

For MDES Use Only
CIF received by MDES___Accepted_____Not Accepted_____Case Number
By_____Date_____

7. To the best of your knowledge, which of the following DOL programs were involved? (Check One)

___ Workforce Investment Act (WIA)
___ Job Training
___ Job Corps
___ Youth
___ Unemployment Insurance
___ Apprenticeship
___ Older Americans
___ New Directions
___ Displaced Workers
___ Other, Specify _____
*At the local level, these programs may be known by a different name.

___ MSHA
___ OSHA
___ WIN
___ WtW

8. Basis of Complaint. Which of the following best describes why you believe you were discriminated against? (Check)

___Race: Specify_____
___Color: Specify_____
___Religion: Specify_____
___National Origin: Specify_____
___Gender: Specify ( ) Male ( ) Female
___Age: Specify Date of Birth_____
___Disability: Specify_____
___Political Affiliation: Specify_____
___Citizenship: Specify_____
___Reprisal/Retaliation_____
___Other: Specify_____

9. Do you think the discrimination against you involved (Check One)
___Your job or seeking employment? or
___Your using facilities or someone providing/not providing you with services or benefits?

If so, which of the following are involved?
___Hiring
___Transition
___Wages
___Job Classification
___Discharge/Termination
___Promotion
___Training
___Qualification/Testing
___Grievance Procedure
___Layoff Furlough
___Recall (from Layoff/Furlough
___Seniority
___Intimidation/ Reprisal
___Harassment
___Access/Accommodation
___Union Activity
___Application
___Enrollment
___Referral
___Exclusion
___Placement
___Benefits
___Performance Appraisal
___Discipline/Reprimand
___Other (Specifiy_____

10. Why do you believe these events occurred? _____

11. What other information do you think is relevant to our investigation?

12. If this complaint is resolved to your satisfaction, what remedies do you seek?

13. Do you desire to mediate? _____

Yes_____ No_____

14. Please list below any persons (witnesses, fellow employees, supervisors, or other) that we may contact for additional information to support or clarify your complaint.

Name	Address	Telephone Number

_____ _____
Complainant's Signature (NOT VALID unless signed) Date

15. Do you have an attorney?
_____Yes _____No

If yes, please provide name, address and phone

16. Have you filed a case or complaint with any of the following?

___Civil Rights Division US Dept of Justice
___US Equal Employment Opportunity Commission
___Federal or State Court
___Your State or local Human Relations/Rights Commission

17. For each item checked in #16 above, please provide the following information:

Agency_____

Date Filed_____

Case or Docket Number_____

Date of Trial or Hearing_____

Location of agency or Court_____

Name of Investigator_____

Status of Case_____

Comments_____

Agency _____

Date Filed_____

Case or Docket Number_____

Date of Trial or Hearing_____

Location of agency or Court_____

Name of Investigator_____

Status of Case_____

Comments_____

CONSENT FORM

I have read the Notice about Investigatory Uses of Personal Information, printed on the front of this form. I understand the following provisions of the Privacy Act and Freedom of Information Act, which apply to personal information I reveal to the Civil Rights Center in connection with my complaint:

In the course of investigating my complaint, CRC may have to reveal my identify to staff of the program named in my complaint or order to obtain facts and evidence regarding my complaint;

I do not have to reveal any personal information to CRC, but CRC may close my complaint if I refuse to reveal information needed to fully investigate my complaint.

I may request and receive a copy of any personal information CRC keeps in my complaint file for investigatory uses; and

Under certain conditions, CRC may be required by the Freedom of Information Act to reveal to others personal information I have provided in connection with my complaint.

SECTION A

❑ YES, CRC MAY DISCLOSE MY IDENTIFY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand this notice, and I consent for CRC to process my complaint.

_____ _____

(Signature) (Date)

SECTION B

❑ NO CRC MAY NOT DISCLOSE MY IDENTITY, EVEN IF NECESSARY TO PROCESS MY COMPLAINT. I have read and understand this notice and I do not consent for CRC to disclose my identity during investigation of my complaint. I request that CRC process my complaint, however, I understand that CRC may cancel my complaint if it cannot fully investigate without disclosing my identity. I also understand that CRC may close my complaint if it cannot begin an investigation because I have not consented for CRC to reveal my identify.

_____ _____

(Signature) (Date)

NOTICE ABOUT INVESTIGATORY USES OF PERSONAL INFORMATION

Two Federal laws govern personal information to Federal Agencies, including the Civil Rights Center (CRC: the Privacy Act of l974 (5 U.S.C. 552) and the Freedom of Information Act (5 U.S.C 552) or "FOIA". Please read t his description of how these laws apply to information connected with your complaint. After reading this notice, please sign and return the consent agreement printed on the back of this notice, along with your complaint form.

The PRIVACY ACT protects individuals from misuse of personal information held by the Federal government. The law applies to records that are kept and can be located by the individual's name, social security number, or other personal identification system. Anyone who submits information to CRC in connection with a discrimination complaint should know the following:

- CRC has been authorized to investigate complaints of discrimination on the basis of race, color, national origin, age, and handicap, and in some programs on the basis of sex, religion, citizenship, and political affiliation or belief, in programs that receive Federal funds through the Department of Labor. CRC is also authorized to conduct reviews of federally funded programs to assess their compliance with civil rights laws

- Information that CRC collects is analyzed by authorized personnel within CRC. This information may include personnel or program participant records, and other personal information. CRC staff may want to reveal some of the personal information to individuals outside the office in order to verify facts related to the complaint, or to discover new facts which will help CRC determine whether the law has been violated. Such information could include, for example, the physical condition or age of a complainant. CRC may also have to reveal personal information to a person who submits a request for disclosure authorized by the Freedom of Information Act.

- Information submitted to CRC may also be revealed to persons outside of CRC because it is necessary in order to complete enforcement proceedings against a program that CRC finds to have violated the law or regulations. Such information could include for example, the name, income, age, marital status or physical condition of the complainant.

- Any personal information you provide may be used only for the specific purpose for which it was requested. CRC requests personal information for the purpose of carrying out authorized activities to enforce, and determine compliance with, civil rights laws and regulations. CRC will not release personal information to any person or organization unless the person w ho submitted the information gives written consent, or unless release is required by the Freedom of Information Act.

- No law required that a complainant reveal personal information to CRC, and no action will be taken against a person who denies CRC's request for personal information. However, if CRC cannot obtain the information needed to fully investigate the allegations in the complaint, CRC may close the case.

- Any person may ask for, and receive, copies of all personal materials CRC keeps in his or her file for investigatory use.

AS A POLICY, CRC DOES NOT REVEAL NAMES AND OTHER IDENTIFYING INFORMATION ABOUT INDIVIDUALS UNLESS IT IS NECESSARY TO COMPLETE INVESTIGATION OR ENFORCEMENT ACTIVITIES AGAINST A PROGRAM WHICH HAS VIOLATED THE LAW. CRC never reveals to the program under investigation the identity of the person who filed the complaint, unless the complaint first gave CRC written permission to do so.

The FREEDOM OF INFORMATION ACT (FOIA) gives the public maximum access to Federal government files and records. Persons can request, and receive; information from may types of records kept by the Government-not just materials that apply to them personally. The Civil Rights Center must honor most request for information submitted under FOIA, but there are exceptions.

- CRC is usually not required to release information during an investigation or an enforcement proceeding if that release would limit CRC's ability to do its job effectively and

- CRC can refuse to disclose information if release would result in a "clearly unwarranted invasion" of a person's privacy.

PLEASE READ AND SIGN SECTION A OR SECTION B OF THE CONSENT FORM, PRINTED ON THE BACK OF THIS NOTICE, AND RETURN IT TO THE CIVIL RIGHTS CENTER WITH YOUR SIGNED, COMPLETED COMPLAINT INFORMATION FORM.

EXHIBIT 8-D
COMPLAINT INFORMATION FORM
SPANISH

Complaint Information Form
Hoja de Información sobre Queja
Mississippi Department of Employment Security
Equal Opportunity Department

1. Información sobre el querellante:

Indique su nombre y dirección:
_____
_____

Su Número de teléfono(s):
Residencia: Número y código de área
Trabajo: Número y código de área

Número de Seguro Social_____
(Revelar su Número de Seguro Social es voluntario)

2. Información sobre el demandado:

Provea el nombre y dirección de la Agencia contra quien usted se queja:

Número de teléfono(s):
Número y código de área

3. ¿Cuál es el lugar y la hora más conveniente para comunicarnos con usted respecto a esta queja?

