

STRATEGIC TWO-YEAR WORKFORCE INVESTMENT PLAN

FOR

TITLE I

OF THE WORKFORCE INVESTMENT ACT OF 1998

AND

THE WAGNER-PEYSER ACT

STATE OF MISSISSIPPI

For the period of

July 1, 2005 through June 30, 2007

FULL PLAN

STATE OF MISSISSIPPI
Two-Year Strategic Plan
For the Period of July 1, 2005- June 30, 2007
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GOVERNOR'S VISION FOR THE MISSISSIPPI WORKFORCE DEVELOPMENT SYSTEM

When Governor Barbour was inaugurated in January 2004, he announced that his number one priority was to improve the workforce development system in Mississippi, in order for businesses to thrive, prosper, and create increased job opportunities. Governor Barbour announced four goals:

- ❑ Centralize and streamline workforce training functions
- ❑ Maximize and leverage all workforce training funds
- ❑ Raise the skill level of Mississippi Workers
- ❑ Create Job Opportunities

A series of steps has been taken to realize this vision. A group of more than 500 businesspeople organized as Momentum Mississippi to develop goals and strategies to improve Mississippi's business climate and economic conditions. The Governor named his new State Workforce Investment Board (SWIB) including key business leaders and merged it with Mississippi's separate community college workforce council.

Governor Barbour worked with the state legislature to enact a new law in 2004 that consolidated employment-training programs into one new executive agency, the Mississippi Department of Employment Security (MDES). MDES supports the SWIB, WIA, Wagner-Peyser, Unemployment Insurance, Veterans' Programs, Trade Adjustment Assistance, Work Opportunity Tax Credits, Labor Market Information and Business Outreach Services.

Local workforce areas were combined in order to streamline activities, reduce administrative costs, and more sharply focus workforce activities. Mississippi's four workforce areas (see attached map) are administered by four Local Workforce Boards, overseen by a consortium of elected County Supervisors, with staff and fiscal support provided by four Planning and Development Districts. These local area boundaries and administrative arrangements will remain in effect throughout the two-year planning period.

Momentum Mississippi has developed several long-range goals based on the following facts:

- Mississippi has 1.3 million workers
- 80% of Mississippians are high school graduates
- 25% of Mississippians are college graduates
- Mississippi has the lowest national wage – 400,000 full time workers make between \$5.15 and \$9.50 per hour
- Ten years ago, 25% of Mississippi jobs were in manufacturing
- In 2005, 16% of Mississippi jobs are in manufacturing
- In 2005, 25% of the non-metro jobs are in manufacturing
- In 2005, 15% of the metro jobs are in manufacturing
- In Mississippi, services, government, and retail make up the bulk of the job market
- In Mississippi, there is strong growth in the automotive, communications, information technology, polymers, geospatial and healthcare sectors

Momentum Mississippi is committed to developing a workforce training system that can enhance Mississippi's economic development. Momentum Mississippi has adopted a set of long-range goals benchmarked against the following Southern States: Kentucky, Oklahoma, Tennessee, North Carolina, South Carolina, Georgia, Alabama, Louisiana, Florida, Arkansas and Texas.

By 2010:

- Mississippi will remain first in per capita income growth
- Mississippi will move from 10th to 8th or higher in employment growth
- Mississippi will be at least 6th in image for locating or expanding a business
- Mississippi will move from 12th to 9th or higher in high-tech share of employment

Mississippi's State Workforce Investment Board has adopted six broad directional goals for the workforce development system that build on the Governor's vision and Momentum Mississippi's long-range 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/junior college system.

FOCUS ON WORKFORCE GROUPS AND TARGETED INDUSTRIES

Mississippi's near-term strategy will be to focus upon the following selected areas in which we can make an immediate impact in promoting jobs and job growth.

- The Workforce – In this phase of development, Mississippi recognizes that providing opportunities to the following groups is essential to building a more vibrant workforce:
 - Incumbent 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 a business closure due to trade related displacements, displaced homemakers, and the children of dislocated workers;
 - Veterans – Including but not limited to recently separated veterans, families of veterans and active military personnel, and military personnel returning from active duty;
 - 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 over 18 and less than 22 years of age who are not enrolled in school or who are underemployed; and
 - Mature Workers – Including but not limited to unemployed or under employed individuals over the age of 55.
- Targeted Industries – To ensure the growth of the economy, Mississippi recognizes that it must focus resources upon those

businesses and skills providing the greatest opportunity for future growth. The State will encourage its partners to focus predominately on the following business types:

- Existing Business – Including but not limited to businesses with current documented demand or high-growth;
- High Growth and High Demand – Including but not limited to businesses with future high growth and high demand potential;
- 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.

In summary, Mississippi will implement Governor Barbour’s vision of an integrated, accountable workforce development system. The workforce system will promote business growth and increase employment opportunities by strengthening the partnership between Momentum Mississippi, the State’s fifteen community and junior colleges, the four local workforce investment board, each of the One-Stop partner agencies and the Mississippi Department of Employment Security. The workforce partnership will consolidate services in a statewide One-Stop system that is customer-friendly and focuses upon (1) existing workers, (2) dislocated workers, (3) veterans, (4) offenders and ex-offenders, (5) youth from 18 to 21, and (6) mature workers to provide jobs and skills for existing businesses, high-growth and high-demand occupations, the booming healthcare professions, small businesses, advanced manufacturing, and support industries including construction, finance and transportation.

MISSISSIPPI'S WORKFORCE DEVELOPMENT SYSTEM

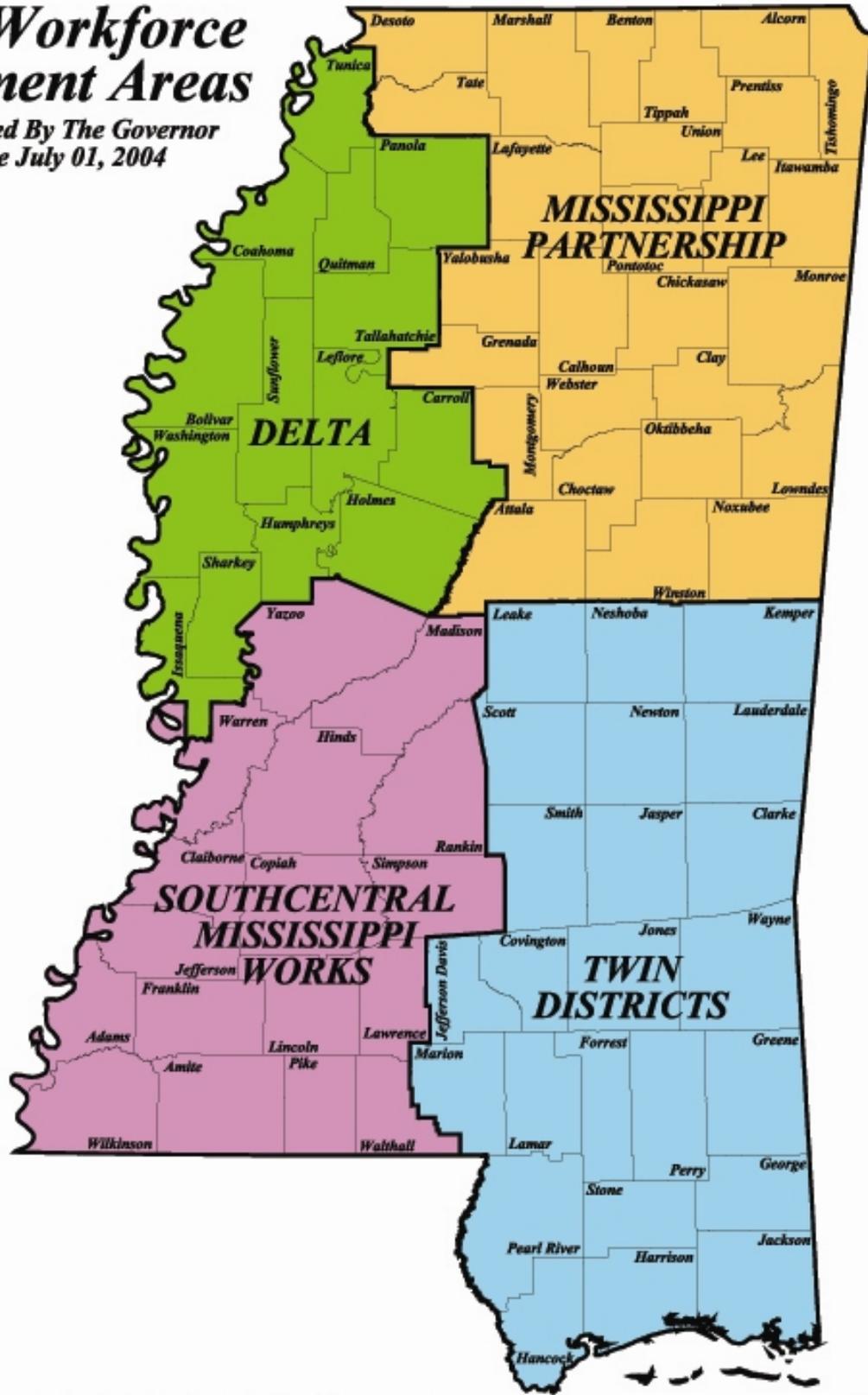
The Mississippi Department of Employment Security serves as the lead Executive Agency to implement the Governor's vision and the goals of Momentum Mississippi and the State Workforce Investment Board to increase employment opportunities in Mississippi and improve Mississippi's economic health. This will be done in partnership with the four local workforce investment boards, business leaders, and the following state agencies:

- Mississippi Development Authority (the state's economic development agency);
- Department of Rehabilitative Services;
- Department of Human Services;
- State Board of Community and Junior Colleges;
- State Board of Education; and
- Institutions of Higher Learning.

MDES will provide all of its services through an integrated system of One-Stop Centers. The four local workforce investment boards have all contracted with MDES to work in partnership with the community and junior colleges to administer the One-Stop Centers. Each center has one manager who oversees Unemployment Insurance, Wagner-Peyser, WIA services, Veterans services, Dislocated Worker and Trade Adjustment Assistance Services, Work Opportunity Tax Credits, Vocational Rehabilitation Services and Job Corps recruiting. At the state level, Business Outreach Services, Rapid Response, and Labor Market Information will be provided. This integrated service model will be characterized by customer-friendliness, an emphasis on providing personal and automated support for self-service, and strict and transparent accountability.

Local Workforce Investment Areas

As Designated By The Governor
Effective July 01, 2004



11/15/04

State of Mississippi

Plan Development Process

- I. Include (a) a discussion of the involvement of the Governor and the State Board in the development of the plan, and (b) a description of the manner in which the State Board collaborated with economic development, education, the business community and other interested parties in the development of the state plan. (§112(b)(1).)**

The Governor's Workforce Team has been working on developing and implementing the Governor's workforce plans since his inauguration in January 2004. Therefore, the issuance of the Department of Labor guidance for the Two-Year Workforce Investment Plan gave the Team the opportunity to formalize relative workforce plans, policies, and procedures. The Team's members worked to assemble the plan and prepared all drafts for partner and community review and comment. The Team has sought input from the local workforce areas, economic developers and business leaders, workforce development professionals, educators, partner agencies and stakeholders.

At the same time the State Workforce Investment Board is working on a true Strategic Plan for the State's unified workforce system. When possible and appropriate, the Workforce Team incorporated the strategic planning work of the Board in this plan.

- II. 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), 112(b)(9).)**

The State made the plan available of public comment in the following ways:

- Completed sections of the draft of the state plan were posted on the Mississippi Department of Employment Security (MDES) website starting on April 8, 2005, for public review and comment.
- Public Notices were placed in the five of the State's major daily newspapers announcing the availability of the draft plan on the MDES website for review and comments and providing instructions on how, where and when comment should be submitted;
- Written notice of the draft plan availability was mailed 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 12 Local Workforce Investment Area directors and his/her Workforce Investment Board chair were invited to review and make recommendations to the plan;
- The plan was discussed at meetings attended by local Workforce Investment Area directors and other stakeholders.
- No comments have been received to date. Comments received after the plan has been submitted will be forwarded to the Department of Labor.

STATE OF MISSISSIPPI
DRAFT TWO-YEAR STRATEGIC PLAN
July 1, 2005 to June 30, 2007

I. Describe the Governor’s vision for a statewide workforce investment system. Provide a summary articulating the Governor’s vision for utilizing the resources of the public workforce system in support of the State’s economic development that address the issues and questions below. States are encouraged to attach more detailed documents to expand upon any aspect of the summary response if available. (§112(a) and (b)(4)(A-C).)

A. What are the State’s economic development goals for attracting, retaining and growing business and industry within the State? (§112(a) and (b)(4)(A-C).)

Governor Haley Barbour recently unveiled the formation of a long-range economic development plan for the State, “*Momentum Mississippi*.” The Momentum Mississippi concept built upon Blueprint Mississippi’s recommendations, which came from business and higher education leaders and the Mississippi Economic Council. *Momentum Mississippi* will immediately fulfill one of the recommendations of Blueprint Mississippi – the implementation of the Statewide Economic Development Planning Act of 1987. The Act calls for a strategic, statewide approach to economic development that is systematically reviewed and updated. Governor Barbour formed a *Momentum Mississippi* Advisory Committee, a broad-based group from every region of the State to give 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).

According to Governor Barbour, “It should be no surprise that *Momentum Mississippi* will be a top priority for this Administration. Job creation is our state’s most urgent need.” The *Momentum Mississippi* Advisory Committee and the State Workforce Board will help to insure that the State is focusing its resources in the most effective manner for today’s environment.

B. Given that a skilled workforce is a key to the economic success of every business, what is the Governor’s vision for maximizing and leveraging the broad array of Federal and State resources available for workforce investment flowing through the State’s cabinet agencies and/or education agencies in order to ensure a skilled workforce for the State’s business and industry? (§112(a) and (b)(4)(A-C).)

When Governor Barbour was inaugurated in January 2004, he announced that his number one priority was to improve the workforce development system in Mississippi, in order for businesses to thrive, prosper and create increased job opportunities. Governor Barbour announced 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.

A series of steps has been taken to realize this strategic initiative. A group of more than 500 business people organized as *Momentum Mississippi* to develop goals and strategies to improve Mississippi's business climate and economic conditions. The Governor appointed his new State Workforce Board, which includes key business leaders, and merged the Board with Mississippi's separate community and junior college council that oversaw the use of State workforce training dollars.

Governor Barbour worked with the state legislature to enact a new law in 2004 that consolidated employment and training programs into one new executive agency, the Mississippi Department of Employment Security (MDES). MDES supports the State Board, WIA, Wagner-Peyser, Unemployment Insurance, the Veterans' Programs, Trade Adjustment Assistance, Work Opportunity Tax Credits, labor market information, and business outreach services.

Several local workforce areas were combined in order to streamline activities, reduce administrative costs, and more sharply focus workforce activities. Currently, four workforce areas (see map, **Attachment E**) receive policy governance from four strong local workforce investment boards (the local Workforce Boards), overseen by a consortium of elected County Supervisors, with staff and fiscal support provided by four Planning and Development Districts.

C. Given the continuously changing skill needs that business and industry have as a result of innovation and new technology, 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)(A-C).)

Momentum Mississippi has adopted a set of long-range goals for the year 2010 in relationship to similar and neighboring states including:

- 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.

In order to achieve these goals, education and job training will have to become better linked to businesses and the WIN Job Centers (One-Stop Career Centers.) In the past year, the Governor has set aside a large portion of his statewide funds to create new high demand/high growth training programs delivered by the State’s fifteen community and junior colleges. These valuable new training options for Mississippi’s businesses and workers will be improved and expanded each year utilizing a brand new fund stream created by Governor Barbour and the State legislature in the spring of 2005. The State Workforce Board will coordinate this new fund stream. In addition, a continued emphasis upon cost effectiveness will allow a greater percentage of WIA funds to be spent on training each year.

D. What is the Governor’s vision for bringing together the key players in workforce development including business and industry, economic development, education, and the public workforce system to continuously identify the workforce challenges facing the State and to develop innovative strategies and solutions that effectively leverage resources to address those challenges? (§112(b)(10).)

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 has adopted 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 Board Chair has named six committees to guide the Board and the workforce system in addressing each of these goals. Board members chair these committees. However, membership is not limited to State Workforce Board members. Partners, interested parties and subject matter experts have been invited to participate as members of each committee. This process reflects and supports 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.

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, 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? (§112(b)(18)(A).)

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 youth 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.

II. State Workforce Investment Priorities

Identify the Governor's key workforce investment priorities for the State's public workforce system and how each will lead to actualizing the Governor's vision for workforce and economic development. (§§111(d)(2) and 112 (a).)

Mississippi's near-term strategy will be 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 families 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 22 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.

III. State Governance Structure (§112(b)(8)(A).)

A. Organization of State agencies in relation to the:

- 1. Provide an organizational chart that delineates the relationship to the Governor of the agencies involved in the public workforce investment system, including education and economic development and the**

required and optional One-Stop partner programs managed by each agency.

An organizational chart reflecting the relationship between the Governor and agencies involved in the State's workforce development system is included as **Attachment A**.

1. In a narrative describe how the agencies involved in the public workforce investment system interrelate on workforce and economic development issues and the respective lines of authority.

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 over 60 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 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.

B. State Workforce Investment Board (§112(b)(1).)

1. Describe the Organization and Structure of the State Board. (§111.)

The Governor appoints a Chair from among the Board's business members. The Chair presides at Board meetings and appoints the Vice-Chair. The Chair appoints committees as deemed necessary to carry out the work of the Board. Currently, the Board has an Executive Committee and six other committees have been established to address the Board's six goals. These committees are: Accountability and System Oversight; Business Involvement and the Workforce Training Enhancement Fund; Workforce Training Efficiencies; Leveraging Community & Junior Colleges; Seamless Customer Service; and Strategic Plan Oversight.

2. Identify the organizations or entities represented on the State Board. If you are using an alternative entity which does not contain all the members required under section 111(b)(1), describe how each of the entities required under this section will be involved in planning and implementing the State's workforce investment system as envisioned in WIA. How is the alternative entity achieving the State's WIA goals? (§§111(a-c), 111(e), and 112(b)(1).)

A list of the current State Workforce Board member, including the organization each member represents, is included as **Attachment B**.

2. Describe the process your State used to identify your State Board members. How did you select board members, including business representatives, who have optimum policy-making authority and who represent diverse regions of the State as required under WIA? (20CFR 661.200.)

The Governor's Appointment Secretary, following WIA guidelines, identified potential Board members. The Appointment Secretary consulted with business organizations, including the Mississippi Economic Council and the Mississippi Manufacturers Association, to ensure that individuals representing both small and large businesses were included on the Board and that an appropriate mix of employers was considered. Efforts were made to select business representatives who served on local Workforce Boards or who led business associations. Including these members helps align workforce activities, strengthens coordination and ensures a cohesive approach to designing and operating the workforce investment system

The directors of key agencies that participate as One-Stop partners were appointed to ensure their input and experience.

The Lieutenant Governor, the presiding officer of the Senate, appointed two members of the Mississippi Senate. The Speaker of the House of Representatives of the Mississippi Legislature appointed two members from the House of Representatives. The President of the Mississippi AFL-CIO was consulted regarding Board members representing labor.

The demographics and regions of the State were taken into consideration when appointing SWIB members. The appointment process ensured that Board members represent critical sectors of the economy, including manufacturing, services, retail, construction, and banking, and that appointees live and work in the Mississippi Delta, the hill country and the central, southwest, southeast, and Gulf Coast regions.

3. Describe how the board's membership enables you to achieve your vision described above. (§§111(a-c) and 112(b)(1).)

With a dynamic and diverse membership, the State Workforce Board is well equipped to provide the direction-setting leadership needed to implement and oversee Mississippi's workforce development system. Through the recent passage of The Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004, the Governor and the legislature has outlined the duties of the State Workforce Board, including functions in Section 111(d) of the Workforce Investment Act.

4. Describe how the Board carries out its functions as required in sec. 111 (d) and 20 CFR 661.205. Include functions the Board has assumed that are in addition to those required. Identify any functions required in sec. 111 (d) the Board does not perform and explain why.

The State Workforce Board performs all functions listed in WIA section 111(d) and 20 CFR 661.205. In addition, the SWIB develops accountability standards for State funded community and junior college workforce development programs.

5. How will the State Board ensure that the public (including people with disabilities) has access to board meetings and information regarding State Board activities, including membership and meeting minutes? (20 CFR 661.205)

Every effort will be made to ensure that the public is informed of Board meetings and decisions. In compliance with Mississippi State Law (Mississippi Code of 1972 Annotated, Title 25-41-13, Open Meetings), a public notice will be included in appropriate newspapers across the State

to announce the time, date, and location of each Board meeting. Also, announcements of upcoming Board meetings and committee meetings can be found on the Mississippi Department of Employment Security website, and e-mails will be sent to anyone requesting meeting information.

In addition, each meeting shall be held in a location that is accessible to the general public and that is handicapped accessible. Adequate seating will be provided at each meeting to allow members of the public to observe the proceedings. Minutes are kept of each Board meeting and are on file at the Mississippi Department of Employment Security building. The minutes are open for public inspection during regular business hours. A copy of minutes and information regarding Board activities is provided upon request.

6. Identify the circumstances that constitute a conflict of interest for any State or local workforce investment board member or the entity that s/he represents, and any matter that would provide a financial benefit to that member or his or her immediate family. (§§111(f), 112(b)(13), and 117(g).)

State law addresses conflict of interest at §25-4-101 through 25-4-119, which covers State and local Workforce Board members. At §25-4-105, the law states:

- a. No public servant shall use his official position to obtain pecuniary benefit for himself other than that compensation provided for by law, or to obtain pecuniary benefit for any relative or any business with which he is associated.
- b. No public servant shall be interested, directly or indirectly, during the term for which he shall have been chosen, or within one (1) year after the expiration of such term, in any contract with the state, or any district, county, city or town thereof, authorized by any law passed or order made by any board of which he may be or may have been a member.
- c. No public servant shall:
 - (1) **Be a contractor, subcontractor, or vendor with the governmental entity of which he is a member, officer, employee or agent, other than in his contract of employment, or have a material financial interest in any business which is a contractor, subcontractor or vendor with the governmental entity of which he is a member, officer, employee or agent.**
 - (2) **Be a purchaser, direct or indirect, at any sale made by him in his official capacity or by the governmental entity of which he is an officer or employee, except in respect of the sale of goods**

or services when provided as public utilities or offered to the general public on a uniform price schedule.

- (3) Be a purchaser, direct or indirect, of any claim, certificate, warrant or other security issued by or to be paid out of the treasury of the governmental entity of which he is an officer or employee.
- (4) Perform any service for any compensation during his term of office or employment by which he attempts to influence a decision of the authority of the governmental entity of which he is a member.
- (5) Perform any service for any compensation for any person or business after termination of his office or employment in relation to any case, decision, proceeding or application with respect to which he was directly concerned or in which he personally participated during the period of his service or employment.

7. What resources does the State provide the board to carry out its functions, i.e. staff, funding, etc.?

The State provides the Board with one fulltime staff position and other staff and funding support necessary to carry out its functions.

C. Structure/Process for State agencies and State Board to collaborate and communicate with each other and with the local workforce investment system. (Sect. 112(b)(8)(A).)

- 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), 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).)**

The Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004 changed the face of the State's workforce investment system. The Act established and prescribed the membership of the State Workforce Board, which assumed the responsibilities of the Mississippi Workforce Development Advisory Council (the governing body for the State's community and junior colleges workforce funds) and the former State Workforce Investment Act Board (the governing body for WIA activities).

The Workforce Consolidation Act was designed to establish a comprehensive workforce training system focused upon achieving results,

using resources efficiently, and ensuring that workers and employers can easily access needed training services. The goal is to maximize cooperation among state agencies while increasing the employment, retention, and earnings of participants, thereby improving the quality of the workforce, reducing welfare dependency, and enhancing the productivity and competitiveness of the State of Mississippi.

As a result of the passage of Senate Bill 2478 in February 2005, administration of the Workforce Investment Act will be transferred from the Mississippi Development Authority to the Mississippi Department of Employment Security effective July 1, 2005. The transfer of WIA to MDES will further enhance collaboration and cooperation by placing the management of WIA, Wagner-Peyser, unemployment insurance, veterans' programs and Trade Adjustment Assistance within a single state agency.

- 2. Describe the lines of communication established by the Governor to ensure open and effective sharing of information among the State agencies responsible for implementing the vision for the public workforce system; between the State agencies and the State Workforce Investment Board.**

The Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004 stipulates that the State Workforce Board shall coordinate all training programs and funds in the State, and that each State agency and director will work cooperatively and be individually and collectively responsible to the Governor for the successful implementation of the statewide workforce investment system. The Governor, as Chief Executive Officer of the State, has complete authority to enforce cooperation among all entities that utilize Federal or State funding for the conduct of workforce training activities.

- 3. Describe the lines of communication and mechanisms established by the Governor to ensure timely and effective sharing of information between the State agencies/State Board and local workforce investment areas and local Boards. Include types of regularly issued guidance and how Federal guidance is disseminated to local Boards and One-Stop Career Centers. (§112(b)(1).)**

The Mississippi Department of Employment Security will issue regular, written communications to the local Workforce Boards. These communications will disseminate Federal guidance, such as Training and Employment Guidance Letters (TEGL's) and Training and Employment Notices (TEN's), drafts and final versions of State policies, and information on upcoming conferences and training sessions.

Information will also be distributed through the MDES web site and through partner agency web sites as appropriate.

Refer also to plan section III.A.4, above.

- 4. Describe any cross-cutting organizations or bodies at the State level designed to guide and inform an integrated vision for serving youth in the State within the context of workforce investment, social services, juvenile justice, and education. Describe the membership of such bodies and the functions and responsibilities in establishing priorities and services for youth? How is the State promoting a collaborative cross-agency approach for both policy development and service delivery at the local level for youth? (§112(b)(18)(A).)**

When WIA was implemented in Mississippi, the State Workforce Board did not elect to establish a state-level Youth Council. Instead, local Youth Councils will take the lead, building upon their existing relationships with youth agencies and service providers.

In 2003, the State convened a Youth Summit. Each local area sent a team consisting of representatives from local Youth Council staff, youth providers, WIA partner agencies, and community- and faith-based organizations. A State Youth Team met as well and featured team members from education, disability advocates and community-based organizations. The intent of the State Team was to provide support to the local teams and help effect policy changes. Most of the local teams continue to meet and have had a significant impact on service delivery to youth in their areas.

In order to realize DOL's new vision for serving the neediest youth, Mississippi will reconvene the Youth Team. In addition to the participants identified above, this Youth Team will include representatives from the State agencies that oversee juvenile justice, social services, education, and workforce development, as well as participants from other interested youth advocacy groups.

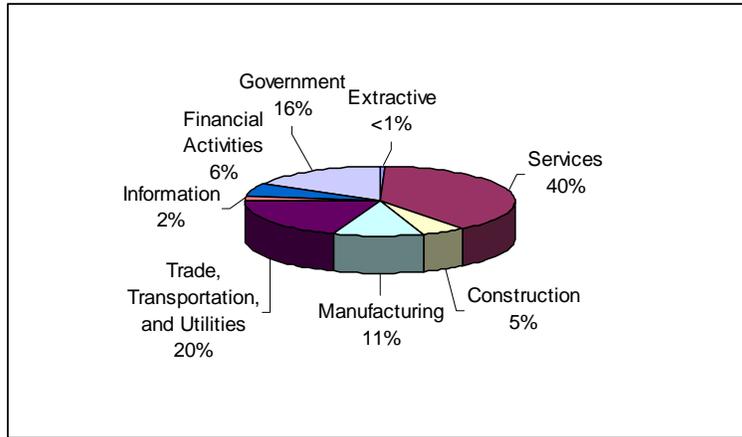
We are excited to have the committed support of Governor Barbour. In keeping with the Governor's vision for Mississippi, the State Youth Team will make the education and preparation of youth for tomorrow's workforce a top priority.

- IV. Economic and Labor Market Analysis (§112(b)(4).): As a foundation for this strategic plan and to inform the strategic investments and strategies that flow from this plan, provide a detailed analysis of the State's economy, the labor pool, and the labor market context. Elements of the analysis should include the following:**

A. What is the current makeup of the State’s economic base by industry?

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. 40 percent of all jobs are in the service sector, 11 percent in manufacturing, and the remaining are shared across several sectors (see Figure 1).

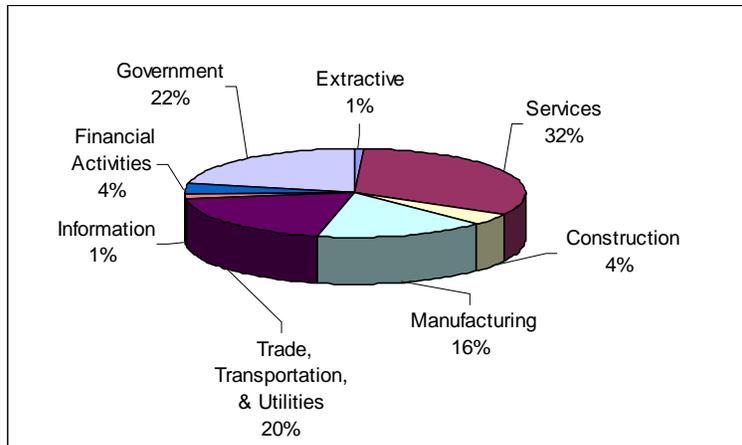
Figure 1: U.S. Economic Base by Industry, 2004



Source: U.S. Bureau of Labor Statistics Current Employment Statistics, 2004

Mississippi has followed national industrial trends and has 34 percent of its current workforce employed in services and 16 percent in the manufacturing sector (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 Economic Base by Industry, 2004



Source: MS Department of Employment Security Current Employment Statistics, 2004

Within the service sector, the two largest sub-sectors are health care and social assistance, and accommodation and food services, accounting for approximately 60 percent of all service sector jobs. The former sub-sector pays an average annual wage of \$30,000 and the latter sub-sector pays \$14,000.

Table 1: The Service Sector, State of MS, 2003-2004

	2003	2004	Percent Change	Average Annual Wage
Professional and Business Services	78,870	82,800	4.98	
Professional, Scientific and Technical	28,690	29,900	4.22	36,447
Management of Companies	10,470	9,900	-5.44	51,722
Administrative and Support	39,710	43,000	8.29	17,962
Educational and Health Services	115,800	119,000	2.76	
Educational Services	14,520	15,600	7.44	26,839
Health Care and Social Assistance	101,280	103,500	2.19	30,465
Leisure and Hospitality	123,250	125,100	1.50	
Arts, Entertainment, Recreation	13,310	13,100	-1.58	18,543
Accommodation and Food Services	109,940	112,000	1.87	14,104
Other Services	37,610	37,700	0.24	n/a
<i>Total</i>	<i>355,530</i>	<i>364,700</i>	<i>2.58</i>	

Source: Employment data come from the MDES Current Employment Statistics, 2004. Wage data come from the MDES Quarterly Census of Employment and Wages, 2003.

Seventy-three percent of those employed in the service sector work for businesses with over 50 employees. These large employers, however, account for only five percent of all service businesses.

Table 2: Size of Mississippi Service Businesses, 2004

Number of Employees	% of businesses	% of employees
1-5	65.5	6.2
6-10	13.8	5.1
11-20	9.0	6.3
21-50	6.4	9.7
51-100	2.1	7.2
100+	3.1	65.4

Source: Mississippi Business Tax Records, 2004

Within the manufacturing 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, \$40,000, followed by furniture and related products and food manufacturing paying \$27,000 and \$21,000 respectively. Other large sub-sectors include wood products manufacturing, machinery manufacturing, other durable manufacturing, and fabricated metal, accounting for approximately 27 percent of all jobs in manufacturing. Of these, machinery manufacturing pays the highest annual average wage, \$34,000, and wood products pays the least, \$31,000.

Table 3: The Manufacturing Sector, State of MS, 2003-2004

	2003	2004	Percent Change	Average Annual Wage
Durable Manufacturing	113,140	116,300	2.79	
Wood Product Manufacturing	13,120	13,100	-0.15	30,659
Fabricated Metal	11,580	11,000	-5.01	33,175
Machinery Manufacturing	12,180	12,000	-1.48	34,273
Computer and Electronic Equipment	3,010	3,100	2.99	33,452
Electrical Equipment	9,070	9,000	-0.77	28,877
Transportation Equipment	24,620	28,600	16.17	39,246
Furniture and Related Products	27,450	27,800	1.28	27,040
Other Durable Manufacturing	12,110	11,700	-3.39	n/a
Non-Durable Manufacturing	65,810	63,100	-4.12	
Food Manufacturing	27,660	26,800	-3.11	21,262
Apparel Manufacturing	5,680	5,000	-11.97	19,551
Paper Manufacturing	6,220	5,700	-8.36	54,564
Chemical Manufacturing	6,980	6,900	-1.15	47,062
<i>Total</i>	<i>178,950</i>	<i>179,400</i>	<i>0.25</i>	

Source: Employment data come from the MDES Current Employment Statistics, 2004. Wage data come from the MDES Quarterly Census of Employment and Wages, 2003.

Eighty-seven percent of those employed in manufacturing work for businesses with over 50 employees. These large employers account for 19 percent of all manufacturing businesses.

Table 4: Size of Mississippi Manufacturing Businesses, 2004

Number of Employees	% of businesses	% of employees
1-5	39.8	1.3
6-10	13.4	1.5
11-20	13.1	2.9
21-50	14.1	6.8
51-100	7.3	7.6
100+	12.2	79.9

Source: Mississippi Business Tax Records, 2004

In Mississippi, the government and trade, transportation, and utilities sectors are also among the largest employers, accounting for 22 and 20 percent of all employment, respectively (see Table 5 and Table 6). The largest sub-sectors are local government and retail trade.

Table 5: The Government Sector, State of MS, 2003-2004

	2003	2004	% Change
Federal Government	25,810	25,400	-1.59
State Government	61,320	61,400	0.13
Local Government	153,650	155,700	1.33
<i>Total</i>	<i>240,780</i>	<i>242,500</i>	<i>0.71</i>

Source: MDES Current Employment Statistics, 2004

Table 6: The Trade, Transportation, and Utilities Sector, State of MS, 2003-2004

	2003	2004	% Change	Average Annual Wage
Wholesale Trade	34,860	35,000	0.40	37,870
Retail Trade	138,660	138,500	-0.12	19,158
Transportation and Warehousing	37,780	38,700	2.44	31,610
Utilities	7,990	8,000	0.13	48,841
<i>Total</i>	<i>219,290</i>	<i>220,200</i>	<i>0.41</i>	

Source: Employment data come from the MDES Current Employment Statistics, 2004. Wage data come from the MDES Quarterly Census of Employment and Wages, 2003

Mississippi's economic base varies in each of the four local workforce areas. Manufacturing is more predominant in the Mississippi Partnership, comprising 25 percent of all employment. The largest sub-sector in this area is furniture manufacturing, employing approximately 24,000, accounting for 33 percent of all manufacturing jobs.

