



Workforce Investment Network  
in Mississippi

# BRINGING PEOPLE AND JOBS TOGETHER



2000 ANNUAL REPORT

Equal Opportunity Employer / Program

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

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



**Presented by:  
STATE ADMINISTRATIVE  
ENTITY FOR  
WIN IN MISSISSIPPI**

Employment Training Division (ETD)\*  
of the Mississippi  
Development Authority  
Post Office Box 24568  
Jackson, Mississippi 39225-4568  
Phone: 601-359-9250

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\*For a copy of the addendum to this report, contact ETD.



new companies to Mississippi and growing existing business through Advantage Mississippi Initiatives.

Input and participation at the local level are hallmarks of WIN in Mississippi. Working in partnership with the State Workforce Investment Board, the Local Workforce Investment Areas and Boards, as well as our state agency partners, we can ensure that the needs of employers and those seeking jobs are met through tailored solutions designed to promote local workforce development and economic growth.

As revealed by this report, much has been accomplished in this first year for WIN in Mississippi.

Be assured that in the coming year I will continue to work with the WIN in Mississippi partners to streamline services at the local level and make the most of every dollar available for training, retraining and education. We are committed to giving Mississippi a competitive advantage and making a difference in the lives of the people we serve.

I am honored to present the 2000 Annual Report for the Workforce Investment Act in Mississippi. The Workforce Investment Act of 1998, known as WIA, provides the framework for WIN in Mississippi, and is administered by the Employment Training Division of the Mississippi Development Authority. This report documents the transition year for WIN in Mississippi – July 1, 2000, through June 30, 2001.

Mississippi's greatest resource is its people. WIN in Mississippi gives Mississippians more opportunities to obtain good jobs while providing employers with the best-qualified workforce. The new system stimulates economic development as we focus on attracting

Sincerely,

Ronnie Musgrove  
Governor

# RISING TO THE CHALLENGE

The federal Workforce Investment Act, known as WIA, provides the framework for a national workforce preparation and employment system. It replaced the Job Training Partnership Act, which previously provided funding for employment and job training programs.

The implementation of the Workforce Investment Act in Mississippi on July 1, 2000, presented the

state with a unique challenge – design a new workforce development system that is responsive to the needs of business, workers and those who want to further their careers. This challenge allowed the state to redefine its vision for workforce development and presented us with enormous opportunities to:

**DEVELOP a statewide vision for workforce development to ensure the state has a well-prepared and skilled workforce;**

**DESIGN a system that is locally driven and managed and that responds to local workforce development needs;**

**BUILD strong, strategic partnerships among federal, state and local agencies to coordinate efforts and leverage resources to make the most of every dollar available for training and retraining;**

**CREATE a one-stop delivery system that streamlines services and that provides convenient access and customer choice; and**

**INCLUDE business as an equal partner in design and implementation of the system.**

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During this year of implementation (July 1, 2000, through June 30, 2001), Mississippi has risen to the challenge. First, the governor's State Workforce Investment Board created a vision for workforce development in Mississippi. Six Local Workforce Investment Areas (LWIA) were designated by the governor to design and manage programs at the local level. Following a statewide competition in which more than 100 entries were submitted, Governor Musgrove selected the Workforce Investment Network, or WIN in Mississippi, as the name of the new system. Over the course of the transition year, local elected officials in the six local areas worked diligently to establish their local business-led workforce investment boards and to put into place the "bricks and mortar" of the new system. The local area boards developed plans to address local needs, consistent with the governor's overall vision for workforce development. Local partners developed Memorandums of Understanding, outlining each entity's commitment to success. Across the state, local elected officials in the six local areas devoted

much time to establishing the one-stop job centers or WIN Job Centers, where customers, both businesses and job seekers, receive a mix of services in one convenient location. WIN Job Centers were remodeled, equipment was purchased, staff trained, and in just one year approximately 63 full-service or affiliate WIN Job Centers were operating in Mississippi.

Finally, on August 20, 2001, Governor Musgrove launched the statewide marketing campaign for WIN in Mississippi and the WIN Job Centers, visiting four centers across the state and officially activating the new system. While there is still much to accomplish, the foundation has been laid for a vital new workforce development and training system to give Mississippi the competitive advantage it needs to succeed in the global marketplace.

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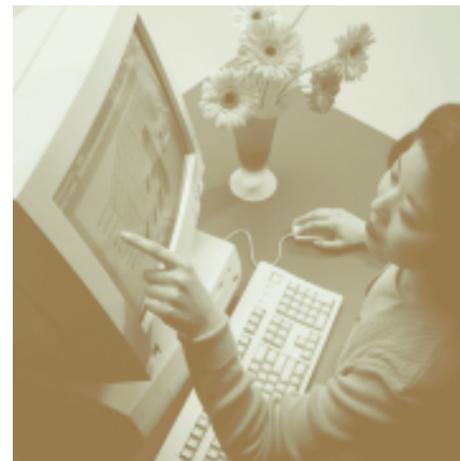
***"I know that WIN in Mississippi really works. I use WIN almost every day in my job. The plant that I work for is expanding. We have used the WIN Job Centers to locate applicants, screen applicants, test prospective employees, and get training for new hires. In the last few months, WIN has provided Georgia Pacific in Oxford with over 70 qualified new employees. This has been accomplished in a three percent or less unemployment area. So again, I know WIN in Mississippi works!"***

***Mr. Robert J. Bateman  
Human Resource Manager  
Georgia Pacific  
Oxford, Mississippi***

## THE WIN IN MISSISSIPPI SYSTEM

The Employment Training Division (ETD) of the Mississippi Development Authority administers the Workforce Investment Act in the state, known as WIN in Mississippi. It is an innovative strategy designed to provide a unique, locally-designed and managed system that promotes business participation and provides for customer choice and convenient one-stop employment and training services and program information to employers, job seekers, and those wanting to further their careers.

The funding for WIN in Mississippi is authorized by the U.S. Congress and distributed by the U.S. Department of Labor to the governor. The governor selected the ETD as the agency to administer the program at the state level. The ETD carries out the governor's responsibilities under the WIA, which include providing staff support to the State Workforce Investment Board, certifying local workforce area investment boards, and establishing statewide fiscal, auditing and monitoring controls. The ETD administers grants with the six Local



Workforce Investment Areas (LWIA) to administer and operate programs at the local level and provides oversight and technical assistance as needed.



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## KEYS TO SUCCESS

WIN in Mississippi is a locally managed and designed program, responding to specific local workforce development needs. It emphasizes partnerships and represents a collaborative effort with private business, local elected officials, and local and state agencies. These strategic partnerships ensure that the needs of local employers and job seekers are met in the community through tailored solutions designed to promote workforce development and economic growth.