4. Según usted recuerda, ¿en qué fecha(s) ocurrió la acción discriminatoria?

Fecha de la primera vez:

Fecha más reciente de la acción discriminatoria:

For MDES/EOD use Only (Para uso de MDES/EOD solamente)
Received by EOD: _____Accepted _____ Not Accepted Case Number _____
By: Date:

5. ¿Ha intentado usted solucionar su queja a nivel local?
No o SI

a. ¿Le han provisto con una decisión final sobre su queja?
No o Si
Fecha de la decisión final (si hubo alguna)

b. ¿Han transcurrido 90 días desde que usted sometió o intentó radicar esta querella a nivel local?
No o Si
Fecha en que usted sometió o intentó radicar esta querella a nivel local

6. Explique clara y brevemente qué ocurrió y cómo se discriminó contra usted. Indique las personas envueltas. Asegúrese de indicar de qué manera otras personas han sido tratadas diferente a usted. También puede anejar cualquier material escrito relacionado a su caso.

7. A su mejor entender, ¿cuál de los siguientes programas del Departamento del Trabajo esta relacionado con su queja? (seleccione uno):

_ Ley de Inversión de la Fuerza Trabajadora (Workforce Investment Act o WIA)
_ Envejecientes (Older Americans)
_ Aprendizaje (Apprenticeship)
_ Nuevas Direcciones (New Directions)
_ Adiestramiento en el Trabajo (Job Training JTPA)
_ Seguridad y Salud en Minas (MSHA)
_ Bienestar Hacia Trabajo (Welfare to Work)
_ Seguridad y Salud Ocupacional (OSHA)
_ Servicio de Empleo (Job Service)
_ W.I.N.
_ Jóvenes (Youth)
_ Seguro por Desempleo (Unemployment Insurance)
_ Trabajadores Desplazados (Displaced Worker)
_ Cuerpo de Capacitación de Jóvenes (Job Corps)
_ Otro: Especifique

8. Bases para su queja: ¿Cuál de las siguientes razones describe mejor el acto discriminatorio contra usted? (Seleccione):

_ Raza: Especifique
_ Color: Especifique
_ Religión: Especifique
_ Origen Nacional: Especifique
_ Sexo: Especifique [ ] Masculino [ ] Femenino
_ Edad: Especifique Fecha de Nacimiento:
_ Discapacidad: Especifique
_ Afiliación Política: Especifique
_ Ciudadanía: Especifique
_ Represalia/Intimidación: Especifique
_ Otro: Especifique

9. ¿Cree usted que la acción discriminatoria contra usted estuvo relacionada con (Escoja uno):

_ Su trabajo o búsqueda de empleo?
O
_ El uso de las facilidades o alguien proveyéndole/no proveyéndole a usted servicios o beneficios?

Si es así, cuál de las siguientes situaciones está(n) envuelta(s)?

_ Reclutamiento de empleo
_ Transición
_ Salario/sueldo
_ Clasificación de empleo
_ Despido/Suspensión
_ Promoción
_ Adiestramiento
_ Transferencia
_ Credenciales/Exámenes
_ Procesamiento de quejas
_ Suspensión/licencia
_ Revocación (suspensión/licencia)
_ Antigüedad
_ Otro: Especifique

_ Hostigamiento
_ Acceso/Acomodo
_ Representación de Unión
_ Actividad de Unión
_ Solicitud
_ Matrícula
_ Referimiento
_ Exclusión
_ Asignación/colocación
_ Beneficios
_ Evaluación de trabajo
_ Disciplina/Reprimenda
_ Intimidación/Represalia

10. ¿Por qué cree usted que aconteció esta(s) acción(es) discriminatoria?

11. ¿Qué otra información cree usted es relevante a nuestra investigación?

12. ¿Qué remedios desea usted para considerar esta queja solucionada satisfactoriamente?

13. Favor de indicar cualquier persona(s) (sea testigo, compañero de trabajo, supervisores, u otros) con quien debemos comunicarnos para obtener información adicional sobre su queja:

Nombre Dirección Número de Teléfono

14. ¿Tiene usted un abogado?
Sí o No
Si es así, provea el nombre, dirección y teléfono:

Nombre del abogado Dirección Número de Teléfono

15. ¿Ha sometido usted alguna querella o queja con alguna de las siguientes entidades?

_ División de Derechos Civiles del Departamento Federal de Justicia
(Civil Rights Division, U. S. Dept. of Justice)

_ Comisión Federal de Igualdad de Oportunidad en el Empleo
(U. S. Equal Employment Opportunity Commission)

_ Corte Estatal o Federal (Federal or State Court)

_ Comisión Estatal de Derechos/ Relaciones Humanas
(State or Local Human Relations/Rights Commission)

16. Para cada entidad identificada arriba en la pregunta # 15, provea la siguiente información:

Agencia:
Fecha al radicar la querella:
Número asignado a querella:
Fecha del juicio o vista:
Localización de agencia o corte:
Nombre del Investigador:
Estatus del Caso o condición legal:
Comentarios:

17. Firma (ESTA QUEJA NO ES VALIDA SIN SU FIRMA)

Nombre_____ Fecha_____

Departamento del Trabajo
Centro de Derechos Civiles

Notificación Sobre Uso de Información Personal

Hay dos leyes que gobiernan el uso de información personal sometida por un ciudadano a una agencia federal, incluyendo el Centro de Derechos Civiles (CRC): la Ley de Privacidad (Privacy Act, 5 U.S.C. 552), y la Ley de Libertad de información (Freedom of Information Act, 5 U.S.C. 552). La siguiente información le ayuda a entender mejor estas leyes. Por favor, lea esta Notificación, luego firme y devuelva el formulario adjunto.

LA Ley de PRIVACIDAD protege al individuo contra el uso incorrecto de información personal en manos del Gobierno Federal. La Ley aplica a documentos que son mantenidos y que pueden ser identificados a base del nombre de la persona, número de seguro social o algún otro sistema de identificación personal. Las personas que sometan información al Centro de Derechos Civiles deben saber lo siguiente:

El Centro de Derechos Civiles está autorizado a investigar quejas de discriminación por razón de raza, color, origen nacional, edad e impedimento físico, y en algunos casos por razón de sexo, religión, ciudadanía, y afiliación política, en programas que reciben fondos Federales del Departamento del Trabajo. El Centro de Derechos Civiles está también autorizado a conducir inspecciones de programas que reciben fondos Federales para determinar si estos programas están cumpliendo con las leyes de derechos civiles.

La información recopilada por el Centro de Derechos Civiles es analizada por personal autorizado. Esta información puede incluir documentos sobre los empleados o sobre los participantes o sobre cualquier otro tipo de información personal. En el transcurso de una investigación, el personal de CRC puede tener la

necesidad de revelar parte de esta información a personas fuera de la Agencia. La información revelada puede incluir, por ejemplo, datos sobre la condición física o la edad de la persona. CRC puede tener la necesidad de proporcionar parte de la información personal que posee a cualquier persona que lo solicite bajo los derechos provistos por la Ley de Libertad de información.

CRC también puede tener la necesidad de proporcionar la información que posee a otras personas fuera de la oficina que estén envueltas en procedimientos contra una agencia o programa. Esto puede incluir información sobre ingreso, edad, estado civil, o condición física del querellante.

Toda información personal provista se puede usar UNICAMENTE con el propósito por el qué fue solicitada. La información ha de usarse en actividades relacionadas con el cumplimiento e implementación de las leyes de derechos civiles. CRC no proveerá la información a ninguna otra organización o personas a menos que la persona que proveyó la información lo autorice por escrito, o a menos que la información sea solicitada bajo la Ley de Libertad de Información. Ninguna ley obliga al querellante a proporcionar información personal a CRC, y no se le penalizará si rehusa proporcionar a CRC esta información. Sin embargo, si el CRC no logra obtener la información necesaria para investigar la alegación de discriminación, es posible que la investigación tenga que ser cerrada.

Cualquier persona puede solicitar y puede obtener copia del material personal que el CRC mantiene sobre dicha persona en sus archivos

COMO NORMA, EL CENTRO DE DERECHOS CIVILES NO REVELA EL NOMBRE U OTRO DATO QUE PUEDA IDENTIFICAR A UN INDIVIDUO A MENOS QUE ESTO SEA NECESARIO PARA COMPLETAR UNA INVESTIGACION O PARA POCEDER CON MEDIDAS DE IMPLANTACION CONTRA UN PROGRAMA QUE HAYA VIOLADO LA LEY. CRC no revelará la identidad del querellante a una agencia que esté siendo investigada a menos que el querellante lo autorice por escrito.