B. What industries and occupations are projected to grow and or decline in the short term and over the next decade?

In the short term, only three manufacturing sub-sectors have grown. Between 2003 and 2004, transportation equipment grew by 16 percent, computer and electronic equipment by three percent, and furniture and related products by one percent. During the same period, the remaining manufacturing sub-sectors have experienced a decline ranging between one and 12 percent, accounting for an average net decline of 0.25 percent. Over the next ten years, manufacturing employment is expected to increase by 10 percent. This growth will be due primarily to plastics and rubber products manufacturing (21 percent), transportation equipment manufacturing (20 percent), food manufacturing (18 percent), machinery manufacturing (16 percent), beverage and tobacco product manufacturing (11 percent), and furniture and related product manufacturing (11 percent). Several sub-sectors, however, are expected to decline between three and 20 percent. Apparel manufacturing and

leather manufacturing are expected to experience the most dramatic declines (20 and 18 percent, respectively).

As for the service sector, employment grew by approximately three percent between 2003 and 2004. The two sub-sectors with the largest growth rate are administrative support and educational services, growing at eight and seven percent, respectively. During the same period, management of companies and arts, entertainment, and recreation declined by five and two percent respectively. Over the next 10 years, the service industry is expected to grow by 25 percent. Social assistance, administrative and support services, and professional, scientific, and technical services are each expected to grow by over 33 percent. None of the service sub-sectors are expected to decline.

Additional information on occupational growth is reported in **Attachment C, Appendix B**.

C. In what industries and occupations is there a demand for skilled workers and available jobs, both today and projected over the next decade? In what numbers?

In the current economic environment, the demand for skilled workers cuts across industry sectors, especially in those that require the application of technology and knowledge such as automotive and health care professionals. Over the next 10 years, there is a projected annual demand of 50,665 new jobs. Of these, 29,365 (58 percent) will require little or no preparation and 21,300 (42 percent) will require moderate or extensive education or training. Of the four workforce areas, only the Delta did not reflect the statewide trend, with only 36% of the projected new jobs requiring moderate or extensive education or training.

Among fast growing occupations that require extensive education or training are social workers, registered nurses and schoolteachers. Occupations requiring moderate preparation include teacher assistants, maintenance and repair workers, first-line supervisors, office and administrative support workers, carpenters, and licensed practical and vocational nurses (see **Attachment C, Appendix C**).

Across industry sectors, the majority of all jobs require at least medium preparation. Manufacturing sub-sectors such as transportation, electrical, and computer equipment require considerable to extensive preparation. For the service sector, those requiring considerable or extensive preparation include the health care, management, and professional, scientific, and technical sub-sectors.

D. What jobs/occupations are most critical to the State's economy?

The most critical jobs in Mississippi are those that pay above the state's annual average wage (\$27,765) and are expected to be the fastest growing (see **Attachment C, Appendix B, Table 1b**). These are the jobs that provide tax revenue and, therefore, support State education and development initiatives. Also critical are jobs provided by small and medium sized businesses, as they are less likely to be subject to changes in the global economy.

E. What are the skill needs for the available, critical and projected jobs?

The available, projected, and critical jobs fall within five job zones (see **Attachment C, Appendix C**).

The jobs falling within zone one generally require a high school diploma or GED certificate. Some may require a formal training course to obtain a license. Employees in these occupations need only a few days to a few months of training.

The jobs falling within zone two usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed. Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

The jobs falling within job zone three require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree. Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

The jobs falling within job zone four usually require a four-year bachelor's degree. Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

The jobs falling within job zone five require a minimum of a bachelor's degree. However, many also require graduate school. For example, they may require a master's degree, and some require a Ph.D., M.D., or J.D. (law degree).

Of all projected occupations in Mississippi, 56 percent fall within zones one and two, and the remainder fall within zones three through five (see **Attachment C, Appendix C, Table 6c**).

The critical jobs require from medium to extensive training or education (see **Attachment C, Appendix B** and **Attachment C, Appendix C**).

F. What are the current and projected demographics of the available labor pool (including the incumbent workforce) both now and over the next decade?

Currently, there is a 61 percent labor force participation rate in Mississippi (see **Attachment C, Appendix D, Table 1d**). This is slightly lower than the national average (64 percent). Over the next twenty years, the participation rate is expected to decline. There are substantial differences in participation rates by gender, race, and age.

There are almost an equal number of men and women in the workforce. Of all males, 70 percent participate in the labor force. Only 53 percent of females participate.

The workforce is comprised predominantly of whites with 68 percent, followed by blacks at 31 percent and others at one percent. 61 percent of whites participate in the labor force, and 55 percent of blacks participate. Over the next 10 years, the labor force in Mississippi is expected to experience a substantial increase in minority participation.

Seventy percent of the workforce falls within the age group 25-54, 16 percent within the age group 16-24, and the remainder are over 55. Over the next 10 years the labor force in Mississippi is expected to experience a large increase in participation among those 55 and older, from 13 to 28 percent.

G. Is the State experiencing any “in migration” or “out migration” of workers that impact the labor pool?

According to the U.S. Census Bureau, between 1995 and 2000 Mississippi experienced a net in-migration of 26,930 (10 per 1000 population). However, Mississippi experienced a net out-migration of approximately 5,000 young, single college educated individuals, a rate of 134 per 1000 population. If these migration patterns continue, older and less skilled workers will comprise an ever larger part of the Mississippi labor force.

H. Based on an analysis of both the projected demand for skills and the available and projected labor pool, what skill gaps is the State experiencing today and what skill gaps are projected over the next decade?

The current economic development goal is to move toward a higher paying, higher skilled, more knowledge-based economy. Meeting this goal requires a far more focused investment in training and education so that Mississippi can continue to be competitive nationally and globally.

I. Based on an analysis of the economy and the labor market, what workforce development issues has the State identified?

Increasing per capita income is critical. Although per capita income has increased since the 1990s, it remains only 74 percent of the national average. Similarly, the current poverty rate is lower than in the early 1990s, yet remains substantially above the national average. Unemployment rates are also well above the national average. The outflow of young, skilled workers must be reversed. These issues are now being addressed for the first time through unified workforce and economic development initiatives.

J. What workforce development issues has the State prioritized as being most critical to its economic health and growth?

Refer to the six goals adopted by the State Workforce Board in plan section I.D.

V. Overarching State Strategies

A. Identify how the State will use WIA Title I funds to leverage other Federal, State, local, and private resources in order to maximize the effectiveness of such resources and to expand the participation of business, employees, and individuals in the Statewide workforce investment system. (§112(b)(10).)

Leveraging other resources is one of the SWIB's goals. The first phase will be to cooperate far more closely with the State's strong community and junior college system. In 2005, Governor Barbour introduced and signed the Workforce Training Enhancement Fund Bill. This legislation calls for the State Workforce Board to assist the community and junior college effort to increase services to business through incumbent worker training, utilizing funds generated by the unemployment tax system.

B. What strategies are in place to address the national strategic direction discussed in Part I 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).)

- Integrated, seamless service delivery through comprehensive One-Stop Career Centers

Mississippi will continue the efforts started by Governor Barbour with the Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004 to build a truly consolidated statewide workforce system that

maximizes cooperation among state agencies, increases worker employment, retention and earnings, and also increases occupational skill attainment. This consolidated system will accomplish the goal of seamless service delivery. One of the six goals identified by the State Workforce Board is consolidation of workforce training efforts and reduction of duplication and administration.

- A demand-driven workforce system governed by business-led workforce investment boards

During the appointment process the Governor made sure to appoint business leaders committed to a strong demand-driven workforce system. Another one of the State Workforce Board's six goals is ensuring business involvement in deciding the training needs of the existing and future workforce.

- Maximum flexibility in tailoring service delivery and making strategic investment in workforce development activities to meet the needs of the State and local economies and labor markets

Yet another of the six goals identified by the State Workforce Board is the development of an easy to use workforce investment system for job seekers, businesses and other customers. This goal will be realized in a clearly defined action plan for the State's workforce investment system.

- Customers making informed choices based on quality workforce information and accessing quality training providers

The overarching theme of the State's goals is customer service and ease of use. Any workforce system that provides good customer service in an easy-to-use atmosphere must provide its customers with information necessary to make informed and sound choices based on a realistic view of current and future workforce needs. The State will strive to make the best and most relevant information available to customers through the WIN Job Centers.

- Increased fiscal and performance accountability

The State Workforce Investment Board ranked accountability as its number one goal for the unified workforce investment system. Committees have been appointed to guide and oversee the installation of an accountability system to track and correlate money spent and results achieved.

- A youth program targeting out-of-school populations with increased accountability for employment and/or increased secondary and post-secondary education outcomes

The State recognizes the need to focus youth resources on out-of-school and harder to serve populations and upon increased secondary and post-secondary

education outcomes. The State will continue work started last year at the Department of Labor’s Regional Youth Forum. The State will continue to 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.

C. Based on the State’s economic and labor market analysis, what strategies has the State implemented or plans to implement to identify and target industries and occupations within the State that are high growth, high demand, and vital to the State’s economy? (§§112(a) and 112(b)(4)(A).)

The State may want to consider:

- 1. Industries projected to add a substantial number of new jobs to the economy; or**
- 2. Industries that have a significant impact on the overall economy; or**
- 3. Industries that impact the growth of other industries; or**
- 4. Industries that are being transformed by technology and innovation that require new skill sets for workers; or**
- 5. Industries that are new and emerging and are expected to grow.**

Over the next decade, Mississippi industries are expected to generate a total of 105,955 new jobs that will account for 54 percent of all expected new jobs (196,546). Five industry sectors will pay at or above the State average annual wage (\$27,765). These account for 20 percent of all expected new jobs. Particular emphasis will be placed on assisting high-wage industries to expand.

Table 1: Industries projected to add a substantial number of new jobs to the economy

Industry	2003 Average Wage	2012 Projected Employment
Administrative and support	17,962	12,570
Food services and drinking places	9,864	11,960
Ambulatory health care	41,749	10,970
General merchandise stores	16,557	9,630
Professional, scientific, and technical	39,053	9,180
Hospitals	32,368	9,145
Nursing and residential care facilities	19,611	6,310
Specialty trade contractors	27,343	5,940
Social assistance	16,910	5,710
Accommodation	21,664	5,660
Food manufacturing	21,262	5,200
Religious, grant making, civic organizations	23,051	5,080
Transportation equipment manufacturing	39,246	4,600
Support activities for ag and forestry	24,584	4,000

*Highlighted sub-sectors have a 2003 annual average wage at or above the state average of \$27,765.

The State has identified specific industries and occupations which are high growth, high demand, and vital to the State's economy. These industries include two of the three industries recognized nationally in the President's High Growth, High Demand Initiative – Healthcare and Geospatial (GIS) Industries – as well as two others specific to the State – Hospitality/Gaming and Automotive.

A number of initiatives are underway or in the planning stages that are designed to expand the workforce for the industries and occupations identified above. A few examples follow.

- The Southcentral Mississippi Works Local Workforce Investment Area currently operates a specialty WIN Job Center in Canton that is dedicated to serving the needs of the Nissan automotive assembly plant and its suppliers. The State has also provided funding to the Mississippi Partnership Local Workforce Investment Area to conduct a Labor Market Survey to determine the number of underemployed workers in Pontotoc, Lee, and Union Counties. These counties are partners in the Wellsprings Project that is a major contender for a proposed Toyota automotive assembly plant.
- Through a contract with the Mississippi Office of Nursing Workforce, the State has implemented the High School Nurse Academy, a high school nursing mentorship program operating in each of the four local workforce areas. This mentorship program is expected to expand to new sites around the State.

D. What strategies are in place to promote and develop ongoing and sustained strategic partnerships that include business and industry, economic development, the public workforce system, and education partners (K-12, community colleges, and others) for the purpose of continuously identifying workforce challenges and developing solutions to targeted industries' workforce challenges? (§112(b)(8).)

Strategic partnerships include the Mississippi Alternative Path to Quality Teachers, a training program implemented by the Mississippi Community College Foundation to recruit, train, and mentor public school teachers who are unemployed or underemployed and who already have four-year degrees that are not in education. This is partially funded by the Mississippi Department of Employment Security and the Mississippi Department of Education (MDOE), with the training provided by the State's community college system, and with mentoring provided on the job by the public school system.

Another partnership works to alleviate the nursing shortage and looming healthcare crisis in Mississippi. The Mississippi Hospital Association and the Mississippi Office of Nursing Workforce (ONW) spearheads this work. The ONW administers a survey of all the State's active nurses and all nursing faculty as part of its Nursing Education Barriers Project. The Barriers Task Force brings together representatives of the State's workforce system, the MDES, the MDOE, the Deans and Directors of Schools of Nursing, the State Board for Community and Junior Colleges, the Mississippi Institutions of Higher Learning, and administrators from hospitals and nursing homes. Strides have been made to alleviate the barriers that prevent nursing students from graduating.

E. What State strategies are in place to ensure that sufficient system resources are being spent to support training of individuals in high growth/high demand industries? (§§112(b)(17)(A)(i) and 112(b)(4)(A).)

During Program Year 2003 the State developed and issued a policy to encourage local workforce areas to develop and implement training in high growth/high demand industries. The State has also identified high growth/high demand industries as one of its initiatives for the upcoming two-year training period.

F. What workforce strategies does the State have to support the creation, sustainability, and growth of small businesses and support for the workforce needs of small businesses as part of the State's economic strategy? (§§112(b)(4)(A) and 112(b)(17)(A)(i).)

The State has identified and included services for small businesses as one of its initiatives. Refer to section II of this plan.

G. How are the funds reserved for Statewide activities used to incent the entities that make up the State's workforce system at the State and local levels to achieve the Governor's vision and address the national strategic direction identified in Part I of this guidance? (§112(a).)

Statewide funds are budgeted according to the priorities in section I of this plan, with particular attention paid to eliminating duplication and coordinating state agencies to maximize the use of Federal and State workforce dollars. All proposals presented for funding consideration will be carefully evaluated for collaboration and partnering components. Proposals demonstrating these components will stand a greater chance of receiving an award.

H. Describe the State's strategies to promote collaboration between the public workforce system, education, human services, juvenile justice, and others to better serve youth that are most in need and with significant barriers to employment, and to successfully connect them to education

**and training opportunities that lead to successful employment.
(§112(b)(18)(A).)**

Mississippi will continue to pursue opportunities for collaboration. Examples include: 1) building upon the efforts begun at the Mississippi Youth Summit and State Youth Teams; 2) supporting legislative initiatives that improve the workforce education curricula for all levels of education, but particularly for the secondary level; 3) developing and broadening the workforce preparation component of youth programs; 4) fostering and advancing relationships between businesses and youth programs, particularly as related to the mentoring and work experience elements of the programs; and 5) exploring alternative funding opportunities that will further collaboration.

I. Describe the State's strategies to identify State laws, regulations, policies that impede successful achievement of workforce development goals and strategies to change or modify them. (§112(b)(2).)

Mississippi has worked with its four local areas and One-Stop partners to identify laws, rules, policies and practices that impede customer service improvement. One tangible result was workforce development consolidation legislation signed by Governor Barbour in 2004. A second result was unemployment insurance reform, which also strengthened linkages between community and junior colleges and WIN Job Centers. These critical legislative initiatives are described in more depth throughout this plan.

WIN Job Centers across Mississippi are continuing to streamline access to employment services, unemployment insurance, veterans' services, Trade Adjustment Assistance (TAA), WIA adult, dislocated worker and youth services, and community college programs. The granting of workflex authority will assist in piloting promising new approaches and improving the quality and quantity of customer services.

J. Describe how the State will take advantage of the flexibility provisions in WIA for waivers and the option to obtain approval as a workflex State pursuant to §189(i) and §192.

The State is submitting the following workflex request.

1. Common Performance Measures

Mississippi wishes to waive the current 17 WIA performance measures and to implement the new Common Measures statewide on July 1, 2005. It is not in the best interest of either Mississippi or DOL to spend more time, effort and funding tracking the current 17 WIA performance standards when they are likely to be scrapped and replaced by the Common Measures prior to scores on the current measures being finalized. We look

forward to working with the Regional Office to fine-tune the new Common Measures and to develop and share best practices with our One-Stop partners and our sister states. We have polled our four workforce areas, and all four concur with this approach. (See **Attachment D**)

2. Block Grants

To the maximum extent permitted under current WIA legislation and, should WIA amendments become law, to the maximum extent permitted by those amendments, Mississippi wishes to implement the block grant concept. This approach will be phased in at different times and in different ways in our four local workforce areas. As an example, local areas may request authority to implement the following practices:

- Transferring funds freely between the adult, the dislocated worker and the youth programs;
- Combining all or a portion of available funds in the three WIA programs listed above, as permitted by WIA amendments;
- Applying rules and reporting requirements for the funding stream into which funds are transferred or combined.

Again, we believe that the experience gained in allowing our workforce areas to freely shift funds where need is greatest will benefit our customers, our sister states and the Regional Office.

3. Business Services

Both pieces of pending Federal workforce legislation, HB 27 and SB 9, provide a greater level of flexibility in serving our business customers. The State requests the authority to permit its four workforce areas to begin offering any of the business services listed in either of the aforementioned House or Senate bills.

4. Participant Registration and Customer Flow

Mississippi wishes to combine Wagner-Peyser labor exchange services and WIA core and intensive services as seamlessly and effectively as possible. One or more of the State's local workforce areas may request and be granted permission to consolidate registration paperwork for WIA and MDES's labor exchange services and for WIA core and intensive services. The goal is that registration for labor exchange services will become synonymous with WIA registration. Participants may also move between core and intensive services without additional paperwork.

5. Incumbent Worker Services

Any of the four local workforce areas may treat up to 10% of their adult, dislocated worker and youth allocations as Governor's statewide funds, utilizing all or a portion of these funds for incumbent worker services. The rules that apply to statewide incumbent worker funds will apply to these new, locally designated incumbent worker funds. This approach will allow our local Boards the flexibility to stave off worker dislocations, partner with economic development initiatives, and grow industries and business sectors targeted by the State and local strategic plans.

6. Training Flexibility

In addition to the statewide list of eligible training providers, the State wishes to permit its local workforce areas to use any course or program offered by an accredited public two or four year college located in Mississippi. The cost must not exceed the catalogue price, the participant enrolled in the course or program must have a training or career plan, the course or program must logically advance their training or career plan, and the expected training completion date must be within nine months of training initiation. We believe that the increased flexibility sought will allow us to train more customers more cost effectively and to partner more effectively with State educational entities.

7. Incentives

Each local workforce area may elect to offer cash or other incentives (i.e., gas cards or clothing vouchers) to adults, dislocated workers or youth who achieve program, training, and employment or follow-up retention goals. Each proposed incentive policy will be screened to ensure cost reasonableness and that acceptable documentation is retained. This option will allow Mississippi's four workforce areas to encourage speedy return to work, shorter stays on unemployment insurance, and quick progress into and through education and training options. It will also allow the State to apply and field test lessons learned from the Personal Reemployment Account demonstration project.

8. Additions

As other states apply for and field test new waivers, as WIA amendments progress through Congress, and as DOL announces new initiatives, Mississippi intends to periodically expand this list of workflex options. We wish to offer our local workforce areas and partner agencies every chance to experiment and succeed in increasing the quality and quantity of customer services. We wish to be less proscriptive in telling our local

Boards how to deliver services while becoming better at performance accountability and strategic planning.

Other waivers currently in effect for the State of Mississippi include: the Time Limit on Period of Initial Eligibility for Training Providers (20 CFR 663.530); 20% Funds Transfer Authority to Permit 50% Transfer Between Adult and Dislocated Worker Programs (Sec. 133{b}{4} CFR 667.140); and Prohibition on Use of Individual Training Accounts for Youth (20 CFR 664.510). These waivers expire on June 30, 2005. The State intends to request extensions of all three waivers, pending approval of the designation of Mississippi as a workflex state.

VI. Major State Policies and Requirements

Describe major State policies and requirements that have been established to direct and support the development of a Statewide workforce investment system not described elsewhere in this Plan as outlined below. (§112(b)(2).)

A. What State policies and systems are in place to support common data collection and reporting processes, information management, integrated service delivery, and performance management? (§§111(d)(2) and 112(b)(8)(B).)

Current State policies and systems to comply with data collection, reporting processes, information management, integrated service delivery and performance management are in the following manuals:

- *WIA Forms Manual- requirements for data collection and maintenance; and,*
- *Operational Guide- requirements for the management information system.*

Revised policies will be drafted when workflex authority is granted and Common Measures are reported and tracked. We are anticipating a move to the Common Measures effective July 1, 2005.

B. What State policies are in place that promote efficient use of administrative resources such as requiring more co-location and fewer affiliate sites in local One-Stop systems to eliminate duplicative facility and operational costs or to require a single administrative structure at the local level to support local boards and to be the fiscal agent for WIA funds to avoid duplicative administrative costs that could otherwise be used for service delivery and training? (§§111(d)(2) and 112(b)(8)(A).)

As noted in Section III.C.1, the Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004 established four local

workforce areas that are closely aligned with the Planning and Development District boundaries in Mississippi. Planning and Development Districts perform a dual function, serving as the fiscal agents for WIA funds and supporting the local Workforce Boards.

The Mississippi Department of Employment Security will work with local workforce areas, One-Stop operators and WIA partners to conduct an analysis of the current One-Stop system. Adjustments will be made as deemed necessary to increase co-location opportunities, reduce administrative costs, enhance service delivery to customers and maximize WIN Job Center productivity.

C. What State policies are in place to promote universal access and consistency of service Statewide? (§112(b)(2).)

Mississippi already registers and serves a higher number of WIA participants per dollar spent than most other states. We expect to increase the number of participants served by 20% in the coming year while exceeding every performance benchmark (common measures) and increasing the number of participants trained by at least 25%. The reason we are able to achieve these high goals is total commitment to integrated, effective service delivery at the State and local levels. Universal access to high quality services will expand and continue throughout the two-year planning period.

D. What policies support a demand-driven approach, as described in Part I. “Demand-driven Workforce Investment System”, to workforce development – such as training on the economy and labor market data for local Board and One-Stop Career Center staff? (§§ 112(b)(4) and 112(b)(17)(A)(iv).)

During Program Year 2003, the State developed and issued Mississippi State Policy Number 25, High Growth/High Demand Training, to encourage local workforce areas to develop and implement training in high growth/high demand industries. The State also contracts with Mississippi State University to develop and deliver tailored additional customized labor market and economic information for the four local workforce Boards and for the WIN Job Centers.

E. What policies are in place to ensure that the resources available through the Federal and/or State apprenticeship programs and the Job Corps are fully integrated with the State’s One-Stop delivery system? (§112(b)(17)(A)(iv).)

Currently, two (2) apprenticeship programs have training courses on the State Eligible Training Provider List. Efforts will be made to include all apprenticeship programs during the coming year. Jobs Corps recruiters are

collocated in WIN Job Centers throughout the State. Jobs Corps will also be invited to participate in the upcoming Youth Summit.

VII. Integration of One-Stop Service Delivery

Describe the actions the State has taken to ensure an integrated One-Stop service delivery system Statewide. (§§112(b)(14) and 121.)

A. What State policies and procedures are in place to ensure the quality of service delivery through One-Stop Centers such as development of minimum guidelines for operating comprehensive One-Stop Centers, competencies for One-Stop Career Center staff or development of a certification process for One-Stop Centers? (§112(b)(14).)

To guide the establishment, implementation and maintenance of quality One-Stop services, the State issued a policy outlining legislative and regulatory requirements. During the coming year, detailed performance information will be collected and widely disseminated to allow MDES and the four local Workforce Boards to more objectively evaluate Center quality and cost effectiveness.

B. What policies or guidance has the State issued to support maximum integration of service delivery through the One-Stop delivery system for both business customers and individual customers? (§112(b)(14).)

The Mississippi Department of Employment Security has created a statewide Business Outreach Services team to help business customers access services available through the One-Stop system. Other service integration initiatives are described throughout this plan.

C. What actions has the State taken to promote identifying One-Stop infrastructure costs and developing models or strategies for local use that support integration? (§112(b)(14).)

The Governor proposed and the state legislature passed the Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004 to establish a more cohesive workforce system in the State of Mississippi. The purpose of the Act is to “provide workforce activities, through a statewide system that maximizes cooperation among state agencies, that increases the employment, retention and earnings of participants, and increase occupations skill attainment by participants and as a result, improve the quality of the workforce, reduce welfare dependency and enhance the productivity and competitiveness of the State of Mississippi.” The Act also provided for incentives to community and junior colleges to participate more actively in the State’s One-Stop system.

D. How does the State use the funds reserved for Statewide activities pursuant to (§§129(b)(2)(B) and 134(a)(2)(B)(v).) to assist in the establishment and operation of One-Stop delivery systems? (§112(b)(14).)

The State is using Reed Act funds to support One-Stop infrastructure statewide. This approach obviates the need to use WIA funds for One-Stop delivery system, infrastructure, freeing up these funds for core, intensive and training service expansion. The State has used and will continue to use reserve funds to build the capacity of front-line staff in the One-Stops and provide more and better services to customers.

E. How does the State ensure the full array of services and staff in the One-Stop delivery system support human capital solutions for businesses and individual customers broadly? (§112(b)(14).)

The State will take the following actions to support human capital solutions for businesses and individual customers:

1. Increase services to existing workers, dislocated workers, veterans, offenders and ex-offenders, older youth and mature workers;
2. Focus resources on businesses and skill sets providing the greatest opportunities for future growth and development including existing growing businesses, high-growth and high demand occupations, the healthcare industry, small business, advanced manufacturing, and support industries;
3. Increase coordination with economic developers to increase employment and opportunities for employed workers;
4. Leverage state-supported workforce programs to increase training and retraining opportunities, reduce costs and provide services to more customers; and,
5. Explore every opportunity to alleviate cumbersome rules and procedures through workflex waivers.

VIII. Administration and Oversight of Local Workforce Investment System

A. Local Area Designations

1. **Identify the State’s designated local workforce investment areas and the date of the most recent area designation, including whether the State is currently re-designating local areas pursuant to the end of the subsequent designation period for areas designated in the previous State plan. (§112(b)(5).)**

In an effort to build a more unified workforce investment system, the Governor proposed and the Mississippi Legislature passed the Mississippi

Comprehensive Workforce Training and Education Consolidation Act of 2004. As a result of that Act, the Governor designated and intends to continue utilizing the following four local workforce areas.

- **Delta Workforce Investment Area**
Bolivar, Carroll, Coahoma, Holmes, Humphreys, Issaquena, Leflore, Panola, Quitman, Sharkey, Sunflower, Tallahatchie, Tunica, Washington
- **Mississippi Partnership Workforce Investment Area**
Alcorn, Attala, Benton, Calhoun, Chickasaw, Choctaw, Clay, DeSoto, Grenada, Itawamba, Lafayette, Lee, Lowndes, Marshall, Monroe, Montgomery, Noxubee, Oktibbeha, Pontotoc, Prentiss, Tate, Tippah, Tishomingo, Union, Webster, Winston, Yalobusha
- **Southcentral Mississippi Works Workforce Investment Area**
Adams, Amite, Claiborne, Copiah, Franklin, Hinds, Jefferson, Lawrence, Lincoln, Madison, Pike, Rankin, Simpson, Walthall, Warren, Wilkinson, Yazoo
- **Twin Districts Workforce Investment Area**
Clarke, Covington, Forrest, George, Greene, Hancock, Harrison, Jackson, Jasper, Jefferson Davis, Jones, Kemper, Lamar, Lauderdale, Leake, Marion, Neshoba, Newton, Pearl River, Perry, Scott, Smith, Stone, Wayne

2. **Include a description of the process used to designate such areas. Describe how the State considered the extent to which such local areas are consistent with labor market areas: geographic areas served by local and intermediate education agencies, post-secondary education institutions and area vocational schools; and all other criteria identified in section 116(a)(1) in establishing area boundaries, to assure coordinated planning. Describe the State Board's role, including all recommendations made on local designation requests pursuant to section 116(a)(4). (§§112(b)(5) and 116(a)(1).)**

The July 1, 2004 redesignation considered all the above factors and also was designed to increase performance and to conserve administrative funds.

3. **Describe the appeals process used by the State to hear appeals of local area designations referred to in §§112 (b)(5) and 116(a)(5).**

The designation policy adopted by the State Workforce Board includes an appeals process. A government that requests but is not granted

designation may submit an appeal to the Board. No appeals have been received.

B. Local Workforce Investment Boards -- Identify the criteria the State has established to be used by the chief elected official(s) in the local areas for the appointment of local board members based on the requirements of section 117. (§§112(b)(6) and 117(b).)

The State has a *Local Workforce Investment Board Appointment and Certification Policy*. The policy provides local elected officials with the requirements and standards for nomination, appointment and certification of local Workforce Boards. The policy has been revised once to address State conflict of interest and ethics compliance.

C. How will your State build the capacity of Local Boards to develop and manage high performing local workforce investment systems? (§§111(d)(2) and 112(b)(14).)

The State will continue to provide training opportunities for local Workforce Boards and their staff, including improving resource sharing, improving WIN Job Center services and cost effectiveness, increasing training choices and cost effectiveness and developing more targeted and effective youth programs.

D. Local Planning Process -- Describe the State mandated requirements for local workforce areas' strategic planning. What assistance does the State provide to local areas to facilitate this process, (112(b)(2) and 20 CFR 661.350(a)(13).) including:

1. What oversight of the local planning process is provided, including receipt and review of plans and negotiation of performance agreements?

The State has issued local planning guidance and a planning calendar to be followed during the upcoming two-year period. Besides the required parts of the local plan as prescribed at Section 118 of the Workforce Investment Act, the instructions call for the local area to share its workforce strategies and vision. State and local staff have met to discuss the local planning and review process. The State is also providing economic and labor market analysis necessary to guide each local plan. The State will negotiate local performance in a manner similar to the process used by the Department of Labor in negotiations with the State.

The Mississippi Comprehensive Workforce Training and Employment Consolidation Act of 2004 required that local workforce areas and local community and junior college workforce development councils work

together to develop a joint strategic plan for the area. We believe that joint planning will enhance seamless service delivery.

2. How does the local plan approval process ensure that local plans are consistent with State performance goals and State strategic direction?

The local plans will follow the outline and content of the State plan. The State will develop a local plan review document or checklist to ensure that all parts are addressed.

E. Regional Planning (§§112(b)(2) and 116(c).)

1. Describe any intra-State or inter-State regions and their corresponding performance measures.

NOT APPLICABLE AT THIS TIME.

2. Include a discussion of the purpose of these designations and the activities (such as regional planning, information sharing and/or coordination activities) that will occur to help improve performance. For example, regional planning efforts could result in the sharing of labor market information or in the coordination of transportation and support services across the boundaries of local areas.

N/A.

3. For inter-State regions (if applicable), describe the roles of the respective Governors and State and local Boards.

N/A.

F. Allocation Formulas (112(b)(12).)

1. If applicable, describe the methods and factors (including weights assigned to each factor) your State will use to distribute funds to local areas for the 30% discretionary formula adult employment and training funds and youth funds pursuant to §§128(b)(3)(B) and 133(b)(3)(B).

The State will not utilize the “30% discretionary formula” option described in WIA sections §§128(b)(3)(B) and 133(b)(3)(B).

2. Describe how the allocation methods and factors help ensure that funds are distributed equitably throughout the State and that there will be no significant shifts in funding levels to a local area on a year-to-year basis.

The funds allocated to the local areas for youth and adult activities will be allocated based on the formulas specified in Section 128(b)(2)(A)(I) and 133(b)(2)(A)(I) respectively. The two additional discretionary factors specified in 128(b)(3) and 133(b)(3) will not be used.

The State will apply the hold harmless provisions in the Act.

3. Describe the State’s allocation formula for dislocated worker funds under §133(b)(2)(B).

The Governor will allocate to the local workforce investment areas a minimum of 60 percent of the WIA Section 133 dislocated worker funds. Not more than twenty-five percent will be reserved for statewide rapid response activities, five percent for statewide administration, and 10 percent for statewide adult, youth, and dislocated worker activities specified in the Act.

Dislocated worker funds will be allocated to the local areas using the six factors prescribed in Title I, plus the number of dislocated workers. These factors are weighted as shown below.

<u>Allocation Factor</u>	<u>Weight</u>
Insured Unemployment	10%
Unemployment Concentrations	25%
Plant Closings & Mass Layoffs	5%
Declining Industries	10%
Farmer-Rancher Economic Hardships	5%
Long-Term Unemployment	30%
Number of Dislocated Workers	15%

Additional Factor Justification: The Mississippi Department of Employment Security generates a special printout from its active applicant new and renewal data that displays the number of applicants registered as dislocated workers. This information is an ideal addition to the elements required by WIA. A weight of 15 percent is justified because this item allows allocating funds based on the number of individuals who register with MDES as members of the target group for which these dollars are earmarked. Profiled unemployment insurance claimants are included in this data.

- 4. Describe how the individuals and entities on the State Board were involved in the development of the methods and factors, and how the State consulted with chief elected officials in local areas throughout the State in determining such distribution.**

Initially, consultation occurred in meetings and correspondence between the State WIA administrative entity and local chief elected officials and their representatives, local boards and their representatives, the State Workforce Board and its task forces, and other partner state agencies. Information and presentations have been given to these groups to educate them on the probable shifts in resources and the effects of these shifts. The State works diligently to provide information to help local elected officials understand the impact of their actions. The proposed allocations are provided to the local elected officials and other interested parties through the use of the official WIA communication system. Comments and suggestions are requested.

G. Provider Selection Policies (§§112(b)(17)(A)(iii), 122, 134(d)(2)(F).)

State Policy Number 5, Revision 1, Eligible Training Provider Certification, is the State's provider selection policy. The State followed its established procedures to adopt and revise Policy Number 5, to provide public notice and to solicit comments.

- 1. Identify the policies and procedures, to be applied by local areas, for determining eligibility of local level training providers, how performance information will be used to determine continuing eligibility and the agency responsible for carrying out these activities.**

Each local workforce area received State Policy Number 5, Revision 1 and has adopted a version of that policy for their local area. The State's policy and the subsequent local policies address eligibility determination for eligible training providers at the State or local level. These policies also establish the performance information that will be used in determining subsequent eligibility. The performance data is to be collected from voluntary reporting by the training providers on their annual application for recertification of programs. The initial and subsequent eligibility determination is to be carried out by the local workforce areas and approved by the State.

- 2. Describe how the State solicited recommendations from local boards and training providers and interested members of the public, including representatives of business and labor organizations, in the development of these policies and procedures.**

The State developed Policy Number 5, Revision 1 in conjunction with the local workforce areas and other interested parties. A workgroup meeting was held on January 14, 2003. Copies of the draft policy revision were mailed with a memorandum dated February 24, 2003 to all eligible providers on the State List at that time. Notice was also posted in the newspaper. Both the memorandum and the advertised notice provided invitation to Public Hearings to be held March 12 and March 26, 2003, and requested review and comments, to be received by the State until March 28, 2003. Public hearings were held at the Jackson Hilton and were open to the public.

3. Describe how the State will update and expand the State's eligible training provider list to ensure it has the most current list of providers to meet the training needs of customers.

The State compiles the State's Eligible Training Provider List from programs approved by the local workforce areas. The List is published on the Internet at www.mississippi.org/eplweb bi-annually on January 1 from applications received October 1-15 and on July 1 from applications received April 1-15.

4. Describe the procedures the Governor has established for providers of training services to appeal a denial of eligibility by the local board or the designated State agency, a termination of eligibility or other action by the board or agency, or a denial of eligibility by a One-Stop operator. Such procedures must include the opportunity for a hearing and time limits to ensure prompt resolution.

Policy Number 5, Revision 1 establishes procedures for providers of eligible training services to appeal a denial of eligibility by the local Board or the designated State agency, termination of eligibility, or other actions by the Board or agency. Section V. of the policy provides Denial and Appeal Processes including opportunities for hearings and time limits to ensure prompt resolution of appeals.