There are six Local Workforce Investment Areas (LWIA) in Mississippi that receive grants from the Employment Training Division to manage programs locally (see map on next page). Elected officials in each area must establish a local Workforce Investment Board. The chairman of the board and a majority of its members must be representatives of private business. Having business as a partner in WIN in Mississippi is vital to its success. Local business leaders can best identify local labor market needs and help select programs that provide meaningful services and training to our citizens, as well as address employer needs. Board membership also includes representatives of education, labor, economic development and community leaders. Through these strategic partnerships, the local areas

can mobilize all available resources and design programs that offer workers the employment and training services needed to be competitive in the marketplace and provide business with the workforce it needs.

Workforce development is economic development. WIN in Mississippi is helping to ensure the state has a skilled, well-prepared workforce to meet the needs of existing business as well as business or industries considering relocation in Mississippi.

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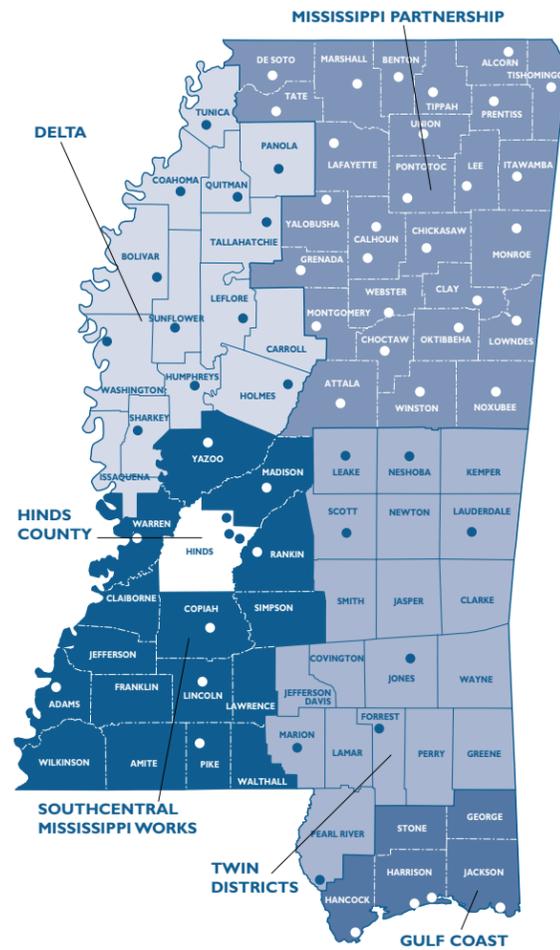
***“Falcon Industries (a major employer in Madison County) was considering consolidating operations from several of its plants around the country. This could have resulted in the closure of the Madison County plant and consequent loss of jobs. Through the efforts of the Pearl WIN Job Center, WIA executed an On-the-Job Training contract to provide training for up to 30 workers. This training assistance allowed the Madison County plant not only to remain open but also to be considered for an additional production line. The location of an additional line in Madison County could result in up to 200 new jobs.”***

*Mark Grovich, Plant Manager  
Falcon Industries*

**Local Workforce  
Investment Areas and  
WIN Job Centers**

**MAP KEY**

- WIN Job Centers



**MISSISSIPPI PARTNERSHIP**

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

**JOB CENTERS:**

**Ackerman \***  
Courthouse Annex  
662-285-6998

**Amory**  
1619 Highway 25  
662-256-2618

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

**Booneville**  
101 Cunningham Blvd.  
662-720-7459

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

**Columbus**  
400-B Wilkins Wise Road  
662-228-6876

**Corinth**  
200 Manpower Road  
662-287-3247

**Fulton \***  
Itawamba County Courthouse  
662-862-3824

**Grenada**  
1747 Poplar Street  
662-226-2911

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

**Hernando**  
225 Loshier Street  
662-429-9874

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

**Houston**  
665 North Jefferson Street  
662-456-3563

**Iuka**  
1107 Marie Lane  
662-423-9231

**Kosciusko**  
117 Northside Shopping Center  
662-289-2621

**Louisville**  
600-B North Court Avenue  
662-773-5051

**Macon \***  
16129 Highway 45  
662-328-6876

**New Albany \***  
921 Fairgrounds Spur Road  
662-534-1933

**Oxford**  
2132 West Jackson Avenue  
662-234-3231

**Pontotoc \***  
29 East Washington  
662-489-3956

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

**Senatobia**  
4975 Highway 51 North  
662-562-3351

**Tupelo**  
146 South Thomas Street, Suite A  
662-842-4371

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

**Starkville**  
100 Felix Long Drive  
662-323-2272

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

**West Point**  
117 East Jordan Avenue  
662-494-4144

**Winona \***  
109 Liberty Street  
662-283-4105

**SOUTHCENTRAL MISSISSIPPI WORKS**

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

**JOB CENTERS:**

**Brookhaven**  
545 Brookway Boulevard  
601-833-3511

**Canton**  
337 North Union Street  
601-859-9022

**Hazlehurst**  
1016 Carroll Drive  
601-894-2121

**McComb**  
416 Marion Avenue  
601-684-4421

**Natchez**  
310 Briarwood Road  
601-442-0243

**Pearl**  
212 St. Paul Street  
601-939-0786

**Vicksburg**  
1625 Monroe Street  
601-638-1452

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

**Yazoo City**  
306 East Jefferson Road  
601-746-1141

**HINDS COUNTY**

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

**JOB CENTERS:**

**Jackson**  
420 East Woodrow Wilson Drive  
601-368-2900

**Jackson**  
1-55 North Frontage Road  
601-961-7962

**Jackson \***  
1775 Wilson Boulevard  
601-502-1118

**DELTA**

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

**JOB CENTERS:**

**Batesville**  
500-A Highway 51 South  
662-563-7318

**Belzoni**  
501 Hayden Street  
662-247-2264

**Charleston \***  
Child Support Office  
662-453-7141

**Clarksdale**  
620 South State Street, #4  
662-624-9001

**Cleveland**  
119 North Commerce Avenue  
662-843-2704

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

**Greenwood**  
313 Lamar Street  
662-453-7141

**Indianola**  
226 N. Martin Luther King Drive  
662-887-2502

**Lexington**  
106 West Wood Road  
662-834-2426

**Marks \***  
DHS Building Hwy 3 South  
662-624-9001

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

**Tunica**  
3092 Highway 61 South  
662-363-2469

**GULF COAST**

**Gulf Coast Business Services Corporation**  
P.O. Box 6626  
Gulfport, MS 39506-6626  
228-897-1881

**JOB CENTERS:**

**Bay St. Louis**  
3060 Longfellow Drive  
228-467-9572

**Biloxi**  
2306 Pass Road  
228-388-7997

**Gulfport**  
2229 22nd Street  
228-864-1771

**Pascagoula**  
4100 14th Street  
228-762-4713

**TWIN DISTRICTS**

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

**JOB CENTERS:**

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

**Columbia**  
1111 Highway 98  
601-736-2628

**Hattiesburg**  
4100 Mamie Street  
601-264-0502

**Forest**  
229 South Davis Street  
601-469-2851

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

**Meridian**  
1100 17th Avenue  
601-483-1406

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

**Picayune**  
1839-B Cooper Road  
601-798-3472

**WIN IN MISSISSIPPI PARTNERS\***

- Mississippi Development Authority
- Local Elected Officials
- Local Workforce Investment Areas
- Mississippi Department of Education
- Mississippi Department of Human Services
- Mississippi Department of Rehabilitation Services
- Mississippi Employment Security Commission
- State Board for Community and Junior Colleges
- U.S. Department of Housing and Urban Development

\*May include other partners in the local areas.

\* Part-time offices

# OPENING THE DOOR TO OPPORTUNITY

The network of WIN Job Centers is the centerpiece of WIN in Mississippi. Located throughout the state, these centers provide customers easy access to a variety of services in the areas of employment, education, training, human services and economic development – in one convenient location. For employers and job seekers, the WIN Job Center is the local connection that brings together extensive resources and information under one roof. The centers focus on customer choice and customer satisfaction, and the staff at each location is eager to help employers and job seekers with any employment and training needs.

Through the WIN Job Centers, Mississippians can open the door to many opportunities.

## OPPORTUNITIES FOR JOB SEEKERS

WIN Job Center staff may help job seekers create or update a resumé, conduct job searches, and prepare for job interviews. Staff also provides information on careers in demand and available job training to help job seekers become more competitive in the job market. Job seekers have access to fax machines, copiers and the Internet to help with job

searches – at no cost. Job seekers accessing services through the centers participate in a progression of service levels: core, intensive and training. Basic core services are available to everyone and must be utilized before customers are eligible to progress through the system.

### Available services include:

- Job search and placement assistance
- Internet access for job searches and resumé posting
- Access to office equipment: computer, fax machine, copier
- Interview tips
- Resumé preparation software
- Labor market information
- Career assistance for ex-offenders
- Services for veterans
- Information on WIA's Core, Intensive and Training services
- Information on unemployment insurance benefits
- Career and aptitude assessment
- Information on assistance for laid-off workers
- Information on NAFTA/TAA benefits for employees
- Information on and referral to training
- Information on and referral to child care, transportation and other support services
- Information on programs to improve math and reading skills
- Referral to rehabilitation services



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## OPPORTUNITIES FOR EMPLOYERS

WIN Job Centers offer employers the opportunity to find the skilled workers they need from a large pool of available applicants, access information about customized training for new and expanding businesses and on-the-job training programs that reduce the cost of training new employees. Additionally, center staff can save employers time and money by recruiting and screening new candidates for employment.

### Available services include:

- Free job posting
- Database of qualified workers
- Internet access to post job listings and review applicant resúmes
- Recruiting and screening of job candidates
- Assistance with writing job descriptions
- Proficiency testing for employees
- On-the-job training information
- Private rooms for interviews with prospective employees
- Information on Work Opportunity Tax Credits (WOTC)
- Up-to-date labor market data and wage information
- Upcoming job expo information
- Information on Rapid Response services to help employers facing a layoff
- Forms/guidance for filing a NAFTA or Trade Adjustment Assistance (TAA) petition
- Information on NAFTA and TAA benefits for employees

Local Workforce Investment Areas and boards have oversight responsibilities for WIN Job Centers in their area and contract with agencies locally to manage the centers. The Mississippi Employment Security Commission is a key partner in the system,



and manages 58 of the 63 full service or affiliate sites across the state. Bringing new partners together that share a common goal expands services available for customers in one convenient location, allowing the centers to more effectively serve a wider range and number of people. As a result, traffic at the WIN Job Centers will increase. During the transition year, approximately 318,000 people were served by the partner agencies of the WIN Job Center:

The goals for achieving customer satisfaction for employers and employees served through the WIN Job Centers far exceeded expectations during the transition year. Over 84 percent of employers surveyed and 83 percent of employees expressed their satisfaction with the services received. Our success in focusing on customer service and satisfaction is reflected in the following chart:

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# WIN WORKS FOR MISSISSIPPI

WIN in Mississippi is working for Mississippi businesses and our people. In addition to the programs provided by the Local Workforce Investment Areas and the network of WIN Job Centers, the Employment Training Division funds programs to address specific needs.

## RAPID RESPONSE

When a company has to lay off employees because of a closing or downsizing, it is difficult for both the employer and the affected workers. Under WIN in Mississippi, a system has been designed to help – Rapid Response.

Staff of the Mississippi Development Authority's (MDA) Employment Training Division leads the state's Rapid Response efforts. The first step is an on-site meeting with the employer, and if appropriate, the employee or union representative, to discuss resources and services available to help the company manage the layoff and to identify employees' specific needs. The next step – develop a plan of action for delivering needed services and mobilize the Rapid Response Team. The Rapid Response Team is comprised of representatives of key local and state agencies that provide resources and services to assist laid-off workers. MDA staff leads the team that includes the appropriate Local Workforce Investment Area and:

- Mississippi State University Extension Service
- Department of Human Services

- Mississippi Employment Security Commission
- Community Colleges

The Rapid Response Team provides information on services available through the WIN Job Center and the partner agencies. This information includes: education and training opportunities, resumé writing assistance, career assessment, access to Internet for job search and posting resúms, children's health insurance program, free confidential financial counseling, job search and job placement assistance, starting a business, and unemployment insurance.

During the transition year (July 1, 2000 to June 30, 2001), the MDA Rapid Response Team assisted 68 companies, providing information and services to 10,741 employees!

## JOBS FOR MISSISSIPPI GRADUATES

WIN in Mississippi contributes to the funding for the Jobs for Mississippi Graduates (JMG) program, which also receives funds from other federal and state sources. As an affiliate of Jobs for America's Graduates, JMG is part of the nation's largest school-to-work transition project for at-risk and disadvantaged youth. The purpose of the JMG program is to provide comprehensive, functional literacy training to at-risk seniors and to teach them employability skills needed to become competent, entry-level employees

upon graduation from high school. Key elements are the development of the work ethic and fundamental work skills such as personal motivation, ability to work in a group setting, communication skills, and analytical thinking. As the students learn basic skills, the staff builds partnerships with business and industry to develop sites for quality job placements. Other services include group and individual instruction and follow-up counseling.

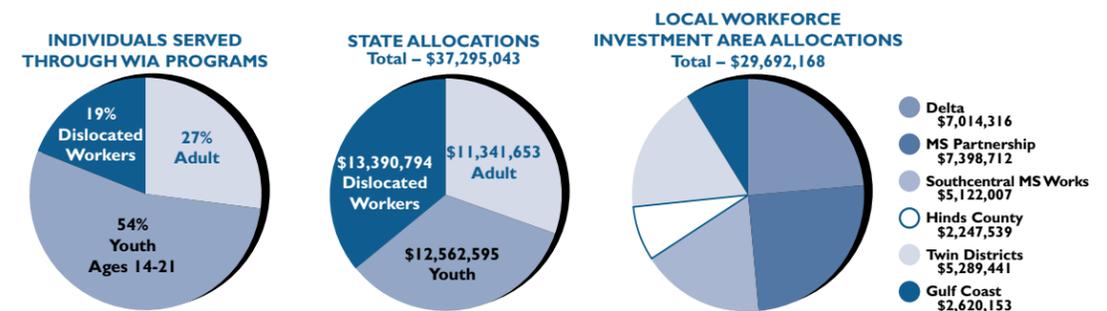
From July 1, 2000 through June 30, 2001, JMG assisted 589 students across the state. Of these, 496 earned their high school diploma or their GED, and 121 entered employment.