LA LEY DE LIBERTAD DE INFORMACION proporciona al público máximo acceso a los archivos y documentos del Gobierno Federal. Las personas pueden solicitar y obtener información de varios tipos y de distintas categorías de documentos mantenidos por el gobierno en adición a material de información personal. El Centro de Derechos Civiles deberá honrar solicitudes de información sometidas bajo la ley de Libertad de información, excepto en las siguientes situaciones:

CRC normalmente no está obligado a divulgar ciertos documentos durante una investigación o procedimientos de implantación si esto afecta la habilidad de CRC de cumplir con sus responsabilidades; y, CRC puede rehusar divulgar información si esto constituye una "invasión de privacidad," claramente innecesaria.

FAVOR DE LEER Y FIRMAR LA SECCION A, 0 LA SECCION B DE ESTA FORMA. DEVUELVALA AL CENTRO DE DERECHOS CIVILES CON LA FORMA DE INFORMACION SOBRE QUERELLA/QUEJA.

No se requiere que ninguna persona responda a una recopilación de información a menos que se exhiba un número de control de OMB valido y actualizado. Completar este formulario es voluntario; sin embargo, la información requerida debe ser provista para poder radicar una querella o queja por discriminación. El Centro de Derechos Civiles del Departamento del Trabajo utilizará la información para investigar su querella por discriminación. El tiempo promedio que se ha estimado para completar este formulario es de 15 minutos por respuesta. Envíe sus comentarios en referencia a este estimado o cualquier otro aspecto sobre esta recopilación de información al Departamento del Trabajo Federal, Oficina del Asistente del Secretario para Administración y Gerencia, Centro de Derechos Civiles, Oficina N-4123, Washington, DC 20210. Favor de referirse al número de control de OMB 1225-0077.

CONSENTIMIENTO PARA EL USO DE INFORMACION PERSONAL

He leído y entendido la Notificación Personal que me ha provisto El Centro de Derechos Civiles (CRC). Dicha notificación describe las disposiciones aplicadas a la Ley de Privacidad (Privacy Act) y la Ley de Libertad de Información (Freedom of Information Act).

- Durante el transcurso de la investigación, CRC puede verse en la necesidad de revelar mi identidad a personas de la agencia que está siendo investigada;
- No estoy obligado(a) a proveerle a CRC información personal, pero mi queja puede ser cerrada si me niego a proveer información necesaria para investigar la misma;
- Puedo solicitar y obtener una copia de cualquier información personal que el CRC mantenga en mi expediente; y, bajo ciertas circunstancias, la información personal que yo haya provisto a CRC se puede divulgar bajo la Ley de Libertad de Información.

SECCION A

❑ SÍ

Sí, CRC PUEDE REVELAR Mi IDENTIDAD SI ES NECESARIO PARA LA INVESTIGACION DE MI QUEJA. He leído y entendido la Notificación Sobre Uso de Información Personal que me ha provisto el CRC.

SECCION B

❑ NO, NO DOY MI CONSENTIMIENTO A EL CRC PARA DIVULGAR MI IDENTIDAD DURANTE LA INVESTIGACION DE MI QUEJA. Deseo que mi identidad se mantenga en confidencia durante la investigación; no obstante entiendo que si CRC determina que mi consentimiento es necesario para completar la investigación, puede cerrar mi queja/querella si me niego a darlo.

FIRMA_____ FECHA_____

EXHIBIT 8-E
NOTICE OF FINAL ACTION

Mississippi Department of Employment Security

Haley Barbour
Governor

Les Range
Executive Director

Date
NOTICE OF FINAL ACTION

Name
Address
Address

Dear Respondent:

This is the decision on the complaint that was received in our office on January 01, 2011 which alleged race discrimination against the ABC WIN Job center, specifically naming you as the respondent. The equal opportunity office has investigated this matter and found no unlawful discrimination. No action will be taken.

Pursuant to the procedures for handling complaints of discrimination as described in the MDES Methods of Administration, I am informing you of your right to file with the Civil Rights Center (CRC).

Within 30 days of the date on this letter, you may present your complaint to the CRC. The CRC may be contacted at the following address:

Director, Civil Rights Center
US Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington DC 20210
Telephone Number (202) 219-7026
TDD (202) 693-6515

Sincerely,

Timothy Rush
State – WIA, Equal Opportunity Officer

TR
CC: Complainant
MDES
File

Mississippi Department of Employment Security

Haley Barbour
Governor

Les Range
Executive Director

Date
NOTICE OF FINAL ACTION

Name
Address
Address

Dear Complainant:

Your complaint was received in our office on January 01, 2011 in which you alleged race discrimination against the ABC WIN Job center, specifically Name of Respondent. The equal opportunity office has investigated this matter and found no unlawful discrimination. No action will be taken.

Pursuant to the procedures for handling complaints of discrimination as described in the MDES Methods of Administration, I am informing you of your right to file with the Civil Rights Center (CRC).

Within 30 days of the date on this letter, you may present your complaint to the CRC. The CRC may be contacted at the following address:

Director, Civil Rights Center
US Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington DC 20210
Telephone Number (202) 219-7026
TDD (202) 693-6515

Sincerely,

Timothy Rush
State - WIA, Equal Opportunity Officer

TR
CC: Respondent
MDES
File

EXHIBIT 8-F
ACKNOWLEDGMENT RECEIPT OF COMPLAINT FORM/NOTICE LACK OF JURISDICTION

LETTERHEAD

Date of Letter

Complainant's Name
Complainants Address

RE: Acknowledgment Receipt of Complaint Form/Notice Lack of Jurisdiction

Dear [Complainant]:

This letter refers to the Complaint Form submitted on [DATE] when you alleged discrimination because of [IDENTIFY BASIS OF DISCRIMINATION] when on [IDENTIFY DATE OF ALLEGED DISCRIMINATORY EVENT] the following occurred: [IDENTIFY ALLEGED DISCRIMINATORY EVENT]
_____
_____
_____
_____
_____. The purpose of this letter is to set out the issues of the complaint and acknowledge receipt of your complaint form/notice lack of jurisdiction.

[INSERT TERMS OF ISSUES] _____
_____
_____
_____

Filing a complaint with the Local Area or MDES, does not affect your right to file a complaint with the Civil Rights Center (CRC). In addition, you have the right to be represented by an attorney or other individual of your choice.

Attached to this letter is a copy of your rights and a brochure explaining the mediation process (if you chose mediation please sign the enclosed form). If you have any questions concerning this letter, please contact _____at telephone number_____ or email address_____.

Sincerely,

EXHIBIT 8-G
MDES MEDIATION PROCESS AND BROCHURE

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
MEDIATION PROCEDURES

Introduction

The Mississippi Department of Employment Security offers mediation services as an alternative to resolve complaints of discrimination. The mediation process involves the intervention of a neutral and impartial third party to help the parties clarify issues, identify underlying causes, and arrive at an agreed-upon resolution. The process is designed to resolve the dispute before parties get involved in the formal complaint process.

Procedures

Discrimination complaints must be filed within 180 days of the alleged discrimination. All requests for mediation under will be processed through the Local Areas or The Mississippi Department of Employment Security (MDES), as applicable, Equal Opportunity (EO) Officers.

1. The EO Officer will provide complainant rights under applicable federal and state statutes and guidelines, including the mediation process. The EO Officer also provides the mediation information to the complainant, notifies the respondent, and obtains necessary signature(s) to begin the process. Within five (5) days, the complainant must return the Mediation Election Form to the Local Area or MDES, as applicable, indicating his/her choice of whether or not to use mediation.
2. The EO Officer will notify the mediator of complainant's wish to use the mediation process and forward to the mediator the complainant's Mediation Election Form.
3. After reviewing the background material pertinent to the complaint, the mediator schedules the mediation session to begin no later than 15 calendar days after the mediator is assigned the case. *The mediation process will not exceed 30 days, including case preparation, 2-day mediation session, preparation and distribution of Settlement Agreement or Notice of Final Interview.* The 30-day time limit commences upon receipt of the Mediation Election Form by the mediator.
4. The mediator then notifies all parties, in writing, of the date, time, and location for the mediation. In most instances, mediation sessions will be held in the complainant's city of residence or employment and *will not exceed two (2) days*. Respondents will be advised that only those persons with the authority to approve/disapprove settlement provisions will be permitted to attend mediation sessions.
5. At the beginning of the mediation session, the mediator will discuss the ground rules of the process: no interrupting while others speak; no name-calling; no threatening behavior; no electronic record of the session; parties are to treat everyone with respect and courtesy. At any time

during the session, the mediator may remind parties of the ground rules in order to maintain order.