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).)

The Mississippi Department of Employment Security and the State have detailed procurement procedures for both competitive and noncompetitive awards. These procedures do not apply to the funds the State allocates by formula to the local workforce investment areas. The State WIA Procurement Policy complies with the uniform administrative requirements established by the Office of Management and Budget in

Circular A-102. In addition, the policy incorporates the laws and regulations set forth in the State of Mississippi /Office of Purchasing and Travel's Procurement Manual providing for the implementation of Title 31, Chapter 7, Mississippi Code of 1972, Annotated. All procurement practices and procedures are designed to avoid duplication, to focus on demonstrated ability, ensure ethical practices and ensure adequate documentation of the procurement process.

6. Identify the criteria to be used by local boards in awarding grants for youth activities, including criteria that the Governor and local boards will use to identify effective and ineffective youth activities and providers of such activities. (§112(b)(18)(B).)

Local Workforce Boards must identify in their local plans the process to be used for awarding grants for youth activities. Local areas, as a general rule, use a Request for Proposal (RFP) method of procurement. All State and local youth providers must adhere to the ten required elements of youth activities as outlined in WIA §112, either by providing the elements directly or by partnering with non-WIA funded youth service providers such as community- and faith-based organizations, educational entities, and businesses. Local areas may also choose to stipulate additional requirements specific to their areas.

H. One-Stop Policies (§112(D)(14).)

1. Describe how the services provided by each of the required and optional One-Stop partners will be coordinated and made available through the One-Stop system. Include how the State will consolidate Wagner-Peyser Act funds to avoid duplication of core services. (§112(b)(8)(A).)

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. The precise methodology for consolidating WIA and Wagner-Peyser fund streams is delegated to each Center's One-Stop operator. The standard practice is for Center-based line staff delivering core services to be partially funded from the WIA and Wagner-Peyser programs. If WIA is amended to authorize block grants or if Mississippi's requested workflex authority is granted, enhanced service coordination across all partner fund streams and greater WIA and Wagner-Peyser service consolidation can occur.

2. Describe how the State helps local areas identify areas needing improvement and how technical assistance will be provided.

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 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.

3. Identify any additional State mandated One-Stop partners (such as TANF or Food Stamp Employment and Training) and how their programs and services are integrated into the One-Stop Career Centers.

At this time, the State has not mandated any additional One-Stop partners.

I. Oversight/Monitoring Process -- 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).)

Mississippi worked with a nationally known vendor to develop and implement a mystery shopper program that focused on customer-driven service quality and accountability by collecting, analyzing, and using real time customer service data to support high standards and continuous improvement. Appropriate questions and scenarios were developed for business clients, job seekers, and unemployment insurance claimants.

Mystery shoppers posed as WIN Job Center customers with specific needs and visited the Centers to seek services. Immediately after the interactions, the mystery shoppers reported their observations and experiences of the service interactions. These observations were compiled into a summary report, which was disseminated at the State and local levels.

WIN Job Centers also 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.

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

Data Validation is conducted on-site in each of the local workforce areas on a regular basis. Data 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 “real time” (current) data derived from the State WIA reporting and tracking system. These reports provide planned versus actual performance data for WIA Adult, Dislocated Worker, In-School and Out-of-School Youth programs.

Since the reports are based on real time data, 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 performance measures.

J. Grievance Procedures. (§§122(g) and 181(cc).) Attach a copy of the State’s grievance procedures for participants and other affected parties (including service providers.)

The State’s grievance procedure is attached to the plan (see **Attachment F**).

K. Describe the following State policies or procedures that have been developed to facilitate effective local workforce investment systems. (§§112(b)(17)(A) and 112 (b)(2).)

1. State guidelines for the selection of One-Stop providers by local boards;

Local Workforce Boards, with the approval of local elected officials, have the responsibility for selecting One-Stop providers. Pursuant to Mississippi Workforce Investment System, Policy Number 4, entitled *One-Stop certification Procedures and Minimum Certification Standards for Local Sites*, local Workforce Boards have two options for designating One-Stop operators: a competitive process or designation in accordance with an agreement reached between the Board and a consortium of entities that, at a minimum, includes three or more of the One-Stop partners. Following the selection of the One-Stop operator and providers, the fiscal agent for the local area executes appropriate financial and contractual documents.

2. Procedures to resolve impasse situations at the local level in developing memoranda of understanding (MOUs) to ensure full participation of all required partners in the One-Stop delivery system;

The State will provide technical assistance to local Workforce Boards to facilitate “MOU” development and improvement. If impasses remain after local efforts have been exhausted, local Boards are to file a report with the Governor while the partner is to report the impasse to the appropriate State administrating entity. The reports are to identify unresolved issues and describe efforts to reach agreement. The Governor or his designee will work with the relevant State agencies to resolve the impasse. If necessary, the State may seek assistance from the Secretary of Labor or the Federal cognizant agency for the partner program.

3. Criteria by which the State will determine if local Boards can run programs in-house;

A local Workforce Board may not provide core or intensive services, or be designated or certified as a One-Stop operator, unless the arrangement is agreed to by the chief elected official and the Governor. A local Board is prohibited from providing training services unless the Governor grants a waiver. This prohibition also applies to the staff of local Workforce Boards. Local Boards seeking such waivers shall provide the Governor with the information required in Section 117(f). Any training waiver granted a local Board shall apply for a maximum of one year and may be renewed for a maximum of one more additional year.

4. Performance information that on-the-job training and customized training providers must provide;

Each workforce area is required to track the performance of on-the-job training and customized training providers. The One-Stop operator or service provider will evaluate the performance of on-the-job training and customized training contracts against the local area’s performance standards and will consider demonstrated effectiveness prior to entering into additional contracts with the employer.

5. Reallocation policies;

The State has a reallocation policy developed in accordance with WIA to promote the timely use of funds.

6. State policies for approving local requests for authority to transfer funds (not to exceed 20%) between the Adult and Dislocated Worker funding streams at the local level;

Currently, local Workforce Boards may request the transfer of funds between the adult and dislocated worker programs. The State evaluates transfer requests.

If the State's workflex request is granted, local Workforce Boards may transfer funds freely between the adult, the dislocated worker and the youth programs. Rules and reporting requirements will be those of the funding stream into which funds are transferred or combined.

7. Policies related to displaced homemakers, nontraditional training for low-income individuals, older workers, low-income individuals, disabled individuals and others with multiple barriers to employment and training;

The State Workforce Board will continue to enhance access to programs and services for all Mississippians. To ensure that special populations are appropriately served and that non-traditional career opportunities are presented, local Workforce Boards are encouraged to provide professional development training to all front-line personnel. They are also encouraged to include service providers and community-based organizations that serve special populations on the local Board, or on its workgroups and committees.

Local plans must specify how the needs of displaced workers, displaced homemakers, low-income individuals, public assistance recipients, women, minorities, individuals training for non-traditional employment, veterans and individuals with multiple barriers to employment including older workers, individuals with limited English-speaking abilities and individuals with disabilities, will be met.

8. If you did not delegate this responsibility to local boards, provide your State's definition regarding the sixth youth eligibility criterion at section 101(13)(C)(iv) ("an individual who requires additional assistance to complete an educational program, or to secure and hold employment"). (§§ 112(b)(18)(A) and 20 CFR 664.210).

The State delegates the responsibility for definitions regarding the sixth youth eligibility criterion at section 101(13)(C)(iv) ("an individual who requires additional assistance to complete an educational program, or to secure and hold employment") to the local Boards.

IX. Service Delivery

Describe the approaches the State will use to provide direction and support to local Boards and the One-Stop Career Center delivery system on the strategic priorities to guide investments, structure business engagement, and

inform service delivery approaches for all customers. (§112(b)(17)(A).)
Activities could include:

A. One-Stop Service Delivery Strategies: (§§112(b)(2) and 111(d)(2).)

- 1. How will the services provided by each of the required and optional One-Stop partners be coordinated and made available through the One-Stop system? (§112(b)(8)(A).)**

The local Workforce Boards each execute a Memorandum of Understanding (MOU) addressing this question.

- 2. How are youth formula programs funded under (§128(b)(2)(A).) integrated in the One-Stop system?**

Each local plan must explain the local Board's approach to integrating youth services into the One-Stop system.

- 3. What minimum service delivery requirements does the State mandate in a comprehensive One-Stop Center or an affiliate site?**

Comprehensive

As defined in WIA Section 134(c)(2), at a minimum, the One-Stop delivery system shall make the following programs, services, and activities accessible at not less than one physical center in each local area:

- Core services described in WIA Section 134(d)(2);
- Intensive services and training services as described in WIA sections 134(d)(3) and (4) and 134(d)(4)(G);
- Access to activities carried out under WIA Section 134(e), if any;
- Access to programs and activities carried out by One-Stop partners described in WIA Section 121(b); and
- Access to the information described in Section 15 of the Wagner-Peyser Act and all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act.

Affiliate

As stated in WIA Section 134(c)(2)(B)(i), an affiliate site can provide one or more WIA programs, services and activities.

It is up to the local Board to determine if a higher threshold must be met for One-Stop designation.

- 4. What tools and products has the State developed to support service delivery in all One-Stop Centers Statewide?**

The State piloted a new case management model developed by our vocational rehabilitation partner in the Laurel and Cleveland WIN Job

Centers. This model will be recommended and made available to other WIN Job Centers. The model emphasizes a triage method of service delivery, with those customers most in need of services given priority.

The MDES Business Outreach Group is developing a streamlined, innovative service strategy for statewide use when serving business customers. This strategy focuses on the use of a business services brochure, discussion with businesses to assess their needs and how the workforce system can meet those needs, and incumbent worker training to help grow existing businesses.

Other tools and products developed or in development by the State include:

- WIA orientation videos and CDs for use in the resource rooms;
- A fully web-based Eligible Training Provider List, including an electronic submission and approval process for training program applications;
- Information packets to be used when meeting with employers; and
- Updated rapid response packets for use when meeting with dislocated workers and management at the businesses affected by layoffs and closures.

5. What models/templates/approaches does the State recommend and/or mandate for service delivery in the One-Stop Centers? For example, do all One-Stop 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 Center? Are all One-Stop Centers required to have a resource center that is open to anyone?

All comprehensive WIN Job Centers are required to have resource rooms that are open and available to all customers. These resource rooms feature computer workstations that are accessible as well as materials in a variety of formats. All other WIN Job Centers are encouraged to have resource rooms. However, due to challenges such as space limitations, the content of the resource areas varies widely. At a minimum, WIN Job Centers provide printed materials that describe services and programs available through WIA, Wagner-Peyser and partner agencies.

B. Workforce Information –

A fundamental component of a demand-driven workforce investment system is the integration and application of the best available State and local workforce information including, but not limited to, economic data, labor market information, census data, private sources of workforce

information produced by trade associations and others, educational data, job vacancy surveys, transactional data from job boards, and information obtained directly from businesses. (§§111(d)(8), 112(b)(1), and 134(d)(2)(E).)

- 1. Describe how the State will integrate workforce information into its planning and decision-making at the State and local level, including State and local Boards, One-Stop operations, and case manager guidance.**

The State will develop and maintain a workforce information data repository and analysis center that will be able to respond to the needs of the workforce system and its decision makers including WIN Job Center staff and customers, youth service providers, local Workforce Boards, Youth Councils and our economic development and business partners.

- 2. Describe the approach the State will use to disseminate accurate and timely workforce information to businesses, job seekers, and employment counselors, in easy to use formats that are readily accessible within One-Stop Career Centers and at remote locations such as libraries, schools, worksites, and at home.**

The MDES website (<http://mdes.ms.gov>) is the primary means of disseminating workforce information to the various customers. Publications are also mailed to any customers who request hard copies. In the near future, the Labor Market Information section of the site will be revised to be more customer-friendly.

- 3. Describe how the State's Workforce Information Core Products and Services Plan is aligned with the WIA State Plan to ensure that the investments in core products and services support the State's overall strategic direction for workforce investment.**

The Core Products and Services Grant will be shared with the State Workforce Board for review and approval. The State Board will also determine what other types of products will be needed in the future to achieve the Board's strategic goals.

- 4. Describe how State workforce information products and tools are coordinated with the national electronic workforce information tools including America's Career Information Network and Career Voyages.**

Links to the national tools such as America's Job Bank and America's Career Information Network are provided in the MDES website. On an annual basis, the MDES LMI Department provides occupational wage and

occupational projections files that are used in the America's Career Information Network.

C. Adults and Dislocated Workers

1. Core Services. (§112(b)(17)(a)(i).)

- 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).**

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.

- 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.**

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 on America's Job Bank. 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.

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.

Adult and dislocated worker customers will be provided integrated services through the WIN Job Centers. WIN Job Center staffs are, for the most part, 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 be a high priority for the State and local Workforce Boards and One-Stop operators during the upcoming two-year planning period.

2. Intensive Services. (112(b)(17)(a)(i).)

Describe State strategies and policies to ensure adults and dislocated workers who meet the criteria in §134(d)(3)(A) receive intensive services as defined.

The intensive services listed in Section 134(d)(3) of the Workforce Investment Act are available at every full-service WIN Job Center. Strategies and policies for delivering these services must be addressed in the local plan.

3. Training Services. (§112(b)(17)(A)(i).)

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.

The Governor's vision for increasing training access and opportunities is two-fold. As a result of the Mississippi Comprehensive Workforce Training and Education Consolidation Act of 2004, the State will leverage available State and Federal training funds and avoid duplication by encouraging various workforce development agencies to work together. Since these funds serve primarily unemployed, underemployed or dislocated workers, the Worker Training

Enhancement Fund was enacted in 2005 to provide State funds for training to incumbent workers.

In Program Year 2004, the State implemented a High-Growth and High-Demand Training Policy that encourages local workforce areas to use WIA funds in high-growth and high-demand occupations.

b. Individual Training Accounts:

(1) What policy direction has the State provided for ITAs?

State Policy Number 6, the Individual Training Account Policy, establishes the minimum requirements the local Workforce Boards must address in their local ITA policy. Each Board has developed a local ITA policy.

(2) Describe innovative training strategies used by the State to fill skills gaps. Include in the discussion the State's effort to leverage additional resources to maximize the use of ITAs through partnerships with business, education (in particular, community and technical colleges), economic development agencies, and industry associations and how business and industry involvement is used to drive this strategy.

The State has partnered with local areas and many of the State's community and junior colleges to provide non-ITA, class-sized training in programs that are in particular demand within that local area or community college service area. Of particular note was training by Holmes Community College and Southcentral Mississippi Works for newly hired workers at the Nissan automotive assembly plant and its suppliers. The State has also worked with the Mississippi Hospital Association (MHA), the MS Office of Nursing Workforce, the Mississippi Institutions of Higher Learning, and the Deans and Directors of Schools of Nursing to encourage increased involvement on the Eligible Training Provider List for ITA-eligible programs at the various nursing and allied health schools.

(3) Discuss the State's plan for committing all or part of WIA Title I funds to training opportunities in high-growth, high-demand and economically vital occupations.

State Policy Number 5, the Eligible Training Provider Certification Policy, requires that programs submitted for inclusion on the ETPL must provide training for careers deemed to be in demand in the local workforce area. The State produces a Demand Occupation

List driven by labor market information. This list is distributed to the local areas with the understanding that they should add or subtract occupations from the list as warranted by the local area's labor market data.

At Section 134(d) (4) (G) (ii) (II) the Workforce Investment Act (WIA) allows local boards to contract for group-sized training classes when there is "an insufficient number of eligible providers" on the statewide eligible training provider list to meet demand. Mississippi is a predominantly rural state that is experiencing rapid economic and workforce changes. It is essential that local workforce areas use this option to increase the supply of training in high growth/high demand areas. The presumptive high demand/high growth occupations appear on the "Fastest Growing, Most Openings, and Largest Employment" lists of overall occupations found at the America's CAREERInfoNet website at:

<http://www.acinet.org/acinet/state1.asp?soccode=&from=&Level=&keyword=&stfips=28&x=32&y=4>.

The local area may refine these lists to reflect only those occupations requiring post-secondary training or an associate's degree as appropriate. Other occupations may be targeted as indicated by local labor market information or other reliable sources. The short-term goal is to significantly increase the number of Mississippians trained using WIA resources.

(4) Describe the State's policy for limiting ITAs (e.g., dollar amount or duration).

State Policy Number 5 requires that the cost of training shall be no more than \$6,000 annually and that the length of training is limited to two years. All four workforce areas supported this limitation. Each local area may implement more restrictive policies.

(5) Describe the State's current or planned use of WIA Title I funds for the provision of training through apprenticeship.

The State currently has two apprenticeship programs with courses on the Eligible Training Provider List, with all other apprenticeship programs expected to be included in the near future.

(6) Identify State policies developed in response to changes to WIA regulations that permit the use of WIA Title I financial assistance to employ or train participants in religious activities when the assistance is provided indirectly (such as through an

ITA). (Note that the Department of Labor provides web access to the equal treatment regulations and other guidance for the workforce investment system and faith-based and community organizations at <http://www.dol.gov/cfbci/legalguidance.htm>.) (20 CFR § 667.266(b)(1).)

State Policy Number 5, Revision 1, Eligible Training Provider Certification Policy allows consideration of eligibility for and submission of programs from “other licensed public or private providers of training programs, including faith-based and non-profit providers” (II.B.1.c.).

To date, one faith-based organization is certified as an eligible training provider. Others are utilized as youth service providers, or as non-WIA funded One-Stop and youth partners. The State and the local Workforce Boards will continue to encourage faith-based and community-based organizations to apply for inclusion on the Eligible Training Provider List and to participate in Mississippi’s workforce system to a greater extent.

- c. Eligible Training Provider List. Describe the State’s process for providing broad customer access to the statewide list of eligible training providers and their performance information including at every One-Stop Career Center. (§112(b)(17)(A)(iii).)

The State’s Eligible Training Provider List is published on the Internet at www.mississippi.org/eplweb bi-annually on January 1 and July 1. This list is created in conjunction with the local Workforce Boards. Staffs at the WIN Job Centers use this list and its accompanying performance data to assist clients in making informed choices concerning eligible training providers and to place participants in training that utilizes Individual Training Accounts (ITAs).

- d. On-the-Job (OJT) and Customized Training (§§112(b)(17)(A)(i) and 134(b).) Based on the outline below, describe the State’s major directions, policies and requirements related to OJT and customized training.

(1) Describe the Governor’s vision for increasing training opportunities to individuals through the specific delivery vehicles of OJT and customized training.

To address the Governor’s vision and the goals of the State stated earlier in this plan, On-the-Job Training (OJT) and Customized Training (CT) are and will be advanced as the premier services for businesses and individuals seeking immediate employment. To

further this effort, the State will commit resources for business outreach personnel whose primary purpose will be to promote OJT and CT and to explore ways to leverage Federal, State, and local resources.

(2) Describe how the State:

- **Identifies OJT and customized training opportunities;**

This is a responsibility of the local areas and must be addressed in the local plans.

- **Markets OJT and customized training as an incentive to untapped employer pools, including new business to the State and employer groups;**

The State has a Business Services Outreach team actively engaged in marketing OJT and CT to businesses. Business outreach is primarily the responsibility of the four local areas and must be addressed in the local plan. The State has published generic brochures aimed at business that explain the advantages of OJT and CT.

- **Partners with high-growth, high-demand industries and economically vital industries to develop potential OJT and customized training strategies;**

This, too, is a responsibility of the four local Boards assisted by the Business Services Outreach team.

- **Taps business partners to help drive the demand-driven strategy through joint planning, competency and curriculum development, and determining appropriate lengths of training;**

Refer to the earlier plan sections recapping newly enacted State legislation and State and local Board mandates. Again, the State provides leadership in this area but the local areas and their WIN Job Center staffs must deliver the work product. This area will be addressed in the local plans.

- **Leverages other resources through education, economic development and industry associations to support OJT and customized training ventures.**

As stated in the goals for a unified workforce development system identified by the State Workforce Board, leveraging

funds and overall efficiency is paramount. The State Board committee established to develop an action plan to address leveraging resources will provide guidance to local areas and partners on ways to leverage other resources through education, economic development and industry associations to support OJT and customized training ventures. The local plans will provide more detail.

4. Service to Specific Populations. (§112(b)(17)(A)(iv).)

- 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, migrants and seasonal farmworkers, women, minorities, individuals training for non-traditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, people with limited English-speaking proficiency, and people with disabilities).**

The WIN in Mississippi system and related programs and partner agencies are seeking to establish universal accessibility to services and products for all Mississippians. All services and programs will be structured to maximize access for all, with special accommodations provided when necessary.

Each Local Workforce Board will adopt and summarize in the local plan its service policies including veterans priorities, dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farmworkers, women, minorities, individuals training for non-traditional employment, public assistance recipients, and individuals with multiple barriers to employment, including older individuals, people with limited English-speaking proficiency, and people with disabilities.

The State has taken the following actions:

- ❑ The State Board has adopted a universal access for all policy utilizing the publication “*Access of All: A Resource Manual for Meeting the Needs of One-Stop Customers with Disabilities*”;
- ❑ Encouraging continuing education for local staff that includes courses to promote access for all;

- ❑ Providing opportunities to expand the capacity of existing services to include customers perceived to have multiple barriers to employment;
- ❑ Using Disability Program Navigators as resources for the WIN Job Centers;
- ❑ Working with local partner agencies to develop plans to promote “One-Stop” products and services for use by targeted populations. Providing training opportunities in high growth high demand jobs designated by the Local Workforce Boards;
- ❑ Each Local Board is required to ensure that all facilities, programs, and services are fully accessible to persons with disabilities. Individuals with disabilities will be afforded opportunities for training activities designed to improve participation in the workforce and lead to higher earnings;
- ❑ Local Boards will be encouraged to provide information regarding career opportunities available in non-traditional employment, and to assist interested individuals in obtaining training for non-traditional employment. Individuals will be assessed to determine the knowledge, skills, and abilities they possess related to non-traditional employment opportunities;
- ❑ Working with the Mississippi Department of Human Services, the administering agency for Title V funds, local Boards will work to enhance services for older workers;
- ❑ Women and individuals with limited English-speaking abilities will receive equal treatment and have access to the full array of programs and services available through the One-Stop centers;
- ❑ Ensuring that displaced homemakers services are available and advertised and that displaced homemakers are identified as an eligible category of dislocated workers. Rapid response services will be made available to displaced homemakers in addition to regular One-Stop programs and services. Displaced homemakers will receive services that support entry into the workforce.

- b. Describe the reemployment services you will provide 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.**

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 search 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 ten people and may involve in-person presentations and/or video presentations. Local office staffs usually perform the training but may involve guests from business, especially if a specific business is actively recruiting at the time of the training.

- c. Describe how the State administers the unemployment insurance work test and how feedback requirements (under §7(a)(3)(F) of the Wagner-Peyser Act) for all UI claimants are met.**

Claimants are identified by certain characteristics on the AWS reporting and tracking system screen. If the claimant is called in or offered a referral for Employment Services and the claimant refuses or fails to report, a notification is sent to UI staff. The claimant will then be sent a UI notice to report and, if he/she reports, will be questioned regarding their failure to report for the ES services. If the claimant does not report after mailing of a UI notice, a stop order will be placed in the system and the claimant will not receive any further benefits until he/she reports and UI staff conducts an investigation.

If the claimant has good cause for not reporting, he/she will be referred to ES staff for services. If the claimant does not have good cause for failure to report, a report of investigation will be written and the claimant will be disallowed benefits for the week(s) he/she failed to report. In certain cases, investigation reveals that the individuals are not able to work. Those findings are reflected in the investigative reports.

- d. Describe the State's strategy for integrating and aligning services to dislocated workers provided through the WIA rapid response, WIA dislocated worker, and Trade Adjustment Assistance (TAA) programs. Does the State have a policy supporting co-enrollment for WIA and TAA?**

Mississippi provides information on WIA dislocated worker services, rapid response services and Trade Adjustment Assistance services during orientation sessions organized by the State's Dislocated Worker Unit (DWU). General information is provided to workers on TAA services such as retraining, job search assistance, job relocation assistance, the Health Coverage Tax Credit (HCTC), Alternative Trade Adjustment Assistance for older workers (ATAA) and Trade Readjustment Assistance (TRA). Workers are given written documentation of which services may become available to them if their employer's petition is approved for TAA certification by DOL, as well as the time frames in which they must apply for these services to meet eligibility requirements.

Once a petition is approved, additional sessions with affected workers may be set up to provide information about TAA services only. These sessions give the workers the opportunity to ask detailed questions or questions directly related to the workers' individual needs. The sessions may be set up through the employer if the place of business is still open or through TAA staff at the nearest WIN Job Center or at another location.

Mississippi does not have a statewide plan for co-enrollments, as guidelines and policies for co-enrollments vary by local workforce area. It is the general opinion within the WIN system that co-enrollment should be driven by what is needed and best for the dislocated worker.

- e. **How is the State's workforce investment system working collaboratively with business and industry and the education community to develop strategies to overcome barriers to skill achievement and employment experienced by the populations listed in paragraph (a.) above and to ensure they are being identified as a critical pipeline of workers?**

The State and the local Workforce Boards have initiated an incentive for community and junior colleges to become stronger partners in the One-Stop system by creating coordinator positions within the WIN Job Centers for the purpose of identifying employer needs and skill levels for specific jobs. The WIN Job Centers and Business Outreach staffs also communicate to the community and junior colleges the need for any traditional or non-traditional programs that will meet the immediate needs of both employers and job seekers.

- f. **Describe how the State will ensure that the full array of One-Stop services are available to individuals with disabilities and that the services are fully accessible.**

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 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. The State of Mississippi is participating in the DOL/SSA Disability Program Navigator Initiative. There are nine Navigators distributed across the workforce system to assist with accessibility.

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;
 - ❑ Including a case management model that provides accessible intensive services to individuals with barriers to employment.
- g. Describe the role LVER/DVOP staff have in the One-Stop Delivery System. How will the State ensure adherence to the legislative requirements for veterans' staff? How will services under this Plan take into consideration the agreement reached between the Secretary and the State regarding veterans' employment programs? (§§112(b)(7), 112 (b)(17)((B); 322, 38 U.S.C. Chapter 41; and 20 CFR §1001.120).)**

Staff serving veterans, including LVER/DVOP staff, conduct visits to employers to discuss services for veterans at the WIN Job Centers. These staff members are also visible at numerous events in the community, speaking at workshops, stand-downs and other similar events. These events are detailed in the WIN Job Center Managers' Quarterly Reports submitted to MDES.

To ensure adherence to applicable Federal legislative requirements, WIN Job Centers give veterans priority in scheduling and offering core, intensive and training services. The State also seeks and uses incentive awards to encourage the improvement and modernization of employment, training and placement services for veterans.

- h. Department of Labor regulations at 29 CFR 37 require all recipients of Federal financial assistance from DOL to provide meaningful access to limited English proficient (LEP) persons. Federal financial assistance includes grants, training, equipment usage, donations of surplus property, and other assistance. Sub-recipients are also covered when Federal DOL funds are passed through from one recipient to a sub-recipient. Describe how the State will ensure access to services through the State's One-Stop delivery system by persons with limited English proficiency and**

how the State will meet the requirements of ETA Training and Employment Guidance Letter (TEGL) 26-02, (May 29, 2003) which provides guidance on methods of complying with the Federal rule.

The Mississippi Department of Employment Security recognizes that the demographics of the State are changing rapidly. This fact is evidenced by the increase in the numbers of Hispanics and Asians accessing services in the WIN Job Centers. MDES has taken a proactive approach to improve services to persons with language barriers. MDES is working with the local workforce areas to address cases where language barriers may have impeded access.

One key step consists of communicating to WIN Job Center staff the rights of LEP individuals to access, in the appropriate languages, employment benefits, services and job-training programs for which they may be eligible. MDES has contracted with a translation service to create forms, brochures, booklets, outreach and recruitment information, and other materials that are routinely disseminated to the Spanish-speaking public. Interpreters are also available. Each WIN Job Center has a list of resources available to LEP customers.

The staff in the WIN Job Centers is knowledgeable about and sensitive to barriers facing the LEP customer. The staff notifies management immediately when a customer with language barriers enters the center. The goal of all staff is to render the highest level of customer service possible. In an effort to continue to provide quality service to all its customers, MDES is requiring all staff to attend diversity and sensitivity training.

This area will be addressed in local plans.

- i. Describe the State's strategies to enhance and integrate service delivery through the One-Stop delivery system for migrant and seasonal farmworkers and agricultural employers. How will the State ensure that migrant and seasonal farm workers have equal access to employment opportunities through the State's One-Stop delivery system? Include the following:**

- The number of Migrant and Seasonal Farmworkers (MSFWs) the State anticipates reaching annually through outreach to increase their ability to access core, intensive, and training services in the One-Stop Career Center System.**

Mississippi has identified 2,500 Migrant and Seasonal Farmworkers (MSFW) living in the state. The WIN system

expects to serve approximately 2000 MSFW's each year. Intensive outreach will continue to help identify and serve a high percentage of our MSFW customers.

Partnerships have been established with community-based organizations to help seek out and identify MSFW's. Promotional materials, brochures, and flyers are translated into languages other than English so that LEP clients can understand and access One-Stop services. Resource materials in the Centers are also prepared in other languages. Access to translators will be made available in the WIN Job Centers and in WIA funded training programs. Additionally, "Menus of Services" and WIN Job Center locations will be posted in languages other than English.

5. Priority of Service

- a. **What procedures and criteria are in place under 20 CFR 663.600 for the Governor and appropriate local boards to direct One-Stop operators to give priority of service to public assistance recipients and other low-income individuals for intensive and training services if funds allocated to a local area for adult employment and training activities are determined to be limited? (§§112(b)(17)(A)(iv) and 134(d)(4)(E).)**

Priority of service for WIA adult customers will be addressed in the local plans. State review of these plans will ensure compliance with WIA requirements.

- 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], that 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 U.S. Department of Labor, in accordance with the provisions of TEGL 5-03 (9/16/03)?**

All WIN Job Centers have separate sign-in logs for veterans and specified spouses. WIN Job Center staffs check this list and provide service to veterans first. Win Job Center Managers have been instructed to distribute and discuss the Priority of Services for Veterans Policy with all partners in the WIN system.

All WIA programs and services are available on a priority basis for veterans. Veterans are interviewed and referred to One-Stop partners such as Vocational Rehabilitation on an as needed basis.

D. Rapid Response. (112(b)(17)(A)(ii).)

Describe how your State provides Rapid Response services with the funds reserved under section 133(a)(2).

- 1. Identify the entity responsible for providing Rapid Response services. Describe how Rapid Response activities involve local boards and Chief Elected Officials. If Rapid Response activities are shared between the State and local areas, describe the functions of each and how funds are allocated to the local areas.**

The Mississippi Department of Employment Security (MDES) is the lead agency for rapid response services in Mississippi, and staffs the state Dislocated Worker Unit (DWU). The State also allocates a share of available rapid response funds to local workforce areas based on mass layoff or plant closure activity. Each workforce area has designated a staff person as their rapid response and dislocated worker program coordinator. Local area plans must describe how the State and local areas will coordinate rapid response services to address each area's specific labor market needs.

The MDES also provides funds to each local area to contract with local community or junior colleges. The community and junior colleges staff the area's rapid response team. The community/junior college rapid response coordinators play a significant role in facilitating the creation and delivery of training tailored to each rapid response event.

- 2. Describe the process involved in carrying out Rapid Response activities.**

- a. What methods are involved in receiving notice of impending layoffs (include WARN Act notice as well as other sources)?**

The MDES responds to both WARN and non-WARN events, that is, events involving less than 50 individuals. The MDES DWU receives official WARN notices of impending closures or mass lay off events from the affected business. To ensure that assistance and services are provided to as many dislocated workers as possible, the MDES established a policy to also respond to non-WARN events, regardless of the number of individuals affected. The MDES may learn of non-WARN events from the media, local partner agencies, including local economic development offices, one-stop center and local area staff, businesses, affected workers, community/junior college rapid response coordinators, and other local sources.

b. What efforts does the Rapid Response team make to ensure that rapid response services are provided, whenever possible, prior to layoff date, onsite at the company, and on company time?

Upon the receipt of a WARN or non-WARN notice, the MDES staff contacts the company within 48 hours to discuss available rapid response services and offers assistance to the company and the affected workers. An on-site visit with the company representative and, when appropriate, the union or employee representative is scheduled as soon as possible.

The State developed an Employee Survey form to determine the specific assistance needed by the affected workers. The survey is provided to the employer during the on-site visit for immediate distribution to the workers. The form collects information on the employees' education and skill levels, work history, employment assistance needs, and training interests. After compiling and analyzing the information provided by the employees, the team identifies the workers' specific needs and works with the local area and community/junior college to facilitate the delivery of services from the appropriate partner agencies.

Working in coordination with the local workforce area and WIN Job Center staff, a plan of action is developed to deliver services to the affected dislocated workers. Whenever possible, services are delivered on-site prior to layoff. Providing services on-site is dependent upon the company's willingness to allow workers to attend sessions during work hours and the availability of meeting space at the site.

To assist with the provision of on-site services for workers, MDES utilizes the Mobile WIN Job Center. The mobile one-stop is outfitted with twelve computer workstations, allowing access to the Internet. The separate instructor workstation has a control console that allows the instructor to assist or take control of any or all computer monitors. The workstations have Choices 2005, a career exploration program, Microsoft Office XP, and WinWay Resume Deluxe software that may be used to develop a resume. Workers can also access the Internet for job search from the computer. The mobile one-stop unit is a vital part of the rapid response team's efforts to deliver services on-site to workers, especially in rural areas where workers may not have convenient access to a comprehensive Center.

c. What services are included in Rapid Response activities? Does the Rapid Response team provide workshops or other activities in addition to general informational services to affected workers?

How do you determine what services will be provided for a particular layoff (including layoffs that may be trade-affected)?

Rapid Response services offered to the company may include general orientation sessions and, whenever possible, on-site workshops on resume preparation, job search skills, financial planning, or others. The community or junior college may provide basic introduction to computer training, or GED classes. If the company does not have adequate facilities to provide workshops on-site, the mobile WIN Job Center may be used, or workshops are scheduled at a nearby Job Center.

In instances where the company has been notified that a Trade petition was approved, a Training Fair may be held on-site. At the Training Fair, local staff are available to discuss the benefits of retraining and Training Readjustment Assistance benefits. Local training providers are also invited to offer information on available training options.

During orientation sessions with small groups of employees, the rapid response team gives workers an overview of available services and assistance. Workers are encouraged to visit the local center to access appropriate core, intensive, or training services. Local staff will interview each TAA eligible applicant regarding suitable training opportunities available to them and individual job plans are developed. A TAA brochure that describes available services and benefits is provided to each employee.

3. How does the State ensure a seamless transition between Rapid Response services and One-Stop activities for affected workers?

The MDES recognizes that one of the most significant challenges in serving dislocated workers is to encourage workers to actually access available services, either through the WIN Job Center or other partners. In Program Year 2005, the MDES will begin implementation of a new system to address this concern. During the rapid response orientation sessions, each worker receives a “WIN-ing Ticket: The key to reemployment and training services at the WIN Job Center.” Workers are encouraged to present the ticket at the nearest Center to receive special assistance. The new system will be implemented at selected Centers in each local area beginning July 1, 2005. A staff person at each site will be designated as a dislocated worker specialist.

When the dislocated worker presents the “ticket for services,” they are immediately referred to the specialist, who provides them with one-on-one individualized assessment and actively assists them in accessing needed services.

