



# 2002 ANNUAL REPORT

A PROGRAM ADMINISTERED BY THE  
MISSISSIPPI DEVELOPMENT AUTHORITY



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[www.wininmississippi.org](http://www.wininmississippi.org)

OPEN THE DOOR TO OPPORTUNITY. OPEN THE DOOR TO WIN.

Presented by:  
State Administrative Entity for WIN in Mississippi

Mr. James R. Lott, Director  
Employment Training Division (ETD)  
Of the Mississippi Development Authority  
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For a copy of the addendum to this report, contact ETD



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**“Our goal in Mississippi is to use WIA and the State Workforce Board to align our considerable resources in one system to provide employers with well-trained workers, and individuals with the opportunities to get their first job, their next job and a better job.”**

James R. Lott, Director  
Employment Training Division  
Mississippi Development Authority

## **WIA AND WIN: AN OVERVIEW**

The framework for the Workforce Investment Network (WIN) in Mississippi was established by the Workforce Investment Act of 1998.

WIN in Mississippi system includes over 60 WIN Job Centers that are a single source, user-friendly resource for employment and training services for job seekers and businesses.

WIN combines federal, state and community workforce development programs and services that make them easily accessible at the one-stop WIN job Centers, or through on-line electronic sites.

It consists of locally designed and managed systems that provide customer choice and convenient access to services and program information for both the business customer seeking qualified workers and the job seekers, as well.

There are six Workforce Investment Areas in the state that receive MDA grants to administer various local programs.



The Boards of Supervisors of each area establish a local Workforce Investment Board comprised of local business and public sector representatives.

These boards and local elected officials are responsible for designing local WIN services to meet the needs of the community.

During the past year, the vision for workforce development, created by the Governor's State Workforce Investment Board, has served as a road map for the WIN in Mississippi system.

The six Local Workforce Investment Areas have worked diligently to establish their local business-led workforce investment boards and put into place the “bricks and mortar” for the expansion of the system.

The local area boards continue to develop plans that address local needs that are consistent with the Governor's overall vision for workforce development.

For more specific and in-depth information about many of the services and program that comprise WIN in Mississippi, please refer to the WIN Program Year 2002 Annual Report Videography.

## **WIN PROFESSIONALS AND PARTNERS**

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

### **WIN in Mississippi Partners\***

Mississippi Development Authority

Local Elected Officials

Local Workforce Investment Areas

Mississippi Department of Education

Mississippi Department of Human Services

Mississippi Department of Rehabilitation Services

Mississippi Employment Security Commission

State Board for Community and Junior Colleges

U.S. Department of Housing and Urban Development

\*May include other partners in the local areas

**“All of the members of the State Workforce Investment Board have one objective in mind: how can we help Mississippians get better jobs and be better trained for those jobs.”**

George Schloegel, Chairman  
State Workforce Investment Board

## **STATE WORKFORCE INVESTMENT BOARD**

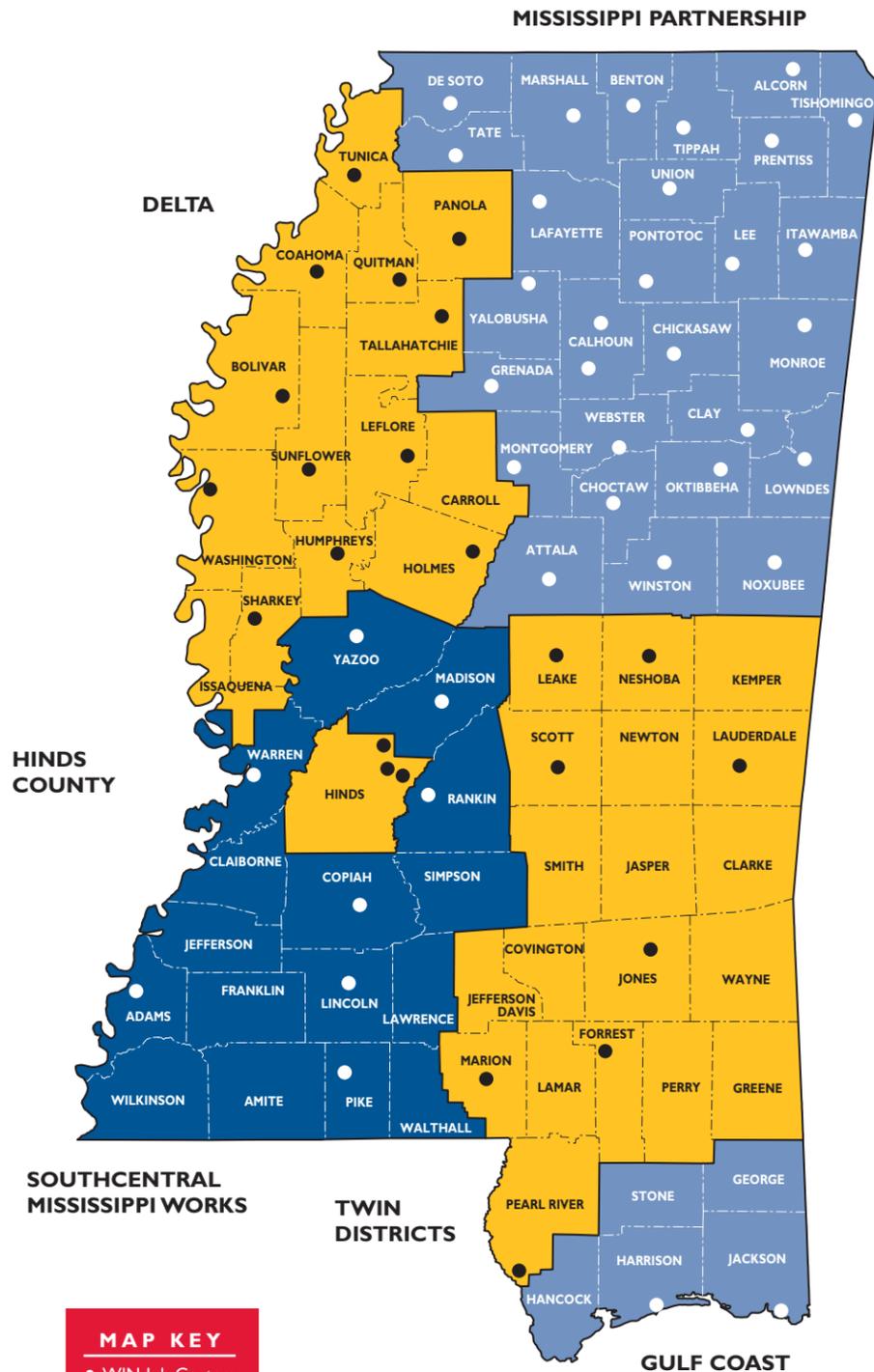
The State Workforce Investment Board is a vital part of the WIN in Mississippi system. The Board membership represents the diverse population of the state, with the Chairman of the Board and a majority of the members representing both small and large businesses.