## WIN JOB EXPOS

For a person who has spent two, four, ten or even twenty years with one employer, the path to reemployment can be filled with obstacles and barriers. The focus of the WIN Job Expo project is to identify and tear down those barriers and provide a setting where dislocated workers and others looking for employment can apply for jobs, learn about available services of the WIN Job Centers, and receive counseling to deal with the loss of a job. In addition, it helps employers find the skilled workers they need to be competitive.

The Dislocated Worker Transition (DWT) project is a joint venture of the Governor's Office, the Employment Training Division of the Mississippi Development Authority, the Mississippi Employment Security Commission, and the six Local Workforce Investment Areas. The project was originally designed to help military and defense department personnel move from service into the state's educational institutions and the civilian workforce. Under WIN in Mississippi, the project is expanded to target dislocated workers. The project director works closely with businesses and the WIN Job Center partners to identify employment opportunities. WIN Job Expos are conducted across the state, particularly in areas of high dislocations, to help job seekers, including laid-off workers and veterans, identify job leads.

The WIN Job Expos are working to put Mississippians in jobs and provide employers with the workers they need. From July 1, 2000 to June 30, 2001, five WIN Job Expos were held throughout the state. Over 481 businesses participated and 15,250 people attended the Expos. As a result, 4,284 job offers were made the day of the event with 7,196 hires projected during the next year as a result of the Expo.



# STATE WORKFORCE INVESTMENT BOARD

The State Workforce Investment Board is a vital part of the WIN in Mississippi system. The board membership generally represents the diverse population of the state, with the chairman of the board and a majority of the members representing both large and small businesses. Other members include representatives of labor, education, local government and community leaders. This dedicated group of

individuals assists the governor in meeting his federally mandated responsibilities under the Workforce Investment Act and ensures that the vision for an effective workforce development system is realized. The following is a list of state board members that served July 1, 2000 through June 30, 2001, and their area of representation.

*\*Members appointed after June 30, 2001.*

## CHAIRMAN

**Mr. George Schloegel**  
President & CEO  
Hancock Bank  
Gulfport, Mississippi

*Members by area of representation:*

## STATE LEGISLATURE

**Honorable Nickey R. Browning**  
Mississippi State Senate  
Ecru, Mississippi

**Honorable Herb Frierson**  
Mississippi House of Representatives  
Poplarville, Mississippi

**Honorable Timothy L. Johnson**  
Mississippi State Senate  
Madison, Mississippi

**Honorable Joe Warren**  
Mississippi House of Representatives  
Mount Olive, Mississippi

## BUSINESS AND THE STATE AND DISTRICT WORKFORCE DEVELOPMENT COUNCIL

**Ms. Vivian Berryhill**  
Chief Executive Officer  
*The North Mississippi Herald*  
Walls, Mississippi

**Mr. Joe Cochran**  
Senior Vice President-Administration  
Benchcraft, Inc.  
Blue Mountain, Mississippi

**Mr. Charles Doty**  
Chief Executive Officer  
Lextron  
Jackson, Mississippi

**Mr. Mark A. Fairchild**  
Manager  
Fairchild Construction  
Hattiesburg, Mississippi

**Mr. James H. Finley**  
President & CEO  
Craft-Co  
Morton, Mississippi

**Mr. Frank Genzer, Jr.**  
Principal  
Frank Genzer Architects  
Biloxi, Mississippi

**Mr. Tom Gresham**  
Chief Executive Officer  
Double Quick, Inc.  
Indianola, Mississippi

**Ms. Margaret B. Hall**  
Senior Commercial Loan Officer  
Alacom Finance  
Oxford, Mississippi

**Mr. Charles Holder**  
Chief Executive Officer  
Hol-Mac Corporation  
Bay Springs, Mississippi

**Mr. Michael Howard**  
President, Transformer Division  
Howard Industries  
Laurel, Mississippi

**Mr. Larry V. Johnson**  
Director, Mississippi/Alabama  
Operations  
Delphi Packard Electric Systems  
Clinton, Mississippi

**Mr. J. Barthell Joseph, Jr.**  
President  
Reed Joseph International  
Greenville, Mississippi

**Mr. Den Knecht**  
Vice President, Public / Industrial  
Relations  
Ingalls Shipbuilding  
Pascagoula, Mississippi

**Mr. Denotee Martin\***  
Martin Contractors  
New Albany, Mississippi

**Mr. David McMillan**  
General Manager  
HMC Technologies  
New Albany, Mississippi

**Ms. Paige Sessums\***  
Financial Analyst  
Primerica Financial Services  
Lena, Mississippi

**Ms. Kathy T. Shappley**  
President  
Bank of Falkner  
Falkner, Mississippi

**Mr. Maurice Smith**  
Regional Manager  
TVA Economic Development  
Tupelo, Mississippi

**Mr. Durward Stanton**  
Industrial Trainer and Personnel  
Manager  
Viking Range Corporation  
Greenwood, Mississippi

**Mr. Michael D. Thomas**  
Manager, Human Resources  
Mississippi Lignite Mining Company  
Ackerman, Mississippi

**Mr. Donald Verucchi**  
International Paper  
Natchez, Mississippi

**Mr. George Walker**  
Chairman  
State Workforce Development  
Council  
Clarksdale, Mississippi

**Mr. J. Mart Windham**  
General Manager  
Waring Oil Company  
Gulfport, Mississippi

## LOCAL ELECTED OFFICIALS

**Mr. Jimmie Smith**  
Supervisor  
Lauderdale County  
Meridian, Mississippi

**Mr. Larry W. Swales**  
Supervisor  
Rankin County  
Brandon, Mississippi

**Mr. Joel Yelverton**  
Assistant Executive Director  
Mississippi Association of  
Supervisors  
Jackson, Mississippi

## LABOR ORGANIZATIONS

**Mr. Bobby Alexander**  
Communications Workers  
of America  
Brandon, Mississippi

**Mr. Mark Scott**  
Project Director  
IAM Cares  
Pascagoula, Mississippi

## COMMUNITY COLLEGES AND COMMUNITY-BASED ORGANIZATIONS

**Mr. F. Clarke Holmes**  
Executive Director  
Central Mississippi Planning and  
Development District  
Jackson, Mississippi

**Mr. Dennis Moore**  
Executive Director  
Desoto Sunrise Homes  
Hernando, Mississippi

**Dr. Olon E. Ray**  
Executive Director  
State Board for Community and  
Junior Colleges  
Jackson, Mississippi

## STATE AGENCIES / ONE-STOP PARTNERS

**Ms. Janice Broome Brooks**  
Executive Director  
Department of Human Services  
Jackson, Mississippi

**Mr. Steve Hale\***  
Senior Policy Advisor  
Governor's Office  
Jackson, Mississippi

**Dr. Thomas Layzell**  
Commissioner  
Institutions of Higher Learning  
Jackson, Mississippi

**Mr. H. S. McMillan**  
Executive Director  
Department of Rehabilitation  
Services  
Jackson, Mississippi

**Mr. Robert J. Rohrlack, Jr.\***  
Executive Director  
Mississippi Development Authority  
Jackson, Mississippi

**Mr. Curt Thompson**  
Executive Director  
Mississippi Employment Security  
Commission  
Jackson, Mississippi

**Dr. Richard Thompson**  
State Superintendent  
Mississippi Department of  
Education  
Jackson, Mississippi

# LOOKING TO THE FUTURE

The primary emphasis for the transition year of the Workforce Investment Act was to implement the state's vision for WIN in Mississippi. As revealed by this report, a strong foundation has been set. As the system matures, the partners continue to work together to further integrate services, reinforce strategic partnerships, and design effective programs that meet the needs of business and workers to give Mississippi a competitive advantage.

Recently, the Governor's State Workforce Investment Board revisited its vision for WIN in Mississippi and identified the following five key priorities for the coming year:

- **Expand** job opportunities within the state by assisting in the creation of new jobs;
- **Assist** Mississippi youth in the transition to first jobs and career paths;
- **Ensure** the full participation of all state agencies needed to provide access to a full array of services through the local WIN Job Centers, and convenient affiliate sites such as community colleges or local libraries;
- **Improve** the skills and wages of existing workers to improve Mississippi's average wages; and
- **Develop** a measurement system to ensure the accountability of the workforce development system.

## NEW INITIATIVES

The creation of an Internet-based state-of-the-art delivery system providing employment and training services to both employers and job seekers is already under way and scheduled for completion in April of 2002. The Mississippi Workforce Investment Network System (MWINS) will supplement, streamline and economize the one-stop delivery approach of WIN in Mississippi.

MWINS is an integrated information system that allows the state's workforce development partner agencies – Mississippi Employment Security Commission, Department of Rehabilitation Services, Department of Human Services, Local Workforce Investment Areas, Community Colleges and others – to assemble and share appropriate employment, occupational and performance information on clients. It emphasizes customer choice, allowing any interested individual, regardless of income, to advance his or her career by accessing a database of pertinent career, employment and training information. MWINS will also serve as a valuable tool for employers, who find it increasingly difficult to

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locate qualified workers for high-skilled, high-paying jobs, or qualified workers for entry level jobs. Using MWINS, employers can review resumés of qualified candidates, post job orders online, find needed employment and training services, and access the latest economic and labor market information.

Now that the WIN in Mississippi system is fully implemented and the public is aware of its services, Mississippi will build upon its services and programs. In addition to the five action goals adopted by the State Workforce Investment Board, and the implementation of the MWINS reporting system, Mississippi is initiating several innovative enhancements for the WIN Job Centers, linking with state agencies to focus resources on job training and job creation, targeting model programs for youth, and increasing the focus on serving dislocated workers.

## Enhancements for the WIN Job Centers

The WIN Professional Development Institute is being established to deliver training in a variety of formats to the nearly 700 employees of the WIN Job Centers. Overseen by a group of workforce professionals, training will focus on case management, assessment techniques, customer flow, and achieving customer satisfaction.

A comprehensive point-of-service customer satisfaction feedback system is being installed in the 21 largest WIN Job Centers so customer feedback will continually be used to improve services.



The governor's **WINnovation** grants will provide up to a million dollars for each of the six local workforce areas to establish model WIN Job Centers, to develop innovative techniques for service improvements, customized assessments and job placements. These grants will also fund specialty WIN Job Centers that focus on an industry cluster, such as medical professionals, hospitality workers, shipbuilders and avionics. Computer labs that provide basic computer skills and enable sophisticated job searches will be installed in several of the WIN Job Centers under this grant program. Innovative approaches to incumbent worker training and customized training will be supported.

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### **Increasing Program Effectiveness through Partnerships**

In order to tie the WIN in Mississippi system more closely to the extensive training provided by the fifteen community colleges, WIA funds are supporting a project to co-locate a WIN Job Center on a community college campus, to develop joint training efforts and to provide job readiness training to dislocated workers. The State Workforce Investment Board and the Community College Board is engaged in developing a joint strategic plan.

The Mississippi Development Authority, Mississippi's economic development agency, has established a new position to address the growing problems of unemployment and underemployment by leveraging WIA training funds to help existing businesses avert layoffs and shutdowns, and to provide customized training to new businesses.

### **Model Programs to Serve Disadvantaged Youth**

To help youth connect more successfully with the labor market, WIA funds are sponsoring several model programs. The National Guard's "About-Face" program offers work experience at armory sites to disadvantaged youth to improve their self-esteem and connect them to jobs. The Department of Corrections is providing basic education, training and job placement to youthful offenders about to be released from prison. The National Association of Home Builders' Institute is providing jobs and training in the construction industry to youth. The

Gulf Coast Workforce Investment Area is developing a comprehensive strategic plan to mobilize all of their resources for serving youth.

### **Focusing on Dislocated Workers**

The WIN in Mississippi system is building on the Rapid Response efforts to place, retrain and transition dislocated workers by developing an intensive case management and tracking system that ensures every dislocated worker receives an array of services. In addition, the WIN Job Expos are tailored to areas where dislocations have occurred.

*One year ago, Sandra Whitaker was unemployed, had no high school education and no apparent opportunities. Then she visited the Corinth WIN Job Center, where she expressed her desire to obtain her GED certificate. The WIN Job Center staff helped her enroll in a GED program and provided her the support and confidence she needed to succeed. After successfully completing her GED program, WIN Job Center staff encouraged her to enter training and helped her identify training in demand that suited her aptitude and interests. Sandra received an Individual Training Account voucher to attend the Northeast Community College Associate Degree Nursing program, where she is currently enrolled. She expects to complete the program in December of 2002.*

**BRINGING  
PEOPLE  
AND JOBS  
TOGETHER**

**2000 ANNUAL REPORT ADDENDUM**



**Evaluations**

During the implementation year a strong emphasis was placed on needs assessment and technical assistance for the local workforce investment areas. A two-cycle on-site review and evaluation was conducted. The first review focused on the determination of need for assistance in formulating and writing policies and procedures, interpreting the Act and regulations, and the one-stop certification process. This review and evaluation resulted in the following training for local WIA staff:

- One Stop Systems (Options for Organizations and Cost Allocation)
- One Stop Service Delivery (Core, Intensive, and Training Services)
- Youth Services (Role of Youth Council, Participant Eligibility, and Program Design Elements)
- Oversight and Monitoring Responsibilities
- Uniform Administrative Requirements: OMB Circulars A-102 and A-110
- Cost Principles: OMB Circulars A-21, A-122, A-87, and FAR 31.2

The second review focused on compliance with the law, regulations, and applicable local policies including a review of WIA registrants and participants. This review resulted in a report of findings and a request for corrective action.