As part of the new rapid response strategy, MDES will also strive to reach those dislocated workers who did not receive rapid response services. Individuals receiving unemployment insurance must periodically report for a benefits review. The local rapid response and community or junior college coordinators will work with Centers to schedule meetings with these individuals to apprise them of the WIA employment and retraining services available to assist them. Information on other services, such as the Children's Health Insurance Program, vocational rehabilitation services, or starting a business will also be discussed.

- 4. Describe how Rapid Response functions as a business service. Include whether Rapid Response partners with economic development agencies to connect employees from companies undergoing layoffs to similar companies that are growing and need skilled workers. How does Rapid Response promote the full range of services available to help companies in all stages of the economic cycle, not just those available during layoffs? How does the State promote Rapid Response as a positive, proactive, business-friendly service, not only a negative, reactive service?**

The MDES rapid response staff has developed partnerships with local and State economic development entities. In Program Year 2004, the MDES created a Business Outreach Services team. The team works with businesses throughout the State to apprise them of available services. In addition, the Mississippi Development Authority, the State's economic and community development agency, has regional economic developers stationed locally across the state. The team coordinates with the regional MDA economic developers.

When the MDES learns of a layoff or closure through a WARN notice or non-WARN means, the MDES immediately notifies MDA staff that a company may be in need of assistance. The local economic development office is invited to attend the on-site visit with the employer to gather information about the circumstances surrounding the impending closure or layoff. The local economic development staff is in a position to assist the employer in exploring options that may help them to avert the layoff. In addition, if it is evident that a closure will occur, local economic development staff may be able to market the site to employers who will be moving to the area.

To further promote Rapid Response as a positive, business-friendly service, several methods are employed:

- The State created a WIN Job Center display booth that is used at job fair events across the state. Brochures on rapid response services and

the business services available through the local Centers are distributed to businesses and job fair participants. The State also exhibits the booth at pertinent community, business and economic development association conferences, such as the Mississippi Manufacturers Association, the Mississippi Municipal League, the Society of Human Resource Managers, and the Boards of Supervisors.

- The MDES markets rapid response and business services, including recruitment and screening of new employees and customized and on-the-job training services, to businesses through the media. Articles on business services are published in the state's business journals and local newspapers, and newspaper and radio advertisements have also been used.
- Information on rapid response and business services is provided on the MDES and MDA web sites, and links to the web sites are placed on the web sites of several business associations, such as the Mississippi Economic Council, the State's chamber of commerce association.

5. What other partnerships does Rapid Response engage in to expand the range and quality of services available to companies and affected workers and to develop an effective early layoff-warning network?

Rapid response staffs coordinate with local and State economic development agencies as well as other partner agencies to provide an effective early layoff-warning network.

6. What systems does the Rapid Response team use to track its activities? Does the State have a comprehensive, integrated Management Information System that includes Rapid Response, Trade Act programs, National Emergency Grants, and One-Stop activities?

The DWU utilizes several methods to track its activities. A file is maintained for each rapid response event that includes a checklist that describes all services provided, names of company contacts, copy of the WARN notice, and information on any follow-up activities. The unit also maintains a rapid response database. The database contains information on each closure or layoff event, and each individual affected. It provides individual contact information and the skills of the affected workers. A quarterly WARN Report is also maintained that lists all WARN and non-WARN activities, name and location of each company, type of company affected, number of workers, services provided, and if the event is Trade related. This report is posted on the agency web site and is provided to local areas and economic development entities.

7. Are Rapid Response funds used for other activities not described above (e.g., the provision of additional assistance to local areas that experience increased workers or unemployed individuals due to dislocation events)?

Rapid response funds are made available to assist local areas that experience increased unemployment due to dislocation events and in cases of unusually large layoffs that do not warrant National Emergency Grant applications. Rapid response funds are also used for other allowable activities as described at 20 CFR 665.31 and 665.320.

E. Youth.

ETA's strategic vision identifies youth most in need, such as out of school youth and those at risk, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, homeless youth, and migrant and seasonal farmworker youth as those most in need of service. State programs and services should take a comprehensive approach to serving these youth, including basic skills remediation, helping youth stay in or return to school, employment, internships, help with attaining a high school diploma or GED, post-secondary vocational training, apprenticeships and enrollment in community and four-year colleges. (§112(b)(18).)

1. Describe your State's strategy for providing comprehensive, integrated services to eligible youth, including those most in need as described above. Include any State requirements and activities to assist youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. Include how the State will coordinate across State agencies responsible for workforce investment, foster care, education, human services, juvenile justice, and other relevant resources as part of the strategy. (§112(b)(18).)

See the response at Section III.C.4 above. **This is an area that local plans must address.**

2. Describe how coordination with Job Corps and other youth programs will occur. (§112(b)(18)(C).)

This topic will be addressed in more depth by local plans. Local Youth Councils and youth teams take the lead in designing and implementing youth strategies.

Job Corps coordinates with other youth programs through Mississippi Job Corps Consortium members' contacts with local Workforce Boards and

active participation on the Youth Councils. Job Corps is not a WIA-funded program for youth in MDES, but it is a viable WIA youth service.

Job Corps will be joining forces with the youth justice system to identify at risk youth. Partnerships will be developed with WIA programs for in-school and out-of-school youth to best serve all at risk youth. Transition out of the youth justice system will be coordinated with Job Corps and other youth services.

3. How does the State plan to utilize the funds reserved for Statewide activities to support the State’s vision for serving youth? Examples of activities that would be appropriate investments of these funds include:

a. utilizing the funds to promote cross agency collaboration;

With the implementation of the new DOL vision for serving youth, the State plans to use a portion of its statewide reserve funds for innovative youth projects. These projects will encourage collaboration among state agencies that serve youth, including but not limited to Education, Human Services, WIA, and Juvenile Justice. Mississippi will seek to replicate innovative youth program models from other states, particularly those with socioeconomic and labor market conditions similar to those of Mississippi.

The State will also seek to incorporate other State agencies into existing youth programs that have proven successful, such as the Office of Nursing Workforce-WIA Nurse Mentorship project. In this project, collaboration already exists between Labor, the local workforce area, Education (Meridian Public School District, Meridian Community College) and local business (Rush Foundation Hospital). However, other agencies such as Human Services will be encouraged to participate in the program in an effort to expand it to other sites throughout the State.

b. demonstration of cross-cutting models of service delivery;

Refer to the other paragraphs in this section. This topic will be addressed in greater depth in the local plans.

c. development of new models of alternative education leading to employment;

Addressed in local plans.

- d. development of demand-driven models with business and industry working collaboratively with the workforce investment system and education partners to develop strategies for bringing these youth successfully into the workforce pipeline with the right skills.**

This topic is more appropriately addressed in the local plans.

As previously noted, in January 2004 the State partnered with the Mississippi Office of Nursing Workforce (ONW) to pilot the WIA Student Nurse Academy in Meridian, Mississippi. Other partners included the Twin Districts Local Workforce Investment Area, Meridian High School, Rush Foundation Hospital, and Meridian Community College's Certified Nurse Assistant (CNA) Program. Twenty (20) students began the 7-week academy, which included CNA instruction and clinical experience at Rush Hospital. All 20 students graduated from the initial phase; with thirteen going on to complete the second phase and successfully sit for the CNA exam. A number of students were offered employment at the hospital, while others opted to pursue further educational opportunities.

Because of the overwhelming success of the pilot site in Meridian, the program has been expanded to sites in the remaining local workforce areas: Greenville in the Delta, Pontotoc in the Mississippi Partnership, and Crystal Springs Job Corps Center in the Southcentral Mississippi Works. Implementation of the program at those sites began in January 2005, with approximately 75 students projected to participate.

It is the intent of the State to continue to pursue and encourage opportunities for pilot programs such as the ONW project. The structure of the Nurse Academy is groundbreaking because it fosters partnerships between businesses, local workforce areas, and education entities, with the ultimate outcome of preparing youth for immediate employment in demand occupations. In addition, the participants are introduced to the post-secondary academic environment and receive information about future educational opportunities in their field of training.

- e. Describe how your State will, in general, meet the Act's provisions regarding youth program design. (§§112(b)(18) and 129(c).)**

Since WIA is a locally-driven program, each local Workforce Board will be responsible for describing in the local plan the framework for the youth program as described in Section 129(c)(1) of the Act.

F. Business Services. (§112 (a) and 112 (b)(2).)

Provide a description of the state's strategies to improve the services to employers, including a description of how the State intends to:

1. Determine the employer needs in the local areas and on a Statewide basis.

This topic has already been addressed at considerable length in other sections of this plan. Local areas will provide more detail in their local plans.

2. Integrate business services, including Wagner-Peyser Act services, to employers through the One-Stop system.

The Director of Business Outreach Services supervises the activities of this team and coordinates with the Governor's Office, state agencies, community colleges, and state business groups to develop an outreach plan that is consistent with the goals and objectives of the WIN Job Centers.

3. Streamline administration of Federal tax credit programs within the One-Stop system to maximize employer participation. (20 CFR part 652.3(b), §112(b)(17)(A)(i).)

The Mississippi Department of Employment Security has a full time State Coordinator for the WOTC/WtWTC program. The State Coordinator works with the WIN Job Centers to ensure that each office has a person available to answer employer questions about the programs. Informational workshops are held in the WIN Job Centers for employers. Additional WOTC/WtWTC staff work out of the State Office. They process applications and answers to specific questions on program eligibility.

WOTC/WtWTC marketing packets and brochures are supplied to the WIN Job Centers to provide information and instructions to employers, applicants and the general public. MDES includes flyers in Unemployment Insurance quarterly mail-outs and runs newspaper ads periodically throughout the state regarding WOTC/WtWTC.

Designated WOTC staff conducts WOTC/WtWTC training as needed with state staff, participating agencies (Department of Human Services, Department of Corrections, Department of Rehabilitation Services and Social Security Administration) and other groups when necessary or as legislative changes occur. MDES's Business Outreach Developers provide WOTC/WtWTC information to the business community.

G. Innovative Service Delivery Strategies (§ 112(b)(17)(A).)

- 1. 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. Include in the description the initiative's general design, anticipated outcomes, partners involved and funds leveraged (e.g., Title I formula, Statewide reserve, employer contributions, education funds, non-WIA State funds).**

Workforce Enhancement – As a result of the State's enactment of the Mississippi Comprehensive Workforce Training and Education Act of 2004 and the Workforce Training Enhancement Funds legislation in 2005, the State is about to launch an incumbent worker training program. The program will link funds from WIA, State funds at the community and junior colleges and contributions from businesses to provide training to incumbent and newly hired workers. There is a State Workforce Board Committee currently at work on the plan and design for this project. The outcome will be to build a better-trained workforce to meet the challenges of the future.

Health-Care – The State has a long-standing relationship with the Mississippi Office of Nursing Workforce (MONW) to address labor shortages in the health care industry. Using WIA, state and private funds the MONW has 1) studied the barriers that prevent students from successfully completing health-care related training and is developing innovative training models that address those barriers, 2) operated in conjunction with local workforce areas and youth providers a youth mentorship project to recruit youth into health-care related training and careers, and 3) conducted health-care related labor surveys in cooperation with the State Department of Health, the Mississippi Hospital Association and others and analyzed and shared results with employers, trainers, and workforce entities.

The State will continue to develop innovative strategies to meet the needs of businesses and job seekers in the State.

- 2. If your State is participating in the ETA Personal Re-employment Account (PRA) demonstration, describe your vision for integrating PRAs as a service delivery alternative as part of the State's overall strategy for workforce investment.**

Two WIN Job Center sites located in Gulfport and Tunica are participating in the Department of Labor's PRA demonstration. These two locations were chosen because each represents a different kind of community in Mississippi.

Tunica is a traditionally agricultural, rural community in the Mississippi Delta. The community has experienced significant economic growth with the advent of the casino industry and due to its close proximity to the growth in the three-state Memphis Metropolitan Area.

On the other hand, Gulfport is a metropolitan area on the more densely populated Mississippi Gulf Coast. Although there is also a thriving casino industry in this part of the state, the economy is much more diverse, with shipbuilding, manufacturing and retailing making up the bulk of the area's economy.

The results of the PRA demonstration in these two different Mississippi Workforce Areas will provide sufficient information to determine the potential for using the PRA approach in other parts of the state. The State plans to identify the kinds of training and services participants choose to purchase with their personal accounts and the impact these choices make on their job search success. We can then work to adjust our system of service and training throughout the state to meet these particular needs of our customers.

H. Strategies for Faith-based and Community Organizations (§112(b)(17)(i).)

Reaching those most in need is a fundamental element of the demand-driven system's goal to increase the pipeline of needed workers while meeting the training and employment needs of those most at risk. Faith-based and community organizations provide unique opportunities for the workforce investment system to access this pool of workers and meet the needs of business and industry.

Describe those activities to be undertaken to:

- 1. increase the opportunities for participation of faith-based and community organizations as committed and active partners in the One-Stop delivery system; and**
- 2. expand the access of faith-based and community-based organizations' clients and customers to the services offered by the One-Stops in the State. Outline those action steps designed to strengthen State collaboration efforts with local workforce investment areas in conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the State's workforce investment areas to help meet the objectives of the Workforce Investment Act.**

The State has relayed to the local workforce areas communications from DOL regarding opportunities for participation by faith-based and community organizations (FBCO) as committed and active partners in the One-Stop system. Local areas and FBCO's will continue to collaborate to provide services. FBCO's have and will continue to operate youth programs for local areas as appropriate and when approved through standard Request for Proposal (RFP) procedures.

The State recently engaged in a conference call with the DOL Center for Faith-Based and Community Initiatives (CFBCI) exploring plans for expanding the Faith-Based presence in the workforce system in Mississippi. Of particular interest to the CFBCI is the State's work on a statewide resource guide of service providers that assists hard-to-serve populations and persons with barriers to employment. This resource guide is heavily populated with faith-based and community organizations. The State also plans to participate in a three-state training forum sponsored by the CFBCI to learn innovative approaches to involving these organizations in service delivery in the workforce system.

X. State Administration

A. What technology infrastructure and/or management information systems does the State have in place to support the State and local workforce investment activities such as a One-Stop operating system designed to facilitate case management and service delivery across programs, a State job matching system, web-based self service tools for customers, fiscal management systems, etc.? (§§111(d)(2), 112(b)(1) and 112(b)(8)(B).)

The State, through the Mississippi Department of Employment Security, maintains statewide data collection systems for its WIA and Wagner-Peyser programs. Currently the two programs use separate systems. However, data collection and reporting is consistently available and up-to-date. These information management systems support improved local management decisions and provide for in-depth statistical analysis at the state level. In the near future, the State will begin work on building a new system for more integrated service delivery and improved performance achievement that is designed to facilitate case management and service delivery across programs, a State job matching system, web-based self service tools for customers, fiscal management systems, etc.

Currently in production are improvements to the web-based Eligible Training Provider List that will allow training institutions to apply online to be approved providers. Approved providers will also be able to submit program applications for new programs or for recertification of existing programs.

B. Describe the State’s plan for use of the funds reserved for Statewide activities under WIA §128 (a)(1).

The State will use funds reserved for statewide activities to provide required youth and adult activities as well as projects to support the following State Board priorities.

- Targeted Industries – To ensure the growth of the economy, Mississippi recognizes it must focus limited resources on businesses and skills to provide the greatest opportunity for future growth.
 - Existing Business – Including but not limited to business with documented current demand and/or growth potential.
 - High Growth and High Demand - Including but not limited to businesses employing workers in occupations identified as high growth and high demand in the 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 in support of growth or demand occupations.
 - Advanced Manufacturing – Including but not limited to businesses actively engaged in making a better product suitable for more immediate use at less cost.
 - Support Industries – Including but not limited to businesses or services necessary to support and enhance economic growth such as construction, education, finance, and transportation.

C. Describe how any waivers or workflex authority (both existing and planned) will assist the State in developing its workforce investment system. (§§189(i)(1), 189 (i)(4)(A), and 192).)

See response in Section V. J above.

D. Performance Management and Accountability. Improved performance and accountability for customer-focused results are central features of WIA. To improve, states need not only systems in place to collect data and track performance, but also systems to analyze the information and modify strategies to improve performance. (See Training and Employment Guidance Letter (TEGL) 15-03, Common Measures Policy, December 10, 2003.) In this section, describe how the State measures the success of its strategies in achieving its goals, and how the State uses this data to continuously improve the system.

- 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. For each of the core indicators, explain how the State worked with local boards to determine the level of the performance goals. Include a discussion of how the levels compare with the State's previous outcomes as well as with the State-adjusted levels of performance established for other States (if available), taking into account differences in economic conditions, the characteristics of participants when they entered the program and the services to be provided. Include a description of how the levels will help the State achieve continuous improvement over the two years of the Plan. (§§112(b)(3) and 136(b)(3).)**

The State of Mississippi is applying for a waiver of the current 17 WIA performance measures and will implement the new Common Measures as described in TEGL 28-04 effective July 1, 2005. No additional State performance measures will be added at this time.

Once the numerical level to be achieved on each Common Measure is agreed to by the Regional Office, the four local areas will negotiate their respective performance levels with MDES. The process for setting area goals will mirror the process utilized by the Region in setting the State's goals.

Performance relative to the Common Measures will be tracked and reported quarterly to the State and local Boards. Shortfalls will require discussion and corrective action as appropriate. Exemplary performance will trigger comparable discussion and an effort to identify and replicate best practices.

Since the Common Measures are new, fine-tuning is inevitable. MDES will work closely with the Regional Office and its local areas to share problems, solutions and best practices.

- 2. Describe any targeted applicant groups under WIA Title I, the Wagner-Peyser Act or Title 38 Chapters 41 and 42 (Veterans Employment and Training Programs) that the State tracks. (§§111(d)(2), 112(b)(3) and 136(b)(2)(C).)**

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

- Incumbent 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 trade related displacements, displaced homemakers, and the children of dislocated workers;
- Veterans – Including but not limited to recently separated veterans, families of veterans and active military personnel, and military personnel returning from active duty;
- 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 over 18 and less than 22 years of age who are not enrolled in school or are under employed; and
- Mature Workers – Including but not limited to unemployed or under employed individuals over the age of 55.

3. Identify any performance outcomes or measures in addition to those prescribed by WIA and what process the State is using to track and report them.

No additional outcomes or measures are envisioned at this time. In the future, effective business service delivery, increased development and delivery of training for high growth/high demand occupations and industries, youth retention and success in school and work and other areas targeted by the State’s strategic plan may result in new performance measures.

4. Describe the State’s common data system and reporting processes in place to track progress. Describe what data will be collected from the various One-Stop partners (beyond that required by DOL), use of quarterly wage records (including how your State accesses wage records), and how the Statewide system will have access to the information needed to continuously improve. (§112(b)(8)(B).)

The State is revising its MIS system to capture and collect all performance information required by the six Common Measures. No difficulty will be experienced in delivering the first quarterly report, due November 15, 2005, on time. The State Board will, in addition, require performance reporting from community and junior colleges receiving special State funds for the creation and delivery of high growth/high demand training. These measures have not yet been developed.

UI wage records will remain the primary source of employment and wage information, but supplemental information will be allowed to the extent permitted by TEGL 28-04. New information sources, as permitted by the

TEGL, will be considered and utilized as other Federal agencies and other State and local partners implement the Common Measures.

- 5. Describe any actions the Governor and State Board will take to ensure collaboration with key partners and continuous improvement of the statewide workforce investment system. (§§111(d)(2) and 112(b)(1).)**

Regular quarterly meetings will be held with State and local partners to share ideas, facilitate Common Measure implementation, analyze performance and develop effective co-enrollment and joint service delivery strategies.

- 6. How do the State and local boards evaluate performance? What corrective actions (including sanctions and technical assistance) will the State take if performance falls short of expectations? How will the State and Local Boards use the review process to reinforce the strategic direction of the system? (§§111(d)(2), 112(b)(1), and 112(b)(3).)**

Refer to section D.1 above. Since Common Measures are new, ongoing technical assistance will be offered to predict and fix performance problems. During the first year of implementation, July 1, 2005 until June 30, 2006, proactive corrective action and technical assistance will be the preferred option if performance lags. During the second year, July 1, 2006 to June 30, 2007, to the extent that corrective action fails to increase performance as measured by either the Common Measures or by State strategic plan benchmarks and objectives, sanctions may be imposed in accordance with policies and procedures adopted by the State Board.

Success in meeting and exceeding Common Measures and in achieving strategic benchmarks will be rewarded in accordance with State Board policies throughout the two-year planning period, as results are analyzed on a quarterly and annual basis. The State's incentive, corrective action and sanctioning policy will be in place by January 15, 2006 and will be refined throughout the two-year period as Common Measures are implemented by partner programs and agencies.

- 7. What steps has the State taken to prepare for implementation of new reporting requirements against the common performance measures as described in Training and Employment Guidance Letter (TEGL) 15-03, December 10, 2003, Common Measures Policy? In addition, what is the State's plan for gathering baseline data and establishing performance targets for the common measures? Note: ETA will issue additional guidance on reporting requirements for common measures.**

See the responses to other questions in this section.

- 8. Include a proposed level for each performance measure for each of the two program years covered by the plan. While the plan is under review, the State will negotiate with the respective ETA Regional Administrator to set the appropriate levels for the next two years. States must identify the performance indicators required under section 136, and, for each indicator, the State must develop an objective and quantifiable performance goal for two program years. States are encouraged to address how the performance goals for local workforce investment areas and training providers will help them attain their Statewide performance goals. (§§112(b)(3) and 136.)**

See **Attachment D**, which reflects expected performance on the six Common Measures described in TEGL 28-04. Negotiation with the Regional Office can begin immediately and negotiation with the four local areas will begin as soon as agreement with the Region is reached.

Performance benchmarks for training providers are separately addressed in the State's Individual Training Account (ITA) policy.

E. Administrative Provisions

- 1. Provide a description of the appeals process referred to in §116(a)(5)(m).**

In each State policy governing programs and services for which an appeal process is applicable and allowable, such as the Eligible Training Provider Certification Policy, the State has included a section that describes the manner in which appeals will be handled.

- 2. Describe the steps taken by the State to ensure compliance with the non-discrimination requirements outlined in §188.**

Both the Mississippi Development Authority-Employment Training Division (MDA-ETD) and the Mississippi Department of Employment Security (MDES) submitted to the DOL Civil Rights Center (CRC) and had certified "Methods of Administration" (MOA) certifying compliance with WIA Sect. 188 for the State's initial WIA Five-Year Strategic Plan. The ETD MOA applies to Workforce Investment Act programs and activities, while the MDES MOA is applicable to Wagner-Peyser programs and activities. Effective November 1, 2004, the ETD and the MDES formed a partnership that included co-location in the MDES State Office. Effective July 1, 2005, the two will be legally joined in one agency, with ETD becoming a division of the MDES.

After July 1, the MDES will develop a new, unified MOA to be certified by the CRC. This unified MOA will reference all MDES departments and offices, as well as revisiting Memoranda of Understanding with all WIA partners.

Compliance with Section 504 of the Rehabilitation Act was partially accomplished through a contract with the Mississippi Department of Rehabilitation Services. Onsite visits were made to determine compliance with this requirement. Reports were prepared for the State, the one-stop operators, Local Workforce Investment Areas, and the WIN Job Center Managers. The reports included findings and recommendations to assist the State with ensuring compliance with the non-discrimination requirements outlined in §188.

XI. Assurances

1. The State assures that it will establish, in accordance with section 184 of the Workforce Investment Act, fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through the allotments made under sections 127 and 132. (§112(b)(11).)
2. The State assures that it will comply with section 184(a)(6), which requires the Governor to, every two years, certify to the Secretary, that -
 - a. the State has implemented the uniform administrative requirements referred to in section 184(a)(3);
 - b. the State has annually monitored local areas to ensure compliance with the uniform administrative requirements as required under section 184(a)(4); and
 - c. the State has taken appropriate action to secure compliance with section 184(a)(3) pursuant to section 184(a)(5), (§184(a)(6).).
3. The State assures that the adult and youth funds received under the Workforce Investment Act will be distributed equitably throughout the State, and that no local areas will suffer significant shifts in funding from year to year during the period covered by this Plan. (§112(b)(12)(B).)
4. The State assures that veterans will be afforded employment and training activities authorized in section 134 of the Workforce Investment Act, and the activities authorized in chapters 41 and 42 of Title 38 US code. The State assures that it will comply with the veterans priority established in the Jobs for Veterans Act. (38 USC 4215.)
5. The State assures that the Governor shall, once every two years, certify one local board for each local area in the State. (§117(c)(2).)
6. The State assures that it will comply with the confidentiality requirements of section 136(f)(3).

7. The State assures that no funds received under the Workforce Investment Act will be used to assist, promote, or deter union organizing. (§181(b)(7).)
8. The State assures that it will comply with the nondiscrimination provisions of section 188, including an assurance that a Methods of Administration has been developed and implemented. (§188)
9. The State assures that it will collect and maintain data necessary to show compliance with the nondiscrimination provisions of section 188. (§185)
10. The State assures that it will comply with the grant procedures prescribed by the Secretary (pursuant to the authority at section 189(c) of the Act), which are necessary to enter into grant agreements for the allocation and payment of funds under the Act. The procedures and agreements will be provided to the State by the ETA Office of Grants and Contract Management and will specify the required terms and conditions and assurances and certifications, including, but not limited to, the following:
 - General Administrative Requirements:
 - 29 CFR part 97 --Uniform Administrative Requirements for State and Local Governments (as amended by the Act)
 - 29 CFR part 96 (as amended by OMB Circular A-133) --Single Audit Act
 - OMB Circular A-87 --Cost Principles (as amended by the Act)
 - Assurances and Certifications:
 - SF 424 B --Assurances for Non-construction Programs
 - 29 CFR part 37 --Nondiscrimination and Equal Opportunity Assurance (and regulation) 29 CFR § 37.20
 - CFR part 93 --Certification Regarding Lobbying (and regulation)
 - 29 CFR part 98 --Drug Free Workplace and Debarment and Suspension Certifications (and regulation)
 - Special Clauses/Provisions:
 - Other special assurances or provisions as may be required under Federal law or policy, including specific appropriations legislation, the Workforce Investment Act, or subsequent Executive or Congressional mandates.
11. The State certifies that the Wagner-Peyser Act Plan, which is part of this document, has been certified by the State Employment Security Administrator.
12. The State certifies that veterans' services provided with Wagner-Peyser Act funds will be in compliance with 38 U.S.C. Chapter 41 and 20 CFR part 1001.
13. The State certifies that Wagner-Peyser Act-funded labor exchange activities will be provided by merit-based public employees in accordance with DOL regulations.

14. The State assures that it will comply with the MSFW significant office requirements in accordance with 20 CFR part 653.
15. The State certifies it has developed this Plan in consultation with local elected officials, local workforce boards, the business community, labor organizations and other partners.
16. 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 I--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 disabilities;
 - 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. 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.

17. The State assures that funds will be spent in accordance with the Workforce Investment Act and the Wagner-Peyser Act and their regulations, written Department of Labor Guidance implementing these laws, and all other applicable Federal and State laws.

Program Administration Designees and Plan Signatures

Program Administration Designees and Plan Signatures

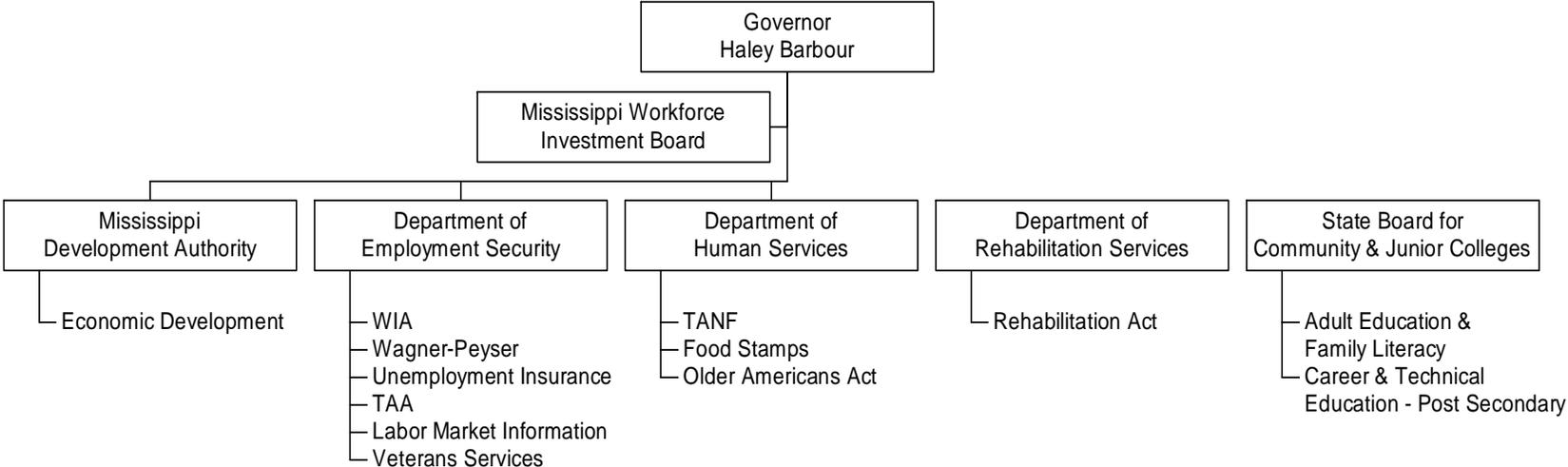
Name of WIA Title I Grant Recipient Agency:	
Mississippi Department of Employment Security	
Address:	Post Office Box 1699 Jackson, Mississippi 39215-1699
Telephone Number:	601-321-6000
Facsimile Number:	601-321-6004
E-mail Address:	N/A
Name of State WIA Title I Administrative Agency (if different from Grant Recipient):	
Same as Grant Recipient	
Address:	
Telephone Number:	
Facsimile Number:	
E-mail Address:	
Name of WIA Title I Signatory Official: James R. Lott, Deputy Executive Director, Mississippi Department of Employment Security	
Address:	Post Office Box 1699 Jackson, Mississippi 39215-1699
Telephone Number:	601-321-6107
Facsimile Number:	601-321-6004
E-mail Address:	jlott@mdes.ms.gov
Name of WIA Title I Liaison: Wanda Land, Director, Office of Workforce and Policy Analysis	
Address:	Post Office Box 1699 Jackson, Mississippi 39215-1699
Telephone Number:	601-321-6597
Facsimile Number:	601-321-6598
E-mail Address:	wland@mdes.ms.gov
Name of Wagner-Peyser Act Grant Recipient/State Employment Security Agency:	
Same as Grant Recipient	
Address:	
Telephone Number:	
Facsimile Number:	
E-mail Address:	

Name and title of State Employment Security Administrator (Signatory Official):	
James R. Lott, Deputy Executive Director, Mississippi Department of Employment Security	
Address:	Post Office Box 1699 Jackson, Mississippi 39215-1699
Telephone Number:	601-321-6107
Facsimile Number:	601-321-6004
E-mail Address:	jlott@mdes.ms.gov
<p>As the Governor, I certify that for the State of Mississippi, the agencies and officials designated above have been duly designated to represent the State in the capacities indicated for the Workforce Investment Act, Title I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of officials will be provided to the U.S. Department of Labor as such changes occur.</p> <p>I further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan and the assurances herein.</p>	
Governor of the State of Mississippi: Haley Barbour	
Signature of Governor	Date

Attachment A

Organizational Chart

Organization of State Agencies in Relation to the Governor



ATTACHMENT B

**STATE WORKFORCE INVESTMENT
BOARD ROSTER**

STATE WORKFORCE INVESTMENT BOARD (12/23/04)

First	Last Name	City	Business	Representing
Ronald	Aldridge	Jackson, 39216	Nat. Fed. Of Indep. Bus.	Business
Jimmy	Alexander	Meridian, 39301	A & B Electric Company, owner	Business
Yvonne	Brown	Tchula, 39169	Mayor of Tchula	Workforce Areas
James	Cassady	Pascagoula, 39581	Northrop Grumman Ship System, H.R. Director	Business
Robert	Clark			Business
Lee	Davis	Jackson, 39215	House of Rep. Rep.	House
Tim	Davis		CWA	Labor
Tommye	Favre	Jackson, 39213	MDES, Exec. Director	MDES
Richard	Furr	Brookhaven, 39602	State Bank & Trust Pres.	Business
Linda	Gates	Mayhew, 39753	East Comm. College	Workforce Areas
Michael	Hall	Ecru, 38841	Ashley Upholstery, Director of H.R.	Business
Charles	Holder	Bay Springs, 39422	Hol-Mac, owner	Business
Clarke	Holmes	Jackson, 39296	CMPDD, Chief Exec. Officer	PDDs
Henry	Johnson	Jackson, 39201	MS Dept. of ED- Exec. Director	Education
Joe	Jones	Jackson, 39206	MS Business Journal, Publisher	Workforce Areas
Roland	Kell	Pascagoula, 39581	Chevron-Texaco- Gen. Manager	Business
Dennis	Kokaisel	Greenwood, 38930	Viking Range Corp. Plant Manager	Business
Lida	Lambert	Flowood, 39232	Tower Loan, Director of Training	Business
Perry	Lee	Jackson, 39215	Senate, Rep.	Senate
George	Lewis	Jackson, 39201	MS Municipal League	MML
Travis	Little	Jackson, 39215	State Senator	Senate
James	Lott	Jackson, 39213	MDES, Exec. Director	Governor
H.S.	McMillan	Madison, 39110	MDRS, Exec. Director	Rehabilitation

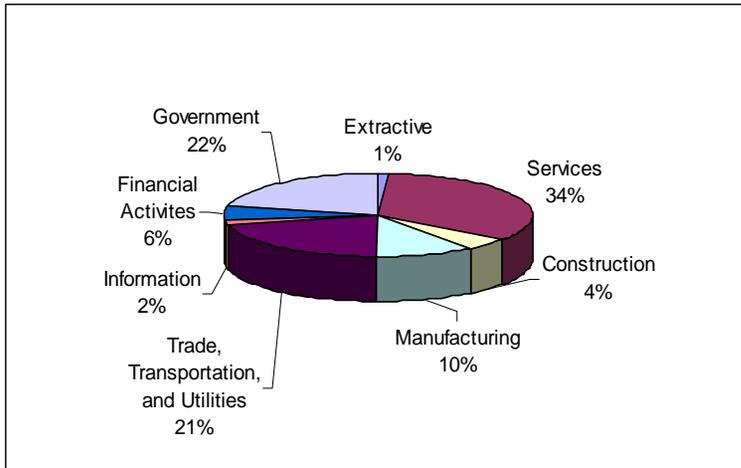
Galen	Medlin	Canton, 39046	H.R. Director, Nissan	Business
Jay	Moon	Jackson, 39225	MS Manufacture Ass.. CEO-Pres.	Business
Joe	Morton	Ripley, 38663	President, Ripley Insurance Agency	Youth
Trent	Mulloy	Laurel, 39441	Laurel Machine & Foundry, V.P.	Business
Larry	Otis	Tupelo, 38802	City of Tupelo, Mayor	Mayor
George	Schloegel	Gulfport, 39502	Hancock Bank, President	Business
Leland	Speed	Jackson, 39205	MDA, Exec. Director	MDA
Dwain	Stevens	Jackson, 39211	Health Alliance, LLC, V.P.	Business
Wayne	Stonecypher	Jackson, 39211	State Board for Comm/and Jr. Colleges, Exec. Director	SBCJC
Don	Taylor	Jackson, 39202	MS Dept. of Human Services, Exec. Director	DHS
Michael	Thomas	Ackerman, 39735	MS Lignite Mining Co.	Business
George	Walker	Clarksdale, 38614	WWW Corp., President	Business
Paul	Watson	Greenville, 38702	Washington Co., Supervisor	Supervisor
Ronald	Whitehead	Ellisville, 39437	Jones County Jr. College, President	Workforce Areas
May	Whittington	Jackson, 39215	MS House of Rep., Rep.	House
Stephen	Will	Corinth, 38834	Kimberly-Clark Co., Mill manager	Business
Joel	Yelverton	Jackson, 39202	MAS, Asst. Exec. Director	MAS
	Vacant			Business
	Vacant			Labor
	Vacant			Youth

ATTACHMENT C

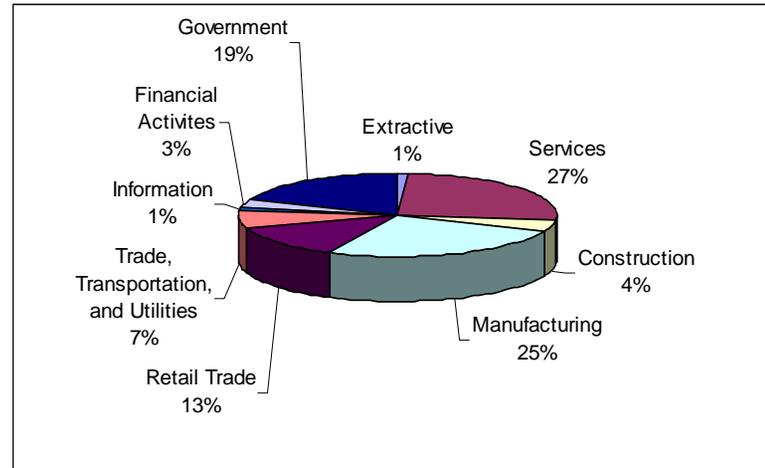
ECONOMIC AND LABOR MARKET ANALYSIS REPORT

Figure 1a: Economic Base by Industry for WIA Areas, 2004

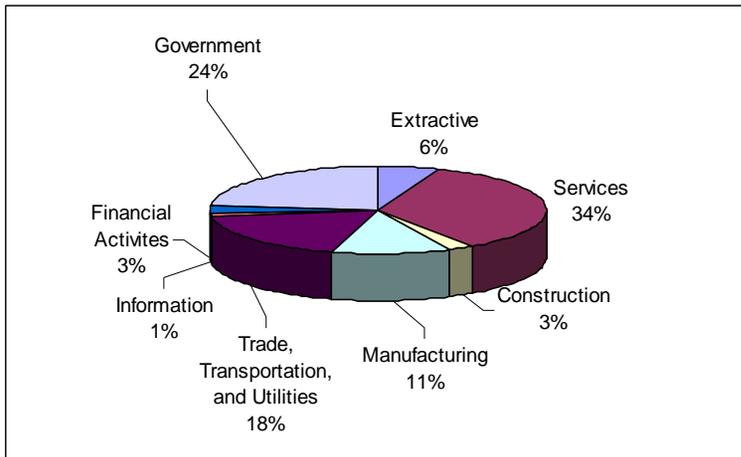
Southcentral



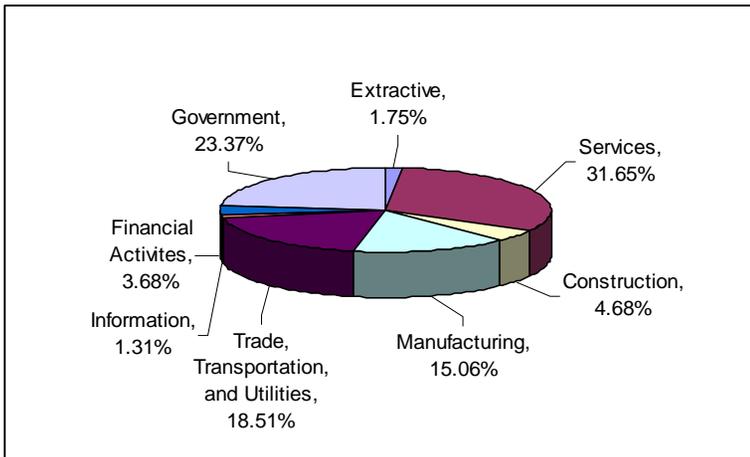
MS Partnership



Delta



Twin Districts



Source: MDES Current Employment Statistics, 2004

Table 2a: Size of Mississippi Service Businesses, 2004

Number of Employees	Twin Districts		Southcentral		MS Partnership		Delta	
	% of businesses	% of employees						
1-5	62.73	5.37	66.14	5.49	63.63	6.28	67.30	5.05
6-10	15.78	5.73	13.12	4.82	15.17	6.21	13.45	4.31
11-20	9.82	6.84	8.99	6.36	10.28	7.96	7.65	4.73
21-50	6.82	10.28	6.54	9.78	6.11	10.17	5.65	7.27
51-100	1.89	6.38	2.30	7.82	1.88	7.10	2.10	6.22
100+	2.96	65.40	2.92	65.73	2.92	62.28	3.85	72.43

Source: Mississippi Business Tax Records, 2004

Table 3a: Size of Mississippi Manufacturing Businesses, 2004

Number of Employees	Twin Districts		Southcentral		MS Partnership		Delta	
	% of businesses	% of employees						
1-5	46.87	1.17	40.67	1.63	36.52	1.23	36.70	1.62
6-10	11.96	1.16	15.50	2.57	14.01	1.93	15.43	2.43
11-20	12.80	2.39	13.50	4.29	14.97	3.95	13.30	4.09
21-50	12.66	5.27	14.50	9.81	15.29	8.92	13.30	9.16
51-100	6.68	5.84	7.17	10.95	7.11	8.89	9.57	13.09
100+	9.04	84.17	8.67	70.75	12.10	75.07	11.70	69.61

Source: Mississippi Business Tax Records, 2004

Attachment C, Appendix B
Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

Table 1b: Top 50 Occupations with Highest Projected Growth in the U.S., 2002-2012

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
1	Cashiers, except gaming	3,432,000	3,886,000	177,000	17,070	1
2	Retail salespersons	4,076,000	4,672,000	173,083	22,540	2
3	Waiters and waitresses	2,097,000	2,464,000	120,500	15,870	1
4	Combined food preparation and serving workers, including fast food	1,990,000	2,444,000	109,750	15,320	1
5	Registered nurses	2,284,000	2,908,000	91,750	52,810	4
6	Office clerks, general	2,991,000	3,301,000	81,000	23,800	2
7	Laborers and freight, stock, and material movers, hand	2,231,000	2,378,000	73,000	21,740	1
8	Janitors and cleaners, except maids and housekeeping cleaners	2,267,000	2,681,000	70,333	20,480	1
9	General and operations managers	204,900	242,500	63,500	8,931	4
10	Customer service representatives	1,894,000	2,354,000	61,750	28,720	2
11	Sales representatives, wholesale and manufacturing, except technical and scientific	1,459,000	1,738,000	55,167	53,020	2
12	Truck drivers, heavy and tractor-trailer	1,767,000	2,104,000	52,083	34,290	2
13	Stock clerks and order fillers	1,628,000	1,560,000	50,167	21,710	2
14	Receptionists and information clerks	1,100,000	1,425,000	49,583	22,280	2
15	Elementary school teachers, except special education	1,467,000	1,690,000	45,583	44,960	4
16	Teacher assistants	1,277,000	1,571,000	45,083	20,100	3
17	Security guards	995,000	1,313,000	44,500	21,790	1
18	Nursing aides, orderlies, and attendants	1,375,000	1,718,000	43,583	21,370	2
19	First-line supervisors/managers of retail sales workers	1,798,000	1,962,000	40,500	36,380	2
20	Food preparation workers	850,000	1,022,000	39,417	17,520	1
21	Child care workers	1,211,000	1,353,000	39,250	17,610	1
22	Landscaping and groundskeeping workers	1,074,000	1,311,000	39,167	21,850	1
23	All other business operations specialists'(5)	1,056,000	1,346,000	39,167	n/a	n/a
24	Secondary school teachers, except special and vocational education	988,000	1,167,000	38,167	47,810	4
25	Maintenance and repair workers, general	1,266,000	1,472,000	37,500	31,620	3
26	Maids and housekeeping cleaners	1,492,000	1,629,000	37,500	17,740	1
27	Bookkeeping, accounting, and auditing clerks	1,983,000	2,042,000	35,917	29,250	2
28	Executive secretaries and administrative assistants	1,526,000	1,658,000	35,333	36,080	4
29	First-line supervisors/managers of office and administrative support workers	1,459,000	1,555,000	34,083	42,960	3
30	Accountants and auditors	1,055,000	1,261,000	33,750	56,110	4
31	Counter attendants, cafeteria, food concession, and coffee shop	467,000	545,000	31,917	16,210	1
32	Secretaries, except legal, medical, and executive	1,975,000	1,918,000	31,500	26,640	2
33	Home health aides	580,000	859,000	29,583	18,890	1

Attachment C, Appendix B
Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

34	Personal and home care aides	608,000	854,000	28,583	17,290	2
Table 1b Continued						
Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
35	Cooks, restaurant	727,000	843,000	28,417	20,140	3
36	Truck drivers, light or delivery services	1,022,000	1,259,000	27,583	26,750	1
37	Carpenters	1,209,000	1,331,000	26,583	37,520	3
38	Automotive service technicians and mechanics	818,000	919,000	26,583	33,680	3
39	All other managers	1,256,000	1,325,000	26,167	n/a	n/a
40	Police and sheriff's patrol officers	619,000	772,000	26,083	45,560	3
41	All other teachers, primary, secondary, and adult(2)	679,000	908,000	26,000	n/a	n/a
42	Tellers	530,000	580,000	25,917	21,100	2
43	Packers and packagers, hand	920,000	1,052,000	25,417	18,430	1
44	Team assemblers	1,174,000	1,155,000	25,333	25,430	1
45	Licensed practical and licensed vocational nurses	702,000	844,000	24,583	33,930	3
46	Electricians	659,000	814,000	23,750	44,290	3
47	Medical assistants	365,000	579,000	23,500	25,130	3
48	Counter and rental clerks	436,000	550,000	23,417	21,030	1
49	First-line supervisors/managers of food preparation and serving workers	692,000	800,000	22,667	27,100	3
50	Construction laborers	938,000	1,070,000	21,500	28,810	1
<i>Total, top 50 occupations</i>		<i>68,513,000</i>	<i>79,387,000</i>	<i>2,382,250</i>		
<i>Total, all projected occupations</i>		<i>142,454,000</i>	<i>163,123,000</i>	<i>4,605,833</i>		

Attachment C, Appendix B
Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

Table 2b: Top 50 Occupations with Highest Projected Growth in Mississippi, 2002-2012

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
1	Cashiers	38,170	45,270	2,565	14,640	1
2	Retail Salespersons	38,910	46,840	2,210	19,860	2
3	Registered Nurses	23,800	32,410	1,360	45,590	4
4	Waiters and Waitresses	14,590	17,150	1,005	13,290	1
5	Laborers and Freight, Stock, and Material Movers, Hand	25,020	25,910	905	19,340	1
6	Combined Food Preparation and Serving Workers, Including Fast Food	12,020	15,030	820	13,860	1
7	Truck Drivers, Heavy and Tractor-Trailer	22,400	26,440	770	30,900	2
8	General and Operations Managers	19,480	23,440	765	66,310	4
9	Food Preparation Workers	12,030	15,000	720	13,700	1
10	Nursing Aides, Orderlies, and Attendants	15,970	20,710	685	16,060	2
11	Stock Clerks and Order Fillers	17,370	17,580	665	18,710	2
12	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	17,650	20,860	655	16,390	1
13	First-Line Supervisors/Managers of Retail Sales Workers	17,860	20,550	590	28,030	2
14	Teacher Assistants	12,910	16,020	560	14,380	3
15	Meat, Poultry, and Fish Cutters and Trimmers	11,290	14,230	540	17,080	1
16	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	9,190	11,920	535	13,950	1
17	Maintenance and Repair Workers, General	13,770	16,440	530	26,840	3
18	Elementary School Teachers, Except Special Education	13,510	15,710	520	34,200	4
19	Office Clerks, General	16,040	17,620	515	20,120	2
20	Maids and Housekeeping Cleaners	13,730	15,920	505	14,570	1
21	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	10,490	12,780	505	40,060	2
22	Security Guards	9,180	11,950	475	16,880	1
23	Secondary School Teachers, Except Special and Vocational Education	9,830	11,750	470	35,200	4
24	First-Line Supervisors/Managers of Office and Administrative Support Workers	14,260	15,730	455	34,900	3
25	Secretaries, Except Legal, Medical, and Executive	23,230	23,240	445	21,450	2
26	Bookkeeping, Accounting, and Auditing Clerks	16,630	17,930	440	25,030	2
27	Receptionists and Information Clerks	7,860	10,290	435	18,650	2
28	Team Assemblers	15,040	15,460	430	22,660	1
29	Child Care Workers	7,990	9,930	410	14,320	1

Attachment C, Appendix B
Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

30	Licensed Practical and Licensed Vocational Nurses	8,950	10,940	395	26,070	3
31	Carpenters	12,150	14,120	395	26,350	3
32	Cooks, Fast Food	9,440	10,160	365	13,290	2
33	Welders, Cutters, Solderers, and Brazers	6,600	8,410	365	29,850	2

Table 2b Continued

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
34	Customer Service Representatives	8,660	10,910	355	23,740	2
35	Tellers	5,200	6,140	350	19,750	2
36	Automotive Service Technicians and Mechanics	8,810	9,860	340	28,020	3
37	Correctional Officers and Jailers	6,250	8,250	330	21,920	2
38	Cooks, Restaurant	6,940	8,080	330	15,790	3
39	First-Line Supervisors/Managers of Production and Operating Workers	8,700	10,170	330	37,820	3
40	Landscaping and Groundskeeping Workers	7,940	9,470	325	17,580	1
41	Gaming Dealers	5,540	7,040	325	15,200	2
42	Police and Sheriff's Patrol Officers	6,230	7,790	315	27,400	3
43	Bus Drivers, School	8,520	9,750	310	15,610	2
44	Packers and Packagers, Hand	9,450	10,620	295	18,430	1
45	Construction Laborers	8,590	10,310	285	19,900	1
46	First-Line Supervisors/Managers of Food Preparation and Serving Workers	6,970	8,130	280	22,120	3
47	Cooks, Institution and Cafeteria	7,950	8,260	275	15,520	2
48	Electricians	5,800	7,380	275	34,790	3
49	Truck Drivers, Light or Delivery Services	10,390	12,160	275	22,410	1
50	Accountants and Auditors	7,180	8,360	255	47,370	4
<i>Total, top 50 occupations</i>		<i>646,480</i>	<i>760,420</i>	<i>28,255</i>		
<i>Total, all projected occupations</i>		<i>1,246,190</i>	<i>1,448,480</i>	<i>50,665</i>		

Note: Highlighted in gray are those occupations with an average wage that is above Mississippi's 2003 average annual wage for all occupations (\$27,765).

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

Attachment C, Appendix B
Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

Table 3b: Top 50 Occupations with Highest Projected Growth in the Delta WIA Area, 2002-2012

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
1	Cashiers	4,770	5,580	315	14,640	1
2	Retail Salespersons	3,430	4,110	190	19,860	2
3	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	3,300	4,170	180	13,950	1
4	Waiters and Waitresses	2,560	2,930	170	13,290	1
5	Registered Nurses	2,430	3,350	145	45,590	4
6	Food Preparation Workers	2,300	2,850	135	13,700	1
7	Combined Food Preparation and Serving Workers, Including Fast Food	1,760	2,180	120	13,860	1
8	Teacher Assistants	2,490	3,100	110	14,380	3
9	Cooks, Fast Food	2,280	2,650	110	13,290	2
10	Laborers and Freight, Stock, and Material Movers, Hand	3,130	3,140	105	19,340	1
11	Elementary School Teachers, Except Special Education	2,130	2,490	85	34,200	4
12	Nursing Aides, Orderlies, and Attendants	1,820	2,400	80	16,060	2
13	General and Operations Managers	2,010	2,380	75	66,310	4
14	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	2,090	2,470	75	16,390	1
15	Maids and Housekeeping Cleaners	1,740	2,010	65	14,570	1
16	Child Care Workers	1,060	1,350	60	14,320	1
17	Stock Clerks and Order Fillers	1,670	1,660	60	18,710	2
18	Maintenance and Repair Workers, General	1,600	1,870	60	26,840	3
19	Secondary School Teachers, Except Special and Vocational Education	1,190	1,430	55	35,200	4
20	Cooks, Restaurant	1,280	1,450	55	15,790	3
21	Gaming Dealers	890	1,180	55	15,200	2
22	Truck Drivers, Heavy and Tractor-Trailer	1,760	2,030	55	30,900	2
23	Licensed Practical and Licensed Vocational Nurses	1,160	1,420	50	26,070	3
24	First-Line Supervisors/Managers of Retail Sales Workers	1,630	1,860	50	28,030	2
25	Meat, Poultry, and Fish Cutters and Trimmers	1,030	1,300	50	17,080	1
26	First-Line Supervisors/Managers of Food Preparation and Serving Workers	1,180	1,340	45	22,120	3
27	Tellers	750	840	45	19,750	2
28	Secretaries, Except Legal, Medical, and Executive	2,400	2,370	45	21,450	2
29	Office Clerks, General	1,440	1,560	45	20,120	2

Attachment C, Appendix B
Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

31	Farm, Ranch, and Other Agricultural Managers	1,470	1,640	40	37,720	4
32	Police and Sheriff's Patrol Officers	840	1,040	40	27,400	3
33	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	480	550	40	14,370	1
34	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	850	1,020	40	40,060	2

Table 3b Continued

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
30	Packers and Packagers, Hand	1,540	1,680	45	18,430	1
35	Agricultural Equipment Operators	710	920	40	19,330	2
36	Correctional Officers and Jailers	710	900	35	21,920	2
37	Cooks, Institution and Cafeteria	1,100	1,130	35	15,520	2
38	Dishwashers	790	860	35	13,440	1
39	First-Line Supervisors/Managers of Office and Administrative Support Workers	1,170	1,280	35	34,900	3
40	Bookkeeping, Accounting, and Auditing Clerks	1,640	1,700	35	25,030	2
41	Team Assemblers	1,340	1,320	35	22,660	1
42	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	710	810	35	24,090	1
43	Bus Drivers, School	980	1,130	35	15,610	2
44	Preschool Teachers, Except Special Education	680	900	30	20,290	4
45	Receptionists and Information Clerks	550	700	30	18,650	2
46	Truck Drivers, Light or Delivery Services	1,130	1,320	30	22,410	1
47	Chief Executives	780	890	25	95,430	5
48	Accountants and Auditors	690	790	25	47,370	4
49	Fire Fighters	480	580	25	27,830	3
50	Security Guards	650	760	25	16,880	1
<i>Total, top 50 occupations</i>		<i>76,570</i>	<i>89,390</i>	<i>3,405</i>		
<i>Total, all projected occupations</i>		<i>136,070</i>	<i>156,290</i>	<i>5,320</i>		

Note: Highlighted in gray are those occupations with an average wage that is above Mississippi's 2003 average annual wage for all occupations (\$27,765).

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

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Table 4b: Top 50 Occupations with Highest Projected Growth in the Mississippi Partnership WIA Area, 2002-2012

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
1	Cashiers	9,730	11,530	655	14,640	1
2	Retail Salespersons	10,450	12,550	590	19,860	2
3	Registered Nurses	5,760	7,940	340	45,590	4
4	Laborers and Freight, Stock, and Material Movers, Hand	8,060	8,500	305	19,340	1
5	Truck Drivers, Heavy and Tractor-Trailer	6,880	8,210	245	30,900	2
6	Combined Food Preparation and Serving Workers, Including Fast Food	3,400	4,270	235	13,860	1
7	Waiters and Waitresses	3,190	3,810	225	13,290	1
8	Team Assemblers	8,200	8,310	220	22,660	1
9	General and Operations Managers	5,410	6,520	215	66,310	4
10	Stock Clerks and Order Fillers	5,180	5,280	200	18,710	2
11	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	5,020	6,020	195	16,390	1
12	Nursing Aides, Orderlies, and Attendants	4,030	5,250	175	16,060	2
13	Office Clerks, General	4,610	5,220	165	20,120	2
14	Teacher Assistants	3,680	4,540	155	14,380	3
15	Welders, Cutters, Solderers, and Brazers	2,990	3,690	155	29,850	2
16	Elementary School Teachers, Except Special Education	3,920	4,540	150	34,200	4
17	First-Line Supervisors/Managers of Retail Sales Workers	4,580	5,210	145	28,030	2
18	First-Line Supervisors/Managers of Production and Operating Workers	3,590	4,250	140	37,820	3
19	Child Care Workers	2,500	3,170	135	14,320	1
20	Maintenance and Repair Workers, General	3,550	4,220	135	26,840	3
21	Secondary School Teachers, Except Special and Vocational Education	2,750	3,280	130	35,200	4
22	Food Preparation Workers	2,150	2,690	130	13,700	1
23	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	2,700	3,260	125	40,060	2
24	First-Line Supervisors/Managers of Office and Administrative Support Workers	3,710	4,130	120	34,900	3
25	Tellers	1,890	2,170	120	19,750	2
26	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	2,100	2,710	120	13,950	1
27	Carpenters	3,790	4,380	120	26,350	3
28	Secretaries, Except Legal, Medical, and Executive	5,920	5,940	115	21,450	2
29	Packers and Packagers, Hand	3,570	4,060	115	18,430	1
30	Bookkeeping, Accounting, and Auditing Clerks	4,220	4,540	110	25,030	2

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31	Receptionists and Information Clerks	1,970	2,580	110	18,650	2
32	Licensed Practical and Licensed Vocational Nurses	2,280	2,820	105	26,070	3
33	Cooks, Restaurant	2,190	2,590	105	15,790	3

Table 4b Continued

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
34	Industrial Truck and Tractor Operators	3,210	3,660	105	22,940	1
35	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	2,850	3,180	100	23,350	2
36	Cooks, Fast Food	2,430	2,640	95	13,290	2
37	Maids and Housekeeping Cleaners	2,500	2,910	95	14,570	1
38	Customer Service Representatives	2,290	2,880	95	23,740	2
39	Construction Laborers	2,850	3,420	95	19,900	1
40	Slaughterers and Meat Packers	1,810	2,250	85	n/a	2
41	Police and Sheriff's Patrol Officers	1,580	1,970	80	27,400	3
42	Shipping, Receiving, and Traffic Clerks	3,090	3,270	80	21,770	1
43	Automotive Service Technicians and Mechanics	2,080	2,300	75	28,020	3
44	Inspectors, Testers, Sorters, Samplers, and Weighers	2,130	2,400	75	27,120	1
45	Truck Drivers, Light or Delivery Services	2,830	3,340	75	22,410	1
46	Accountants and Auditors	1,720	2,080	70	47,370	4
47	First-Line Supervisors/Managers of Food Preparation and Serving Workers	1,750	2,040	70	22,120	3
48	Cooks, Institution and Cafeteria	2,130	2,160	70	15,520	2
49	Helpers--Production Workers	1,900	2,070	70	19,590	1
50	Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	760	900	65	14,370	1
<i>Total, top 50 occupations</i>		<i>181,880</i>	<i>211,650</i>	<i>7,705</i>		
<i>Total, all projected occupations</i>		<i>332,550</i>	<i>384,010</i>	<i>13,150</i>		

Note: Highlighted in gray are those occupations with an average wage that is above Mississippi's 2003 average annual wage for all occupations (\$27,765).

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

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Top 50 Fastest Growing Occupations in the Nation, Mississippi, and across WIA Areas

Table 5b: Top 50 Occupations with Highest Projected Growth in the South Central WIA Area, 2002-2012

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
1	Cashiers	10,780	12,760	725	14,640	1
2	Retail Salespersons	12,720	15,220	710	19,860	2
3	Registered Nurses	8,510	11,600	485	45,590	4
4	Waiters and Waitresses	4,470	5,280	310	13,290	1
5	Truck Drivers, Heavy and Tractor-Trailer	8,020	9,490	280	30,900	2
6	Food Preparation Workers	4,510	5,610	270	13,700	1
7	General and Operations Managers	6,660	8,050	265	66,310	4
8	Laborers and Freight, Stock, and Material Movers, Hand	6,660	6,940	245	19,340	1
9	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	5,920	7,090	230	16,390	1
10	Stock Clerks and Order Fillers	5,820	5,960	230	18,710	2
11	Nursing Aides, Orderlies, and Attendants	5,000	6,560	220	16,060	2
12	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	3,750	4,590	185	40,060	2
13	Office Clerks, General	5,480	6,070	180	20,120	2
14	First-Line Supervisors/Managers of Retail Sales Workers	5,180	5,970	170	28,030	2
15	First-Line Supervisors/Managers of Office and Administrative Support Workers	5,060	5,620	165	34,900	3
16	Bookkeeping, Accounting, and Auditing Clerks	5,770	6,330	165	25,030	2
17	Secretaries, Except Legal, Medical, and Executive	8,070	8,150	165	21,450	2
18	Cooks, Fast Food	4,100	4,420	160	13,290	2
19	Combined Food Preparation and Serving Workers, Including Fast Food	2,350	2,890	155	13,860	1
20	Maids and Housekeeping Cleaners	4,080	4,790	155	14,570	1
21	Elementary School Teachers, Except Special Education	3,940	4,550	150	34,200	4
22	Child Care Workers	2,760	3,490	150	14,320	1
23	Receptionists and Information Clerks	2,590	3,480	150	18,650	2
24	Teacher Assistants	3,380	4,180	145	14,380	3
25	Maintenance and Repair Workers, General	3,680	4,410	145	26,840	3
26	Meat, Poultry, and Fish Cutters and Trimmers	2,920	3,740	145	17,080	1
27	Customer Service Representatives	3,050	4,000	140	23,740	2
28	Secondary School Teachers, Except Special and Vocational Education	2,850	3,390	135	35,200	4
29	Carpenters	3,890	4,590	135	26,350	3
30	Licensed Practical and Licensed Vocational Nurses	2,910	3,600	130	26,070	3

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31	Lawyers	3,160	3,990	125	75,570	5
32	Correctional Officers and Jailers	2,240	2,910	115	21,920	2
33	Tellers	1,820	1,990	105	19,750	2

Table 5b Continued

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
34	Accountants and Auditors	2,890	3,350	100	47,370	4
35	Executive Secretaries and Administrative Assistants	3,420	3,780	100	29,570	4
36	Chief Executives	2,670	3,120	95	95,430	5
37	Cooks, Institution and Cafeteria	2,510	2,660	95	15,520	2
38	Construction Laborers	2,840	3,430	95	19,900	1
39	Automotive Service Technicians and Mechanics	2,390	2,680	95	28,020	3
40	Police and Sheriff's Patrol Officers	1,750	2,190	90	27,400	3
41	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	1,490	1,900	85	13,950	1
42	Truck Drivers, Light or Delivery Services	3,360	3,920	85	22,410	1
43	First-Line Supervisors/Managers of Food Preparation and Serving Workers	2,040	2,370	80	22,120	3
44	Cooks, Restaurant	1,660	1,930	80	15,790	3
45	First-Line Supervisors/Managers of Construction Trades and Extraction Workers	2,490	2,850	80	40,470	4
46	Welders, Cutters, Solderers, and Brazers	1,480	1,870	80	29,850	2
47	Bus Drivers, School	2,230	2,530	80	15,610	2
48	Packers and Packagers, Hand	2,440	2,790	80	18,430	1
49	Landscaping and Groundskeeping Workers	1,930	2,290	75	17,580	1
50	Shipping, Receiving, and Traffic Clerks	2,690	2,900	75	21,770	1
<i>Total, top 50 occupations</i>		<i>202,380</i>	<i>238,270</i>	<i>8,710</i>		
<i>Total, all projected occupations</i>		<i>370,350</i>	<i>432,310</i>	<i>15,020</i>		

Note: Highlighted in gray are those occupations with an average wage that is above Mississippi's 2003 average annual wage for all occupations (\$27,765).

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

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Table 6b: Top 50 Occupations with Highest Projected Growth in the Twin Districts WIA Area, 2002-2012

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
1	Cashiers	14,600	17,400	990	14,640	1
2	Retail Salespersons	13,260	16,030	760	19,860	2
3	Registered Nurses	8,460	11,540	485	45,590	4
4	Combined Food Preparation and Serving Workers, Including Fast Food	7,110	8,780	475	13,860	1
5	Waiters and Waitresses	6,430	7,480	435	13,290	1
6	Meat, Poultry, and Fish Cutters and Trimmers	6,910	8,710	330	17,080	1
7	Laborers and Freight, Stock, and Material Movers, Hand	8,170	8,680	320	19,340	1
8	Food Preparation Workers	5,280	6,520	310	13,700	1
9	General and Operations Managers	6,220	7,520	250	66,310	4
10	Nursing Aides, Orderlies, and Attendants	5,410	6,970	225	16,060	2
11	Truck Drivers, Heavy and Tractor-Trailer	6,660	7,840	225	30,900	2
12	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	5,890	6,990	220	16,390	1
13	First-Line Supervisors/Managers of Retail Sales Workers	6,190	7,130	205	28,030	2
14	Stock Clerks and Order Fillers	5,130	5,250	200	18,710	2
15	Teacher Assistants	4,250	5,320	190	14,380	3
16	Elementary School Teachers, Except Special Education	4,590	5,350	180	34,200	4
17	Carpenters	4,880	5,800	170	26,350	3
18	Tellers	2,620	2,970	165	19,750	2
19	Maintenance and Repair Workers, General	4,140	4,980	165	26,840	3
20	Receptionists and Information Clerks	2,890	3,800	160	18,650	2
21	Welders, Cutters, Solderers, and Brazers	2,630	3,500	160	29,850	2
22	Secondary School Teachers, Except Special and Vocational Education	3,230	3,890	155	35,200	4
23	Office Clerks, General	4,900	5,380	155	20,120	2
24	Maids and Housekeeping Cleaners	3,980	4,670	150	14,570	1
25	First-Line Supervisors/Managers of Office and Administrative Support Workers	4,650	5,150	150	34,900	3
26	Bookkeeping, Accounting, and Auditing Clerks	5,260	5,760	150	25,030	2
27	Cooks, Fast Food	3,400	3,780	145	13,290	2
28	Secretaries, Except Legal, Medical, and Executive	7,200	7,290	145	21,450	2
29	Licensed Practical and Licensed Vocational Nurses	3,240	3,950	140	26,070	3

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30	Cooks, Restaurant	2,990	3,440	135	15,790	3
31	Construction Laborers	3,690	4,520	130	19,900	1
32	First-Line Supervisors/Managers of Food Preparation and Serving Workers	3,090	3,590	125	22,120	3
33	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	2,620	3,180	125	40,060	2

Table 6b Continued

Rank	Occupation	2002 Employment	2012 Employment	Annual Openings	Annual Wage	Job Zone
34	Customer Service Representatives	2,810	3,570	120	23,740	2
35	Police and Sheriff's Patrol Officers	2,090	2,640	110	27,400	3
36	Child Care Workers	2,230	2,710	110	14,320	1
37	Automotive Service Technicians and Mechanics	2,710	3,020	105	28,020	3
38	First-Line Supervisors/Managers of Production and Operating Workers	2,660	3,110	100	37,820	3
39	Correctional Officers and Jailers	1,480	2,110	95	21,920	2
40	Cooks, Institution and Cafeteria	2,850	2,930	95	15,520	2
41	First-Line Supervisors/Managers of Construction Trades and Extraction Workers	2,930	3,360	95	40,470	4
42	Accountants and Auditors	2,270	2,720	90	47,370	4
43	Landscaping and Groundskeeping Workers	2,320	2,730	90	17,580	1
44	Team Assemblers	3,150	3,250	90	22,660	1
45	Dishwashers	2,010	2,190	85	13,440	1
46	Gaming Dealers	1,320	1,730	85	15,200	2
47	Electricians	1,690	2,180	85	34,790	3
48	Plumbers, Pipefitters, and Steamfitters	1,750	2,180	85	31,370	3
49	Chief Executives	2,250	2,610	80	95,430	5
50	Lawyers	2,390	2,900	80	75,570	5
<i>Total, top 50 occupations</i>		218,880	259,100	9,925		
<i>Total, all projected occupations</i>		409,790	478,720	17,090		

Note: Highlighted in gray are those occupations with an average wage that is above Mississippi's 2003 average annual wage for all occupations (\$27,765).

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

Table 1c: Job Zone 1

Title	Job Zone One: Little or No Preparation Needed
Overall Experience	No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a general office clerk even if he/she has never worked in an office before.
Job Training	Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.
Job Zone Examples	These occupations involve following instructions and helping others. Examples include bus drivers, forest and conservation workers, general office clerks, home health aides, and waiters/waitresses.
Education	These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.

Table 2c: Job Zone 2

Title	Job Zone Two: Some Preparation Needed
Overall Experience	Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a drywall installer might benefit from experience installing drywall, but an inexperienced person could still learn to be an installer with little difficulty.
Job Training	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.
Job Zone Examples	These occupations often involve using your knowledge and skills to help others. Examples include drywall installers, fire inspectors, flight attendants, pharmacy technicians, salespersons (retail), and tellers.
Education	These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Table 3c: Job Zone 3

Title	Job Zone Three: Medium Preparation Needed
Overall Experience	Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.
Job Training	Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.
Job Zone Examples	These occupations usually involve using communication and organizational skills to coordinate, supervise, manage, or train others to accomplish goals. Examples include dental assistants, electricians, fish and game wardens, legal secretaries, personnel recruiters, and recreation workers.
Education	Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

Table 4c: Job Zone 4

Title	Job Zone Four: Considerable Preparation Needed
Overall Experience	A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.
Job Training	Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.
Job Zone Examples	Many of these occupations involve coordinating, supervising, managing, or training others. Examples include accountants, chefs and head cooks, computer programmers, historians, pharmacists, and police detectives.
Education	Most of these occupations require a four - year bachelor's degree, but some do not.

Table 5c: Job Zone 5

Title	Job Zone Five: Extensive Preparation Needed
Overall Experience	Extensive skill, knowledge, and experience are needed for these occupations. Many require more than five years of experience. For example, surgeons must complete four years of college and an additional five to seven years of specialized medical training to be able to do their job.
Job Training	Employees may need some on-the-job training, but most of these occupations assume that the person will already have the required skills, knowledge, work-related experience, and/or training.
Job Zone Examples	These occupations often involve coordinating, training, supervising, or managing the activities of others to accomplish goals. Very advanced communication and organizational skills are required. Examples include athletic trainers, lawyers, managing editors, physicists, social psychologists, and surgeons.
Education	A bachelor's degree is the minimum formal education required for these occupations. However, many also require graduate school. For example, they may require a master's degree, and some require a Ph.D., M.D., or J.D. (law degree).