6. If parties are represented, they shall be advised that the parties are expected to speak on their own behalf. If representatives wish to confer with or advise the parties, they may do so during break time or during conferences when the parties are separated.
7. Parties will be advised that the mediator may determine that a separate conference or “caucus” will help the process. The caucus is useful in instances where tempers flare or when parties reach an impasse and need to confer privately with the mediator in order to continue.
8. Starting with the complainant, both parties will have the opportunity to give an opening statement to explain their positions without interruption from the other party. Parties will be limited to 15 minutes for opening statements. The mediator will advise both parties that they will have an opportunity to respond to all areas of disagreement. Parties will also be advised that they may take notes if they wish to do so.
9. Some parties are uncomfortable with being direct in describing his/her complaint. In these cases, the mediator will ask open-ended questions that require a full explanation and promote discussion.
10. After both parties have issued their opening statements, the mediator will recap the identified issues or concerns of both parties and ask for verification of the facts contained in the opening statements.
11. The mediator will ask direct questions, if necessary, and encourage the parties to begin to talk directly to one another in a non-threatening manner. The mediator will intervene only if there appears to be an imbalance of power between the two parties or if the atmosphere is becoming hostile.
12. The mediator will point-out similar goals of the parties where possible. Parties will identify possible solutions or alternative solutions. The mediator may make suggestions to the parties to stimulate creative resolutions.
13. No party to the mediation will be coerced or forced into an agreement. All must enter into the settlement voluntarily.
14. If it appears no settlement can be reached, parties will be advised that the complaint will be turned over to the EO Officer for initiation of the formal complaint process. Parties will be reminded at this time that they may not retaliate against each other based on the mediation or for filing the complaint, and that neither party may talk about the contents of the mediation session. The mediator will issue a Notice of Final Interview outlining the facts or circumstances relevant to the attempt to settle the matter. The Notice will be issued within fifteen (15) calendar days from the conclusion of the mediation session.
15. If the parties agree to a settlement, they will be asked by the mediator to assist in putting the resolution into writing. The mediator will describe the settlement of the issues and the future responsibilities of each party. **Settlement Agreements must be specific, *NOT* general or vague.**

Parties will be reminded that the process is confidential and the terms of the agreement are CONFIDENTIAL.

16. The mediator will prepare and issue the Settlement Agreement within fifteen (15) calendar days from the date of the resolution. The written settlement agreement shall describe the settlement of the issues and future responsibilities of both parties. The agreement will also outline the complainant's right to file a complaint with the Department of Labor, Civil Rights Center (CRC) should the agreement be breached. The Settlement Agreement must be signed by the complainant and respondent and their representatives, the mediator, and the Local Area or MDES EO Officer, as applicable.
17. The EO Officer will review the Settlement Agreement on behalf of MDES and will receive the original agreement from the mediator once it is finalized. The mediator will provide copies of the settlement agreement to the complainant and respondent.
18. The EO Officer will monitor the results of the settlement agreement to determine if the parties are complying with the terms and conducts follow-up with the complainant. The EO Officer maintains each complainant case file.

The Mississippi Department of Employment Security offers mediation services as an alternative to resolve complaints of discrimination filed under Title I of the Workforce Investment Act. The mediation process involves the intervention of a neutral and impartial third party to help the parties clarify issues, identify underlying causes, and arrive at an agreed-upon resolution. The process is designed to resolve the dispute before parties get involved in the formal complaint process.

What is mediation?

Mediation is negotiation facilitated by a neutral third party. It is a chance to speak about what is important to you and listen to what is important to the other person. It is a way for you to take control of your own dispute. It is a voluntary and confidential process. It is also a process that can result in a binding agreement.

How do I go about requesting mediation?

The Local Workforce Investment Area or The Mississippi Department of Employment Security EO Officer is responsible for processing all requests for mediation and can provide you with information to begin the process. For information regarding filing a complaint and/or the mediation process under Title I of the Workforce Investment Act, contact:

MDES, EO Department
P.O. Box1699
Jackson, Mississippi 39225-1699
Telephone: 1-800-582-2233
TDD: (601) 576-2527

Am I required to participate in the mediation process?

The choice whether to use the mediation process rests with the individual filing the complaint. Mediation sessions are scheduled and conducted by an experienced mediator. Both sides will be able to exchange information and express expectations for reaching resolution. Complainants have five (5) days from filing their complaint to decide whether or not they wish to use the mediation process.

What is the mediator's role?

The mediator is a neutral person trained specifically in facilitating the process of dispute resolution. The mediator assists both parties in working through the issues in the dispute and working in concert to ensure that the parties enter into an agreement that is in the best interest of all parties and based on informed decision making. If a settlement is reached during the mediation session, the mediator prepares the settlement agreement. The mediator cannot give legal advice or any other professional advice. In addition, parties are not permitted to subpoena or request as a witness any mediator, or request or use as evidence any materials prepared by the mediator, with the exception of the signed settlement agreement.

What happens if no resolution is reached during the mediation session?

The mediation session will not extend beyond two days. If a resolution cannot be reached within two days, the formal investigative process is initiated.

May I have a representative or attorney present during mediation sessions?

Yes. Parties are entitled to have representation present during the mediation process. The representative's role is to provide advice and to advocate for their client.

What about confidentiality?

Communication and information disclosed during the mediation process is privileged and parties are not permitted to disclose any discussions except for the purpose of implementing and enforcing the settlement agreement. Mediation sessions will be closed to any individual other than the parties and their representatives, unless consent has been granted by both parties and the mediator.

How does the mediation process work?

During the mediation session, mediators will describe the process and their role. Mediators will ask each of the parties to describe their view of the dispute and what they may want out of any solution. The parties are given a chance to vent emotions and express views in a neutral environment. Mediators then assist the parties in identifying the main issues of dispute and help them understand each other's interests and needs with respect to each issue. Mediators encourage parties to look objectively at the issues, identify and discuss possible solutions. At times, mediators may use a technique called "caucus" in which they meet with the parties separately and in confidence. This can lead to a fuller understanding of the parties' needs and to the development of options for a solution.

What are the Advantages of mediation?

1.Better results because the parties themselves choose and agree on the resolution. You understand your dispute better than anyone and can address details that a court or board might not. 2. May be faster than waiting months or years for trial preparation, trial, and appeals. 3. Often less expensive than the expense of preparing for and going to court. 4. Negotiation is facilitated by a neutral person who has training and experience in helping people to resolve their disputes by mutual agreement. 5. The parties control the outcome and often have a "win-win" result as opposed to having the issues in dispute resolved by a judge or jury. 6. Preserves relationships of the employer/ employee by improving communication.

Equal Opportunity Employer/Program
Funded by U.S. Department of Labor/Mississippi Department of Employment Security
For more information on WIA or WIN in Mississippi call: 1-800-582-2233
Auxiliary aids and services available upon request to individuals with disabilities: TDD/TTY 601-576-2527

MEDIATION:

PUTTING IT TOGETHER

Mediation is a FAIR and EFFICIENT process to help resolve disputes and reach an agreement.

MEDIATION AS AN ALTERNATIVE DISPUTE RESOLUTION PROCESS

The Mississippi Department of Employment Security (MDES) has been designated by the Governor of Mississippi as the agency to comply with Section 188 of the Workforce Investment Act (WIA) and its implementing regulations. In carrying out these duties, MDES conducts both compliance reviews and discrimination complaint investigations.

Mediation is an informal process that is offered as an alternative to the traditional investigation or litigation process. Mediation is a voluntary, strictly confidential, non-adversarial dispute resolution process or conference that allows people who have a dispute to come together to talk and decide for themselves how to end their dispute. The sessions are not tape-recorded or transcribed. Notes taken during the mediation are discarded. Mediation gives the parties the opportunity to discuss the issues raised in the allegation(s), clear up the misunderstandings, determine the underlying interests or concerns, and find agreements and reach a resolution. The decision to mediate is "completely voluntary" for the complainant. The mediator does not take sides or make decisions for people, but assists the parties in agreeing on a mutually acceptable resolution.

MEDIATION ELECTION FORM

I have read the information on the role of MDES in Mississippi's equal opportunity and complaint resolution process under the Workforce Investment Act (WIA)-including the offer of Mediation as an alternative to the formal complaint investigation procedure.

Based on the information provided, I have voluntarily and freely made the following election with regard to Mediation:

_____

Complainant Name (Please print)

_____

Signature Date

Please complete the above and return it within five (5) days to:

Equal Opportunity Department
Mississippi Department of Employment Security
1235 Echelon Parkway
Post Office Box 1699
Jackson, MS 39225-1699

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY

AGREEMENT TO MEDIATION AND CONFIDENTIALITY

_____, Complainant and, _____, the Respondent on this _____ day of the month of _____, 20___ agree to the following:

1. Both parties appear voluntarily to mediate their dispute currently pending before the Mississippi Department of Employment Security.

2. Each party agrees to make a good faith effort to resolve the dispute.

3. The mediator is not a judge, lawyer, counselor, arbitrator or advocate in this process, and functions as a neutral third party to facilitate an agreement between the parties that is acceptable to all parties.