Other members include representatives of labor, education, local government and community leaders.

This dedicated group of individuals, assists the Governor in meeting his federally mandated responsibilities under the Workforce Investment Act and ensures that the vision for an effective workforce development system is realized.



# Local Workforce Investment Areas and WIN Job Centers



**MAP KEY**  
• WIN Job Centers

## HINDS COUNTY

Hinds County  
PO Box 686  
Jackson, MS 39201  
601-968-6502

### Job Centers:

Jackson  
420 East Woodrow Wilson Drive  
601-368-2900

Jackson  
5959 I-55 North Frontage Rd.  
601-961-7962

Jackson  
1775 Wilson Boulevard  
601-502-1118

## DELTA

South Delta Planning & Development District  
PO Box 1776  
Greenville, MS 38702  
662-378-3831

### Job Centers:

Batesville  
Tylertown Plaza  
10316 Woodland Road  
662-563-7318

Belzoni  
501 Hayden Street  
662-247-2264

Charleston\*  
Child Support Office  
662-453-7141

Clarksdale  
Federal Building  
236 Sharkey Ave., 3rd Floor  
662-624-9001

Cleveland  
119 South Commerce Ave.  
662-843-2704

Greenville  
800 Highway 1 South,  
Delta Plaza  
662-332-8101

Greenwood  
313 Lamar Street  
662-453-7141

Indianola  
226 N. Martin Luther King Dr.  
662-887-2502

Lexington  
106 West Wood Avenue  
662-834-2426

Marks\*  
DHS Building, Hwy 3 South  
263 East Main  
662-624-9001

Mayersville\*  
Issaquena Courthouse  
132 Court Street  
662-624-9001

Rolling Fork\*  
120 Locust Street  
662-332-8101

Tunica  
1054 S. Fitzgeralds Boulevard  
Robinsonville, MS 38664  
662-363-2764

## GULF COAST

Gulf Coast Business Services Corporation  
P.O. Box 3779  
Gulfport, MS 39505-3779  
228-539-6860

### Job Centers:

Gulfport  
12121 Highway 49N  
228-539-6800

Pascagoula  
4111 Amonett Street  
228-762-4713

### Mobile WIN Job Center:

Serves George, Hancock, and Stone Counties  
Schedule available at [www.WINjobcenter.org](http://www.WINjobcenter.org)

## MISSISSIPPI PARTNERSHIP

Three Rivers Planning & Development District  
PO Box 690  
Pontotoc, MS 38863  
662-489-2415

### Job Centers:

Ackerman\*  
Courthouse Annex  
662-285-6998

Amory  
1619 Highway 25  
662-256-2618

Ashland/Access Point\*  
Justice Complex  
662-224-6211

Booneville  
101 Cunningham Blvd.  
662-720-7459

Calhoun City\*  
102 South Monroe Street  
662-628-8346

Columbus  
400-B Wilkins Wise Rd.  
662-328-6876

Corinth  
200 Manpower Road  
662-287-3247

Corinth Affiliate  
714 Taylor Street  
662-286-3308

Fulton\*  
Itawamba County Courthouse  
662-862-3824

Grenada  
1747 Poplar Street  
662-226-2911

Eupora\*  
114 Highway 9 North  
662-258-7086

Hernando  
225 Loshier Street  
662-429-9874

Holly Springs\*  
230 College Street  
662-252-7664

Houston  
665 North Jefferson Street  
662-456-3563

Iuka  
1107 Maria Lane  
662-423-9231

Kosciusko  
115 Northside Shopping Center  
662-289-2621

Louisville  
600-B North Court Ave.  
662-773-5051

Macon\*  
16129 Highway 45  
662-328-6876

New Albany\*  
301 North Street  
662-692-1501

Oxford  
2130 West Jackson Avenue  
662-234-3231

Pontotoc\*  
29 East Washington  
662-489-3956

Ripley\*  
111 East Spring Street  
662-837-7411

Senatobia  
4975 Highway 51 North  
662-562-3351

Tupelo  
146 S. Thomas Street, Suite A  
662-842-4371

Tupelo/Access Point  
2176 Eason Blvd.  
662-620-5070

Starkville  
100 Felix Long Drive  
662-323-2272

Water Valley\*  
307 Main Street  
662-473-2445

West Point  
117 East Jordan Avenue  
662-494-4144

Winona\*  
109 Liberty Street  
662-283-4105

## SOUTH CENTRAL MISSISSIPPI WORKS

Central Mississippi Planning & Development District  
PO Box 4935  
Jackson, MS 39296  
601-981-1511