Mississippi has also implemented a quarterly desk review process in which program performance and expenditure levels are analyzed. The review results in a quarterly performance report to each local WIA and a request for corrective action when necessary.

**Cost of Workforce Investment Activities**

Mississippi evaluates the cost of program activities relative to effect by determining cost per participant and cost per entered employment. The overall cost per participant served for all programs was \$2,090. Statewide data for expenditures, cost per entered employment for adults and dislocated workers, and cost per participant for youth is displayed in the tables below.

**Table 1 – Adult Program 10/1/99 to 9/30/00**

Statewide Total	Amount	% of Total	Total Served	Cost Per Entered Employment
Total Available	\$9,671,841	100%		
Total Expenditures	\$7,468,483	77%	1,915	\$3,900

**Table 2– Dislocated Worker Program 10/1/99 to 9/30/00**

Statewide Total	Amount	% of Total	Total Served	Cost Per Entered Employment
Total Available	\$9,435,477	100%		
Total Expenditures	\$7,845,599	83%	4,772	\$1,644

**Table 3– Youth Program 10/1/99 to 9/30/00**

Statewide Total	Amount	% of Total	Total Served	Cost Per Participant
Total Available	\$10,434,681	100%		
Total Expenditures	\$4,733,389	45%	3,000	\$1,578

This 2000 Annual Report Addendum for the State of Mississippi provides performance information for the report period July 1, 2000 through June 30, 2001.

Mississippi began the implementation year with many challenges. One challenge faced was the need for the development of a management information system that would allow for performance tracking and meeting the quarterly and annual reporting requirements of the Workforce Investment Act. Separate information technology systems are used at the state and local levels for case management, participant tracking, and reporting which resulted in difficulty extracting consistent, valid, and accurate data. A temporary system was developed to address the immediate problem however; numerous delays were experienced requiring the Local Workforce Investment Areas to develop alternative measures for tracking and reporting participants.

A long-range plan has been developed to address data sharing among our workforce partners, case management and reporting. The State has procured a contractor to develop the Mississippi Workforce Investment System (MWINS), an Internet based system that will not only address case management and reporting needs but also provide a tool for performance management and continuous improvement.

The MWINS is scheduled for completion in April 2002.

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level * American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	68%	84%	501	645	645	78%
Employers	66%	83%	566	610	610	93%

**Table B – Adult Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	63%	1,222
			1,915
Employment Retention Rate	78%	78%	1,349
			1,730
Earnings Change in Six Months	\$3,168	\$3,078	5,189,510
			1,686
Credential Rate	60%	0	7
			2,585

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

Reported Information	Public Assistance Recipients receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	51%	375	59%	63	45%	119	52%	77
		614		106		262		149
Employment Retention Rate	80%	456	76%	62	81%	177	76%	67
		568		82		248		88
Earnings Change in Six Months	\$2,729	1,503,486	\$3,809	300,935	\$2,884	760,928	\$2,260	192,169
		551		79		243		85
Employment And Credential Rate	0	3	0	0	0	0	0	0
		876		128		475		162

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	64%	1214	100%
	1907		8	
Employment Retention Rate	78%	1339	91%	10
		1719		11
Earnings Change In Six Months	\$3,073	5,175,612	\$6,906	13,818
		1,684		2
Employment And Credential Rate	0	7	0	0
		2,585		0

**Table E – Dislocated Worker Program Results At A Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76%	70%	3,363
			4,772
Employment Retention Rate	85%	84%	2,839
			1629
Earnings Replacement in Six Months	92%	102%	23,053,509
			22,503,511
Employment And Credential Rate	60%	0	7
			4,762

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	66%	300	56%	36	55%	130	89%
	453		64		235		19	
Employment Retention Rate	85%	256	58%	21	82%	106	94%	16
		300		36		130		17
Earnings Replacement Rate	98%	2,495,776	73%	169,719	85%	924,157	115%	103,445
		2,534,746		233,135		1,084,213		90,103
Employment And Credential Rate	0	1	0	0	0	0	0	0
		452		64		235		19

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	70%	3,354	90%
4,762			10	
Employment Retention Rate	84%	2,831	89%	8
		3,356		9
Earnings Replacement Rate	102%	23,048,471	65%	5,038
		22,495,813		7,698
Employment And Credential rate	0	7	0	0
		4,762		0

**Table H – Older Youth Results At A Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	60%
Employment Retention Rate	73%	70%	336 483
Earnings Change in Six Months	\$2,289	\$2,398	1,069,381 446
Credential Rate	50	0	4 772

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	52%	76	100%	1	54%	43	59%
145			1		80		553	
Employment Retention Rate	68%	62	0	0	64%	46	69%	290
		91		1		72		421
Earnings Change in Six Months	\$2,862	240,449	0	(394)	\$2,106	141,075	\$2,267	882,036
		84		1		67		389
Credential Rate	0	0	0	0	0	0	0	4
		172		1		134		686

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	72%	81%	609 751
<b>Diploma or Equivalent Attainment Rate</b>	55%	65%	226 348
<b>Retention Rate</b>	40%	0	5 1688

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

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	87%	326 376	71%	69 97	74%	207 280
<b>Diploma or Equivalent Attainment Rate</b>	75%	119 158	56%	22 39	40%	45 113
<b>Retention Rate</b>	0	1 566	0	2 45	0	5 888

**Table L- Other Reported Information**

	<b>12 Month Employment Retention Rate</b>		<b>12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)</b>		<b>Placements for Participants for Participants in Nontraditional Employment</b>		<b>Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment</b>		<b>Entry Into Unsubsidized Employment Related to the Training received of Those Who Completed Training Services</b>	
<b>Adults</b>	*		*		0	0 1,763	\$2,616	3,196,903 1,222	0	7 1,763
<b>Dislocated Workers</b>	*		*		0	3 3,538	\$3,630	12,207,463 3,363	0	10 3,538
<b>Older Youth</b>	*		*		0	1 496	\$2,025	749,213 370	0	3 496

**Table M – Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	1513	235
<b>Dislocated Workers</b>	1056	198
<b>Older Youth</b>	599	131
<b>Younger Youth</b>	2401	81

**Table N – Cost of Program Activities**

<b>Funding Year 1998</b>		
<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$ 48,053</b>
<b>Local Dislocated Workers</b>		<b>\$ 13,995</b>
<b>Local Youth</b>		<b>\$ 95,588</b>
<b>Rapid Response</b>		
(Up to 25%) Sec134 (a) (2) (A)		<b>0</b>
Statewide Required Activities (up to15%) Sec134 (a) (2) (B)		<b>\$212,924</b>
Statewide Allowable Activities Sec134 (a) (3)	<b>Program Activity Description</b>	<b>Veterans Military Transition</b>
		<b>MS One-Stop Services</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$370,560</b>