4. The parties have authority and are encouraged to develop an agreement, which reflects their needs and desires to resolve their dispute. The mediator serves as a facilitator in identifying the terms of the identified needs and desires.

5. The Complainant, Respondent, Mediator(s), and all parties present agree that all discussions taking place during this mediation are confidential, and no information divulged during this mediation may be used in court or any legal or administrative proceedings.

6. Mediators agree not to discuss the pending charge with the internal investigator if a settlement agreement is not reached.

7. In the event that no agreement or settlement of this dispute is reached, all parties agree that the mediator will not be subpoenaed or called as a witness in any legal or administrative proceeding.

8. The mediation may terminate if:

   - Either party desires to end the mediation.
   - The mediator determines the parties are deadlocked and unlikely to resolve their differences.
   - The parties agree on settlement of their dispute.

_____	_____
Complainant	Respondent
_____	_____
Date	Date
Address:	Address:
_____	_____
_____	_____
_____	_____
Telephone: Home: _____	Home: _____
Work: _____	Work: _____
FAX: _____	FAX: _____
Print Name: _____	Print Name: _____
_____	_____
Attorney for Complainant (if applicable)	Attorney for Respondent (if applicable)

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
SETTLEMENT AGREEMENT

A mediation session was held on _____, 20____, between

_____, the Complainant, and _____,

the Respondent. This agreement represents the final resolution and settlement of the

complaint filed by the Complainant _____, that is currently

pending before the Mississippi Department of Employment Security.

All parties participated in good faith and voluntarily agree to the following:

1.

2.

3.

4.

All parties agree that this Settlement Agreement is binding upon them and represents a full and complete resolution to their dispute, and agree that this complaint that is currently pending before the Mississippi Department of Employment Security is dismissed with prejudice.

_____	_____
Complainant	Respondent
_____	_____
Date	Date
_____	_____
Attorney for Complainant (if applicable)	Attorney for Respondent (if applicable)

Complainant Address:

_____

_____

_____

Respondent Address:

_____

_____

_____

Telephone:

Home: _____

Work: _____

FAX: _____

Home: _____

Work: _____

FAX: _____

_____
PRINT NAME

_____
PRINT NAME

EXHIBIT 8-H
EQUAL
OPPORTUNITY STAFF REVIEW

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
EQUAL OPPORTUNITY COMPLIANCE REVIEW
DEPARTMENT REVIEW

The following questions serve as an attempt to gather information that will be used to make improvements in service delivery and to continually comply with federal equal opportunity requirements. Please respond accordingly and place in a sealed envelope" marked confidential".

Department Name: _____

Unit Name: _____

Title: _____

Race: _____

❑ MALE

❑ FEMALE

Please respond to the following questions:

1. Identify the following:

   State EO Officer: _____ MDES EO Officer: _____

   MDES EO Compliance Officer(s): _____ _____

2. Have you received Sexual Harassment training? ___Yes ____ No LEP Training? ____Yes ____No
   Disability Training? ____ Yes ____ No

3. Have you read this agency's non-discrimination policies? ____Yes ____No

4. In your opinion, do you feel that you have ever been discriminated against by this agency due to your race, sex, age, national origin, religion or political affiliation?
   ____Yes _____No if yes, please explain.

_____

_____

_____

5. Are you familiar with how to file a complaint if you feel you've been sexually harassed? ___Yes ___ No
   By a coworker or vendor? ____Yes _____ No

6. Are you aware of what the disciplinary action is for sexual harassment? ____Yes ____ No

---

In addition, individuals may contact the Equal Opportunity Department @ 601-321-6021 if you desire to discuss any discrimination-related subject.

_____ _____ _____

Signature of Staff **Date** **Print Name**

Rev. 02/2007

WIN JOB CENTER
EQUAL OPPORTUNITY REVIEW

(FOR ALL MDES AND PARTNER STAFF HOUSED IN THE CENTER)

WIN Center Name:_____ Agency Represented:_____
Ethnicity:_____ Gender:____ Male _____Female
Race:_____ Length of Service:_____

State EO Officer:_____
Compliance Officer:_____
LWIA EO Officer:_____

1. Have you received sexual harassment training? ____Yes____ No Date:_____
   Limited English Proficient Training? ____Yes____ No Date: _____
   Disability Training ____ Yes____ No Date: _____
2. Have you read the non-discrimination policies on the Insider under Equal Opportunity ?____Yes____ No
3. Within the last **two (2) years** in your opinion, do you think you have been discriminated against in the WIN Job Center because of your race, sex, age, national orgin, religion, disability, or political affiliation? ____Yes ____ No. If yes, please explain: _____
   _____
   _____
   _____
   _____
4. Are you familiar with how to file a complaint if you feel you have been unlawfully discriminated against in the Workforce Investment Network? ____Yes ____No. If yes, how?
   _____
5. Are you aware of what the disciplinary action is for sexual harassment in the WIN Job Center? ___Yes___No
6. List the name of the WIN Job Center Customer Service Specialist?

COMMENT(S):

Individuals may contact the Equal Opportunity Officer, at 601-321-6021 if you desire to discuss any discrimination-related subject.

_____	____	_____	_____
Signature of Staff	Date	Print Name	Agency Representative

Revised July 2008

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Element 9

ELEMENT 9

Corrective Actions/Sanctions

CODE OF FEDERAL REGULATIONS TITLE 29 SUBPARTS 37.54(d)(2)(C)(vii), 37.95 THROUGH 37.98, AND 37.110

As prescribed under Workforce Investment Act (WIA) section 188; and implementing regulations 29 Code of Federal Regulations (CFR) 37.54(d)(2)(C)(vii), 37.95 through 37.98, and 37.110, The Mississippi Department of Employment Security (MDES) addresses how it and its sub-recipients, contractors, and other service providers (such as eligible training providers) are complying and will continue to comply with corrective actions and sanctions requirements for federal-financially assisted services, programs and activities.

As prescribed under §37.54(d)(2)(C)(vii), MDES is aware of its responsibility to implement an assessment to determine whether it and its sub-recipients, contractors, and other service providers (such as eligible training providers) have fulfilled the administrative obligations under section 188 or 29 CFR part 37 for example: recordkeeping, notice and communication and any duties assigned to it under the Methods of Administration (MOA). In addition, MDES has procedures for obtaining prompt corrective action or, as necessary, applying sanctions when noncompliance is found to WIA section 188; and implementing regulations 29 CFR part 37. **Exhibit 9-A: MDES Executive Bulletin and Non-Compliance, Corrective Action, and Sanction Guidelines.**

As prescribed under §37.95, MDES has procedures in place that apply to its sub-recipients, contractors, and other service providers (such as eligible training providers) upon finding violations of the nondiscrimination and equal opportunity provisions of WIA or 29 CFR part 37. If a violation of the nondiscrimination and equal opportunity provisions of WIA or 29 CFR part 37 has occurred, MDES notifies the authorized signatory and the violating sub-recipients, contractors, and other service providers (such as eligible training providers) through the issuance of a Letter of Findings, Notice to Show Cause or Initial Determination, as appropriate (see 29 CFR subparts 37.62 or 37.63, 37.66 and 37.67, or 37.91, respectively). **See Element 7-Monitoring and Element 8-Complaint Processing Procedures.**

Under §37.62, MDES has the authority and procedures for conducting pre-approval compliance reviews upon finding violations a Letter of Findings will be issued. The Letter of Findings will advise the prospective sub-recipients, contractors, and other service providers (such as eligible training providers), in writing, of:

A. The preliminary findings of the review;
B. The proposed remedial or corrective action under Section 37.94 and the time within which the remedial or corrective action should be completed. Such action includes the following:

1. The specific steps the grant applicant or recipient, as applicable, must take within a stated period of time in order to achieve voluntary compliance.
2. Such steps must include:
   i. Actions to end and/or redress the violation of the nondiscrimination and equal opportunity provisions of WIA or this part;
   ii. Make whole relief where discrimination has been identified, including, as appropriate, back pay (which must not accrue from a date more than 2 years before the filing of the complaint or the initiation of a compliance review) or other monetary relief; hire or reinstatement; retroactive seniority; promotion; benefits or other services discriminatorily denied; and
   iii. Such other remedial or affirmative relief as the Director deems necessary, including but not limited to outreach, recruitment and training designed to ensure equal opportunity.
3. Monetary relief may not be paid from Federal funds.

C. Whether it will be necessary for the grant applicant to enter into a written Conciliation Agreement as described in §37.95 and §37.97:
   i. If a violation has occurred, include a determination as to whether compliance must be achieved by:
      a. Immediate correction of the violation(s) and written assurance that such violations have been corrected, under §37.96;
      b. Entering into a written Conciliation Agreement under §37.97; or
      c. Both.