### Job Centers:

Brookhaven  
545 Brookway Boulevard  
601-833-3511

Canton  
152 Watford Parkway Drive  
P.O. Box 450  
601-859-7609

Hazlehurst  
1016 Carroll Drive  
601-894-2121

McComb  
416 Marion Avenue  
601-684-4421

Natchez  
310 Briarwood Road  
601-442-0243

Pearl  
212 St. Paul Street  
601-939-0786

Vicksburg  
1625 Monroe Street  
601-638-1452

Vicksburg/Specialty Center  
100 Smokey Lane  
601-638-2770

Yazoo City  
306 East Jefferson Road  
662-746-1141

## TWIN DISTRICTS

Southern Mississippi Planning & Development District  
700 Hardy Street  
Hattiesburg, MS 39401  
601-545-2137

### Job Centers:

Carthage  
202 C.O. Brooks Street  
601-267-9282

Columbia  
1111 Highway 98  
601-736-2628

Hattiesburg  
4100 Mamie Street  
601-264-0502

Forest  
229 South Davis Street  
601-469-2851

Laurel  
1721-B West 10th Street  
601-649-7813

Meridian  
1100 17th Avenue  
601-483-1406

Philadelphia  
1120 East Main Street, Suite 11  
601-656-2811

Picayune  
1839-B Cooper Road  
601-798-3472

\* Part-time offices

## WIN JOB CENTERS WORK WITH THE JOB SEEKERS AND LAID-OFF WORKERS

*“I try to not let a day go by without reminding our staff here in the WIN job Center that it is our responsibility to not just find someone a job – but to find them the right job – the job that’s going to enrich their lives.”*

**Stan McMorris**  
**Manager, McComb WIN Job Center**

The centerpiece, in terms of services and program delivery, is the network of over 60 WIN Job Centers throughout the state.

These centers provide customers easy access to a variety of services in the areas of employment, education, training, human services and economic development.



### Job search and placement assistance

WIN Job Center staff help job seekers create or update a résumé, conduct job searches, and prepare for job interviews. The staff also provides information on careers in demand and available job training to help job seekers be more competitive in the job market.

### Internet access for job searches and résumé posting

Job seekers have access to Internet-connected computers. WIN Job Center staff are available to assist with computer based job searches.

### Access to office equipment: computer, fax machine, copier

A customer conducting job searches has the use of computers, telephones, fax machines and photocopiers at no cost.

*“As a Workforce Investment Network partner, the Mississippi Employment Security Commission plays a major role in the provision of workforce-related services to employers. Mississippi’s businesses and employers are our greatest assets and the WIN Job Center staff offers a variety of services to assist and support employers. This agency is proud of the partnership that exists between WIN Job Centers and employers.”*

Curt Thompson, Executive Director,  
Mississippi Employment Security Commission

### Multi-level employment services

Job seekers accessing services at the WIN Job Center participate in a progression of service levels: core, intensive and training. Basic core services are available to everyone and must be utilized before customers are eligible to progress through the system.

### Information on and referral to training

The WIN Job Centers are also the customer’s entry point to employment training services and training programs.

Training programs are available to eligible people who cannot find adequate employment through normal job search strategies.

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

### Information on Trade (TAA) benefits for employees

Adult and dislocated worker training requires the use of an Individual Training Account (ITA) voucher that allows a customer to choose where they receive training from a list of qualified providers.

## WIN JOB CENTERS WORK WITH BUSINESSES

The Workforce Investment Network (WIN) Job Centers can provide varied services and training opportunities to assist businesses meet their human resources recruiting, screening and training needs. Unless otherwise stated, services are provided at no cost to businesses and individuals.



### Applicant Recruiting

Businesses may list job openings with the WIN Job Center. Center staff will match experience and capabilities of applicants with the job requirements specified by the employer. The business makes the hiring decision.

### Applicant Screening

The WIN Job Center will recruit, assess and screen applicants to meet the specific requirements and qualifications determined by a company.

### Job Fairs

WIN Job Centers can help arrange job fairs to bring employers and workers together.

## On-the-Job Training

On-the-Job Training (OTJ) is designed to help businesses find workers by reimbursing a portion of expenses incurred during the training process. The WIN Job Center will reimburse a company up to one-half of the cost of training eligible workers through OTJ. The amount received is based on the trainee's wage at hire date. The amount available to be reimbursed depends upon the intensity of the skills required for the position and ranges from 160 hours to 1,040 hours per employee. Upon completion of the training, the company may be eligible for the federal Work Opportunity Tax Credit or the Welfare-to-Work Tax Credit.

**COST:** The company is reimbursed for up to 50% of salaries/wages paid to the trainee during training period.

**LIMIT:** Up to 50% of the company's total projected labor per year. Funds available may be limited.

## Labor Certification

Alien Employment Certification guidelines for businesses unable to recruit specially skilled individuals from local labor markets who want to seek foreign workers to fill company employment needs.

## Labor Market Information

The Mississippi Employment Security Commission provides accurate and useful labor market information and economic trend data to assist businesses and organizations in planning workforce needs.



## Tax Credits

Work Opportunity Tax Credit (WOTC) - offers employers a federal tax savings of up to \$2,400 per person by hiring an individual who qualifies under a specific target group.

## Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or because production has been shifted out of this country. Trade Act petitions can be secured from the local WIN Job Center to assist employers impacted by foreign competition. It also covers those who are threatened with a job loss or reduced work hours for those reasons. Available assistance includes certification application assistance, training funds and/or unemployment insurance benefits.

## Layoff Assistance

A customized package of services can be developed for affected employees who are about to be laid off. State Rapid Response staff and the WIN Job Center can arrange for onsite unemployment insurance claims application. Other services and reemployment and retraining assistance may also be provided.

## Unemployment Insurance Taxes

Center staff can answer questions related to unemployment insurance taxes, payments, and benefits.

## Veterans Services

The Centers offer information and services for individuals who have served in the armed services.