Table 6c: Job Zone and Wage Characteristics for Projected Mississippi Occupations

Job Zone	All Occupations		Top 50 Occupations		Other Occupations	
	N	%	N	%	N	%
One: little or no prep.	398,610	28.07	261,190	34.35	137,420	20.84
Two: some prep.	404,710	28.50	282,900	37.20	121,810	18.47
Three: medium prep.	292,000	20.56	124,660	16.39	167,340	25.37
Four: considerable prep.	258,730	18.22	91,670	12.06	167,060	25.33
Five: extensive prep.	65,870	4.64	0	0.00	65,870	9.99
Total	1,419,920	100.00	760,420	100.00	659,500	100.00
Average Wage						
Less than \$14,756	185,930	13.17	156,400	20.57	29,530	4.53
\$14,757 – \$34,796	894,940	63.38	489,380	64.36	405,560	62.24
\$34,797 – \$49,552	220,750	15.63	91,200	11.99	129,550	19.88
Greater than \$49,552	110,430	7.82	23,440	3.08	86,990	13.35
Total	1,412,050	100.00	760,420	100.00	651,630	100.00

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

Table 7c: Job Zone and Wage Characteristics for Projected Occupations by WIA Area

Job Zone	<u>Delta</u>				<u>MS Partnership</u>				<u>Southcentral</u>				<u>Twin Districts</u>			
	Top 50 Occupations		Other		Top 50 Occupations		Other		Top 50 Occupations		Other		Top 50 Occupations		Other	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
One: little or no prep.	35,280	39.5	15,110	23.5	77,040	36.4	33,040	20.0	69,820	29.3	37,150	19.9	84,630	32.7	50,830	24.2
Two: some prep.	28,160	31.5	11,680	18.2	77,010	36.4	31,480	19.0	92,200	38.7	33,080	17.7	89,220	34.4	39,470	18.8
Three: medium prep.	12,080	13.5	18,570	28.9	33,240	15.7	43,630	26.3	31,570	13.2	51,150	27.4	45,360	17.5	53,100	25.3
Four: considerable prep.	12,980	14.5	14,070	21.9	24,360	11.5	41,190	24.9	37,570	15.8	48,590	26.1	34,380	13.3	51,720	24.6
Five: extensive prep.	890	1.0	4,900	7.6	0	0.0	16,250	9.8	7,110	3.0	16,480	8.8	5,510	2.1	14,990	7.1
<i>Total</i>	<i>89,390</i>	<i>100.0</i>	<i>64,330</i>	<i>100.0</i>	<i>211,650</i>	<i>100.0</i>	<i>165,590</i>	<i>100.0</i>	<i>238,270</i>	<i>100.0</i>	<i>186,450</i>	<i>100.0</i>	<i>259,100</i>	<i>100.0</i>	<i>210,110</i>	<i>100.0</i>
Average Wage																
Less than \$14,756	28,230	31.6	3,220	5.2	39,170	18.7	5,380	3.3	45,320	19.0	7,830	4.2	58,850	22.7	11,180	5.4
\$14,757 – \$34,796	48,380	54.1	41,140	66.5	138,770	66.3	107,740	65.4	146,390	61.4	113,390	61.1	154,270	59.5	135,230	65.1
\$34,797 – \$49,552	9,510	10.6	11,400	18.4	24,940	11.9	30,780	18.7	31,400	13.2	40,440	21.8	32,950	12.7	39,400	19.0
Greater than \$49,552	3,270	3.7	6,150	9.9	6,520	3.1	20,950	12.7	15,160	6.4	23,910	12.9	13,030	5.0	21,760	10.5
<i>Total</i>	<i>89,390</i>	<i>100.0</i>	<i>61,910</i>	<i>100.0</i>	<i>209,400</i>	<i>100.0</i>	<i>164,850</i>	<i>100.0</i>	<i>238,270</i>	<i>100.0</i>	<i>185,570</i>	<i>100.0</i>	<i>259,100</i>	<i>100.0</i>	<i>207,570</i>	<i>100.0</i>

Source: 2002-2012 projections come from MDES, 2005. Annual wage data come from the November 2003 State Occupational Employment and Wages report, MDES. Job zone information comes from the U.S. Department of Labor Occupational Information Network, 2005.

Table 1d: Labor Force Projections by Gender

Year	Male	Female	Total
% in Labor Force, 2000	69.88	52.85	61.03
Number in Labor Force			
2005	690,804	664,392	1,355,196
2010	718,969	689,652	1,408,621
2015	741,208	710,150	1,451,358
2020	759,571	727,446	1,487,017
2025	774,303	742,112	1,516,415
Percent Change			
2005-2010	4.08	3.80	3.94
2010-2015	3.09	2.97	3.03
2015-2020	2.48	2.44	2.46
2020-2025	1.94	2.02	1.98
Percent by Gender			
2005	50.97	49.03	100.00
2010	51.04	48.96	100.00
2015	51.07	48.93	100.00
2020	51.08	48.92	100.00
2025	51.06	48.94	100.00

Source: Compiled by Mississippi State University, 2005

Table 2d: Labor Force Projections by Race

Year	White	Black	Other
% in Labor Force, 2000	61.03	55.21	63.15
Number in Labor Force			
2005	905,978	418,534	12,610
2010	939,723	448,910	16,231
2015	973,870	482,942	19,505
2020	1,001,497	514,524	22,578
2025	1,024,181	540,740	25,322
Percent Change			
2005-2010	3.72	7.26	28.72
2010-2015	3.63	7.58	20.17
2015-2020	2.84	6.54	15.75
2020-2025	2.27	5.10	12.15
Percent by Race			
2005	67.76	31.30	0.94
2010	66.89	31.95	1.16
2015	65.97	32.71	1.32
2020	65.09	33.44	1.47
2025	64.40	34.00	1.59

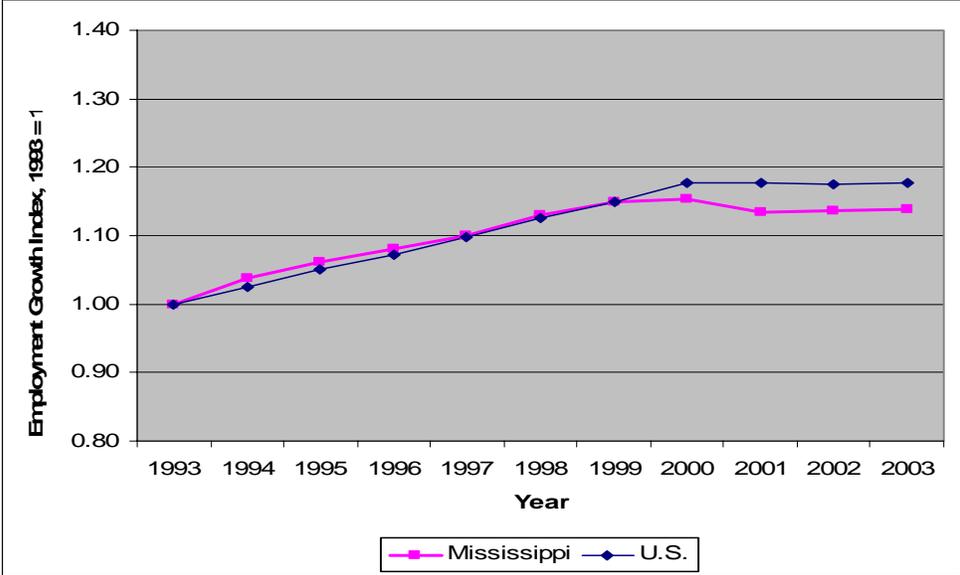
Source: Compiled by Mississippi State University, 2005

Table 3d: Labor Force Projections by Age

Year	Ages 16-24	Ages 25-54	Ages 55 or Greater
% in Labor Force, 2000	56.89	75.39	28.56
Number in Labor Force			
2005	207,927	930,970	184,150
2010	215,451	931,615	253,427
2015	228,563	926,470	322,649
2020	230,062	930,936	388,636
2025	225,200	936,143	451,712
Percent Change			
2005-2010	3.62	0.07	37.62
2010-2015	6.09	-0.55	27.31
2015-2020	0.66	0.48	20.45
2020-2025	-2.11	0.56	16.23
Percent by Age			
2005	15.72	70.37	13.92
2010	15.38	66.52	18.10
2015	15.47	62.70	21.83
2020	14.85	60.07	25.08
2025	13.96	58.04	28.00

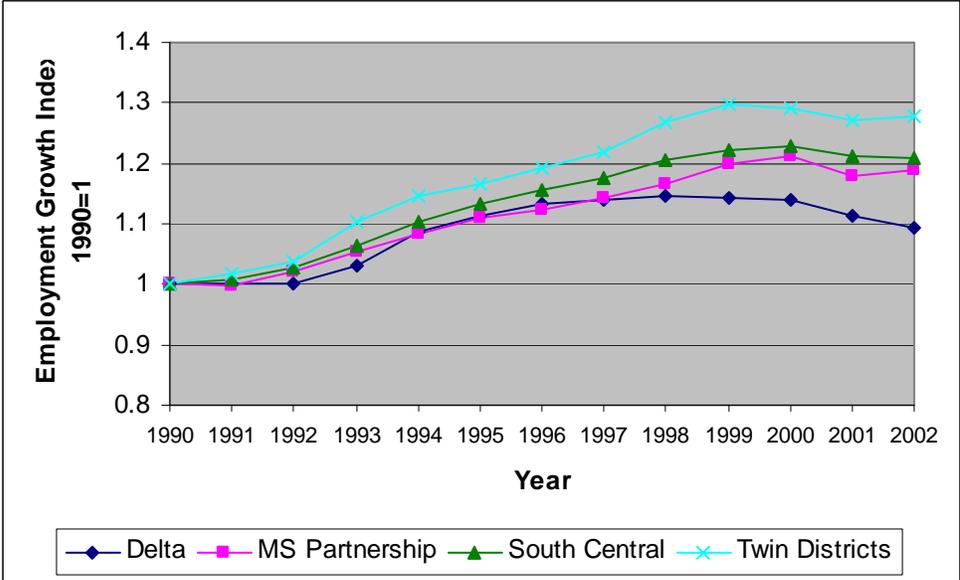
Source: Compiled by Mississippi State University, 2005

Figure 1e: Employment Growth



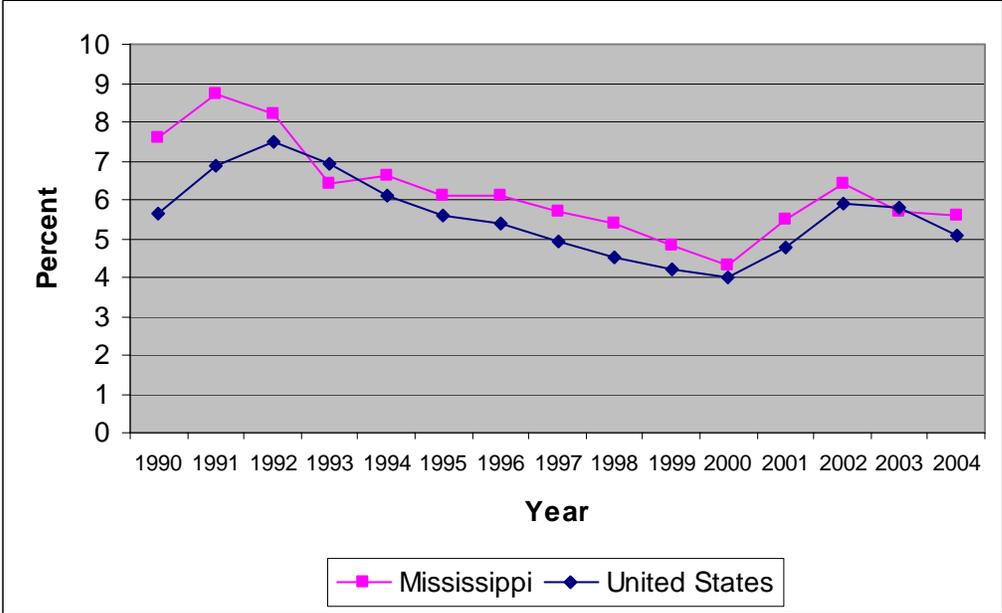
Source: Bureau of Economic Analysis (BEA), 2005

Figure 2e: Employment Growth Index by WIA Area



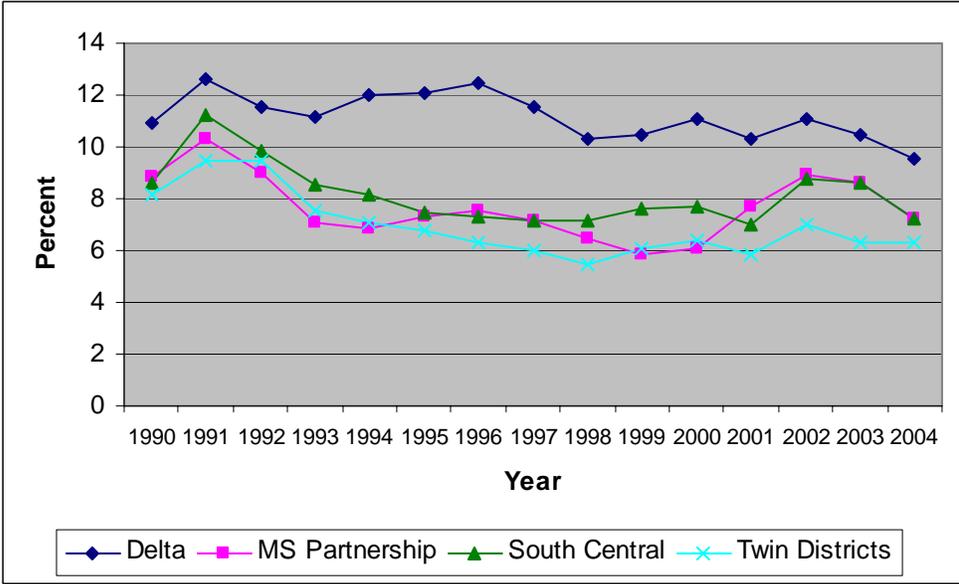
Source: Bureau of Economic Analysis (BEA), 2005

Figure 3e: Unemployment



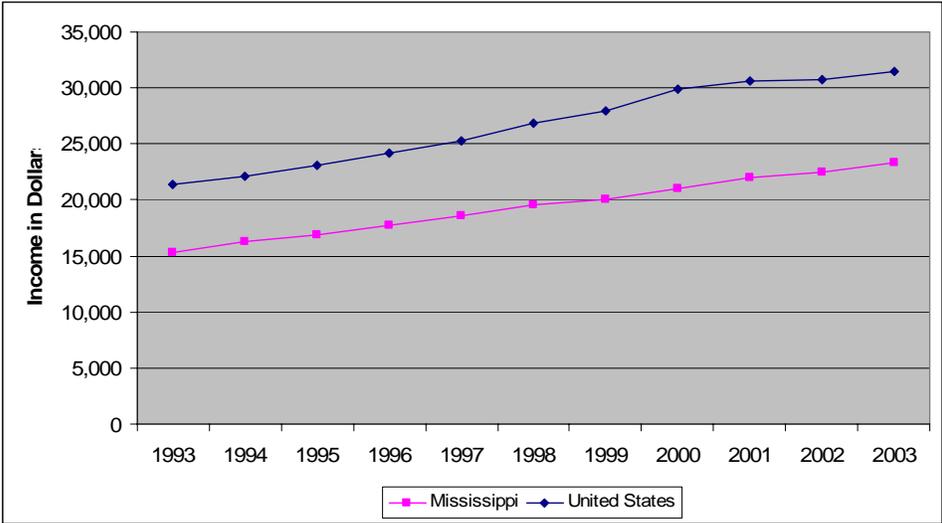
Source: MDES, 2005

Figure 4e: Unemployment by WIA Area



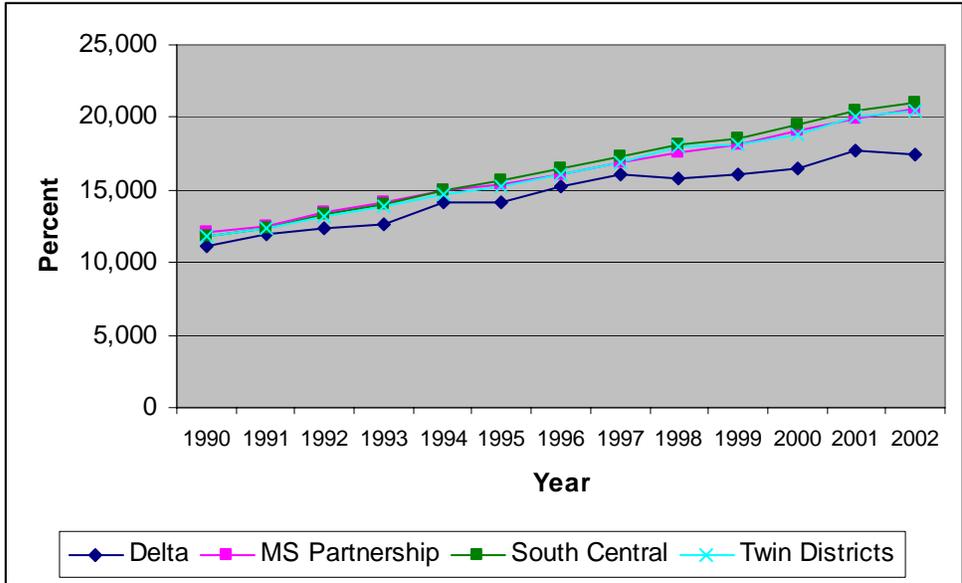
Source: MDES, 2005

Figure 5e: Per Capita Income



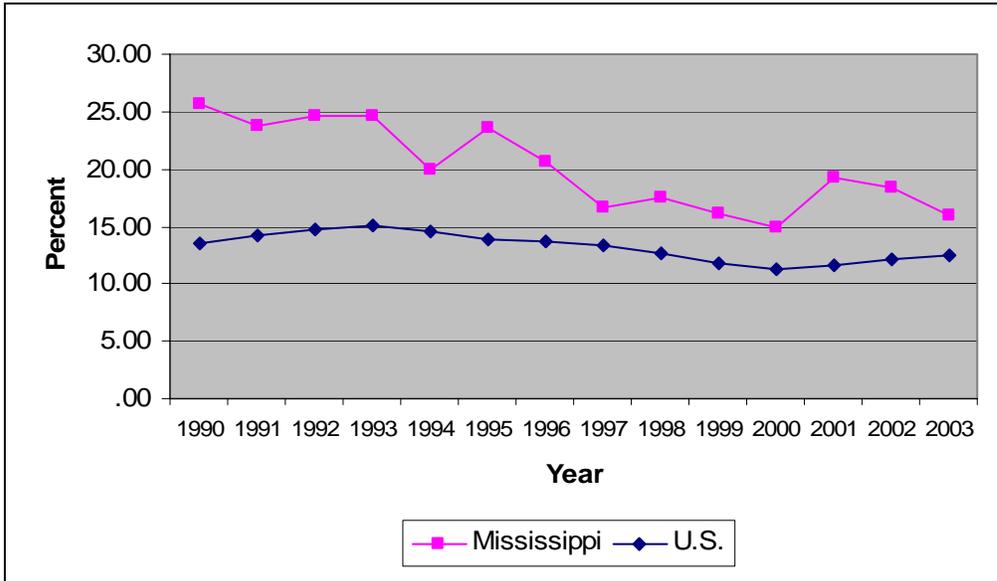
Source: BEA, 2005

Figure 6e: Per Capita Income by WIA Area



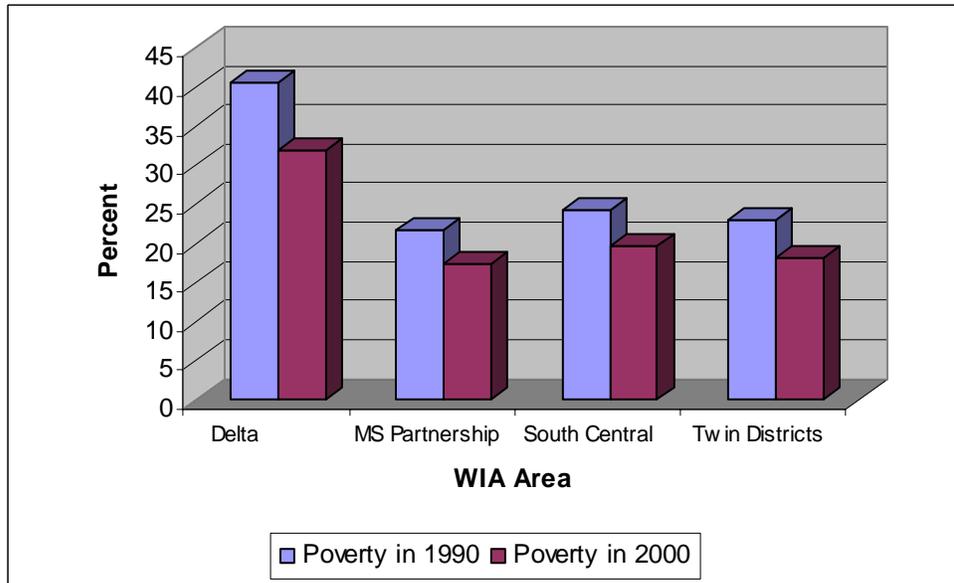
Source: BEA, 2005

Figure 7e: Poverty



Source: Current Population Survey (CPS), 2004

Figure 8e: Poverty by WIA Area



Source: U.S. Census Bureau, Summary File 3, 2000

Attachment D

Proposed State Levels for New Common Measures



Mississippi Department of Employment Security

Haley Barbour
Governor

Jim Lott
Deputy Executive Director
Chief Operating Officer

Tommye Dale Favre
Executive Director

Mike Marsh
Deputy Executive Director
Chief Fiscal Officer

April 29, 2005

Dr. Helen N. Parker
Regional Administrator
Employment and Training Administration
United States Department of Labor
61 Forsyth Street, S.W., Room 6M12
Atlanta, Georgia 30303

Dear Dr. Parker:

Since it is USDOL's intent to implement the new Common Measures and since Mississippi fully supports this effort, we believe it is in Mississippi's best interests to advance our performance tracking systems and service delivery strategies as quickly as possible. Sinking more time, effort and funding in tracking and performing against the current 17 WIA performance measures, which will be replaced before scores are reported is a waste of our limited resources. Please accept this correspondence as our intent to move totally to the Common Measures as described in TEGl 28-04 effective July 1, 2005. Therefore, the attached information provides proposed Workforce Investment Act performance goals for Program Year 2005 and 2006.

Please contact me at 601-321-6108 or Wanda Land at 601-321-6597 with suggestions, comments or concerns. The new measures will require fine-tuning and all suggestions will be much appreciated.

Sincerely,

James R. Lott

Increasing Employment in Mississippi

State of Mississippi
 Workforce Investment Act
 Proposed Adult Common Measure Performance Goals
 Program Years 2005 and 2006

ADULTS		
Measure	Year	Goal
Entered Employment	Program Year 2005	65%
	Program Year 2006	67%
<p>Rationale:</p> <ol style="list-style-type: none"> 1. The largest effect of transition from current WIA performance to Common Measures is a radically increased number of registrations (up to ten times current WIA levels) as the new definition of the term "participant" is adopted. Over PY05, the number of WIA registrations will approach and may equal the number of Wagner-Peyser labor exchange registrations, allowing for some differences due to "self directed job search" and Internet services. The Wagner-Peyser entered employment rate at December 31, 2004 is 53%, possibly a far better predictor of next year's entered employment performance than current WIA rates listed below. 2. One Mississippi workforce area, the Twin Districts Local Workforce Area in southeast Mississippi, has field-tested universal registration this year, serving 31,415 participants through the third quarter versus 8,606 participants in the other three local workforce areas combined. For every dislocated worker, almost two adults are being registered in this workforce area, a trend that is rising towards 3:1 as the experiment continues. Adults have a lower WIA entered employment rate than dislocated workers nationwide and in Mississippi. The national average is approximately 74% to 80% for PY03. In Mississippi through June 30, 2004, the overall Adult Entered Employment rate was 78.4% and 75.8% for individuals who received only core and intensive services. While the exact ratio of adults to dislocated workers registered in the coming years is impossible to predict, a 3:1 ratio seems most likely and should be utilized when predicting performance on the Common Measures, resulting in a performance expectation much closer to adult entered employment rates than to dislocated worker rates. 3. Mississippi's unemployment rate continues to rise, moving from 5.3% in March 2004 to 7.0% in March 2005. According to Attachment IV of the performance negotiation TEG, each percentage point increase in unemployment results in about a 3.1% decline in a State's expected entered employment performance. If foreign textile and manufacturing imports continue to rise as predicted, Mississippi's situation may worsen despite the State's best efforts to diversify its economy and increase worker skills and productivity. <p style="margin-top: 20px;">Taking all the above mentioned factors into consideration and allowing for a performance increase in PY06 as WIA performance enhancement strategies permeate labor exchange services, the proposed entered employment rates are ambitious but attainable.</p>		

ADULTS		
Measure	Year	Goal
Employment Retention	Program Year 2005	74%
	Program Year 2006	75%
<p>Rationale:</p> <ol style="list-style-type: none"> 1. The State's current Wagner-Peyser retention rate through December 2004 is 66%. As explained above, this performance may be a better predictor of Common Measure performance than past and current WIA performance. 2. If adult exits exceed dislocated worker exits by the predicted 3:1 ratio, lower adult retention expectations nationwide and in Mississippi should be given proportionately greater weight (the national PY03 retention averages were 80% for adults and 87% for dislocated workers and were 72.0% for adults and 75.0% through December 31, 2004 in Mississippi). 3. For each point of unemployment rate increase, the adult retention rate is expected to drop 1.3%. 4. The Common Measures require retention in both the second and third quarters after entering employment rather than retention in the second quarter only. Other states have done trial runs and predict as much as a 5% drop in retention due to this reworking of the retention measurement. 5. Studies of WIA clients in Mississippi show that, on average, 75 percent are employed six months after exit. This is not surprising because more than half of current and projected jobs are in at-risk occupations. According to the Southern Growth Policies Board (2005), at-risk occupations employ those with little training or education, and as a result, individuals in these occupations are likely to experience higher unemployment and turnover rates. 		

ADULTS		
Measure	Year	Goal
Six Months Earning Increase	Program Year 2005	\$250
	Program Year 2006	\$375

Rationale:

This is the hardest performance to predict given the current number of worker dislocations and the current and prospective loss of higher paying manufacturing jobs. Factors affecting performance include:

1. The national PY03 earnings change for adults was \$3249 and -\$1353 for dislocated workers. Mississippi's earnings change for adults for the quarter ending December 31, 2004 was \$1,945 and the earnings replacement rate for dislocated workers was 102.2 %.
2. The increasing State unemployment rate and the continued loss of higher paying manufacturing jobs combine to severely dampen predicted earnings gains.
3. Within the current Mississippi economy, the old PY2004 goal is unrealistic given the expected dramatic increase in enrollments. Almost three-quarters of current and projected jobs in Mississippi provide an annual average wage of less than \$30,000 and around two-thirds of clients have an annual average wage of less than \$30,000. Less than 40 percent of job seekers have more than a high school education. Furthermore, clients tend to have relatively short employment tenures. In fact, participants average only two to three years of employment tenure. In addition, more than half gain their employment experience within the service sector that typically provides low wage employment. Up to two-thirds of jobseekers are looking for assistance to find any type of job. That is, they are less interested in earnings increase and more interested in regaining employment.

Given the characteristics of the job seekers and the Mississippi economy, it would be reasonable to expect increase of no more than \$375 in a six-month period. Studies clearly indicate that, on average, it takes an individual anywhere from four to six years to see a substantive increase in wages (25% increase), especially those who earn low wages (at or near minimum wage), have limited work experience and low levels of education, and are employed in the service sector.

State of Mississippi
 Workforce Investment Act
 Proposed Youth Common Measure Performance Goals
 Program Years 2005 and 2006

YOUTH																		
Measure	Year	Goal																
Placement in Employment or Education	Program Year 2005	60%																
	Program Year 2006	62%																
<p>Rationale:</p> <ol style="list-style-type: none"> 1. This performance measurement includes younger youth who are not in secondary school at the time of exit. The current older youth performance measure is for youth over 19 at the time of registration. Younger youth are less skilled and will be harder to place than older, more work ready youth. As of December 31, 2004 Mississippi had registered 3085 younger youth and 637 older youth. As the larger number of younger youth exits WIA in the coming year, younger youth performance will have a great effect upon the State's placement performance. About one-third will not exit to high school based upon current results. 2. The State's older youth entered employment rate was 75% for Program Year 2003. 3. The State's increasing unemployment rate will have the greatest effect on its least skilled and least work ready populations the most. The State's current unemployment rate for youth ages 16-19 is 38.3%. 4. The bottom line is that youth unemployment rates are higher than the general population. In 2004, the National Unemployment Rates for youth were: <table style="margin-left: 20px; border: none;"> <tr><td>a. High School (HS) Dropouts</td><td style="text-align: right;">39.9%</td></tr> <tr><td>b. HS Grads not enrolled in college</td><td style="text-align: right;">20.0%</td></tr> <tr><td>c. HS Grads enrolled in college</td><td style="text-align: right;">11.8%</td></tr> <tr><td>d. HS Grads enrolled in 2-year college</td><td style="text-align: right;">15.0%</td></tr> </table> National Labor Force Participation Rates for Youth in 2004 were: <table style="margin-left: 20px; border: none;"> <tr><td>a. High School (HS) Dropouts</td><td style="text-align: right;">53.7%</td></tr> <tr><td>b. HS Grads not enrolled in college</td><td style="text-align: right;">77.5%</td></tr> <tr><td>c. HS Grads enrolled in college</td><td style="text-align: right;">36.5%</td></tr> <tr><td>d. HS Grads enrolled in 2-year college</td><td style="text-align: right;">61.1%</td></tr> </table> Currently, there is a 61 percent labor force participation rate in Mississippi. This is slightly lower than the national average (64 percent). In the future, the participation rate is expected to decline. There are substantial differences in participation rates by gender, race, and age. <p>Mississippi's unemployment rates tend to be higher than the national rates. Using a one percent sample of the 2000 Census for Mississippi, the unemployment rates for youth ages 18-21 were 22.9%. Please note that these figures are from 2000 and could be as much as 10 to 20 percent lower than the figures for 2005.</p> <ol style="list-style-type: none"> 5. Given the increase in the State's unemployment rate from 5.3% in March 2004 to 7.0% in March 2005, the prospects for youth to enter employment is even bleaker. 			a. High School (HS) Dropouts	39.9%	b. HS Grads not enrolled in college	20.0%	c. HS Grads enrolled in college	11.8%	d. HS Grads enrolled in 2-year college	15.0%	a. High School (HS) Dropouts	53.7%	b. HS Grads not enrolled in college	77.5%	c. HS Grads enrolled in college	36.5%	d. HS Grads enrolled in 2-year college	61.1%
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b. HS Grads not enrolled in college	77.5%																	
c. HS Grads enrolled in college	36.5%																	
d. HS Grads enrolled in 2-year college	61.1%																	

YOUTH		
Measure	Year	Goal
Attainment of a Degree or Certificate	Program Year 2005	35%
	Program Year 2006	45%
<p>Rationale:</p> <ol style="list-style-type: none"> 1. This measurement has been changed to include younger youth who are still in secondary school at the time of exit. As stated in point #1 in the above rationale for the proposed youth placement rate, younger youth exits to secondary school make up most of Mississippi's youth exits at present. Our exit strategy will change but as we transition the youth programs, first year performance on this measure will suffer. 2. The current younger youth diploma rate is 42.9% through December 31, 2004 and 65.8% for Program year 2003. The older youth credential rate is 43.6% through December 31, 2004 and 66.4% for Program Year 2003. While neither of these measures is comparable to the proposed Common Measure, they give us some confidence that the proposed results can be achieved 		
Literacy and Numeracy Gains	Program Year 2005	25%
	Program Year 2006	30%
<p>Rationale:</p> <ol style="list-style-type: none"> 1. Only youth registered after July 1, 2005 will count towards this measure. All newly registered youth who drop out of the program prior to June 30, 2006 without a gain will count negatively. Only youth registered between July 1, 2005 and June 30, 2006 who jump from one Educational Functioning Level to the next prior to June 30, 2006 will count positively. Youth registered in the last half of PY05 are unlikely to count as successes but may count as failures if they drop out early. For this reason, PY05 performance will lag significantly behind PY06 performance as the youth program transitions over the two-year planning period to a more literacy driven model. 2. The State basic skills attainment rate was 76.5% for the quarter ending December 31, 2004 and 90.9% for Program Year 2003. This rate applies only to younger youth and is not based upon Educational Functioning Levels. 3. Disabled youth made up 6.0% of all WIA youth exits in Program Year 2003 and 5.4% of all WIA youth exits in Program Year 2004 through December 31, 2004. Most have a learning disability. This percentage may grow as the State's four workforce areas focus upon the most in need youth to an ever-greater extent. Learning-disabled youth currently achieve basic skills gains while making progress measured by their school-based Individualized Educational Program. This practice will not be permitted by the new Common Measure. In spite of our intent to make every reasonable accommodation while testing, learning disabled youth will not advance as quickly or as far on standard literacy and numeracy testing instruments. 		

Attachment E

Local Workforce Investment Area Map

Attachment F

WIA Methods of Administration (includes State grievance procedures)



STATE OF MISSISSIPPI
HALEY BARBOUR, GOVERNOR
MISSISSIPPI DEVELOPMENT AUTHORITY
LELAND R. SPEED
EXECUTIVE DIRECTOR

May 25, 2004

Ms. Annabelle T. Lockhart
Director
Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, N.W.
Room N-4123
Washington, D.C. 20210

Dear Ms. Lockhart:

This is to notify you of the staffing changes within the Mississippi Development Authority. On January 20, 2004, The Honorable Haley Barbour Governor of the State of Mississippi was inaugurated. Under his leadership, Leland Speed has been appointed as Executive Director of the Mississippi Development Authority. In this capacity, Mr. Speed will serve as the signatory official for grants including those authorized pursuant to the Workforce Investment Act (WIA).

Nancy McDavid and Barbara Lowe continue to perform the duties of State Equal Opportunity Officer and Support Staff. Mississippi continues to be committed to ensuring that its recipients comply with equal opportunity and nondiscrimination provisions of WIA.

This letter will be filed with the approved Methods of Administration (MOA). It will serve as documentation for changes in State Officials listed in the text of the originally approved MOA.

If there are any questions concerning this matter, please call Nancy McDavid at 601-359-9342 or Barbara Lowe at 601-359-9276.

Sincerely,

James R. Lott
Director
Employment Training Division

JRL:nmd

BACKGROUND METHODS OF ADMINISTRATION

The Honorable Ronnie Musgrove, Governor of the State of Mississippi designated the Mississippi Development Authority, Employment Training Division as the administering agent of the Workforce Investment Act (WIA) programs and funds. Effective January 2, 2001, James "Jim" Lott became the director of the Employment Training Division. Mr. Lott reports directly to J. Stephen Hale, Executive Director of the Mississippi Development Authority.

The State of Mississippi is comprised of 82 counties. Jackson, the capital, is the largest city with a population estimated at 185,000. The Gulf Coast metropolitan area is the only other contiguous area with a population of roughly 150,000. A majority of the state's total population is from Jackson southward to the Gulf Coast. The northern areas of the state are mostly rural and, with some notable exceptions, remain largely agricultural. There are currently six Workforce Investment Areas that provide employment and training services to these counties. The Workforce Investment Areas include:

- ◆ Area One - Delta Workforce Investment Area
- ◆ Area Two - The Mississippi Partnership Workforce Investment Area
- ◆ Area Three - Southcentral Mississippi Works Workforce Investment Area
- ◆ Area Four - Hinds County Workforce Investment Area
- ◆ Area Five - Twin Districts Workforce Investment Area and
- ◆ Area Six - Gulf Coast Workforce Investment Area

Four of the six workforce investment areas were service delivery areas under the Job Training Partnership Act (JTPA) and have experience and knowledge related to the equal opportunity and nondiscrimination practices of JTPA. While the remaining two areas are new workforce investment areas, they are not new to the requirements of equal opportunity and nondiscrimination practices. They were recipients of JTPA funds, which had equal opportunity/nondiscrimination requirements.