D. The opportunity to engage in voluntary compliance negotiations.

As prescribed under §37.96 a written assurance from sub-recipients, contractors, and other service providers (such as eligible training providers) must provide documentation that the violations listed in the Letter of Findings, Notice to Show Cause or Initial Determination, as applicable, have been corrected.

As prescribed under §37.97, if a Conciliation Agreement is deemed necessary, the Conciliation Agreement will be in writing. In addition, the Conciliation Agreement will include the following elements:

A. Address each cited violation;
B. Specify the corrective or remedial action to be taken within a stated period-of-time to come into compliance;
C. Provide for periodic reporting on the status of the corrective and remedial action;
D. Provide that the violation(s) will not recur; and
E. Provide for enforcement for a breach of the agreement.

Under §37.63, MDES is aware of its responsibility to conduct post-approval compliance reviews of its sub-recipients, contractors, and other service providers (such as eligible training providers) to determine compliance with the nondiscrimination and equal opportunity provisions of WIA and 29 CFR part 37. The initiation of a post-approval review may be based on, but need not be limited to, the results of routine program

monitoring by MDES, WIN Job Center partners, or the nature or frequency of complaints. **See Element 7-Monitoring and Element 8-Complaint Processing Procedures.**

The sub-recipients, contractors, and other service providers (such as eligible training providers) are notified of a post-approval review through a Notification Letter, advising them of the following:

A. The practices to be reviewed;
B. The programs to be reviewed;
C. The information, records, and/or data to be submitted by the recipient within 30 days of the receipt of the Notification Letter, unless this time frame is modified by the Director; and
D. The opportunity, at any time before receipt of the Final Determination to make a documentary or other submission that explains, validates or otherwise addresses the practices under review.

MDES may conduct post-approval reviews using such techniques as desk audits and on-site reviews.

Under §37.66, MDES has procedures for its sub-recipients, contractors, and other service providers (such as eligible training providers) who fail to submit requested data, records, and/or information, or fail to provide the required access to data, records, and/or information. MDES may issue a Notice to Show Cause to sub-recipients, contractors, and other service providers (such as eligible training providers) failing to comply with the requirements of accessibility, where such failure results in the inability of MDES to make a finding. The failure may include, but is not limited to, the recipient's failure or refusal to:

A. Submit requested information, records, and/or data within 30 days of receiving a Notification Letter;
B. Submit, in a timely manner, information, records, and/or data requested during a compliance review, complaint investigation, or other action to determine a recipient's compliance with the nondiscrimination and equal opportunity provisions of WIA or this part; or
C. Provide MDES access in a timely manner to premises, records, or employees during a compliance review.

As required under §37.67 the MDES Notice to Show Cause contain the following elements:

A. A description of the violation and a citation to the pertinent nondiscrimination or equal opportunity provision(s) of WIA and this part;
B. The corrective action necessary to achieve compliance or, as may be appropriate, the concepts and principles of acceptable corrective or remedial action and the results anticipated; and
C. A request for a written response to the findings, including commitments to corrective action or the presentation of opposing facts and evidence.

A Notice to Show Cause gives the sub-recipients, contractors, and other service providers (such as eligible training providers) 30 days to show cause why enforcement

proceedings under the nondiscrimination and equal opportunity provisions of WIA or 29 CFR part 37 should not be instituted.

Under §37.91, MDES issues a notice if it finds reasonable cause to believe that a violation has taken place by its sub-recipients, contractors, and other service providers (such as eligible training providers). If MDES finds reasonable cause to believe that there has been a violation of the nondiscrimination and equal opportunity provisions of WIA or 29 CFR part 37, an Initial Determination is issued to the violator. The Initial Determination includes:

A. The specific findings of the investigation;
B. The corrective or remedial action that MDES proposes to the respondent.
C. The time by which the respondent must complete the corrective or remedial action;
D. Whether it will be necessary for the respondent to enter into a written agreement; and
E. The opportunity to engage in voluntary compliance negotiations.

As prescribed under §37.98 MDES may conclude that compliance cannot be secured by voluntary means if the sub-recipients, contractors, and other service providers (such as eligible training providers) fail or refuse to correct the violation(s) within the time period established by the Letter of Findings, Notice to Show Cause or Initial Determination. In addition, failure or refusal may be concluded if MDES does not approve an extension of time for agreement on voluntary compliance, and MDES either:

A. Has not been notified that the sub-recipients, contractors, and other service providers (such as eligible training providers) has agreed to voluntary compliance;
B. Has disapproved a written assurance or Conciliation Agreement; or
C. Has received notice from the authorized signatory and the violating sub-recipients, contractors, and other service providers (such as eligible training providers) that it will not comply voluntarily.

As prescribed under §37.110, MDES has established procedures to effect compliance with the nondiscrimination and equal opportunity provisions of WIA and 29 CFR part 37. If MDES concludes that compliance cannot be secured by voluntary means, as required under §37.99 one of the following actions are taken:

A. Issue a Final Determination;
B. Refer the matter to the MDES Staff Attorney with a recommendation that an appropriate civil action be instituted; or
C. Take such other action as may be provided by law (such as refer to CRC).

In addition, as required under §37.100 the Final Determination will contain the following information:

A. A statement of the efforts made to achieve voluntary compliance, and a statement that those efforts have been unsuccessful;
B. A statement of those matters upon which the parties continue to disagree;

C. A list of any modifications to the findings of fact or conclusions that were set forth in the Initial Determination, Notice to Show Cause or Letter of Findings;
D. A statement of the sub-recipients, contractors, and other service providers' (such as eligible training providers) liability, and, if appropriate, the extent of that liability;
E. A description of the corrective or remedial actions that the grant applicant or recipient must take to come into compliance;
F. A notice that if the grant applicant or recipient fails to come into compliance within 10 days of the date on which it receives the Final Determination, one or more of the following consequences may result:
    1. After the sub-recipients, contractors, and other service providers' (such as eligible training providers) are given the opportunity for a hearing, its WIA Title I funds may be terminated, discontinued, or withheld in whole or in part, or its application for such funds may be denied, as appropriate;
    2. MDES may refer the case to the MDES Staff Attorney with a request to file suit against the sub-recipients, contractors, and other service providers' (such as eligible training providers); or
    3. MDES may take any other action against the sub-recipients, contractors, and other service providers' (such as eligible training providers) that is provided by law (such as referral to CRC);
G. A notice of the grant applicant's or recipient's right to request a hearing under the procedures described in §§37.112 through 37.115; and
H. A determination of MDES, entity's authorized signatory and the violating sub-recipients, contractors, and other service providers (such as eligible training providers) liability (if any).

As required under §37.102 through §37.105, if MDES concludes that compliance cannot be secured by voluntary means due to the breach of a Conciliation Agreement, MDES will issue a Notification of Breach of Conciliation Agreement. This Notification of Breach of Conciliation Agreement will be sent to entity's authorized signatory and the violating sub-recipients, contractors, and other service providers (such as eligible training providers), grant-making agency, MDES Staff Attorney, and/or other parties such as CRC. The Notification of Breach of Conciliation Agreement will include the following:

A. Specify any efforts made to achieve voluntary compliance, and indicate that those efforts have been unsuccessful;
B. Identify the specific provisions of the Conciliation Agreement violated;
C. Determine liability for the violation and the extent of the liability;
D. Indicate that failure of the violating party to come into compliance within 10 days of the receipt of the Notification of Breach of Conciliation Agreement may result, after opportunity for a hearing, in the termination or denial of the grant, or discontinuation of assistance, as appropriate, or in referral to the MDES Staff Attorney and/or CRC with a request from the MDES to file suit;
E. Advise the violating party of the right to request a hearing, and reference the applicable procedures in; and
F. Include a determination as to of liability (if any).

As stated under §37.110 if compliance has not been achieved after issuance of a Final Determination or a Notification of Breach of Conciliation Agreement MDES may apply sanctions or judicial enforcement as follows:

A. After opportunity for a hearing, suspend, terminate, deny or discontinue the WIA Title I financial assistance, in whole or in part;
B. Refer the matter to the MDES Staff Attorney or CRC with a recommendation that an appropriate civil action be instituted; or
C. Take such action as may be provided by law.

In addition to sanctions and judicial enforcement, if there is no voluntary compliance there may be a deferral of new grants. When the applicable hearing procedures under §37.111 have been initiated against a particular recipient, MDES or the CRC may defer action on that recipient's applications for new WIA Title I financial assistance until a Final Decision as required under §37.112 has been rendered. Deferral is not appropriate when WIA Title I financial assistance is due and payable under a previously approved application. The following criteria is applied to determine New WIA Title I financial assistance:

A. New WIA Title I financial assistance includes all assistance for which an application or approval, including renewal or continuation of existing activities, or authorization of new activities, is required during the deferral period.
B. New WIA Title I financial assistance does not include assistance approved before the beginning of proceedings under §37.111, or increases in funding because of changed computations of formula awards.