## Resource Centers

Resource Centers in the WIN Job Centers are equipped with personal computers offering Internet access, fax machines, copiers, resume preparation tools, personal assessment tools, and other resources. Resource centers are available to both job seekers and employers.

## WIN JOB CENTERS WORK WITH COMMUNITY AND JUNIOR COLLEGES

The State's 15 Community and Junior Colleges supply training to new and existing businesses to train a new and changing workforce.

## Pre-Employment Training

This pre-hire training is customized to meet the company's needs. It may be used to screen and assess applicants. Training time is based on the company's needs.

**COST:** None

**LIMIT:** None

## Jack Davis

Jack completed a WIA training program through his Laurel WIN Job Center. He now trains the trainers for a large trucking firm.

# Workforce Investment Act Cost Effectiveness

## – Formula Programs

### Adult Program

Cost Per Participant..... \$1,498

### Dislocated Worker

#### Program Cost

Per Participant..... \$1,406

### Youth Program

Cost Per Participant..... \$2,974

## Total WIA

### Program

Cost/Participant..... \$1,900

### Customized Training

Training to meet specific needs of the company, including, but not limited to, management skills, leadership, team building, maintenance, robotics, OSHA, safety, Kittia, ProE, quality, and lean manufacturing.

COST: Shared costs – Minimum reimbursement is \$25/hour. Maximum reimbursement is dependent on complexity of training.

LIMIT: None

### Satellite Seminar/CCN Training

Interactive video seminars and training are customized to meet the company's needs.

COST: Shared costs – At little or no cost to the company.

LIMIT: None

### On-Line Workforce Training

Such as MindLeaders, PRIMEDIA, and PRIMEed soft-skill and IT packages.

COST: The company is reimbursed upon successful completion at 50% to 75% of the total cost of the training.

LIMIT: None

### Curriculum Development

The community college will develop training curriculum to meet the company's needs.

COST: None

LIMIT: None

### Instructional Training Aids

The community college will develop manuals, training videos, CD's and other training materials to meet the company's needs.

COST: None

LIMIT: None

### Train-the-Trainer

#### In-state and out-of-state –

The company is reimbursed travel cost at the prescribed state rate of \$50/night hotel, \$30/day meal.

COST: The company pays travel expenses in excess of prescribed rate.

LIMIT: Four consecutive weeks per person per production training area. Car rental, gas and telephone costs are not reimbursed. \$10,000 per year maximum

#### International –

The company is reimbursed airfare only – 7-day advanced purchase coach fare.

COST: The company pays costs other than allowable airfare.

LIMIT: \$20,000 per year maximum

### One-on-One Training

Individualized training to meet special needs of the company.

COST: The company pays costs in excess of \$25/hour.

LIMIT: \$8,000/year maximum



### Vendor Training

Examples: Kepner Tregoe, Allen Bradley, etc.

#### On-Site –

The company is reimbursed 50% of training up to \$500/day with 10/day limit.

#### Off-Site –

The company is reimbursed at a maximum of \$500/person for training up to a maximum of four individuals per training area. Travel costs are reimbursed according to prescribed rates listed under Train-the-Trainer.

COST: The company pays costs in excess of maximum.

LIMIT: None, other than those described above.

Commitments are made based on the availability of funds.

## LOCAL WORKFORCE INVESTMENT AREAS

The six Local Workforce Investment Areas are charged with implementing the initiatives set forth in the Workforce Investment Act of 1998.

What follows is a brief overview of each Workforce Investment Area.

### Delta Workforce Investment Area

South Delta Planning and Development District,  
Fiscal Agent  
Primary Contact: Mr. Robert Booth  
Post Office Box 1776  
831 South Broadway  
Greenville, Mississippi 38702  
Phone: 662-335-6889  
Fax: 662-332-5175



### Description

The Delta Workforce Investment Area (DWIA) provides services to 14 counties in the Mississippi Delta. The role of DWIA is to support the area WIN Job Centers and the youth providers while promoting partnerships that enhance opportunities for workforce development. In changing economic times, DWIA is a catalyst for implementing the Workforce Investment Act.

### Local Area Accomplishments

During the Program Year 2002, the Delta Workforce Investment Area provided opportunities for local residents as well as staff. The Batesville WIN Job Center moved to a new location and held its open house. Approximately 1,500 people received training and 3,511 people found jobs through the Delta area WIN Job Centers. Staff attended conferences and workshops on credentialing and assessment.

The Youth Summit Conference initiated a series of follow-up activities to enhance services to Delta youth. Rapid Responses were held in Tunica, Greenwood, and Greenville to assist dislocated workers. Staff provided input for revisions to the Individual Training Account Policy and the Eligible Training Provider Certification and developed a DWIA Board Member Handbook. DWIA produces a newsletter every two months. Coahoma Opportunities' In-School Youth Program developed an outstanding mentor program for its participants.

### Awards Presented By Local Workforce Investment Area

DWIA held an awards luncheon in Tunica on April 16, 2003, to recognize 83 individuals who had received training either through individual training accounts or on the job training and had remained on the job for at least three months. Twelve businesses received certificates for employment and/or placement of individuals referred by WIN Job Center staff.



### Janice Baggett

After being laid-off, Janice received On-The-Job training through WIA and the Gulfport WIN Job Center.

### Awards Received By Local Workforce Investment Area

- Coahoma Opportunities' In-School Youth program received the Mississippi Association of Educators' Human and Civil Rights Educational Service Award on March 10, 2003.
- The National Association of Development Organizations presented two Innovation Awards to DWIA for the Tunica WIN Job Center and for the Summer SELECT Youth Program that serves 640 youth in the Delta area.