The Methods of Administration (MOA) is being issued pursuant to the Workforce Investment Act of 1998. It is applicable to all programs and activities receiving WIA funds. The MOA describes the way in which the Employment Training Division (ETD) will carry out the United States Department of Labor's equal opportunity/nondiscrimination practices. ETD uses State Programs and the WIA instruction system to transmit policies, procedures, announcements and general WIA information to subrecipients. ETD also provides Workforce Investment Areas with a State Policy Manual. The information contained in these instructions, manuals, federal and state laws, and regulations become part of the subrecipients' obligation as a recipient of WIA funds.

To ensure local level flexibility, the WIA State Workforce Investment Board has limited policy development by the ETD staff (State Level Administration). All applicable federal and state laws and regulations and broad direction setting guidelines are provided to the Local Workforce Investment Areas to assist in the delivery of workforce development programs; therefore, very few State policies and written procedures or directives have been developed.

BOOK 1
DESIGNATION OF STATE AND LOCAL EQUAL OPPORTUNITY OFFICERS
METHODS OF ADMINISTRATION ELEMENT 1

Nancy McDavid has been designated as the State Equal Opportunity Officer (EOO). She is an Associate Manager with the Planning Implementation and Program Oversight Bureau within the Mississippi Development Authority's Employment Training Division. Her responsibilities include equal opportunity and property management. She reports to the Director of the Employment Training Division (ETD), James R. Lott and J. Stephen (Steve) Hale for equal opportunity and nondiscrimination concerns. Steve Hale is the Executive Director for the Mississippi Development Authority (MDA) and has direct reporting authority to the Governor. Wanda Land and Barbara Lowe serve as additional support staff for ensuring compliance with equal opportunity and nondiscrimination. The organization chart included behind Tab 1 demonstrates the reporting lines described above.

The State Equal Opportunity (EO) Officer duties include, but are not limited to the following:

- Serves as the Workforce Investment Act (WIA) liaison with the Civil Rights Center;
- Takes the lead role in planning and developing equal opportunity policies, objectives, and guidelines for WIA programs and activities;
- Develops and implements policy and procedures to ensure WIA programs and activities are programmatically and physically accessible to the disabled;
- Develops and maintains the Methods of Administration;
- Develops and implements a system for corrective action in instances of noncompliance; and
- Develops monitoring instruments for on-site reviews of WIAs and State Programs;
- Performs on-site monitoring reviews for compliance with equal opportunity provisions;
- Submits monitoring reports, findings, and corrective action. Assist in the resolution of EO complaints;
- Maintains EO/discrimination complaint log;
- Requests EO reports for data analysis; and
- Provides training and technical assistance to WIAs and State Programs relative to EO requirements.

Approximately 75% of Nancy McDavid's time will be spent on equal opportunity responsibilities. Non-related EO duties include property management for WIA equipment.

Barbara Lowe will spend approximately 25% of her time on equal opportunity responsibilities. The EO responsibilities assigned to Barbara Lowe include, but are not limited to the following:

- Develop alternative dispute resolution process
- Assists in the development of the Methods of Administration;
- Provides technical assistance and training; and
- Assists in the resolution of EO complaints.

Her additional responsibilities include the supervision of the monitoring unit, federal reporting, and audit review and resolution.

Wanda Land, Bureau Manager, has general supervision and oversight of the nondiscrimination activities. She will perform second level reviews of nondiscrimination activity. Approximately 10% of her time is dedicated to EO responsibilities.

All ETD staff is knowledgeable in EO and nondiscrimination requirements and can be enlisted to support WIA EO activities if necessary.

The ETD does not have a budget dedicated to EO related activities; however, the staff assigned to EO responsibilities are required to prioritize their EO activities to ensure complaints are resolved timely and monitoring and oversight is conducted on a regular basis. The ETD will use WIA administrative and programmatic funds to ensure compliance with all EO regulations.

On August 28, 2000, WIA Communication 00-17 was transmitted to the local level WIAs requiring the designation of EO Officers. The communication also included a summary of the key provisions and a copy of 29 CFR Part 37. A copy of the WIA Communication 00-17 is included behind Tab 2 of this section. Tab 3 identifies the State level EO Officer and the local level EO Officers by position, business address, and telephone number. The State identifies the State and local level EO Officers to applicants, participants, employees, and applicants for employment as well as the interested public through several forms of notice. The EO posters displayed in the offices (i.e., fiscal agents, One-Stop Centers, youth providers) of each recipient of WIA funds include the name of the local level EO Officer and contact information. Acknowledgement of the Complaint/Grievance procedure is required to be signed by all employees and participants and maintained in their respective files. The State provided EO Posters with the name of the local level EO Officer and contact information to each WIA. They are posted at all WIA full service one-stop centers, affiliate sites, specialty sites, and access points. Tab 4 is a sample of EO posters placed throughout the State.

Tab 5 includes copies of a representative sample of organization charts and job descriptions for local level EO Officers. Local level EO Officers in coordination with their direct supervisors have direct reporting lines to the executive director of their respective entities. Attached to each organization chart is the job description for the EO Officers. The job descriptions include both the EO duties and a description of other duties. An organization chart for the State Level EO Officer is also included.

Nancy McDavid has served as the State EO Officer for over two years. She has attended the EO training offered each year by the Civil Rights Center. She attended the annual CRC/ICESA Equal Opportunity training. Barbara Lowe has attended the EO Train-The-Trainer seminar through the Civil Rights Center (CRC) and "Disability Etiquette and Customer Service" through the 2003 Mississippi Adult Workforce Association Conference. Tab 6 documents staff attendance at these training sessions. The Employment Training Division, in coordination, with the Mississippi Employment Security Commission is currently offering training to local level staff responsible for EO duties. The training is provided in Employment Security offices that are centrally located in each Workforce Investment Area. A copy of the training schedule and the training outline is

included at Tab 7. The State transmits information relative to EO opportunity on a regular basis to the WIAs through the WIA communication system. Local level EO Officers are also advised of all training available to them and encouraged to attend. Technical assistance is provided when requested.

Mississippi has designated six local areas to serve as Workforce Investment Areas:

Southcentral Mississippi Works (SCMW) is a 16-county workforce investment area. The area has eight One-Stop Center locations within the 16-county areas. The EO Officer for SCMW is Larry Anderson. He is the director of Human Resources for the Central Mississippi Planning and Development District (CMPDD). His role as director does not pose a conflict with his EO responsibilities in that the final authority to hire and fire staff rest with the executive director. This allows Larry Anderson to make an impartial decision in all EO related matters. The appeals process, also allows a complainant to appeal an adverse decision to the State EO Officer. CMPDD is the WIA fiscal agent and grant recipient. Larry Anderson reports directly to F. Clarke Holmes, executive director for CMPDD, and James McGuffee, WIA director for CMPDD, for EO responsibilities. Approximately ten percent of Mr. Anderson's time is spent on EO duties. Because Larry Anderson's salary is included in indirect cost, no specific budget is set aside. SCMW has additional staff support for EO responsibilities in a monitor who is responsible for monitoring all one-stop centers and youth providers and a data specialist that is responsible for collecting, reviewing, verifying, and analyzing data.

Hinds County Workforce Investment Area is a single county workforce investment area. The Hinds County Board of Supervisors is the grant recipient for WIA funds. The area has three One-Stop Center locations within the single county. The EO Officer for Hinds County is Ray Bryant. In addition to his EO responsibilities he is also the Emergency Medical Services coordinator. He has direct reporting authority to the Hinds County Board of Supervisors (HCBOS) in coordination with Dr. Eugene McLemore, the Hinds County administrator. Approximately ten percent of his time is spent on EO responsibilities. Lynn Thomas, director of Workforce Development for the Hinds County WIA program, Azande Williams, the HCBOS attorney, a WIA monitor, and a WIA management information specialist, provide additional staff support to the EO Officer. The WIA monitor is responsible for monitoring One-Stop Centers and youth providers for compliance with EO requirements in conjunction with his/her regular on-site monitoring visits. The management information specialist is responsible for ensuring required data elements are collected on all participants and registrants.

Gulf Coast Business Services Corporation (GCBSC) is the fiscal agent for the Gulf Coast five-county Workforce Investment Area. The Harrison County Board of Supervisors is the grant recipient of the WIA funds. The GCBSC has three One-Stop Centers. Lee Hutcheson, director of Operations and Planning is the local EO Officer. He has direct reporting authority in all matters to Mary Lee McNeil, president of GCBSC. As director of Operations and Planning, Lee Hutcheson is responsible for supervision of the professional staff and operational activities of the workforce investment area. Additional staff support for the EO Officer includes the regular monitoring staff, evaluation staff and, office

administration staff. Approximately ten percent of staff time is dedicated to EO responsibilities.

Twin Districts Workforce Investment Area (TDWIA) is a 19-county area. The Southern Mississippi Planning and Development District (SMPDD) serve as the fiscal agent for the TDWIA. They currently have eight One-Stop Centers. The EO Officer is Sandie Brock. In addition to her EO responsibilities, she is also the WIA Youth Coordinator. She reports directly to Gary Lukens, deputy director for the SMPDD. Additional EO staff support includes office administration staff and the regular monitoring staff. Approximately ten percent of staff time is dedicated to EO responsibilities.

Mississippi Partnership Workforce Investment Area (MPWIA) is a twenty-seven county area. The Three Rivers Planning and Development District is fiscal agent for the MPWIA. They have 11 full service One-Stop Centers. Patsy Patterson serves as the EO Officer for the MPWIA. She is the Community Development Block Grant project specialist. Her other responsibilities include the preparation and administration of grant applications. She reports to Vernon Kelley, executive director of the TRPDD for EO responsibilities. Additional EO staff support includes an office manager for clerical duties, monitoring staff for ensuring compliance with EO regulations, and the WIA division director. Approximately 15 percent of staff time is dedicated to EO responsibilities.

Delta Workforce Investment Area (DWIA) is a 14-county area. The South Delta Planning and Development District (SDPDD) serve as the fiscal agent for the DWIA. They have six full service One-Stop Centers. Judy Hester, Implementation/Monitoring Specialist, is the EO Officer for the DWIA. She reports directly to Robert Booth, the WIA Coordinator. Bob Booth reports directly to William Haney, Executive Director of the SDPDD. Additional EO staff support includes the SDPDD attorney and office management staff. Approximately 15 percent of staff time is dedicated to EO responsibilities.

BOOK 2
NOTICE AND COMMUNICATION
METHODS OF ADMINISTRATION ELEMENT 2

Applicants/registrants, eligible applicants/registrants, participants, employees, and applicants for employments, as well as interested members of the public are informed of their rights and procedures through “Equal Opportunity is the Law” posters, Complaint Forms, and Grievance/Complaint Procedures. All recipients of Workforce Investment Act (WIA) funds display the “Equal Opportunity is the Law” posters. Two posters are displayed at each site, one that provides contact information for the State Equal Opportunity (EO) Officer and one that provides contact information for the local level EO Officer. The Complaint Form is made available in resource rooms and is also available by request from all EO Officers. An acknowledgement of the Complaint/Grievance form must be signed by all applicants, registrants, and WIA funded employees and maintained in their respective files.

The Local Workforce Investments Areas (LWIAs) are responsible for ensuring that lower tier subrecipients are meeting the notice requirements. This was communicated to the LWIAs through Workforce Investment Act (WIA) Communications Number 00-1 7. During regular on site monitoring visits the EO staff reviews monitoring reports of lower tier subrecipients for compliance with EO requirements.

According to the most recent census data Mississippi has a 2.8 percent limited English speaking population. Of this 2.8 percent 1.05 percent is Spanish, .13 percent is Vietnamese and over 22 other languages make up less than one percent. The One-Stop Centers have developed community resource listings of interpreters for its particularized language needs to ensure services to limited English speaking participants. The services are available free of charge to the One-Stop Centers and simply require a telephone call to schedule an appointment for on site assistance. A copy of the resource listing is included behind Tab 8.

The Employment Training Division (ETD) has also provided to the LWIAs copies of the “Equal Opportunity is the Law” language in both Spanish and Vietnamese.

The State works closely with the Mississippi Department of Rehabilitation Services (MDRS) to ensure that assistive services and/or devices are available to provide easy access to information including the EO notice for individuals with disabilities. The State includes a statement in its correspondence regarding meetings or announcing the availability of information that gives the name, address, and telephone number of a contact person within the Employment Training Division responsible for providing accommodations. Upon request recruitment brochures and other materials will be made available to individuals with special needs in alternate formats such as Braille, large print, diskette, cassette tape, or other accommodations. The EO Officer and other ETD staff make themselves available to the MDRS community for technical assistance in the provision of all WIA services. The MDRS is a One-Stop Partner in the Workforce Investment system and has a physical presence at over fifty percent of the One-Stop Centers. Training was provided at the Fourth Annual Training Conference for the Rehabilitation Association of Mississippi.

The Employment Training Division has taken an active approach in communicating equal opportunity and nondiscrimination requirements. The approach taken by ETD includes:

- On August 24, 2000, the ETD conducted three sessions on the Workforce Investment Act at the Fourth Annual Training Conference for the Rehabilitation Association of Mississippi. Services available to the disabled community were discussed as well as the EO/nondiscrimination requirements of the WIA. The copy of the Agenda is included behind Tab 1 of this section.
- On August 28, 2000, the State issued WIA Communication 00-17 which transmitted 29 CFR Part 37, summary of the nondiscrimination and equal opportunity provisions, and required the designation of an EO Officer. This communication disseminated EO notice to the State's subrecipients and required the LWIAs to disseminate the notice to its lower tier subrecipients. A copy of the communication is included at Tab 2 of this section.
- On April 3, 2000, the ETD issued State Policy Number Four, One-Stop. Section twelve of the One Stop Policy requires compliance with the nondiscrimination and equal opportunity requirements provisions of WIA. A copy of an excerpt from this policy is included at Tab 3 of this section.
- On October 10, 2000, the ETD issued WIA Communication 00-31 that transmitted EO posters and required that they be posted prominently in reasonable numbers of places at all One-Stop full service centers, affiliate sites, and access sites. It also included the compliant/grievance procedure and instructions requiring the procedure be signed by each participant and placed in the participant file. The copy of the communication is included at Tab 4 of this section.
- The ETD has developed a brochure that provides general information about the Workforce Investment Act. The tag line and TDD telephone number is included on the brochure. The copy of the brochure is included at Tab 5 of this section. The State ensures that all program related information for broadcast or publication is routed to the staff responsible for EO and nondiscrimination for review to ensure it states that auxiliary aids and services are available upon request to individuals with disabilities and does not contain discriminatory language.
- On December 8, 2000, the ETD issued WIA Communication 00-39, which transmitted a copy of the Guide to Disability Rights Laws, a copy of the Mississippi Registry of Interpreters for the Deaf and copies of Equal Opportunity is the Law in Spanish and Vietnamese. A copy of the communication is included at Tab 6 of this section.
- On November 20, 2000, the ETD issued WIA Communication 00-37 which transmitted the instruction on the use of the Mississippi Telecommunication Relay service. A copy of the communication is included at Tab 7 of this section.
- Tab 8 provides Resource Directory of Foreign and Sign Languages.

BOOK 3
ASSURANCES
METHODS OF ADMINISTRATION ELEMENT 3

The State plan submitted to the United States Department of Labor for the State of Mississippi includes assurances to comply with the provision of Section 188 of the Workforce Investment Act. A copy of those assurances is at Tab 1.

To ensure inclusion of the assurances at the local level the Employment Training Division (ETD) issued WIA Communication 00-17. The local level is required to review its plan, contracts, and modifications to ensure they are nondiscriminatory and contain the required language regarding equal opportunity and nondiscrimination. A copy of the communication is included at Tab 2 of this section. The Local Workforce Investment Areas (LWIAs) are required through WIA Communication 00-17 to ensure all agreements and contracts with its lower tier subrecipients contain the appropriate Equal Opportunity (EO) assurances.

The Workforce Investment Area (WIA) EO Officer and other staff (with EO responsibilities) review the plans, contracts, and modifications for inclusion of the required EO assurances. The plan, contracts, or modification are sent back to the Planning, Implementation and Oversight Unit at ETD to incorporate any comments. A route slip is attached and signed by the WIA EO Officer to indicate their review and approval.

The ETD has also developed a checklist for the review of plans; the checklist includes a review of EO assurances. A copy of the route slip and the checklist used at the State level is included at Tab 3.

In April 2000, the ETD issued a One-Stop Technical Assistance Guide. The guide described facility standards that would ensure accessibility for the disabled. The guide further informs the local level that WIA funds may be used to meet its obligation to provide physical and programmatic accessibility. An excerpt from the One-Stop Technical Assistance Guide is included at Tab 4. Physical and programmatic accessibility are reviewed during regular monitoring visits. Findings of noncompliance are included in a monitoring report and subrecipients are given thirty (30) days to resolve the finding.

The ETD includes in its regular EO monitoring reviews contracts, modifications and all other agreements entered into at the local level to ensure nondiscriminatory practices and the inclusion of the required nondiscrimination and EO language. Findings of noncompliance are included in a monitoring report and subrecipients are given thirty (30) days to resolve the finding. A copy of the standard working paper guide is included at Tab S. A copy of an excerpt from a local level subgrant contract documenting the inclusion of assurances is behind Tab 6.

The Local Workforce Investment Board (LWIB) has responsibility for securing and approving certified training providers. Currently, local training providers submit paper applications to the LWIBS, which describe the type of programs, course synopsis, location, cost, and other relevant information for approval by LWIBs. After local approval the applications are submitted to the State for inclusion on the statewide eligible training provider list. The paper applications include a requirement for training providers to certify compliance with 29 CFR Part 37. A copy of an application is included behind Tab 7.

BOOK 4
UNIVERSAL ACCESS
METHODS OF ADMINISTRATION ELEMENT 4

The State intends to increase its outreach through a new statewide marketing approach. The state has contracted with an advertising firm to develop a broad based marketing plan to include radio and print advertising such as billboards, brochures, and signage. The markets will be diverse and include high traffic areas such as grocery stores, community centers, state agencies, schools, and Wal-Mart stores to ensure individuals with multiple barriers and disabilities are made aware of the Workforce Investment Act (WIA) programs and its intent for universal access. The advertising will be designed to reach all ages, ethnicities, races, and sexes.

The State is also in the early stages of developing customer friendly access to internet-based services. An excerpt of the Mississippi State WIA and Wagner Peyser plan is included at Tab 1. The plan describes Mississippi's plan and commitment to providing universal access. The Mississippi Workforce System will target outreach activities to adults below the poverty level, including working adults, TANF recipients whose employment does not allow for self-sufficiency, homeless individuals, and individuals with disabilities whose income does not exceed the poverty level or 70 percent of the lower living standard. The Employment Training Division (ETD) has encouraged Local Workforce Investment Boards to coordinate with partner agencies that have resources to aid in the delivery of services to individuals with barriers and individuals with disabilities. Memoranda of Understanding are in place at all Workforce Investment Areas (WIAs) to provide services and coordinate activities in the one-stop delivery system.

The population of persons in Mississippi who are aged fourteen and older should reach over 2.1 million in PY 1999 and that growth is expected to continue slowly but steadily in most areas, with urban areas generally growing at a faster pace and rural areas declining or remaining virtually constant. The number of whites will roughly double that of nonwhites. For the most part, Mississippi's minorities are unevenly dispersed throughout the state. There are four counties with more than a 75 percent nonwhite population, and four with less than a ten percent nonwhite population. However, only 24 of the state's 82 counties recorded a nonwhite majority. Females will outnumber males by a wide margin.

Public assistance rolls in Mississippi have decreased around 70% over the past few years with the implementation of the Temporary Assistance for Needy Families (TANF) program. Even though the TANF rolls are decreasing, there are an estimated 690,160 persons who live on incomes below the poverty level. Among the disadvantaged in the state, roughly two out of three will be from minority race groups. An analysis of Job Training Partnership Act (JTPA) data shows that blacks and females account for the majority of participants receiving JTPA service.

According to the most recent statistics available, the total disabled population for Mississippi is approximately 280,000. Of this number 20,733 received services offered by the Department of Vocational Rehabilitation.

The ETD will coordinate with the Mississippi Department of Rehabilitation Services (MDRS) to provide services in alternate formats. The MDRS has provided to ETD the procedure to use in accommodating individuals with special needs. ETD has communicated the availability of these resources to the local level. A letter received from MDRS is included at Tab 3 of this section. The ETD has also issued a technical assistance guide, which addresses physical and programmatic accessibility for persons with disabilities. Also see excerpt from a contract with Mississippi Department of Rehabilitation Services for assistance in complying with Section 504 (Tab 5).

To further ensure universal access at the local level the Local Workforce Investment Boards (LWIBS) analyzed demographics in its respective areas to determine one-stop locations and the array of services to be provided. A copy of the Central Mississippi Planning and Development District WIA plan is included at Tab 2.

The ETD will also use its on-site monitoring visits as an opportunity to ensure universal access. Monitoring reviews will include a review of hiring practices, programmatic and physical accessibility, and a review of the composition of applicant and participant pools. A corrective action plan will be required for deficiencies noted. Subrecipients will be given thirty (30) days to correct deficiencies. A copy of the monitoring instrument is included at Tab 4.

BOOK 5
COMPLIANCE WITH SECTION 504 OF THE REHABILITATION ACT
METHODS OF ADMINISTRATION ELEMENT 5

The State has developed Workforce Investment Act (WIA) Communication 00-51 to address compliance with Section 504 of the Rehabilitation Act. The communication defines who is covered under Section 504 and lists the prohibitions provided in the law. The Communication also sets out minimum requirements for reasonable accommodation, confidentiality of records, program and facility accessibility and integrated setting. A copy of the communication is included at Tab 7.

The State has also taken the following steps to further ensure it and its recipients are complying with the disability related requirements of WIA section 188 and section 504 of the Rehabilitation Act:

- The Employment Training Division (ETD) issued WIA Communication 00-17, which instructs the local level on the requirements to comply with WIA section 188 and section 504 of the Rehabilitation Act. This communication is included at Tab 1 of this section.
- The ETD issued WIA Communication 00-37 which advised the local level of the Mississippi Telecommunication Relay Service and the telephone number for the State WIA TTY. The communication further instructs the local level on its obligation to comply with section 504 of the Rehabilitation Act. This communication is included at Tab 2 of this section.
- The ETD issued WIA Communication 00-39 which provides resource information to enhance the ability of the local level to communicate with persons with disabilities as effectively as with others. This communication is included at Tab 3 of this section.
- The ETD issued WIA Communication 99-18, which included a technical assistance guide for one-stop certification. The technical assistance guide describes facility standards that would ensure architectural accessibility for individuals with disabilities. A copy of this communication is included at Tab 4 of this section.
- The ETD participated in the 2003 Mississippi Adult Workforce Association Conference (MAWDA). This conference featured a session on “Disability Etiquette”. A copy of the agenda is included at Tab 5 of this section.
- The ETD will conduct regular on-site monitoring visits to review hiring practices, physical and programmatic accessibility, and local level practices and procedures to ensure nondiscrimination. A copy of the standard working paper guide is included at Tab 6 of this section.

- The ETD issue WIA Communication 01-12, which advises the local level of Software for the Visually Impaired. The communication further instructs the local level to make software available to the visually impaired at a minimum of one comprehensive WIN Job Center in each area. This communication is included at Tab 8 of this section.
- The ETD issued WIA Communication 01-35 which provided resource information to enhance the ability of the local level to communicate with persons with disabilities as effectively as with others. This communication is included at Tab 9 of this section.
- The ETD issued WIA Communication 01-32, Accessing Comprehensive Community Employment Services Systems under this demonstration project design, a model will be developed to provide linkage and transition for WIA partnerships to become more programmatically accessible to persons with developmental disabilities. This communication is included at Tab 10 of this section.
- The ETD issued WIA Communication 01-62, Youth with Disabilities and Employment Success (YES) Project, The Institute for Disability Studies, Mississippi's University Center of Excellence in Disabilities at the University of Southern Mississippi, recently received a grant from the U.S. Department of Labor for a two-year project to enhance the capacity of Workforce Investment Area youth programs and the one-stop system to recruit and serve youth with disabilities. This communication is included at Tab 11 of this section.
- The ETD sponsored a training session for the local area equal opportunity officers. This training covered the requirements of Compliance with Section 504 of the Rehabilitation Act. A copy of the agenda and attendance log is included at Tab 12.
- The ETD has a contract with the Mississippi Department of Rehabilitation for a program termed ACE. ACE stands for Accessibility, Coordination, and Evaluation. The purpose of the contract is to conduct accessibility surveys and provide recommendations and information on the American with Disabilities Act, offer expert advice and guidance regarding accommodations for job center customers with disabilities and assist centers with the development of protocols for greeting and informing all customers about the availability of services on an equal basis. A copy of the program summary is included at Tab 13.

BOOK 6
DATA AND INFORMATION COLLECTION AND MAINTENANCE
METHODS OF ADMINISTRATION ELEMENT 6

The Employment Training Division (ETD) has developed a Workforce Investment Act (WIA) participant tracking system, which allows for the collection of equal opportunity data. The tracking system will be used at all One-Stop Centers and other lower tier subrecipients to ensure the uniform collection of data. The ETD has issued WIA Communication 00-1 which transmits the WIA Forms Manual and forms to be used in data collection. The Intake Form is designed to collect race/ethnicity, sex, age, and disability status of each customer receiving WIA funded services. The WIA Forms Manual has been revised to address the confidentiality of demographic information regarding participants. A copy of the forms and the WIA Forms Manual is included at Tab 1 of this section.

The State has entered into a contract with Geographic Solutions to develop an automated one-stop delivery system. The system will address encryption to ensure confidentiality and data collection. An excerpt from the business plan submitted to ETD on confidentiality is included at Tab 2.

The ETD uses a database program written in Access to maintain complaints alleging discrimination. The log will be analyzed regularly to determine patterns of discriminatory practices for further investigation. The current complaint log system allows for the keying of the basis for complaints, a description of complaints (i.e., termination, harassment, denial of services), current status, as well as disposition of the complaint. All complaints whether processed by mediation or investigation will be entered into the complaint log. The complaint log is maintained by Nancy McDavid, the State Equal Opportunity (EO) Officer, and reviewed by Barbara Lowe. The Civil Rights Center will be notified of any administrative lawsuits alleging discrimination within ten days of receipt of the lawsuit. A copy of the screen print for the complaint log is included at Tab 3 of this section.

The State EO officer will maintain records regarding complaints and actions taken for a period of not less than three years from the date of the complaint. EO records will be maintained in a locked file and password protected.

EO reports are provided on a monthly basis to Nancy McDavid. She conducts an analysis of the reports for EO monitoring and evaluation. A copy of this report is included at Tab 4.

BOOK 7
MONITORING RECIPIENTS FOR COMPLIANCE
METHODS OF ADMINISTRATION ELEMENT 7

During August and September 2000, the Employment Training Division (ETD) conducted technical assistance reviews to ensure Workforce Investment Areas (WIAs) and State Programs had procedures in place to receive WIA funds. A sample report is included at Tab 1 of this section. The ETD has established a monitoring plan that allows for the on-site review of all WIAs and State Programs and a representative sample of the one-stop centers, affiliate sites, access points and youth providers. Reviews are scheduled biennially for each Local Workforce Investment Area (LWIA). The LWIAs are required to monitor lower tier subrecipients a minimum of once per year. The State will also monitor lower tier subrecipients on a random and rotating basis to ensure all lower tier subrecipients are monitored once by the State in a two-year period. Nancy McDavid conducts on-site monitoring. Monitoring reports are reviewed by Barbara Lowe (first level) and Wanda Land (second level) to determine if there is need for further investigation. Any indication of discrimination or disparate treatment will be further investigated. The monitoring schedule and sample report is included at Tab 2 of this section.

The Equal Opportunity (EO) monitoring will consist of a desk review, an on-site review, a written monitoring report, and follow-up (if necessary). The desk review will include an analysis of statistical data collected from the WIA Participant Tracking System. The analysis will compare the level and types of services received by race/sex groups. Disparities in services rendered will result in a monitoring finding and a corrective action plan.

The ETD uses a working paper guide to conduct on-site monitoring for equal opportunity and nondiscrimination compliance. Working papers are prepared using the attributes included on the working paper guide. The monitor reviews applicable documentation to complete the working papers. Attributes for EO monitoring will include assurances, compliance with 504 disability requirements, equal opportunity officers, notice and communication, data and information collection and maintenance, universal access, complaint processing procedures, and monitoring.

A review of policies and procedures to ensure nondiscrimination will also be conducted. Attributes identified as problem areas result in a written report of findings and a request for corrective action. ETD monitoring procedures require a response and corrective action plan within thirty (30) days of receiving the monitoring report. Timeliness for corrective action may vary depending on the violation or deficiency. Follow-up reviews are conducted to ensure corrective action has been implemented. The working paper guide and monitoring instrument are included at Tab 3 of this section.

BOOK 8
COMPLAINT PROCESSING
METHODS OF ADMINISTRATION ELEMENT 8

The Mississippi Development Authority is the agency responsible for implementing the equal opportunity and nondiscrimination provisions of Section 188 of the Workforce Investment Act of 1998 (WIA). Section 188 of the Act prohibits discrimination because of race, color, religion, sex, national origin, age, disability or political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIA Title I-financially assisted program or activity. The WIA nondiscrimination regulations prohibit discrimination in all aspects of the administration, management, and operation of WIA Title I-financially assisted programs and activities.

The Mississippi Development Authority is responsible for and has adopted procedures for processing complaints alleging violations of the nondiscrimination and equal opportunity provisions in a WIA Title I-financially assisted program. Under pertinent provisions of the WIA, all recipients of WIA Title I-financially assisted programs or activities must comply with the complaint procedures. (Tab 1)

Notice of individual to contact for guidance or to obtain information concerning the filing complaints of discrimination have been provided to the WIN Job Centers in the form of postings and provided to customers by postings and documents, which are provided to, and signed, by customers. (Tab 2)

Complaint procedures were a segment of the training held in Jackson, Mississippi on June 3, 2003 by Mississippi Development Authority. All Local Area Equal Opportunity Officers were in attendance. (Tab 3)

Notices identifying individuals to contact concerning complaint procedures are posted as required in all WIN Job Centers. Applicants, participants and employees are also required to sign a form describing rights and obligations under equal opportunity/nondiscrimination. (Tab 2)

WIA Equal Opportunity and Nondiscrimination Procedures, also outlines procedures to follow when filing a complaint of discrimination. (Tab 1)

Individuals may file a complaint at the local level (complaints originate at the local level) by completing and submitting the WIA Discrimination Complaint form (Tab 4) which can be obtained at any WIN Job Center, or the Mississippi Development Authority Office; or file with the Department of Labor, Civil Rights Center (CRC) using the CRC's Complaint Information and Privacy Act Consent form. (Tab 5) This form can be obtained from the State EO Officer or from the CRC. Complaints must be filed within 180 days from the date of the alleged discrimination. If requested and good cause is shown by the complainant, an extension of the 180-day time period may be granted. Such an extension can be granted only by the Director of the CRC. Examples of who may file a complaint include:

COMPLAINT PROCESSING

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- Applicant/registrant for aid, benefits, services or training
- Eligible applicants/registrants
- Participants
- Employers
- Applicants for employment
- Applicants for unemployment compensation benefits

Filing a complaint with the Mississippi Development Authority does not affect a complainant's right to file with the CRC if he/she is not satisfied with the resolution provided by the Local Area or the Mississippi Development Authority (MDA). The addresses for filing complaints are:

State

Nancy McDavid, EO Officer
Mississippi Development Authority,
P. O. Box 24568
Jackson, Mississippi 39225-4568

1-800-843-8923
TDD (601) 576-2527

Federal

Annabelle Lockhart
U.S. Department of Labor
Civil Rights Center
200 Constitution Avenue
Room N-4123
Washington , DC 20210
(202) 219-7026
TDD (202) 219-7003

A listing of Local Area Equal Opportunity Officers and contact information is at Tab 2 .

COMPLAINT PROCESSING

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Complaints must be completed and signed by the complainant or an authorized representative, and must contain the following:

- The complainant's name, address and/or another means of contact.
- The name of the Respondent.
- Detailed allegations that are sufficient to determine whether the complaint is covered, as applicable, under Civil Rights Center's (CRC) or the Mississippi Development Authority's (MDA) or Local Area's jurisdiction, was timely filed, and has apparent merit.

The CRC or the MDA or the Local Area has jurisdiction over any complaint filed under a WIA Title I-financially assisted program or activity. This includes determination of whether the complaint was filed in a timely manner and if the complaint has merit, i.e., whether the complainant's allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions of Section 188 of the WIA.

If it has been determined that the Local Area does have jurisdiction, the Local Area EO Officer will provide written notice within ten (10) working days from the date of receipt of the complaint, to the complainant. This notice will contain:

- Acknowledgement that the complaint form has been received. Respondent will also be notified that the complainant has filed.
- Notice that the complainant has the right to be represented in the complaint process.
- A written statement of the issue(s) provided to the complainant that includes list of the issues raised in the complaint; and for each issue, a statement whether the recipient will accept or reject the issues and the reasons for rejection.
- Notice that a period of fact-finding or investigation surrounding the circumstances of the complaint and advisement that the fact-finding or investigation could take up to twenty (20) working days.
- A brochure explaining the mediation process. (Tab 6) The brochure outlines the complainant's options with regard to the election of mediation services. The complainant will be requested to notify the Local Area EO Officer of his/her desire to use the mediation process by returning the Mediation Election form (Tab 1) within five (5) working days of the receipt of the written notice of acknowledgement.
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COMPLAINT PROCESSING

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- A written statement that a Notice of Final Action (Tab 7) will be provided to the complainant within 90 days of the date on which the complaint was received. For each issue raised, the Notice of Final Action will contain either the recipient's decision and an explanation of the reasons therefore, or a description of the methods used by the parties to resolve the issue(s).
- A written statement that if, by the end of 90 days, the Local Area 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-day period, file a complaint with the MDA or CRC. If the investigation process is not completed when the 90 days end, the complainant will be notified that he/she may file with the MDA or CRC.
- A written statement 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.

The respondent will be notified that a complaint alleging discrimination has been filed and is being processed and if the complainant has elected mediation as a means of resolution. Respondent will be provided a summary of the complaint and notice that retaliation is against the law.

If a complaint is not accepted because it is not covered as applicable under the jurisdiction of the CRC or MDA or Local Area, is not timely filed, or does not have apparent merit, the complainant will be immediately notified in writing that the Local Area or MDA does not have jurisdiction for one of more of the following reasons:

- The basis for the complaint is not covered by the prohibitions set forth by 29 CFR Part 37.
- The complaint was not filed within the prescribed 180-day time limit.
- The complaint is against an entity that is not a recipient of WIA Title I-financial assistance as defined by 29 CFR Part 37.