The documentation for Element 9-Corrective Actions/Sanctions includes **Exhibit 9-A: MDES Executive Bulletin and Non-Compliance, Corrective Action, and Sanction Guidelines and Exhibit 9-B: Schedule of Non-Compliance, Corrective Action, and Sanction Guidelines.**

Methods of Administration

Equal Opportunity & Nondiscrimination Policy

Appendix Element 9

APPENDIX ELEMENT 9

Corrective Actions/Sanctions

CODE OF FEDERAL REGULATIONS TITLE 29 PART 37 SUBPARTS
37.54(d)(2)(C)(vii), and 37.95 THROUGH 37.98, and 37.110

EXHIBIT 9-A	MDES EXECUTIVE BULLETIN AND NON-COMPLIANCE, CORRECTIVE ACTION, AND SANCTIONS GUIDELINES
EXHIBIT 9-B	SCHEDULE OF NON-COMPLIANCE, CORRECTIVE ACTION, AND SANCTION GUIDELINES

EXHIBIT 9-A
MDES EXECUTIVE BULLETIN AND NON-COMPLIANCE, CORRECTIVE ACTION, AND SANCTIONS GUIDELINES
AND
STATEMENT OF NONCOMPLIANCE POLICY

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
Jackson, Mississippi

Executive Bulletin No. -----

DATE: December 13, 2005

TO: All MDES Employees, Local Workforce Investment Areas, and Other Stake Holders

SUBJECT: **Nondiscrimination and Equal Opportunity Non-Compliance, Corrective Action and Sanctions Guidelines**

PURPOSE: To provide guidance to the requirements for Corrective Actions and Sanctions for violations of the nondiscrimination and equal opportunity provisions in the administration of Mississippi Department of Employment Security programs and activities.

DISCUSSION: As prescribed under 29 Code of Federal Regulations (CFR) §37.54 (d) (2) (C) (vii), MDES is responsible for the implementation of an assessment to determine whether it and its sub-recipients, contractors, and other service providers (such as eligible training providers) have fulfilled the administrative obligations under the Workforce Investment Act (WIA) section 188 and 29 CFR part 37 (for example, recordkeeping, notice and communication) and any duties assigned to it under the Methods of Administration (MOA). In addition, MDES has the authority and responsibility to establish and implement procedures for obtaining prompt corrective action or, as necessary, sanctions when noncompliance is found to WIA section 188; and implementing regulations 29 CFR part 37

ACTION: Management is to ensure that appropriate staff is aware of these procedures, and should discuss its content in staff meetings.

CONTACT PERSON: Jim Nelson @ 601-321-3024, Dove Reed @ 601-321-3023 or Barbara Lowe @ 601-321-6593. In addition, the Equal Opportunity Department may be contacted using the following email address: eo@mdes.ms.gov.

EXPIRATION: This bulletin becomes effective December 13, 2005 and remains active until rescinded or modified.

Tommye Dale Favre
Executive Director

JN:bl
Distribution: EB

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
NONDISCRIMINATION AND EQUAL OPPORTUNITY
NON-COMPLIANCE, CORRECTIVE ACTION AND SANCTIONS GUIDELINES
EFFECTIVE JULY 1, 2005

I. Statement of Policy

It is the policy of the Mississippi Department of Employment Security (MDES) to provide guidance for the established Department of Labor and Civil Rights Center procedures for effecting corrective actions and applying sanctions, if needed, to ensure that resolution of any non-compliance of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998 section 188 and implementing regulations 29 Code of Federal Regulations (CFR) part 37 can be enforced.

II. Scope of the Policy

This policy applies to any recipient (entity) to whom financial assistance is extended, either directly from the Mississippi Department of Employment Security or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the program or activity.

In the instances in which the Governor operates a program or activity, either directly or through a State agency, using discretionary funds apportioned to him/her (rather than disbursing the funds to another recipient), the Governor is also a recipient. "Recipient" includes, but is not limited to:

- **A.** State-level agencies that administer, or are financed in whole or in part with MDES funds;
- **B.** State Employment Security Agencies;
- **C.** State and Local Workforce Investment Boards;
- **D.** Local Workforce Investment Area (LWIA) grant recipients;
- **E.** One-Stop operators;
- **F.** Service providers, including eligible training providers;
- **G.** On-the-Job Training (OJT) employers;
- **H.** Job Corps contractors and center operators, excluding the operators of federally-operated Job Corps centers;
- **I.** Job Corps national training contractors;
- **J.** Outreach and admissions agencies, including Job Corps contractors that perform these functions;
- **K.** Placement agencies, including Job Corps contractors that perform these functions;
- **L.** Other National Program recipients; and
- **M.** One-Stop partners, as defined in section 121(b) of the Workforce Investment Act (WIA), are treated as "recipients".

III. Statutory References

- **A.** Civil Rights Center
  1. Title VI of the Civil Rights Act of 1964, as amended.
  2. Section 504 of the Rehabilitation Act of 1973, as amended.
  3. Section 508 of the Rehabilitation Act of 1973, as amended.
  4. Age Discrimination Act of 1975, as amended.

5. Title IX of the Education Amendments of 1972, as amended.
6. Section 167 of the Job Training Partnership Act, as amended.
7. Section 188 of the Workforce Investment Act of 1998.
8. Title II Subpart A of the Americans with Disabilities Act of 1990, as amended.
9. Title VII, Civil Rights Act of 1964, as amended. Section 2000e-16, Employment by Federal Government.
10. Equal Pay Act of 1963, as amended.

B. Executive Orders

1. Executive Order 13160-Nondiscrimination on the Basis of Race, Sex, Color, National Origin, Disability, Religion, Age, Sexual Orientation, and Status as a Parent in Federally Conducted Education and Training Programs.
2. Executive Order 13145-To Prohibit Discrimination in Federal Employment Based on Genetic Information.
3. Executive Order 13166-Improving Access to Services for Persons With Limited English Proficiency.
4. Executive Order 11478- Equal Employment Opportunity in The Federal Government.

C. Code of Federal Regulations

1. Title 28 CFR Part 35.Nondiscrimination on the Basis of Disability in the State and Local Government Services.
2. Title 29 CFR Part 31. Nondiscrimination in Federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964.
3. Title 29 CFR Part 32. Nondiscrimination on the Basis of Disability in Programs and Activities Receiving or Benefiting from Federal Assistance.
4. Title 29 CFR Part 33. Enforcement of Nondiscrimination on the Basis of Disability in Programs or Activities conducted by the Department of Labor.
5. Title 29 CFR Part 34. Implementation of the Nondiscrimination and Equal Opportunity Requirements of the Job Training Partnership Act of 1982.
6. Title 29 CFR Part 35. Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance from the Department of Labor; Final Rule.
7. Title 29 CFR Part 37. Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998.
8. Title 29 CFR Part 1614. Federal Sector Equal Employment Opportunity.

IV. Definitions

A. **<u>The United States Department of Labor's Civil Rights Center</u>**- Enforcement Agency for nondiscrimination and equal rights provisions. The Civil Rights Center (CRC), in the Office of the Assistant Secretary for Administration and Management, is responsible for administering and enforcing the nondiscrimination and equal opportunity provisions, and for developing and issuing policies, standards, guidance, and procedures for effecting compliance.

B. **<u>Violation</u>**-A violation is a failure to comply with WIA regulations. A violation may range in seriousness from an infraction, or a technical violation, to a more

significant discrimination violation. Taking corrective action requires identifying the violation that must be corrected:

1. **Technical violations.** For example, a failure to include the required language in an assurance or failure to include the tag lines in a communication.
2. **Discrimination violations.** Include findings of disparate treatment, disparate impact, and failure to provide reasonable accommodations.

C. **Sanction**- Sanctions are the judicial enforcement actions taken, including suspending, terminating, or denying funding, when appropriate corrective actions are not taken to comply with WIA regulations.

D. **Make-Whole Relief**-Make-whole relief is "making the person whole" or bringing the person to the condition they would be in if, the discrimination had not occurred. Such relief might involve back pay, front pay, retroactive benefits, training, or any service discriminatorily denied. NOTE-Monetary relief, such as back pay, may not be paid from federal funds.

E. **Prospective Relief**-Curative and preventive steps *voluntarily* taken to ensure that a violation does not re-occur in the future.

F.