### The Mississippi Partnership

Three Rivers Planning and Development District,  
Fiscal Agent  
Primary Contact: Ms. Marilou Oyler  
Post Office Box 690  
75 South Main Street  
Pontotoc, Mississippi 38863  
Telephone: 662-489-2415 / Fax: 662-489-0958

### Description

The Mississippi Partnership, provides services to 27 counties in northeast Mississippi. It is the largest geographical workforce investment area in the state of Mississippi. Three Rivers Planning & Development District (TRPDD) serves as the Fiscal and Administrative agent for the local area. Twenty-nine one-stop WIN Job Centers are under a consortium of four one-stop operators who serve as local lead agencies. They include the Mississippi Employment Security Commission, Northeast Mississippi Community College, Northwest Mississippi Community College, and Itawamba Community College. Currently 14 youth service providers conduct WIA programs for economically disadvantaged youth.

## Local Area Accomplishments

**Adult** - During Program Year 2002, the Mississippi Partnership WIN Job Center system continued to grow and serve more individuals - adult, dislocated workers, and employers - throughout the local area.

A WINnovation grant from the state was used for WIN Job Center enhancements and on-the-job training

During the Program Year 2002, the Mississippi Partnership Workforce Investment Area had a significant increase in enrollment into WIA throughout the area.

The fiscal agent staff conducted several meetings of WIN Job Center operators, WIN Job Center staff, on-the-job training providers, and customized training providers throughout Program Year 2002. One-on-one technical assistance was also furnished to service providers in person, via email, or by phone.

**Youth** - Several meetings were held during Program Year 2002 by the fiscal agent to provide guidance and information to the youth providers. TRPDD staff also furnished many hours of technical assistance at the TRPDD office, onsite, and by telephone to the youth

**LaToya McCallum**  
LaToya enrolled in a WIA "School to Work Program" and received her high school diploma. She is now taking courses to become a Certified Nurse's Assistant (CNA).



providers to help ensure that their programs operated according to the Workforce Investment Act and our local policies.

In June 2003, the Mississippi Development Authority's Employment Training Division conducted the Mississippi Youth Investment Summit. The Summit was specifically designed to focus on positioning the communities and state to build a youth investment system. A team of 11 participants represented the Mississippi Partnership from various community sectors.

The summit provided an opportunity for our area to become more deeply involved in local action planning while working with national experts and networking with colleagues. The Mississippi Partnership is planning smaller area summit meetings for Program Year 2003 to continue our efforts in developing a community-centered approach to the youth program system.

## Southcentral Mississippi Works

Central Mississippi Planning & Development District,  
Grant Recipient  
Primary Contact: Mr. James McGuffee  
1170 Lakeland Drive  
Jackson, Mississippi 39216  
Phone: 601-981-1511  
Fax: 601-981-1515

### Description

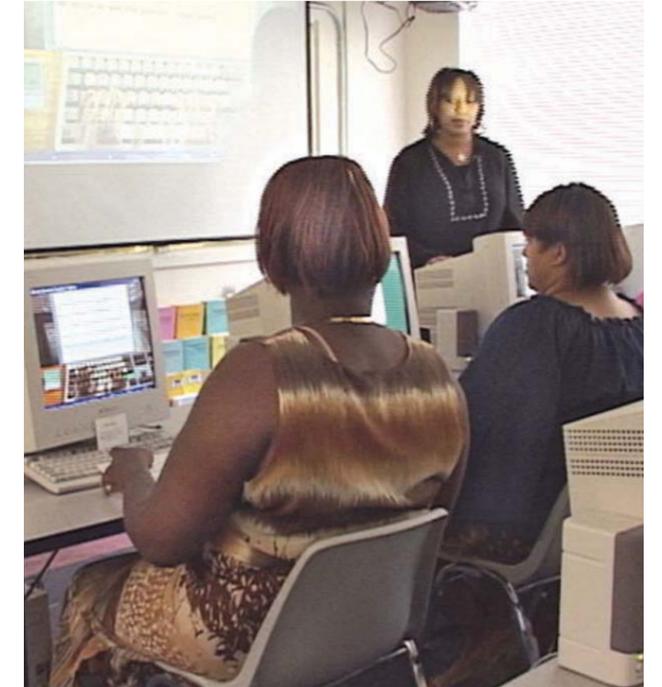
Southcentral Mississippi Works (SMW) provides services to 16 counties in central and southwest Mississippi. Comprised of the combined service areas of the Southwest Mississippi Planning and Development District and the Central Mississippi Planning & Development District (minus Hinds County), SMW administers training services for adults, dislocated workers and eligible youth under the federal Workforce Investment Act of 1998. Activities are directed by a board of elected officials from each of the 16 counties who in turn appoint a board of local business people and government personnel to oversee operations and activities.

### Local Area Accomplishments

Canton WIN Job Center - In 2002, SMW began planning and construction of model WIN Job Center in Madison County, Mississippi with funds from a Governor's WINnovation Grant. This facility opened for business in late summer of 2003, and is considered a state-of-the-art one-stop complex.

### Awards Presented By Local Workforce Investment Area

A Graduate Luncheon was held in August 2003, honoring participants who successfully completed a WIA training program and became gainfully and sufficiently employed as a result.



## Hinds County Workforce Investment Network

Hinds County Board of Supervisors,  
Grant Recipient  
Dr. Eugene L. McLemore, County Administrator  
Primary Contact: Ms. Lynn Thomas  
420 East Woodrow Wilson Drive  
Jackson, Mississippi 39216  
Phone: 601-368-2900  
Fax: 601-368-2915

### Description

Hinds County Workforce Investment Network (HCWIN) provides services to the largest county in the State of Mississippi and is located in west central Mississippi. Jackson, the state capital, is situated in the northeast corner of Hinds County. The population is 254,441 with approximately 77% residing in the city of Jackson.