If the complaint is not within the jurisdiction of the CRC or MDA or Local Areas, but falls within the jurisdiction of another federal grant making agency, other than the Department of Labor, (i.e., the Department of Health and Human Services, Department of Education, Department of Housing and Urban Development, Department of Agriculture, or the Department of Transportation), the complaint will be returned to the complainant. The complainant will be advised, in writing, of the reason(s) that neither the CRC, MDA or Local Area can act upon the complaint and he/she will be advised of the appropriate agency to submit the complaint.

COMPLAINT PROCESSING

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Where the complaint alleges discrimination by an entity that operates a program or activity financially assisted by a federal grant making agency other than the Department of Labor but participates as a partner in a WIN Job Center, the following will apply:

- Where the complaint alleges discrimination on a basis that is prohibited by both Section 188 of WIA and by civil rights law, the Local Area, MDA and the grant making agency have dual jurisdiction over the complaint.
- Where the complaint alleges discrimination in an Employment Security (ES) or Unemployment Compensation (UC) program or activity, on a basis that is prohibited by Section 188 of WIA but NOT by any civil rights laws enforced by the federal grant making agency, then the Mississippi Employment Security Commission (MESCC) has sole jurisdiction over the complaint and will retain the complaint for processing (such bases generally include religion, political affiliation or belief, citizenship, and/or participation in a WIA Title I-financially assisted program or activity).

MDA maintains a complaint log (Tab 8) of any complaints filed with the State EO Officer that allege discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation or citizenship. The log will also be maintained to document complaints of discrimination filed based on 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 name of the respondent, the basis of the complaint, description of the complaint, the date filed, disposition and date, and any other information pertinent to the complaint.

All records regarding complaints, and actions taken on complaints, will be maintained by the Local Area EO Officer or State EO Officer in a secured location for a period of not less than three (3) years from the date of resolution of the complaints. (Tab 1)

**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT (WIA)
DISCRIMINATION COMPLAINT PROCESSING
Reference 29 CFR Part 37.70**

GENERAL PROVISIONS

Section 188 of the WIA, and the implementing regulations at 29 CFR Part 37, prohibits discrimination because of race, color, religion, sex, national origin, age, disability or political affiliation or belief, in both participation and employment. The WIA nondiscrimination regulations prohibit discrimination in all aspects of the administration, management, and operation of WIA programs and activities. The Mississippi Development Authority has adopted the following procedures for processing complaints alleging violations of the nondiscrimination and equal opportunity provisions in a Workforce Investment Act (WIA) Title I-financially assisted program or activity.

- A. DISCRIMINATION PROHIBITED UNDER WIA** – No individual (members of the public, applicants for services, registrants, participants, claimants, applicants for employment and WIA financed-employees) within the WIA job system may be discriminated against on the basis of color, race, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIA Title I-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIA Title I funded program or activity. (Reference 29 CFR Part 37 Section 37.5)
- B. WHO MAY FILE** -- 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 non-discrimination and equal opportunity provision as set forth in Section 188 of WIA Title I and

**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT (WIA)
DISCRIMINATION COMPLAINT PROCESSING**

the Department of Labor implementing regulations at 29 CFR Part 37, may file a written complaint, either by him/herself or through a representative. (Reference 29 CFR Part 37.70)

- C. **WHERE TO FILE** – The complainant may file with either the Local Area or the Mississippi Development Authority (state) as applicable, or with the USDOL, CRC (Federal). (Reference 29 CFR Part 37.71) Filing a complaint with the Local Area or the Mississippi Development Authority (MDA) does not affect a complainant’s right to file a complaint with the CRC if he or she is not satisfied with the resolution provided by the Local Area or MDA.

State:

Nancy McDavid
Mississippi Development Authority
Employment Training Division
P.O. Box 24568
Jackson, Mississippi 39225-4568
Telephone: 1-800-843-8923
TDD (601) 576-2527

or:

Federal:

Annabelle Lockhart, Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, DC 20210
(202) 693-6503
TTY: (202) 693-6515

- 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. (Reference 29 CFR Part 37.72)

**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT (WIA)
DISCRIMINATION COMPLAINT PROCESSING**

E. CONTENTS OF COMPLAINT – Complaints must be filed in writing and shall contain the following information: (Reference 29 CFR Part 37.73)

- 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 MDA to decide whether:
 - i. Local Area, MDA or the CRC, as applicable, has jurisdiction over the complaint;
 - ii. The complaint was timely filed;
 - iii. 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 Section 188 of the WIA. Completing and submitting either the Mississippi Development Authority or the CRC Discrimination Complaint Form may provide the information required by this paragraph.
- 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 Areas or Mississippi Development Authority Discrimination Complaint Form, which may be obtained from any WIN Job Center.

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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 MDA, or from the CRC. (Reference 29 CFR Part 37.74)

G. RIGHT TO REPRESENTATION – Both the complainant and respondent have the right to be represented by an attorney or other individual of their choice. (Reference 29 CFR Part 37.75)

H. LOCAL AREA/STATE LEVEL COMPLAINT PROCESSING – A complainant must file a complaint within 180 days of the alleged act(s) of discrimination. The complaint may be filed with either the Local Area or MDA (state), as applicable, or the USDOL, CRC (federal). Local Areas and MDA are required by 29 CFR Part 37.76, to include the state complaint procedures and a form of alternate dispute resolution (ADR). The State has chosen mediation as the form of 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. (Reference 29 CFR Part 37.76)

1) To be accepted, a complaint must be:

- i. filed timely; (within 180 days of the alleged violation)
- ii. 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 of the WIA.

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:

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- i.** The basis for the complaint is not covered by the prohibitions set forth by 29 CFR Part 37.
 - ii.** The complaint was not filed within the prescribed 180 days of the alleged Violation.
 - iii.** The complaint is against an entity that is not a recipient of WIA Title I financial assistance as defined under 29 CFR Part 37.
- 3)** If the Local Area/State does not have jurisdiction, the local area or state, as applicable, provide written notice to the complainant within 10 working days from the date of receipt of complaint. The written notice will contain the following:
- i.** Acknowledgment that the complaint form has been received. Respondent will also be notified that a complaint has been filed.
 - ii.** Notice that complainant has the right to be represented in complaint process.
 - iii.** A written statement of the issue(s) provided to the complainant that includes the following information:
 - a.** A list of the issues raised in the complaint, and
 - b.** For each issue, a statement whether the recipient will accept or reject the issues and the reasons for rejection.
 - iv.** A period of fact finding or investigation of the circumstances underlying the complaint, which may take about 20 working days.
 - v.** A brochure explaining the mediation process will be attached. The option to mediate 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

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written notice if he/she wishes to participate in mediation. If the complainant elects mediation, the processes outlined under Section I, Mediation, of these procedures will be followed.

vi. 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:

a. The recipient's decision on the issue and an explanation of the reasons underlying the decision.

or

b. A description of the way the parties resolved the issue.

vii. 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.

viii. 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.

5) Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. A summary of the complaint and a notice that retaliation is against the

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WORKFORCE INVESTMENT ACT (WIA)
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law will be provided to respondent. The respondent will be also be notified 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 MDA, 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:
 - i. Signatures of mediator, complainant and respondent.
 - ii. Description of the settlement of the issues.
 - iii. Future responsibilities of both parties.

**MISSISSIPPI DEVELOPMENT AUTHORITY
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iv. 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.

I. 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 or her original allegations and the CRC will waive the time deadline for filing such a complaint. (Reference 29 CFR Part 37.76)

J. NOTICE OF FINAL ACTION - The complainant shall allow the Local Area or MDA 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.

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WORKFORCE INVESTMENT ACT (WIA)
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- 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 or 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 MDA, as applicable, has not completed its processing of the complaint or failed to issue a Notice of Final Action, the Local Area or MDA will notify the complainant, or his or her representative, that the processing of their complaint is not completed. The Local Area or MDA will advise the complainant of their 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 MDA received the complaint.

PLEASE READ AND SIGN SECTION A OR SECTION B OF THE CONSENT FORM.

CONSENT FORM

I understand the following provisions of the Privacy Act and Freedom of Information Act, which apply to personal information I reveal to the Mississippi Development Authority, Employment Training Division (MDA/ETD) in connection with my complaint:

In the course of investigating my complaint, MDA/ETD may have to reveal my identity to staff of the program, named in my complaint in order to obtain facts and evidence regarding my complaint:

I do not have to reveal any personal information to MDA/ETD, but the MDA/ETD 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 MDA/TED keeps in my complaint file for investigatory uses; and

Under certain conditions, MDA/ETD 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, MISSISSIPPI DEVELOPMENT AUTHORITY, EMPLOYMENT TRAINING DIVISION MAY DISCLOSE MY IDENTITY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand the notice, and I consent for MDA/ETD to process my complaint.

Name (Please print)

Signature

Date

SECTION B

_____ NO, MISSISSIPPI DEVELOPMENT AUTHORITY, EMPLOYMENT TRAINING DIVISION MAY NOT DISCLOSE MY IDENTITY, EVEN IF NECESSARY TO PROCESS MY COMPLAINT. I have read and understand the notice, and I do not consent for the MDA/ETD to disclose my identity during investigation of my complaint. I request that the MDA/ETD process my complaint, however, I understand that MDA/ETD may cancel my complaint if it cannot fully investigate without disclosing my identity. I also understand that MDA/ETD may close my complaint if it cannot begin an investigation because I have not consented for the MDA/ETD to reveal my identity.

Name (Please print)

Signature

Date

Mediation as an Alternative Dispute Resolution Process

The Mississippi Development Authority, Employment Training Division 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 MDA/ETD conducts both compliance reviews and discrimination complaint investigations.

Mediation is an informal process that is offered as an alternative to the traditional investigative 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, find agreements and to 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 the MDA/ETD in Mississippi 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 to me, I have voluntarily and freely made the following election with regard to Mediation.

_____ YES, I elect to avail myself of the mediation option of complaint resolution. I agree to participate in the mediation efforts led by the MDA/ETD and to attempt to settle the issues in dispute between the respondent and me.

_____ NO, I elect not to use mediation as an alternative method of dispute resolution, and request that the formal complaint investigation process begin as soon as this form is received at MDA/ETD.

Complainant Name (Please print)

Signature

Date

Please complete the above and return it within five (5) days to:

**Nancy McDavid, EO Officer
Mississippi Development Authority
Employment Training Division
P. O. Box 24568
Jackson, Mississippi 39225-4568
1-800-843-8923
TDD (601) 576-2527**

**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT (WIA)
DISCRIMINATION COMPLAINT PROCESSING
Reference 29 CFR Part 37.70**

GENERAL PROVISIONS

Section 188 of the WIA, and the implementing regulations at 29 CFR Part 37, prohibits discrimination because of race, color, religion, sex, national origin, age, disability or political affiliation or belief, in both participation and employment. The WIA nondiscrimination regulations prohibit discrimination in all aspects of the administration, management, and operation of WIA programs and activities. The Mississippi Development Authority has adopted the following procedures for processing complaints alleging violations of the nondiscrimination and equal opportunity provisions in a Workforce Investment Act (WIA) Title I-financially assisted program or activity.

- A. DISCRIMINATION PROHIBITED UNDER WIA** – No individual (members of the public, applicants for services, registrants, participants, claimants, applicants for employment and WIA financed-employees) within the WIA job system may be discriminated against on the basis of color, race, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIA Title I-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIA Title I funded program or activity. (Reference 29 CFR Part 37 Section 37.5)
- B. WHO MAY FILE** -- 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 non-discrimination and equal opportunity provision as set forth in Section 188 of WIA Title I and

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the Department of Labor implementing regulations at 29 CFR Part 37, may file a written complaint, either by him/herself or through a representative. (Reference 29 CFR Part 37.70)

- C. **WHERE TO FILE** – The complainant may file with either the Local Area or the Mississippi Development Authority (state) as applicable, or with the USDOL, CRC (Federal). (Reference 29 CFR Part 37.71) Filing a complaint with the Local Area or the Mississippi Development Authority (MDA) does not affect a complainant’s right to file a complaint with the CRC if he or she is not satisfied with the resolution provided by the Local Area or MDA.

State:

Nancy McDavid
Mississippi Development Authority
Employment Training Division
P.O. Box 24568
Jackson, Mississippi 39225-4568
Telephone: 1-800-843-8923
TDD (601) 576-2527

or:

Federal:

Annabelle Lockhart, Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, DC 20210
(202) 693-6503
TTY: (202) 693-6515

- 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. (Reference 29 CFR Part 37.72)

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E. CONTENTS OF COMPLAINT – Complaints must be filed in writing and shall contain the following information: (Reference 29 CFR Part 37.73)

- 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 MDA to decide whether:
 - i. Local Area, MDA or the CRC, as applicable, has jurisdiction over the complaint;
 - ii. The complaint was timely filed;
 - iii. 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 Section 188 of the WIA. Completing and submitting either the Mississippi Development Authority or the CRC Discrimination Complaint Form may provide the information required by this paragraph.
- 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 Areas or Mississippi Development Authority Discrimination Complaint Form, which may be obtained from any WIN Job Center.

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DISCRIMINATION COMPLAINT PROCESSING**

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 MDA, or from the CRC. (Reference 29 CFR Part 37.74)

G. RIGHT TO REPRESENTATION – Both the complainant and respondent have the right to be represented by an attorney or other individual of their choice. (Reference 29 CFR Part 37.75)

H. LOCAL AREA/STATE LEVEL COMPLAINT PROCESSING – A complainant must file a complaint within 180 days of the alleged act(s) of discrimination. The complaint may be filed with either the Local Area or MDA (state), as applicable, or the USDOL, CRC (federal). Local Areas and MDA are required by 29 CFR Part 37.76, to include the state complaint procedures and a form of alternate dispute resolution (ADR). The State has chosen mediation as the form of 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. (Reference 29 CFR Part 37.76)

1) To be accepted, a complaint must be:

- i. filed timely; (within 180 days of the alleged violation)
- ii. 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 of the WIA.

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:

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written notice if he/she wishes to participate in mediation. If the complainant elects mediation, the processes outlined under Section I, Mediation, of these procedures will be followed.

vi. 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:

a. The recipient's decision on the issue and an explanation of the reasons underlying the decision.

or

b. A description of the way the parties resolved the issue.

vii. 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.

viii. 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.

5) Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. A summary of the complaint and a notice that retaliation is against the

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law will be provided to respondent. The respondent will be also be notified 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 MDA, 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:
 - i. Signatures of mediator, complainant and respondent.
 - ii. Description of the settlement of the issues.
 - iii. Future responsibilities of both parties.

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WORKFORCE INVESTMENT ACT (WIA)
DISCRIMINATION COMPLAINT PROCESSING**

iv. 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.

I. 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 or her original allegations and the CRC will waive the time deadline for filing such a complaint. (Reference 29 CFR Part 37.76)

J. NOTICE OF FINAL ACTION - The complainant shall allow the Local Area or MDA 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.

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- 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 or 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 MDA, as applicable, has not completed its processing of the complaint or failed to issue a Notice of Final Action, the Local Area or MDA will notify the complainant, or his or her representative, that the processing of their complaint is not completed. The Local Area or MDA will advise the complainant of their 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 MDA received the complaint.

PLEASE READ AND SIGN SECTION A OR SECTION B OF THE CONSENT FORM.

CONSENT FORM

I understand the following provisions of the Privacy Act and Freedom of Information Act, which apply to personal information I reveal to the Mississippi Development Authority, Employment Training Division (MDA/ETD) in connection with my complaint:

In the course of investigating my complaint, MDA/ETD may have to reveal my identity to staff of the program, named in my complaint in order to obtain facts and evidence regarding my complaint:

I do not have to reveal any personal information to MDA/ETD, but the MDA/ETD 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 MDA/TED keeps in my complaint file for investigatory uses; and

Under certain conditions, MDA/ETD 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, MISSISSIPPI DEVELOPMENT AUTHORITY, EMPLOYMENT TRAINING DIVISION MAY DISCLOSE MY IDENTITY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand the notice, and I consent for MDA/ETD to process my complaint.

Name (Please print)

Signature

Date

SECTION B

_____ NO, MISSISSIPPI DEVELOPMENT AUTHORITY, EMPLOYMENT TRAINING DIVISION MAY NOT DISCLOSE MY IDENTITY, EVEN IF NECESSARY TO PROCESS MY COMPLAINT. I have read and understand the notice, and I do not consent for the MDA/ETD to disclose my identity during investigation of my complaint. I request that the MDA/ETD process my complaint, however, I understand that MDA/ETD may cancel my complaint if it cannot fully investigate without disclosing my identity. I also understand that MDA/ETD may close my complaint if it cannot begin an investigation because I have not consented for the MDA/ETD to reveal my identity.

Name (Please print)

Signature

Date

Mediation as an Alternative Dispute Resolution Process

The Mississippi Development Authority, Employment Training Division 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 MDA/ETD conducts both compliance reviews and discrimination complaint investigations.

Mediation is an informal process that is offered as an alternative to the traditional investigative 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, find agreements and to 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 the MDA/ETD in Mississippi 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 to me, I have voluntarily and freely made the following election with regard to Mediation.

_____ YES, I elect to avail myself of the mediation option of complaint resolution. I agree to participate in the mediation efforts led by the MDA/ETD and to attempt to settle the issues in dispute between the respondent and me.

_____ NO, I elect not to use mediation as an alternative method of dispute resolution, and request that the formal complaint investigation process begin as soon as this form is received at MDA/ETD.

Complainant Name (Please print)

Signature

Date

Please complete the above and return it within five (5) days to:

**Nancy McDavid, EO Officer
Mississippi Development Authority
Employment Training Division
P. O. Box 24568
Jackson, Mississippi 39225-4568
1-800-843-8923
TDD (601) 576-2527**

MISSISSIPPI DEVELOPMENT AUTHORITY
Acknowledgement
Receipt of Equal Opportunity/Nondiscrimination Information for
Workforce Investment Act of 1998

This is to certify that I have received, read and understand the Equal Opportunity/
Nondiscrimination Policy as it relates to Section 188 of the Workforce Investment Act (WIA), the
implementing regulations at 29 CFR Part 37, which prohibits discrimination because of race, color,
religion, sex, national origin, age, disability or political affiliation or belief, in both participation
and employment. The WIA nondiscrimination regulations prohibit discrimination in all aspects of
the administration, management, and operation of WIA programs and activities.

Participant's Signature

Date

Staff Signature

Date

Equal Opportunity



Is The Law

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

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

The recipient's Equal Opportunity Officer for the person whom the recipient has designated for this purpose); or

The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

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 (see address above).

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 the 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 the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

NANCY MCDAVID

EQUAL OPPORTUNITY OFFICER

MISSISSIPPI DEVELOPMENT AUTHORITY

EMPLOYMENT TRAINING DIVISION

POST OFFICE BOX 24568

JACKSON, MISSISSIPPI 39225-4568

TELEPHONE: 1-800-843-8923

TTY/TDD: 601-576-2527

Auxiliary aids and services available upon request to individuals with disabilities.
Equal Opportunity Employer Program

State and Local Level Equal Opportunity Officers

AREA 1

Judy Hester

Implementation/Monitoring Specialist
Delta Workforce Investment Area
Post Office Box 1776
Greenville, MS 38702-1776
662-378-3831

Email: sdpddjh@bellsouth.net

AREA 2

Patsy Patterson

CDBG Project Administrator
Mississippi Partnership
Post Office Box 690
Pontotoc, MS 38863
662-489-2415

Email: patsyp@trpdd.com

AREA 3

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

Ray Bryant

Emergency Medical Services
Coordinator
Hinds County Workforce Investment Area
Post Office Box 686
Jackson, MS 39205
601-968-0900

Email: Rbryant@co.hinds.ms.us

AREA 5

Sandie Brock

WIA Youth Coordinator
Twin District Workforce Investment Area
700 Hardy Street
Hattiesburg, MS 39401
Ph.- 601-545-2137

Email: sbrock766@aol.com

AREA 6

Lee Hutcheson

Director of Operations and Planning
Gulf Coast Business Services Corp.
Post Office Box 626
Gulfport, MS 39506-6626
228-897-1881

Email: lhutcheson@gcbssc.com

STATE

Nancy McDavid

Associate Manager
State WIA E.O. Officer
Mississippi Development Authority
501 North West Street
Jackson, MS 39201
601-359-9250

Email: nmcdavid@mississippi.org

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NONDISCRIMINATION/EQUAL OPPORTUNITY MEETING

JACKSON HILTON
1001 E. COUNTY LINE ROAD
JACKSON, MISSISSIPPI

AGENDA

JUNE 3, 2003
8:30 A.M. – 4:30 A.M.

8:00 A.M.	CONTINENTAL BREAKFAST
8:30 A.M.	INTRODUCTIONS PURPOSE AND OBJECTIVE
9:00 A.M.	GENERAL OVERVIEW
10:00 A.M.	CINDY GOODIN BROADHEAD MDRS RONN KILLEBREW MDRS
10:30 A.M.	BREAK
10:45 A.M.	GENERAL OVERVIEW OF METHODS OF ADMINISTRATION
12:00 P.M.	LUNCH
1:00 P.M.	ELEMENT 1-METHODS OF ADMINISTRATION
2:00 PM	BREAK
2:15 P.M.	ELEMENT 8- METHODS OF ADMINISTRATION
4:00 P.M.	SUMMARY QUESTIONS AND ANSWERS
4:30 P.M.	ADJOURNMENT

TRAINER

BARBARA LOWE
ETD/MDA

STATE LEVEL EQUAL OPPORTUNITY OFFICER

NANCY MCDAVID
ETD/MDA

ASSISTANT FOR TRAINER

ADRIENNE DICKSON
ETD/MDA

**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT**

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 Development Authority, Employment Training Division.
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 and 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)

Complaint Information Form

U.S. Department of Labor

Civil Rights Center



1. Complainant 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 and place 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?

___ No ___ Yes

a. Have you been provided with a final decision at the local level regarding your complaint?

___ No ___ Yes

Date of final decision (if any) _____

b. Have 90 days elapsed since you filed or attempted to file your complaint at the local level?

___ No ___ Yes

Date you filed 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.

7. To the best of your knowledge, which of the following Department of Labor programs were involved? (Check one)*

___ Workforce Investment Act(WIA) ___ MSHA

___ Welfare to Work ___ OSHA

___ Job Training (JTPA) ___ WIN

___ Job Corps

___ Youth

___ Unemployment Insurance

___ Apprenticeship

___ Older Americans

___ New Directions

___ Displaced Worker

___ Other: Specify _____

*At the local level, these programs may be known by a different name.

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 _____

___ Sex: Specify Male Female

___ Age: Specify Date of Birth _____

___ Disability _____

___ 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

___ Transfer

___ Qualification/Testing

___ Grievance Procedure

___ Layoff/Furlough

___ Recall (From Layoff-Furlough)

___ Seniority

___ Intimidation/Reprisal

___ Harassment

___ Access/Accommodation

___ Union Activity

___ Union Representation

___ Application

___ Enrollment

___ Referral

___ Exclusion

___ Placement

___ Benefits

___ Performance Appraisal

___ Discipline/Reprimand

___ Other: Specify _____

For DOL use Only

CIF received by CRC _____ Accepted _____ Not Accepted _____ Case Number: _____

By _____ Date _____

U.S. Department of Labor, Civil Rights Center

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 1974 (5 U.S.C. 552) and the Freedom of Information Act (5 U.S.C. 552) or "FOIA". Please read this 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 only 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 who submitted the information gives written consent, or unless release is required by the Freedom of Information Act.
- No law requires 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 complainant 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 many types of records kept by the Government—not just materials that apply to them personally. The Civil Rights Center must honor most requests 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.

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 identity to staff of the program named in my complaint in 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 IDENTITY IF NECESSARY TO INVESTIGATE MY COMPLAINT. I have read and understand the 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 the 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 identity.

(Signature)

(Date)

**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT
DISCRIMINATION COMPLAINT FORM**

This form is to be used by persons alleging discrimination within programs prohibited by the Workforce Investment Act and administered by the Mississippi Development Authority.

1. Name and address of complainant _____ _____ _____ Telephone Number _____	2. Name and address of respondent _____ _____ _____ Telephone Number _____
--	---

3. Name, Address and Telephone Number of Agency/Service Provider/Employer
Name: _____ Telephone Number _____
Address: _____

4. Which of the following best describes why you believe you were discriminated against.

<input type="checkbox"/> Age	<input type="checkbox"/> Race	<input type="checkbox"/> Disability	<input type="checkbox"/> Political Affiliation	<input type="checkbox"/> Citizenship
<input type="checkbox"/> Sex	<input type="checkbox"/> Color	<input type="checkbox"/> Religion	<input type="checkbox"/> National Origin	<input type="checkbox"/> Retaliation

5. To the best of your knowledge, which of the following programs or divisions' was/were involved?
 Unemployment Compensation Workforce Investment Act Employment Service
 Other _____

6. On what date(s) did the alleged discrimination take place? _____ If there was continuing discrimination indicate the date(s) of the most recent act(s). _____
(Department of Labor regulations require that complaints of discrimination must be filed with 180 days of the alleged discrimination)

7. Explain, as briefly and clearly as you can what happened and how you believe you were discriminated against. Be sure to include how you believe you were treated differently than other persons under the same situation. (If necessary, attach additional sheets) Also attach any written documentation pertaining to this matter.

8. Why do you believe these events occurred?

9. Please list any persons (witnesses, employees, supervisors or others) you believe had direct knowledge of your allegation that we may contact for additional information to support or clarify your complaint.

<u>Name</u>	<u>Address</u>	<u>Telephone Number</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

10. What remedies do you seek?

11. Have you filed a complaint on this matter with any of the following?

- | | |
|---|---|
| <input type="checkbox"/> Civil Rights Division, U.S. Dept. of Justice | <input type="checkbox"/> WV Human Rights Commission |
| <input type="checkbox"/> Civil Rights Center, U.S. Dept. of Labor | <input type="checkbox"/> Federal or State Court |
| <input type="checkbox"/> U.S. Equal Employment Opportunity Commission | |

12. For each item checked in #11 above, please provide the following information:

Court or Agency _____

Case Or Docket Number _____

Date(s) Filed _____ Trial/Hearing Date _____

Name of Investigator _____

Status of Case _____

13. Do you have an attorney or other representation? Yes No If yes, please provide the name, address and telephone number _____

I attest that the information provided is true and accurate to the best of my knowledge.

_____	_____
Signature of Complainant or Representative	Date Signed

Any questions should be directed to:

Nancy McDavid
Equal Opportunity Officer
Mississippi Development Authority
Employment Training Division
P. O. Box 24568
Jackson, Mississippi 39225-24568
1-800-843-8923
TDD (601) 576-2527

If you elect to file your complaint with the Local Area or MDA/ETD you must wait until the Local Area or MDA/ETD issues a decision, or until 90 days have passed, whichever is sooner, before filing with the US Department of Labor, Civil Rights Center (CRC), 200 Constitution Avenue, NW, Room N-4123, Washington DC 20210. If the Local Area or MDA/ETD has not provided you with a written decision within 90 days of the filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with the CRC within 30 days of the expiration of the 90-day period. If you are dissatisfied with the resolution of your complaint, you may file a complaint with the CRC. Such complaints must be filed within 30 days of the date you received notice of the resolution.

**EQUAL OPPORTUNITY/NONDISCRIMINATION MEETING
EMPLOYMENT TRAINING DIVISION
JUNE 3, 2003**

NAME	AGENCY
Tina Hines	ETD
Barbara Lowe	ETD
Lee Hutcheson	Gulf Coast Business Services
Sandie Brock	SMPDD/Twin Districts
Leslie McDonald	MESC
Judy Hester	DWIA
Wanda Land	ETD
Lavern Alford	ETD
Taheti Watson	ETD
Bob DeYoung	ETD
John Little	TRPDD
Julie Winklejohn	ETD
Cindy Goodin Broadhead	MDRS
Dovie Reed	MESC
Sherwin Stewart	Hinds County
Jim Nelson, Jr.	MESC
Thilman L. Anderson	CMPDD-SCM
Adrienne Dickson	ETD
Ronn Killebrew	MDRS
Gloria Neal	ETD
Patti Mosley	ETD

The Mississippi Development Authority 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 Mississippi Development Authority, Employment Training Division (MDA/ETD) 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:

***MDA/ETD EO Officer
P.O. Box 24568
Jackson, Mississippi 39225-4568
Telephone: 1-800-843-8923
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.

MEDIATION:

PUTTING IT TOGETHER

*Mediation is a FAIR and
EFFICIENT process to help
resolve employment disputes and
reach an agreement.*

**Equal Opportunity Employer/Program
Funded by U.S. Department of
Labor/Mississippi Development
Authority**

**For more information on WIA or WIN in
Mississippi call: 601-359-9250
Auxiliary aids and services available upon
request to individuals with disabilities:
TDD/TTY 601-576-2527**



**MISSISSIPPI DEVELOPMENT AUTHORITY
MEDIATION PROCEDURES
WORKFORCE INVESTMENT ACT OF 1998**

Introduction

The Mississippi Development Authority offers mediation services as an alternative to resolve complaints of discrimination filed under the Workforce Investment Act (WIA). 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.

1. Discrimination complaints submitted under the Workforce Investment Act must be filed within 180 days of the alleged discrimination. All requests for mediation under WIA will be processed through the Local Areas or Mississippi Development Authority, Employment Training Division (MDA/ETD), as applicable, Equal Opportunity (EO) Officers.
2. 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 MDA/ETD, as applicable, indicating his/her choice of whether or not to use mediation.
3. 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.
4. 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.
5. 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.

Mediation Process Procedures

6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. No party to the mediation will be coerced or forced into an agreement. All must enter into the settlement voluntarily.

Mediation Process Procedures

15. 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 with fifteen (15) calendar days from the conclusion of the mediation session.
16. 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 must also be confidential.
17. 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 MDA/ETD EO Officer, as applicable.
18. The EO Officer will review the settlement agreement on behalf of the agency 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.
19. 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.

MISSISSIPPI DEVELOPMENT AUTHORITY
 EMPLOYMENT TRAINING DIVISION
 DISCRIMINATION COMPLAINT LOG
 FOR PERIOD OCTOBER 1, 2000 TO SEPTEMBER 30, 2002

Mississippi Local Workforce Investment Area	Complainant's Name, Address and Telephone Number	Grounds of Discrimination	Description of Complainant's Allegation	Date and Disposition of Complaint	CRC Notification (By EO Officer)
SouthCentral MS Works	Kevin B. Simms The Inland Project, Inc 375 Towne Center Blvd. Ridgeland, Ms 39157 Ph- 601-952-0894	Discrimination based on race	Believes that procedural violation has been committed in rendering funding for grants by SouthCentral MS works and Central MS Planning & Development District.	Initial complaint filed 4/3/2001 Resolved 8/15/2001 by Employment Training Division	Not Applicable
SouthCentral MS Works	Patricia White 751 N. Oakridge Dr. Brandon, Ms 39047 Ph- 601-829-9231	Sexual Harassment	Complainant states that she was approached and became sexually and emotionally involved with Mr. Wexler, a at which time she ended the relationship. Because of this, she has undergone much stress at school resulting in her untimely expulsion from school. She stated that Mr. Wexler treated her inappropriately.	Initial complaint 6/21/2002 Resolved by offering training with comparable and convenient alternate provider.	Not Applicable
Gulf Coast Business Services Corp.	Ivy Hodgin 11013 Fox Ridge Drive Van Cleave, MS 39465 Ph- 228-826-3117	Discrimination based on disability	Complainant was told that because she carries a walking cane, she could never go to truck driving school. Training Provider would not accommodate her and no trucking company would hire her.	Initial complaint 02/11/2002 for training. Completed and employed.	Not Applicable

MISSISSIPPI DEVELOPMENT AUTHORITY

WORKFORCE INVESTMENT ACT

NOTICE OF FINAL ACTION

A. Complainant's Name _____ Complaint No. _____

Address _____ Soc.Sec.No. _____

B. Complain received by _____ Date _____

WIN Job Center Director/Manager

C. Nature of complaint _____

D. Investigator's determination: (Use additional sheets if necessary)

(1) Findings: _____

(2) Action(s) to be taken: _____

(3) If you disagree with this decision you have a right to appeal to the Mississippi Development Authority, Employment Training Division or to the Secretary of the U. S. Department of Labor. Addresses will be supplied should you decide to appeal this decision.

Complaint investigated by _____

Signature

Date investigated _____

E. A copy of this form was mailed or delivered in person to the complainant on

(Date) _____ By _____

Signature

Original: Complainant

Copies: Local Area, MDA/ETD and WIN Job Center Director/Manager

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**MISSISSIPPI DEVELOPMENT AUTHORITY
WORKFORCE INVESTMENT ACT**

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 Development Authority, Employment Training Division.

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 Development Authority, Employment Training Division is dismissed with prejudice.

Complainant

Respondent

Date

Date

Attorney for Complainant (if applicable)

Attorney for Respondent (if applicable)

Complainant Address:

Respondent Address:

Telephone:

Home: _____

Home: _____

Work: _____

Work: _____

FAX: _____

FAX: _____

PRINT NAME

PRINT NAME

BOOK 9
CORRECTIVE ACTIONS/SANCTIONS
METHODS OF ADMINISTRATION ELEMENT 9

The State will use the following procedures to ensure it and its recipients comply with the corrective action and sanction requirements of 29 CFR Part 37: Workforce Investment Act (WIA) Communication 00-52 at Tab 1 addresses Equal Opportunity Monitoring/Sanctions.

Where there is a finding of noncompliance, corrective action may include retroactive relief including but not limited to back pay and prospective relief including but not limited to training, policy development and/or communication.

Progressive sanctions will result from a failure to respond in good faith to corrective action or clarification requirements. Lack of good faith is defined as:

- The Workforce Investment Area (WIA) or subgrantee does not respond to the corrective action plan or clarification requirements within the time frame allowed or fails to negotiate an adequate time frame;
- The response is inadequate and the WIA or subgrantee fails to develop an adequate response within the time frame allowed; or
- The response is adequate but the WIA or subgrantee fails to fully implement the corrective action plan.

The severity of the sanction will be determined by the deliberateness, seriousness, and/or frequency of the violation. In instances where sanctions are applied, the subgrantee will be notified and will be provided with an appropriate opportunity to respond and appeal. A letter will be transmitted to the subgrantee indicating the violation. The letter will address the possible sanctions if the violation or problem is not remedied or the appropriate corrective action does not take place.

Sanctions that may be imposed by the State include:

- A. Imposition of a reorganization plan, which may include:
 - 1. Decertifying the local board
 - 2. Prohibiting the use of certain eligible providers of training
 - 3. Selecting an alternative entity to administer the program for the local level
 - 4. Other relevant changes the Governor determines, to be necessary, to secure compliance
- B. Restriction from bidding on competitive or discretionary funds.
- C. Repayment of costs resulting from violations of cost.
- D. Disapproval of requests for specific drawdowns until the violation or deficiency has been corrected.
- E. Disallowance and repayment of costs associated with a particular violation or deficiency.

Appeals may be made to the Employment Training Division (ETD) within ten (10) working days after receipt of notification of pending sanctions. Such appeals, however, will not forestall the initiation of sanctions unless the ETD extends the deadline in writing.

If satisfactory evidence of needed corrective action is presented within the ten (10) working day period, ETD may postpone the initiation of sanctions until after completion of the corrective action within the ETD approved timelines or attainment of the ETD deadline without completion of the action. In the former case, the implementation of the sanction may be lifted; in the latter it will be imposed.

ATTACHMENT G

ETA REGIONAL ADMINISTRATORS

ATTACHMENT G

ETA REGIONAL ADMINISTRATORS

January 2005

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