V. General Overview of Corrective Actions/Sanctions

Any recipient who fails to comply with regulations and provisions as described in WIA section 188 and/or 29 CFR 37 is subject to corrective and remedial actions designed to completely correct each violation. This action is necessary when a violation of the nondiscrimination and equal opportunity provisions of WIA is identified because of a discrimination complaint, a monitoring review, or both a monitoring review and a discrimination complaint. Violations may range in seriousness from a technical violation to discrimination. Technical violations may include failure to include required language in assurances, failure to post Equal Opportunity (EO) notices, etc. Discrimination violations include findings of disparate treatment, disparate impact, and failure to provide reasonable accommodations.

VI. Corrective Actions/Sanctions Guidelines

A. **The Key Requirements for Corrective Actions and Sanctions include the following:**

1. The Mississippi Department of Employment Security's Equal Opportunity Department establishing and enforces procedures for effecting corrective actions and applying sanctions, if needed, to ensure that resolution of any non-compliance can be enforced (29 CFR 37.54 [C] [VII])

2. The Mississippi Department of Employment Security's Equal Opportunity Department documents that corrective actions and prospective relief plans are being implemented and maintained (29 CFR 37.95–37.98).

3. The Mississippi Department of Employment Security's Equal Opportunity Department ensures the imposing sanctions for violations that are not voluntarily corrected (29 CFR 37.110).

B. **Corrective Action Required**-Corrective action is required from a recipient when there is probable cause to believe a violation of the nondiscrimination and equal opportunity requirements of WIA has occurred. The violation may be identified as a result of:

1. A monitoring review,
2. A discrimination complaint, or
3. Both a monitoring review and a discrimination complaint.

A violation is a failure to comply with WIA regulations. A violation may range in seriousness from an infraction, or a technical violation, to a more significant discrimination violation. Taking corrective action requires identifying the violation(s) that must be corrected:

1. A sample of a technical violation could be the failure to include the required language in an assurance or failure to include the tag lines in a communication.
2. Samples of a discrimination violation include findings of disparate treatment, disparate impact, and failure to provide reasonable accommodations.

C. **Appropriate Corrective Action**-The action taken to correct a violation should be appropriate and reasonable given the violation that has occurred. If the technical violation involved failing to include tag lines in a communication, the appropriate corrective action will be to re-issue the communication with the tag lines included. To correct a discrimination violation, the appropriate corrective action may be to provide make-whole relief.

To make-whole relief is "making the person whole" or bringing the person to the condition they would be in if, the discrimination had not occurred. Such relief might involve back pay, front pay, retroactive benefits, training, or any service discriminatorily denied. The following are examples of make-whole relief:

1. Make-whole relief for back pay: the victim(s) is entitled to be made-whole for any loss of earnings suffered because of a discriminatory practice. The amount of money received should be equal to what they would have earned (plus compound interest) had the discrimination not occurred.
2. Make-whole relief for discrimination involving a failure to place an individual in a training program: the victim is entitled to an immediate and unconditional offer of placement into the training program that he or she would have been placed in had it not been for the discrimination.

D. **Document That Corrective Actions And Prospective Relief Plans Are Being Maintained**-Where a technical violation has been (or can be) corrected immediately, a written agreement or assurance will be provided to document the corrective action taken and the prospective relief that is planned. The following should be included:

1. Corrective actions must be designed to completely correct each violation.
2. For each corrective action, a timeframe should be established that sets the minimum time necessary to completely correct the violation.
3. It is also required that the MDES and the EO officer institute follow-up monitoring procedures to ensure that commitments to take corrective and remedial action are being fulfilled.

Prospective Relief is curative and preventive steps *voluntarily* taken to ensure that a violation does not re-occur in the future. An example of a corrective action plan for failing to include tag lines in a communication would be documentation that included:

1. An explanation that the communication was reissued with the tag lines added
2. The timeframe for reissuing the communication if it has not yet been reissued

An example of prospective relief planned to ensure that all future notices will also include the required language are as follows:

1. Changing the policy, practice, or procedure that allowed for the violation
2. Developing a new policy Communicating the change in policy
3. Educating those responsible for implementing the revised procedures

E. **Impose Sanctions**-When all attempts to provide assistance to effect voluntary correction of a violation have failed, or it is apparent that the recipient fails or refuses to correct the violation within the timeframe established, MDES must have procedures in place to impose sanctions.

Sanctions are the judicial enforcement actions taken, including suspending, terminating, or denying funding, when appropriate corrective actions are not taken to comply with WIA regulations. Sanction procedures include the following:

1. List the measures taken to achieve voluntary compliance up through the point when sanctions are imposed
2. Explain that the severity of the noncompliance will determine the sanctions imposed
3. Provide a table or listing of the potential sanctions that may be imposed
4. Detail the notification process including rights of the respondent, time frames involved and provisions for a hearing
5. Identify the individuals who have responsibility for carrying out the various steps in the sanctions process and the role of the state EO Officer and sub-state EO Officer in this process

F. **Non-Compliance, Corrective Action, and Sanctions Guidelines Table**-See the attached table that is the model adopted by MDES based on the corrective action/sanction process, used by CRC.

EXHIBIT 9-B
SCHEDULE NON-COMPLIANCE, CORRECTIVE ACTION, AND SANCTION GUIDELINES

SCHEDULE OF NON-COMPLIANCE, CORRECTIVE ACTION, AND SANCTION GUIDELINES

AREA OF NON-COMPLIANCE	CORRECTIVE ACTION	PRE-SANCTION AND SANCTION
I. Practices and policies A. Policies or procedures which discriminate, or have the effect of excluding identifiable groups of individuals or denying the administration of benefits, participation in, employment, or other activities in connection with WIA.	1. Technical Assistance. 2. Elimination or modification of policies, practices and procedures which have been found to be discriminatory within a time period specific by the state's procedures	1. Warning of non-compliance. 2. Recommendation of reduction of funding. 3. Reduction of funding
B. Programs, activities, or services that are inaccessible to disabled or limited English-speaking individuals.	1. Technical Assistance 2. Identification of inaccessible features, and modification of inaccessible features, within time frame specified by the state's procedures	1. Warning of non-compliance. 2. Reduction of funding. 3. Disallowance of costs in inaccessible programs, activities, or services. 4. Elimination of funding.
C. Non-existent, incomplete, or inadequate accessibility assessment tool on file as required by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990	1. Acquisition of technical assistance materials. 2. Production of such a document within a time period specified by the state's procedures.	1. Warning of non-compliance. 2. Reduction of funding.
D. Policies, practices, or procedures which are not in compliance with Section 188, 29 CFR 37, or other civil rights legislation.	1. Acquisition of technical assistance materials. 2. Prompt modification or elimination of non-complaint policies, practices, and procedures within a time specified by the state's procedures.	1. Warning of non-compliance 2. Reduction of funding. 3. Elimination of funding

AREA OF NON-COMPLIANCE	CORRECTIVE ACTION	PRE-SANCTION AND SANCTION
E. Non-existence of a staff analysis by race, sex, and age.	1. 1.Completion of staff analysis within 1 month of receipt of non-compliance.	1. Warning of non-compliance 2. Recommendation of reduction of funding. 3. Reduction of funding

AREA OF NON-COMPLIANCE	CORRECTIVE ACTION	PRE-SANCTION AND SANCTION
II. ADMINISTRATIVE DUTIES A. Lack of implementation of procedure for resolving complaints alleging a violation of the WIA, or relating to terms and conditions of employment.	1. Obtain technical assistance, and take necessary steps to achieve compliance.	1. Warning of non-compliance. 2. Terminate federal financial assistance
B. Service provider complaint procedures which are not in compliance with 29 CFR 37	1. Obtain technical assistance and take necessary steps to achieve compliance.	1. Warning of non-compliance. 2. Suspension of federal financial assistance. 3. Discontinue federal financial assistance.
C. Failure to comply with equal opportunity directives issued by Governor's liaison or the state EO officer, as his designee, and with applicable laws and regulation.	1. Take prompt action to comply within a time frame specified in the state's procedures.	1. Warning of non-compliance. 2. Discontinue federal assistance
D. Failure to carryout oversight responsibilities by monitoring equitable service performance of its subcontractors.	1. Require immediate implementation of oversight and written report of the results to the state EO office within 3 months of the receipt of report of noncompliance.	

E. Failure to collect and maintain records as required in 29 CFR 37.	1. Take prompt action to comply within a time frame specified by the state's procedures.	1. Warning of non-compliance. 2. Suspension of federal financial assistance. 3. Termination of federal financial assistance.

MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY
1235 ECHELON PARKWAY
POST OFFICE BOX 1699
JACKSON, MS 39215-1699
601-321-6024
1-800-582-2233
eo@mdes.ms.gov

The Mississippi Department of Employment Security is *an equal opportunity employer.*
Auxiliary aids and services are available upon request to individuals with disabilities.