### Local Area Accomplishments

HIB Grant - Hinds County Workforce Investment Board was awarded an HIB Technical Skills Grant in the amount of \$1,420,010 by the Department of Labor (DOL) for a two-year period. DOL allocated funding for HIB grants to assist in addressing the issue of training American citizens for "high demand, high skill, high-tech" jobs that are being filled by foreign workers through temporary HIB visas. The High Tech Consortium of Hinds County was formed to address these needs within the information technology field.

**Workforce Academy** - The Hinds County Workforce Investment Network (HCWIN) continued their participation in the U.S. Chamber of Commerce - Workforce Academy project during the Program Year 2002. The purpose of the Workforce Academy program was to provide a forum for businesses, workforce service providers, workforce board members, and community leaders to address current and future workforce needs and discuss ways to improve the area's workforce delivery system.



**Pre-Employment Training Program** - During the Program Year 2002, the HCWIN expanded its public computer laboratory to include a Pre-Employment Training Program targeted at TANF participants. The program includes: Motivational/Interviewing Skills Class, Choices Assessment/Personality Test, WIA Information/WIA Sign Up and Introduction to Resumes, Introduction to Computer Typing, Dressing for a Successful Interview and Mock Interview and Graduation Day.

During the Program Year 2002, more than 150 participants graduated from the Pre-Employment Training Program.

**Youth Program** - The HCWIN Youth Program continued to provide basic life skills training and occupational training to youth between the ages of 14-21. The overall service strategy is designed to include the WIA mandated "10-element" concept to interject long-term intervention into the lives of youth, assuring success, personal growth and self-sufficiency.

During Program Year 2002, the WIA Youth Program served a total of 503 participants, both in-school and out-of-school youth. These youth were selected from a target group with basic skill deficiencies, school dropouts, offenders, homeless and foster children, and individuals requiring additional assistance to complete an educational program or to secure employment.

### Twin Districts Workforce Investment Area

Southern Mississippi Planning and Development District, Fiscal Agent  
Primary Contact: Mr. Gary Lukens  
700 Hardy Street  
Hattiesburg, Mississippi 39401  
Phone: 601-545-2137 / Fax: 601-545-2164



### Description

The Twin Districts Local Workforce Investment Area (TDWIA) provides services to 20 counties in southeast Mississippi. The role of TDWIA is to support the area WIN Job Centers and the youth providers while promoting partnerships that enhance opportunities for workforce development.

### Local Area Accomplishments

During Program Year 2002, three major achievements were accomplished by the Twin Districts Workforce Area. These were: a substantial increase in the number of clients enrolled into WIA; the development of a tracking system which provides accurate and timely information; and a successful layoff aversion project.

**Increase in Customers Served** - The greatest concentration of effort during this year was to increase the number of client enrollments. This task

### Hattiesburg WIN Job Center

took intense effort on the part of Job Center personnel. Actual procedures needed to accomplish enrollment were identified and redefined. Dual enrollment was aggressively encouraged among partner programs. Forms, data entry and step-by-step methodology were set at the beginning of the program. By the end of the year, the TDWIA WIN Job Center staff met enrollment goals. A total of 11,822 individuals were enrolled into WIA services – an increase of 9,220 clients.

**Redesigned Tracking System** - To provide administrative and reporting needs, the Twin Districts WIN Job Centers began providing weekly reports to the Fiscal Agent. These reports allowed a more timely reporting system for totals in each service level and between each funding stream. Fiscal obligations were more current and an account of the number of people served was available.

Working with the Mississippi Employment Security Commission and the WIN Job Center Managers, a tracking system was developed in ACCESS to address these needs. The complex development throughout the year and implementation toward the end of the year provided accurate information on a more “real” time basis. This accomplishment will continue to serve as a much more efficient and effective method of assessing WIA funds to provide services to clients, particularly those in training.

**Layoff Aversion Project** – The Twin Districts Area coordinated a successful layoff aversion project with Leaf River Forest Products in New Augusta. The company, located in Perry County, was in distress and had experienced some layoffs during the summer of 2002.

After the Company’s investment of new machinery, Leaf River joined with the state, Twin Districts, the State Board for Community and Junior Colleges (SBCJC) and Jones County Junior College in developing a training project for just over 60 employees. Funding in the amount of \$87,650 was made available by combining Community and Junior

**Gulf Coast  
Justice Academy**

College funds with WIA funds. This training consisted of over 808 instructional hours and provided Leaf River employees with the knowledge and expertise to operate the new “fluff” pulp production line.

**Gulf Coast Workforce  
Investment Area**

Gulf Coast Business Services Corporation,  
Fiscal Agent  
Primary Contact: Mrs. Mary Lee McNeil  
Post Office Box 3779  
12121 Highway 49  
Gulfport, Mississippi 39505-3779  
Phone: 228-539-6800  
Fax: 228-539-6872

**Description**

The Gulf Coast Local Workforce Investment Area provides services to George, Hancock, Harrison, Jackson and Stone Counties. The Gulf Coast



Comprehensive WIN Job Center is located in Gulfport. Services to Jackson County are provided at an affiliate site housed at the Pascagoula office of the Mississippi Employment Security Commission. The Mobile WIN Job Center serves George, Hancock and Stone counties on a rotating schedule, as well as Rapid Response activities to Dislocated Workers in all counties of the Gulf Coast Workforce Investment Area.

**Local Area Accomplishments**

Mobile WIN Job Center – On December 3, 2002, Governor Ronnie Musgrove officially dedicated the Mobile WIN Job Center. “This is a WIN Job Center that happens to be on wheels,” Governor Musgrove observed. This state-of-the art center can be mobilized to assist business and job seekers at any location. The Mobile WIN Job Center has a multimedia lab that features a satellite uplink, twelve computer workstations, photocopier, printer and a wide screen presentation system. The Mobile WIN Job Center Team served over 35 people in one day in George County.