<b>Funding Year 1999</b>		
<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$1,247,301</b>
<b>Local Dislocated Workers</b>		<b>\$1,412,369</b>
<b>Local Youth</b>		<b>\$1,099,061</b>
<b>Rapid Response</b>		
(Up to 25%) Sec134 (a) (2) (A)		<b>0</b>
Statewide Required Activities (up to15%) Sec134 (a) (2) (B)		<b>\$2,286,851</b>
Statewide Allowable Activities Sec134 (a) (3)	<b>Program Activity Description</b>	<b>Veteran’s Military Transition</b>
		<b>MS One-Stop Services</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$6,045,582</b>

**Table N – Cost of Program Activities**

<b>Funding Year 2000</b>		
<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$ 6,502,707</b>
<b>Local Dislocated Workers</b>		<b>\$ 5,635,548</b>
<b>Local Youth</b>		<b>0</b>
<b>Rapid Response</b>		
<b>(Up to 25%) Sec134 (a) (2) (A)</b>		<b>0</b>
<b>Statewide Required Activities (up to15%) Sec134 (a) (2) (B)</b>		<b>0</b>
<b>Statewide Allowable Activities Sec134 (a) (3)</b>	<b>Program Activity Description</b>	<b>Veteran’s Military Transition</b>
		<b>Jobs for MS Graduates</b>
		<b>MS One-stop Services</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$12,138,255</b>

<b>Funding Year 2000 (Program Year)</b>		
<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$ 2,233,657</b>
<b>Local Dislocated Workers</b>		<b>\$ 2,740,652</b>
<b>Local Youth</b>		<b>\$ 9,610,385</b>
<b>Rapid Response</b>		
<b>(Up to 25%) Sec134 (a) (2) (A)</b>		<b>\$ 211,925</b>
<b>Statewide Required Activities (up to15%) Sec134 (a) (2) (B)</b>		<b>\$ 2,809,180</b>
<b>Statewide Allowable Activities Sec134 (a) (3)</b>	<b>Program Activity Description</b>	<b>Veteran’s Military Transition</b>
		<b>Jobs for MS Graduates</b>
		<b>MS One-Stop Services</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$17,605,799</b>

**Table N – Cost of Program Activities**

<b>Funding Year 2001</b>		
<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>0</b>
<b>Local Dislocated Workers</b>		<b>0</b>
<b>Local Youth</b>		<b>\$13,260,236</b>
<b>Rapid Response</b>		<b>0</b>
<b>(Up to 25%) Sec134 (a) (2) (A)</b>		
<b>Statewide Required Activities (up to 15%) Sec134 (a) (2) (B)</b>		<b>0</b>
<b>Statewide Allowable Activities Sec134 (a) (3)</b>	<b>Program Activity Description</b>	<b>Veteran's Military Transition</b>
		<b>Jobs for MS Graduates</b>
		<b>MS One-Stop Services</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$13,260,236</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	<b>100</b>
		<b>Dislocated Workers</b>	<b>61</b>
<b>Hinds County Workforce</b>		<b>Older Youth</b>	<b>1</b>
		<b>Younger Youth</b>	<b>0</b>
		<b>Adult</b>	<b>1</b>
<b>ETA Assigned 28055</b>	<b>Total Exitters</b>	<b>Dislocated Workers</b>	<b>0</b>
		<b>Older Youth</b>	<b>0</b>
		<b>Younger Youth</b>	<b>0</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>68</b>	<b>84</b>
	<b>Employers</b>	<b>66</b>	<b>83</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68</b>	<b>63</b>
	<b>Dislocated Workers</b>	<b>76</b>	<b>71</b>
	<b>Older Youth</b>	<b>60</b>	<b>59</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78</b>	<b>79</b>
	<b>Dislocated Workers</b>	<b>85</b>	<b>87</b>
	<b>Older Youth</b>	<b>73</b>	<b>68</b>
	<b>Younger Youth</b>	<b>40</b>	<b>0</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,168</b>	<b>\$3,562</b>
	<b>Dislocated Workers</b>	<b>92</b>	<b>88</b>
	<b>Older Youth</b>	<b>\$2,289</b>	<b>\$1,723</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>60</b>	<b>0</b>
	<b>Dislocated Workers</b>	<b>60</b>	<b>0</b>
	<b>Older Youth</b>	<b>50</b>	<b>0</b>
	<b>Younger Youth</b>	<b>55</b>	<b>0</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>72</b>	<b>0</b>
<b>Description of Other State Indicators of Performance (WIA Sec 136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>X</b>	
			<b>Exceeded</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	<b>115</b>
		<b>Dislocated Workers</b>	<b>90</b>
<b>TWIN DISTRICT WIA</b>		<b>Older Youth</b>	<b>190</b>
		<b>Younger Youth</b>	<b>237</b>
<b>ETA Assigned 28080</b>	<b>Total Exiters</b>	<b>Adult</b>	<b>24</b>
		<b>Dislocated Workers</b>	<b>21</b>
		<b>Older Youth</b>	<b>50</b>
		<b>Younger Youth</b>	<b>7</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>68</b>	<b>84</b>
	<b>Employers</b>	<b>66</b>	<b>83</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68</b>	<b>63</b>
	<b>Dislocated Workers</b>	<b>76</b>	<b>67</b>
	<b>Older Youth</b>	<b>60</b>	<b>60</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78</b>	<b>78</b>
	<b>Dislocated Workers</b>	<b>85</b>	<b>83</b>
	<b>Older Youth</b>	<b>73</b>	<b>77</b>
	<b>Younger Youth</b>	<b>40</b>	<b>0</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,168</b>	<b>\$3,174</b>
	<b>Dislocated Workers</b>	<b>92</b>	<b>111</b>
	<b>Older Youth</b>	<b>\$2,289</b>	<b>\$2,470</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>60</b>	<b>17</b>
	<b>Dislocated Workers</b>	<b>60</b>	<b>10</b>
	<b>Older Youth</b>	<b>50</b>	<b>1</b>
	<b>Younger Youth</b>	<b>55</b>	<b>0</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>72</b>	<b>9</b>
<b>Description of Other State Indicators of Performance (WIA Sec 136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>X</b>	
		<b>Exceeded</b>	

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	<b>245</b>
		<b>Dislocated Workers</b>	<b>133</b>
<b>DELTA WIA</b>		<b>Older Youth</b>	<b>66</b>
		<b>Younger Youth</b>	<b>950</b>
<b>ETA Assigned 28075</b>	<b>Total Exiters</b>	<b>Adult</b>	<b>1</b>
		<b>Dislocated Workers</b>	<b>0</b>
		<b>Older Youth</b>	<b>2</b>
		<b>Younger Youth</b>	<b>0</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>68</b>	<b>84</b>
	<b>Employers</b>	<b>66</b>	<b>83</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68</b>	<b>72</b>
	<b>Dislocated Workers</b>	<b>76</b>	<b>73</b>
	<b>Older Youth</b>	<b>60</b>	<b>54</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78</b>	<b>82</b>
	<b>Dislocated Workers</b>	<b>85</b>	<b>88</b>
	<b>Older Youth</b>	<b>73</b>	<b>82</b>
	<b>Younger Youth</b>	<b>40</b>	<b>0</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,168</b>	<b>\$3,520</b>
	<b>Dislocated Workers</b>	<b>92</b>	<b>105</b>
	<b>Older Youth</b>	<b>\$2,289</b>	<b>\$3,059</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>60</b>	<b>0</b>
	<b>Dislocated Workers</b>	<b>60</b>	<b>0</b>
	<b>Older Youth</b>	<b>50</b>	<b>0</b>
	<b>Younger Youth</b>	<b>55</b>	<b>0</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>72</b>	<b>37</b>
<b>Description of Other State Indicators of Performance (WIA Sec 136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>X</b>	
		<b>Exceeded</b>	

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	<b>455</b>
		<b>Dislocated Workers</b>	<b>200</b>
<b>SOUTHCENTRAL MS WORKS WIA</b>		<b>Older Youth</b>	<b>56</b>
		<b>Younger Youth</b>	<b>216</b>
<b>ETA Assigned 28070</b>	<b>Total Exiters</b>	<b>Adult</b>	<b>47</b>
		<b>Dislocated Workers</b>	<b>13</b>
		<b>Older Youth</b>	<b>14</b>
		<b>Younger Youth</b>	<b>9</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>68</b>	<b>84</b>
	<b>Employers</b>	<b>66</b>	<b>83</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68</b>	<b>61</b>
	<b>Dislocated Workers</b>	<b>76</b>	<b>70</b>
	<b>Older Youth</b>	<b>60</b>	<b>54</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78</b>	<b>73</b>
	<b>Dislocated Workers</b>	<b>85</b>	<b>84</b>
	<b>Older Youth</b>	<b>73</b>	<b>70</b>
	<b>Younger Youth</b>	<b>40</b>	<b>0</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,168</b>	<b>\$2,827</b>
	<b>Dislocated Workers</b>	<b>92</b>	<b>121</b>
	<b>Older Youth</b>	<b>\$2,289</b>	<b>\$2,405</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>60</b>	<b>0</b>
	<b>Dislocated Workers</b>	<b>60</b>	<b>57</b>
	<b>Older Youth</b>	<b>50</b>	<b>1</b>
	<b>Younger Youth</b>	<b>55</b>	<b>100</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>72</b>	<b>94</b>
<b>Description of Other State Indicators of Performance (WIA Sec 136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>X</b>	
			<b>Exceeded</b>

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	<b>146</b>
		<b>Dislocated Workers</b>	<b>241</b>
<b>GULF COAST WIA</b>		<b>Older Youth</b>	<b>93</b>
		<b>Younger Youth</b>	<b>165</b>
<b>ETA Assigned 28020</b>	<b>Total Exiters</b>	<b>Adult</b>	<b>23</b>
		<b>Dislocated Workers</b>	<b>47</b>
		<b>Older Youth</b>	<b>31</b>
		<b>Younger Youth</b>	<b>11</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>68</b>	<b>84</b>
	<b>Employers</b>	<b>66</b>	<b>83</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68</b>	<b>55</b>
	<b>Dislocated Workers</b>	<b>76</b>	<b>70</b>
	<b>Older Youth</b>	<b>60</b>	<b>60</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78</b>	<b>76</b>
	<b>Dislocated Workers</b>	<b>85</b>	<b>86</b>
	<b>Older Youth</b>	<b>73</b>	<b>73</b>
	<b>Younger Youth</b>	<b>40</b>	<b>0</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,168</b>	<b>\$2,718</b>
	<b>Dislocated Workers</b>	<b>92</b>	<b>102</b>
	<b>Older Youth</b>	<b>\$2,289</b>	<b>\$2,084</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>60</b>	<b>0</b>
	<b>Dislocated Workers</b>	<b>60</b>	<b>0</b>
	<b>Older Youth</b>	<b>50</b>	<b>2</b>
	<b>Younger Youth</b>	<b>55</b>	<b>0</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>72</b>	<b>0</b>
<b>Description of Other State Indicators of Performance (WIA Sec 136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>X</b>	
		<b>Exceeded</b>	

**Table O – Local Performance**

<b>Local Area Name</b>	<b>Total Participants Served</b>	<b>Adults</b>	<b>397</b>
		<b>Dislocated Workers</b>	<b>307</b>
<b>MISSISSIPPI PARTNERSHIP WIA</b>		<b>Older Youth</b>	<b>162</b>
		<b>Younger Youth</b>	<b>368</b>
<b>ETA Assigned 28065</b>	<b>Total Exiters</b>	<b>Adult</b>	<b>89</b>
		<b>Dislocated Workers</b>	<b>94</b>
		<b>Older Youth</b>	<b>36</b>
		<b>Younger Youth</b>	<b>43</b>
		<b>Negotiated Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>68</b>	<b>84</b>
	<b>Employers</b>	<b>66</b>	<b>83</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>68</b>	<b>65</b>
	<b>Dislocated Workers</b>	<b>76</b>	<b>71</b>
	<b>Older Youth</b>	<b>60</b>	<b>69</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78</b>	<b>79</b>
	<b>Dislocated Workers</b>	<b>85</b>	<b>84</b>
	<b>Older Youth</b>	<b>73</b>	<b>73</b>
	<b>Younger Youth</b>	<b>40</b>	<b>0</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>\$3,168</b>	<b>\$3,337</b>
	<b>Dislocated Workers</b>	<b>92</b>	<b>124</b>
	<b>Older Youth</b>	<b>\$2,289</b>	<b>\$3,330</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>60</b>	<b>33</b>
	<b>Dislocated Workers</b>	<b>60</b>	<b>0</b>
	<b>Older Youth</b>	<b>50</b>	<b>0</b>
	<b>Younger Youth</b>	<b>55</b>	<b>100</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>72</b>	<b>67</b>
<b>Description of Other State Indicators of Performance (WIA Sec 136(d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		<b>X</b>	
			<b>Exceeded</b>

**Table P – Unassisted Core**

<b>Workforce Investment Areas</b>	<b>Customers receiving unassisted core and referral services</b>
<b>Hinds County Workforce</b>	<b>23,156</b>
<b>Twin District Workforce</b>	<b>66,562</b>
<b>Delta Workforce</b>	<b>32,731</b>
<b>Southcentral Mississippi Works</b>	<b>47,891</b>
<b>Gulf Coast Workforce</b>	<b>26,486</b>
<b>Mississippi Partnership Workforce</b>	<b>73,064</b>
<b>Total</b>	<b>269,890</b>