Citizenship and Justice Academy Youth Program - The year long program offered at-risk youth ages 16-21 services to correct educational or vocational deficiencies to those who have been introduced into the court system. The Gulfport Municipal Court retained jurisdiction over these youth for up to twenty-four months. The youth that qualify for the program completed segments of Civics, Character Counts, Community Service, GED Training and Testing, Job Training and Follow-up.

National statistics revealed that half of adult offenders committed their first crimes as teenagers. The program was funded through the Gulf Coast Workforce Investment Board. The Department of Labor will feature the Citizenship and Justice Academy at a Showcase of Youth Programs in Atlanta. Gulfport WIN Job Center Grand Opening



Celebration - The Ribbon Cutting Ceremony for the new WIN Job Center in Gulfport was held on October 8. It attracted over 150 people from the Gulf Coast, Jackson and the Southeast Region.

**Awards Received By Local  
Workforce Investment Area**

Mississippi State Auditor Phil Bryant presented Judge Tom Payne with the Distinguished Public Servant Award for the “Citizenship and Justice Academy” in Harrison County.

The Governor’s Mississippi Partners’ in Education Award was received by Jeanne Brooks for “Investing in our Future” - a program at Charles B. Murphy Elementary School in Hancock County. The program was funded through a grant via Gulf Coast Workforce Investment Board Area.



## WIA Annual Report Data

State Name: MS

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	70.33	6,841	9,443	9,443	72.4
Employers	66	75.99	1,874	2,119	2,119	88.4

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	83.5	3,562
			4,266
Employment Retention Rate	80	83.6	4,114
			4,922
Earnings Change in Six Month	3,295	2,980	12,566,941
			4,217
Employment and Credential Rate	60	70.3	1,617
			2,300

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	83.9	512	84.4	395	79.9	366	82.4	61
		610		468		458		74
Employment Retention Rate	80.6	862	80.6	406	84.6	373	81.8	72
		1,069		504		441		88
Earnings Change in Six Months	3,026	1,734,059	2,898	1,205,445	2,617	934,181	4,360	292,110
		573		416		357		67
Employment and Credential Rate	68	387	69.3	169	55	122	72.1	31
		569		244		222		43

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	86.4	1,273	82	2,289
		1,473		2,793
Employment Retention Rate	85.6	1,765	82.2	2,349
		2,063		2,859
Earnings Change in Six Months	3,259	5,371,568	2,801	7,195,373
		1,648		2,569

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	91.6	2,148
			2,346
Employment Retention Rate	87	86.9	1,866
			2,148
Earnings Replacement in Six Months	95	121	14,179,941
			11,718,907
Employment and Credential Rate	60	68.3	723
			1,058

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	89.8	298	88.8	215	87.8	86	89.2	58
		332		242		98		65
Employment Retention Rate	85.2	254	89.3	192	89.5	77	86.2	50
		298		215		86		58
Earnings Replacement Rate	112.9	2,111,145	116.1	1,586,359	102.7	638,424	159	336,052
		1,869,824		1,366,478		621,849		211,410
Employment And Credential Rate	62.1	113	64	71	63.3	19	61.3	19
		182		111		30		31

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	91.4	967	91.7
1,058			1,288	
Employment Retention Rate	87	841	86.8	1,025
		967		1,181
Earnings Replacement Rate	115.9	6,044,945	125.1	8,134,996
		5,214,257		6,504,650

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
Employment Retention Rate	75	82.7	428
			305
Earnings Change in Six Months	2,382	2,456	369
			554,989
Credential Rate	50	42.7	226
			292
			684

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	54.4	87	50	1	69.3	61	65.8
160			2		88		368	
Employment Retention Rate	81.7	85	100	1	85.2	75	81.5	269
		104		1		88		330
Earnings Change in Six Months	1,969	114,227	5,334	5,334	2,414	123,133	2,307	442,958
		58		1		51		192
Credential Rate	37.8	84	50	1	18.9	23	40.1	231
		222		2		122		576

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	72	91.6	7,661
Diploma or Equivalent Attainment Rate	55	69.7	1,235	1,772
			777	1,358
Retention Rate	42	57.2		

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
	Skill Attainment Rate	91.5	3,841	88.7	471	86.6
4,199			531		1,540	
Diploma or Equivalent Attainment Rate	68.9	553	70.8	85	47.9	253
		803		120		528
Retention Rate	52.2	272	56	61	61.5	286
		521		109		465

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	77.8	480	3,348	1,563,482	2.4	84	3,335	10,555,360	29.4
617			467		3,562		3,165		3,562	
Dislocated Workers	83.2	382	95.1	3,158,738	3.7	79	4,054	7,697,915	35.8	770
		459		3,320,887		2,148		1,899		2,148
Older Youth	70.8	165	2,790	390,557	3.6	10	1,697	453,093		
		233		140		277		267		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>16,176</b>	<b>7,488</b>
<b>Dislocated Workers</b>	<b>14,245</b>	<b>5,453</b>
<b>Older Youth</b>	<b>1,476</b>	<b>911</b>
<b>Younger Youth</b>	<b>7,373</b>	<b>4,938</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$35,973,428.00</b>
<b>Local Dislocated Workers</b>		<b>\$31,032,759.00</b>
<b>Local Youth</b>		<b>\$35,471,081.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$2,562,156.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$8,698,900.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Rapid Response	<b>\$2,717,905.00</b>
	Miscellaneous	<b>\$430,434.00</b>
	Youth Drop Out Prevention/School to Work Transition	<b>\$8,867,596.00</b>
	Research Experiences Outcome Job Market	<b>\$250,000.00</b>
	Nursing Recruitment/Barriers/LMI Project	<b>\$260,000.00</b>
	Jobs for MS Graduates	<b>\$395,000.00</b>
	Win-ACE/More/CAP	<b>\$219,221.00</b>
	Project WINJob Centers/Community College System	<b>\$315,625.00</b>
	Dislocated Worker	<b>\$1,293,585.00</b>
		<b>\$0.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$128,487,690.00</b>

# WIA Annual Report Data

State Name: **MS**

Program Year: **2002**

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Delta Planning & Development	<b>Total Participants Served</b>	Adults	2,667
		Dislocated Workers	2,433
		Older Youth	164
		Younger Youth	2,232
	<b>Total Exiters</b>	Adults	829
		Dislocated Workers	645
		Older Youth	76
		Younger Youth	1,156

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	70.3
	Employers	66	75.9
Entered Employment Rate	Adults	71	78.5
	Dislocated Workers	78	88.9
	Older Youth	62	48.4
Retention Rate	Adults	80	83.9
	Dislocated Workers	87	86.8
	Older Youth	75	95.5
	Younger Youth	42	67.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,295	2,909
	Dislocated Workers	95	123.7
	Older Youth (\$)	2,382	3,107
Credential / Diploma Rate	Adults	60	73.6
	Dislocated Workers	60	71
	Older Youth	50	12.9
	Younger Youth	55	97.5
Skill Attainment Rate	Younger Youth	72	95.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MS

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Gulf Coast Business Services Corp.	Total Participants Served	Adults	1,650
		Dislocated Workers	2,030
		Older Youth	207
		Younger Youth	768
	Total Exiters	Adults	768
		Dislocated Workers	913
		Older Youth	89
		Younger Youth	606

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	70.3
	Employers	66	75.9
Entered Employment Rate	Adults	71	83.8
	Dislocated Workers	78	90.3
	Older Youth	62	76.7
Retention Rate	Adults	80	75.6
	Dislocated Workers	87	83.7
	Older Youth	75	74.4
	Younger Youth	42	49
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,295	2,345
	Dislocated Workers	95	96.1
	Older Youth (\$)	2,382	1,394
Credential / Diploma Rate	Adults	60	43
	Dislocated Workers	60	44.6
	Older Youth	50	37.9
	Younger Youth	55	68.4
Skill Attainment Rate	Younger Youth	72	94.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MS

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Hinds County Workforce Investment Board	<b>Total Participants Served</b>	Adults	1,300
		Dislocated Workers	969
		Older Youth	92
		Younger Youth	384
	<b>Total Exiters</b>	Adults	403
		Dislocated Workers	135
		Older Youth	68
		Younger Youth	294

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	70.3
	Employers	66	75.9
Entered Employment Rate	Adults	71	71.4
	Dislocated Workers	78	80.8
	Older Youth	62	71.1
Retention Rate	Adults	80	82.1
	Dislocated Workers	87	91.3
	Older Youth	75	91.5
	Younger Youth	42	64.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,295	1,553
	Dislocated Workers	95	118.5
	Older Youth (\$)	2,382	3,547
Credential / Diploma Rate	Adults	60	65.9
	Dislocated Workers	60	45.6
	Older Youth	50	54
	Younger Youth	55	100
Skill Attainment Rate	Younger Youth	72	92.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: **MS**

Program Year: **2002**

**Table O: Summary of Participants**

<b>Local Area Name:</b> Mississippi Partnership	<b>Total Participants Served</b>	Adults	1,568
		Dislocated Workers	1,498
		Older Youth	407
		Younger Youth	1,186
	<b>Total Exiters</b>	Adults	795
		Dislocated Workers	552
		Older Youth	255
		Younger Youth	848

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	70.3
	Employers	66	75.9
Entered Employment Rate	Adults	71	91.4
	Dislocated Workers	78	95.7
	Older Youth	62	67.4
Retention Rate	Adults	80	93.8
	Dislocated Workers	87	96.2
	Older Youth	75	85.1
	Younger Youth	42	65.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,295	4,275
	Dislocated Workers	95	127.8
	Older Youth (\$)	2,382	1,723
Credential / Diploma Rate	Adults	60	84
	Dislocated Workers	60	86.8
	Older Youth	50	37
	Younger Youth	55	55.2
Skill Attainment Rate	Younger Youth	72	84.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MS

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Mississippi	<b>Total Participants Served</b>	Adults	1,584
		Dislocated Workers	1,792
		Older Youth	238
		Younger Youth	1,335
	<b>Total Exiters</b>	Adults	537
		Dislocated Workers	681
		Older Youth	151
		Younger Youth	1,118

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	70.3
	Employers	66	75.9
Entered Employment Rate	Adults	71	91.5
	Dislocated Workers	78	98.3
	Older Youth	62	55.1
Retention Rate	Adults	80	86.1
	Dislocated Workers	87	89.5
	Older Youth	75	75
	Younger Youth	42	46
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,295	3,781
	Dislocated Workers	95	111.5
	Older Youth (\$)	2,382	2,156
Credential / Diploma Rate	Adults	60	70.3
	Dislocated Workers	60	80.4
	Older Youth	50	55.8
	Younger Youth	55	63.9
Skill Attainment Rate	Younger Youth	72	90.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MS

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Twin Districts	Total Participants Served	Adults	7,407
		Dislocated Workers	5,404
		Older Youth	349
		Younger Youth	1,124
	Total Exiters	Adults	4,156
		Dislocated Workers	2,525
		Older Youth	253
		Younger Youth	572

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	70.3
	Employers	66	75.9
Entered Employment Rate	Adults	71	85.5
	Dislocated Workers	78	91.9
	Older Youth	62	76.5
Retention Rate	Adults	80	82.7
	Dislocated Workers	87	84.9
	Older Youth	75	77.7
	Younger Youth	42	66.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,295	3,015
	Dislocated Workers	95	131.5
	Older Youth (\$)	2,382	2,845
Credential / Diploma Rate	Adults	60	71.1
	Dislocated Workers	60	72.8
	Older Youth	50	50.6
	Younger Youth	55	59.7
Skill Attainment Rate	Younger Youth	72	93
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded