

# 2020

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## **WORKFORCE RESOURCE GUIDE**

*Hinds, Madison and Rankin Counties*



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Prepared By

**Central Mississippi Planning and Development District**  
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**Photos provided by**  
the U.S. Chamber of Commerce

# *Executive Summary*

The *2020 Workforce Resource Guide for Hinds, Madison and Rankin Counties* was prepared under the leadership of the Central Mississippi Planning and Development District (CMPDD), in conjunction with the MetroJackson Chamber of Commerce, Hinds County Board of Supervisors and the Mississippi Economic Council.

## ***PURPOSE AND USE***

The *Resource Guide* is funded by the U.S. Department of Labor's Workforce Investment Act coordinated with the U.S. Chamber of Commerce's Workforce Academies Program. The Workforce Academies Program in Mississippi, spearheaded by the MetroJackson Chamber of Commerce, is a hands-on collaborative approach to optimizing the workforce in Hinds, Rankin and Madison counties. The *Resource Guide* will be presented during the three Jackson MSA Workforce Academies that will be held in June, August and October, 2002.

Additionally, the *Resource Guide* was prepared to assist employers in the Jackson MSA in becoming aware of and accessing the numerous sources of assistance that make a difference in hiring, training, retaining and supporting the area labor force. Employees will find the *Resource Guide* useful in seeking help with job searches, resumé preparation and training.

The *Resource Guide* supports the Workforce Investment Network in Mississippi's (WIN) goal to coordinate workforce services and information under one roof. This guide is the first step in identifying and presenting the various services in workforce development for Hinds, Madison and Rankin counties in one publication. Services and resources described in the *Resource Guide* may be accessed at the new WIN Job Centers or directly from the provider organizations.

## ***CONTENTS***

The *Resource Guide* is divided into eight sections along with the Executive Summary and Bibliography, as follows:

- Section I        Workforce Investment Network (WIN)  
                    Labor Market Information  
                    WIN Job Centers
- Section II        Employee Hiring Strategies
- Section III       Employee Training Strategies
- Section IV       Employee Training - WIN Job Centers

## *Executive Summary*

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Section V	Employee Training - Community Colleges
Section VI	Employee Training - Other
Section VII	Employee Retention Strategies
Section VIII	Employee Support Services

The *Resource Guide* lists strategies and recommendations for successful hiring, training and retention of employees that are straightforward and user friendly. A selection of Internet sites has been included that provide timely information and case studies on hiring, training and retaining productive employees. A point of contact for each resource is indicated under **Contact**.

## **METHODOLOGY**

Information for the *Resource Guide* was collected from publications, brochures, reports and interviews with agency officials and staff and from web site research. Sources of information are listed in the bibliography.

## **UPDATES AND FUTURE PUBLICATIONS**

The first comprehensive source document of its type for use by employers in the three-county area of Hinds, Madison and Rankin counties, the *Resource Guide* serves as a model for future publications highlighting services for the entire 16-county Southcentral Mississippi Works. Counties included in this local Workforce Investment Area are Adams, Amite, Claiborne, Copiah, Franklin, Jefferson, Lawrence, Lincoln, Madison, Pike, Rankin, Simpson, Walthall, Warren, Wilkinson and Yazoo.

Although intended to be comprehensive, inadvertent omissions may have occurred in this first edition. This publication does not include the numerous private providers of employment-related services including hiring and training in the Jackson MSA area. CMPDD welcomes updates and recommendations for information to be included in future *Resource Guides*.

### ***Resource Guide Contact***

*Central Mississippi Planning  
and Development District  
1170 Lakeland Drive  
P. O. Box 4935  
Jackson, MS 39296-4935*

# *Section I*

## *The Resource Guide -- A First Step*

### **WORKFORCE INVESTMENT NETWORK**

The unifying basis for the *Resource Guide* is the Workforce Investment Network in Mississippi (WIN), funded by the Department of Labor's Workforce Investment Act of 1998. The purpose of WIN is to bring together in one location people who are seeking jobs with employers who need workers. On a local level, WIN provides convenient access to services and program information in the areas of employment, education, training, human services and economic development in Mississippi.

#### ***WIN PARTNERS***

Organizationally, WIN in Mississippi is a collaborative network of public and private partner organizations that offer job-related services to employers and employees at either the state, local or national level. Mississippi's WIN partners include the following agencies:

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

The Mississippi Employment Security operates WIN Job Centers across the state including the five centers in the Jackson MSA. The Division of Employment Assistance of the Mississippi Development Authority is the designated state liaison for Workforce Investment Act funding.

#### ***SOUTHCENTRAL MISSISSIPPI WORKS - CENTRAL MISSISSIPPI PLANNING AND DEVELOPMENT DISTRICT***

To administer WIN, the state has been divided into six Local Workforce Investment Areas. The Central Mississippi Planning and Development District (CMPDD) is the designated fiscal agent for Local Workforce Investment Area #3, called *Southcentral Workforce Investment Network*

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Mississippi Works, consisting of 16 counties and nine WIN Job Centers. Two of these job centers are located in the study area in Pearl and Canton with the Pearl Job Center being a comprehensive center offering a full array of core, intensive and training employment services. In the Jackson MSA, CMPDD spearheads management of WIN job training and employment programs for Rankin and Madison counties as part of the Local Workforce Investment Area.

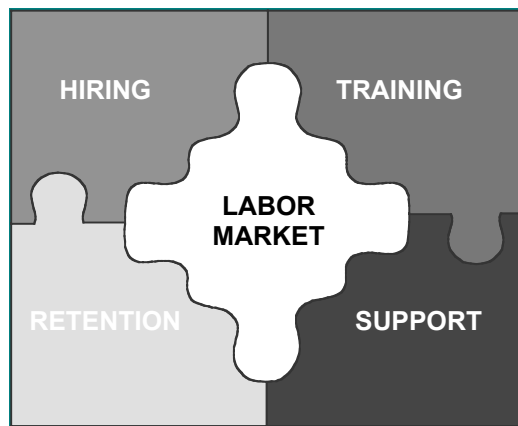
### ***HINDS COUNTY BOARD OF SUPERVISORS***

The Hinds County Board of Supervisors is the designated fiscal agent for Area #4 called the Hinds County Workforce Investment Network. Working in cooperation with the Hinds County Workforce Investment Network, the Hinds County Board of Supervisors provides planning, operational oversight and evaluation of job training and employment programs in a one-county area. The Board of Supervisors is particularly active in assessing the human resource needs of its area, developing annual training plans and assisting in funding activities to carry out these plans.

### ***WIN EMPLOYMENT SERVICE DELIVERY***

To localize WIN services, 64 WIN Job Centers have been established in communities all over the state to provide employers and employees with convenient, centralized access of 14 separate employment and training programs integrated under one roof.

The goal is that employment and training for the 16-county Southcentral Mississippi Works Area will become a total comprehensive service system. In keeping with that goal, the *Resource Guide* serves as an umbrella document bringing together the pieces of the service puzzle in the populous Jackson MSA. Plans are to expand the *Resource Guide* to encompass WIN services in all 16 counties in Southcentral Mississippi Works.



# Snapshot of Jackson MSA

## LABOR MARKET INFORMATION



### EMPLOYMENT

The Jackson Metropolitan Statistical Area (MSA) has an available civilian labor force of 230,740 employees as of March, 2002 (*Figure 1*) with over 85% of establishment-based employment in non-manufacturing (*Figure 2*). Although lower than the state and nation, the three-county Jackson MSA has over 10,000 people unemployed with an unemployment rate of 3.4% for Rankin County, 4.2% for Madison County and 5.1% for Hinds County.

**Figure 1**  
**Civilian Labor Force in Hinds, Madison and Rankin Counties**  
**March, 2002**  
*(Data Based on Place of Residence)*

Area	Civilian Labor Force	Unemployed	Unemployment Rate
United States	142,092,000	8,659,000	6.1%
Mississippi	1,316,200	90,200	6.9%
Hinds	129,850	6,670	5.1%
Madison	38,360	1,610	4.2%
Rankin	62,530	2,100	3.4%
<b>Total</b>	<b>230,740</b>	<b>10,380</b>	

Source: *Labor Market Data, April 2002*, Labor Market Information Department, Mississippi Employment Security Commission, Jackson, MS.

**Figure 2**  
**ESTABLISHMENT BASED EMPLOYMENT**  
**JACKSON MSA - March, 2002**

Industry	Employment
Manufacturing	19.1
Durable Goods	11.4
Nondurable Goods	7.7
Nonmanufacturing	212.4

Source: *Annual Labor Force Report*, Mississippi Employment Security Commission.

In addition to the 10,380 unemployed in the three-county Jackson MSA, a recent study entitled *The Central Mississippi Area Workforce Report* estimated over 68,000 employees are underemployed or employed under their skill level in a broader 15-county central Mississippi area. Hinds, Madison and Rankin counties account for over 230,000

of the total 15-county labor force of 345,000 to which the underemployment estimate is applicable. In addition to the unemployed and the underemployed, the study estimates that approximately 24,700 people in the 15-county are not currently employed or actively seeking work, but these people would re-enter the workforce and take a job if offered.

**HOURLY WAGES**

In *Figure 3*, annual average hourly wages for the three-county area are depicted to give employers an indication of expected and competitive wage rates for the Jackson MSA.

**Figure 3  
ANNUAL AVERAGE WAGES**

County	Manufacturing	Services
Hinds County	\$16.78/hour	\$13.90/hour
Madison County	\$12.98/hour	\$12.00/hour
Rankin County	\$15.60/hour	\$11.48/hour

Source: Includes management. *Community Profiles*, Mississippi Development Authority, May 3, 2002.

**OTHER LABOR MARKET INFORMATION**

*Figures 4 and 5* show employment opportunities in the three-county workforce area in terms of the growth occupations and attrition rates of businesses.

**Figure 4  
Top Ten Growth Occupations  
Jackson Metropolitan Statistical Area**

Title	1994 Base Employment	2005 Projected Employment	Annualized Openings
Retail Salespersons	7,260	8,560	120
Watch Guards	1,860	3,100	110
Registered Nurses	4,310	5,470	110
Cashiers	5,630	6,610	90
Janitor Cleaners	3,690	4,560	80
General Office Clerk	4,270	5,040	70
1 <sup>st</sup> Supervisor, Sales	3,780	4,470	60
Nurse Aid, Orderly, Attendant	2,460	3,280	60
Systems Analysts EDP	710	1,290	50
Home Health Aides	560	1,140	50

Source: Mississippi Employment Security Commission.

**Figure 5  
NUMBER OF ESTABLISHMENTS, BUSINESS BIRTHS AND DEATHS  
JACKSON MSA, 2002**

Area	Establishments	Births	Deaths	Accession Rate	Separation Rate
MISSISSIPPI	63,389	6,524	6,121	10.2%	9.6%
Jackson MSA	11,247	1,068	946	9.5%	8.4%

Source: Mississippi Employment Security Commission.

***SELECTED SOURCES OF  
EMPLOYMENT INFORMATION***

***Publications***

*Community and County Profiles*

*Wage and Benefit Survey*

*Mississippi Statistical Data Book*

*Education Profiles*

Mississippi Development Authority

[www.mississippi.org](http://www.mississippi.org) or (601) 359-3593

***Employment and Earnings Data***

Mississippi Employment Security Commission

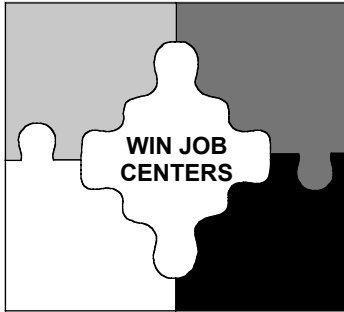
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)

***Central Mississippi Planning and Development District***

[www.cmpdd.org](http://www.cmpdd.org) or (601) 981-1511

***Census 2000, U.S. Bureau of the Census***

# *A Preview of the*



## **WIN JOB CENTERS**

*Hiring — Training — Retention  
Employee Support Services*

Five WIN Job Centers are located in Hinds, Madison and Rankin counties to assist employers, job seekers and the community with the services addressed in this *Resource Guide* -- **hiring, training, retention and employee support services**. Two of these centers are comprehensive, and three are satellite centers. The centers are managed by the Mississippi Employment Security Commission with services provided by partner staff (*page 3*) on either a full-time or part-time basis. Services vary slightly among the Job Centers.

**212 St. Paul Street\***  
**Pearl, MS 39208**  
**(601) 939-0786**

**420 E. Woodrow Wilson Drive\***  
**Jackson, MS 39216**  
**(601) 368-2900**

**5959 I-55 North Frontage Road**  
**P. O. Box 13348**  
**Jackson, MS 39236-3348**  
**(601) 961-7962**

**3142 South Liberty**  
**Canton, MS 39046**  
**(601) 859-9022**

**1775 Wilson Boulevard**  
**Jackson, MS 39204**  
**(601) 502-1118**

**\*Comprehensive Centers**

The major focus of a WIN Job Center is to assist unemployed or dislocated workers. Upon arrival at a WIN Job Center, employers or employees receive a full briefing on the Core, Intensive and Training Services available to them. All visitors to the Job Centers may access the Core Services which includes use of the Resource Centers. The Resource Centers are equipped with computers, office equipment, desks, videos, instructional materials, information on employment services, Internet access, fax and other employment resources. The visitor may be screened to determine additional levels of assistance needed that might be provided through the Intensive and Training levels. A full listing of WIN services follows.

**SERVICES FOR EMPLOYERS**

- Database of qualified workers
- Internet resumé postings & resumé review
- Recruiting and screening of job candidates
- Assistance with writing job descriptions
- Proficiency testing for employees
- On-the-job training information
- Work Opportunity Tax Credits Information
- Private rooms for interviews
- Labor market data and wage information
- Upcoming Job Fair information
- Information on Rapid Response services
- NAFTA/(TAA) petition filing
- NAFTA and TAA employee benefits information

**SERVICES FOR JOB SEEKERS**

- Job search and placement assistance
- Internet job search and resumé posting
- Access to office equipment: computer, fax, copier
- Resumé preparation software
- Interview tips
- Labor market information
- Career assistance for ex-offenders
- Services for veterans
- Information on WIA's Core, Intensive & Training services
- Information on Unemployment Insurance Benefits

**Core Services**

- Unemployment Insurance
- Pension benefits & health insurance
- Job search assistance
- Job referral
- Local area job openings
- Resumé assistance

**Intensive Services\***

- Skills assessment
- Resumé writing classes
- Help in planning how to get back to work
- Workshops
- One-on-one job counseling

*\*Requires eligibility screening*

**Training Services\***

- Employment training assistance
- Skills improvement
- On-the-job training
- GED preparation
- Math and reading training

*\*Requires eligibility screening*

## *Section II*

# **EMPLOYEE HIRING**



Jackson MSA employers have a goal of creating a quality organization with people as the key resource. People are the key resource for most businesses. The metropolitan area has an accessible labor pool in a diversity of skill levels. Although there is no best way for employers to recruit prospective employees, it is essential to have a strategy in place for quick, smart hiring that incorporates traditional with "out-of-the box" non-traditional recruiting approaches. The key words in hiring strategies for today's workplace are "partnerships" and "innovation."



## *Winning Strategies*

- **Accessing community organizations to pre-screen and hire job applicants**
- **Partnering with other organizations to develop job applicants**
- **Working with service providers to create a customized pre-training program**
- **Partnering with churches to find entry-level workers**
- **Using temporary agencies to screen potential employees**

### **A HIRING STRATEGY THAT WORKS -- THE BANKING MODEL**

To boost its labor pool of entry-level tellers, to aid retention and to ensure staff at its busiest branches, AmSouth recently created Prime Time Tellers, a 16-hour week job (no benefits) that pays \$15 an hour. The excellent pay and abbreviated hours have attracted people back into the workforce.

Union Planters employs part-time tellers during peak hours and pays from \$8-12 an hour, offers cash incentives to employees for referring new hires and allows tellers to be involved in the interview process to aid retention. Both Trustmark and BankPlus have similar strategies, utilizing part-time tellers or flexible hours for full-time tellers.

#### *Employee Hiring*

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# EMPLOYEE HIRING RESOURCES

Name of Program — Description of Services — Contact

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## ***WIN JOB CENTERS***

A full listing of hiring services available for employees and employers at the WIN Job Centers is given in *WIN Job Centers, Section I* with applicable employer hiring services reproduced below.

- Database of qualified workers
- Internet resumé postings & resumé review
- Recruiting and screening of job candidates
- Assistance with writing job descriptions
- Proficiency testing for employees
- Work Opportunity Tax Credits information
- Private rooms for interviews
- Labor market data and wage information
- Upcoming Job Fair information
- Information on Rapid Response Services
- NAFTA/(TAA) petition filing
- NAFTA and TAA employee benefits information

In one location, WIN Job Centers offer employers free job postings, access to a pool of available and skilled workers, referrals to on-the-job and other types of training and job screenings.



A summary follows of agency partners and services in each of the two comprehensive WIN Job Centers located in Pearl and Jackson along with an alphabetical listing of programs, description of services and contact for the various hiring resources in the Jackson MSA.

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***PEARL WIN JOB CENTER SERVICES & PARTNERS***

**Mississippi Employment Security Commission (MESC)**

Labor Exchange, Trade Adjustment Assistance (TAA)

Veteran's Employment, Unemployment Insurance

*Contact: Terry Hodges (601) 939-0786*

**MESC Unemployment Services**

Unemployment Insurance claims

*Contact: Sandra Hall (601) 961-7923*

**Hinds Community College**

Post-secondary vocational education

*Contact: Jimmy Smith (601) 936-5555*

Adult education/literacy

*Contact: Patsy Mayo (601) 857-3427*

**Central Mississippi Planning and Development District**

**Department of Human Services, Division of Aging/Adult Services**

Senior community service employment

*Contact: Bettye Burgess (601) 981-1511*

**Department of Rehabilitation Services**

Vocational Rehabilitation, Supported Employment; Social Security assistance

*Contact: Bob Richards (601) 351-1560; Susan Basden (601) 939-0788 (Social Security)*

**Regional Housing Authority #6**

**Department of Housing & Urban Development**

Section 8, public housing, family self-sufficiency, drug elimination, economic development

*Contact: Nelma Thomas (601) 373-7040*

**MS Job Corps Placement Center**

Residential/non-residential GED and vocational training

*Contact: Donna Laraway (601) 939-0788*

***HINDS COUNTY WIN JOB CENTER SERVICES & PARTNERS***

**Mississippi Employment Security Commission (MESC)**

Labor Exchange, Trade Adjustment Assistance, Veteran's Employment

*Contact: Eunice Harper (601) 368-2900*

**MESC Unemployment Insurance Services**

Unemployment Insurance claims

*Contact: Sara Dortch (601) 368-2988*

**Hinds Community College**

Adult Basic Education and GED

*Contact: Eldridge Henderson (601) 885-7161*

**Bureau of Community Development**

**State Department of Education**

Work-Based Learning Program

*Contact: Ann Peyton (601) 359-3089*

**Mississippi Department of Rehabilitation Services**

Employment-related services for the disabled

*Contact: Joe Ann Garrett (601) 368-2911*

**Mississippi Regional Housing Authority VI**

**U. S. Department of Housing and Urban Development**

Housing assistance - Section 8 and Mortgage Assistance

*Contact: Nelma Thomas (601) 373-7040*

**State Board of Community/Junior Colleges**

GED Programs

*Contact: Eloise Richardson (601) 432-6481*

**City of Jackson**

**Direct Employment, Division of Family and Youth**

**and Division of Senior Services**

Matches job seekers 55 years of age or older with available job openings for the City of Jackson and operates a summer employment for youth

*Contact: Jesse Brown (601) 368-7077 or WIN Job Center (601) 368-2954*

**Applied Technology Systems, Inc. - Transition Specialist**

**Job Corps Placement Program**

Privatized placement of Job Corps completers into additional training and education.

*Contact: Major O'Neal (601) 368-2958 or 1-800-718-1498*

## ***Employee Hiring***

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### **Jackson House, Operated by St. Dominic Hospital**

Psychosocial rehabilitation/employment on a case management basis transitions employees into workforce by providing on-the-job training, hands-on assistance and liaison with employers

**Contact:** *Brenda Middleton (601) 364-6103*

### **Hinds County Human Resource Agency**

Department of Community Programs

**Contact:** *Robert Morton (601) 471-2459*

### **West Jackson Community Development Corporation**

A non-profit organization that serves as an entity for community-based leadership to revitalize and redevelop the area surrounding the campus of Jackson State University

**Contact:** *Melvin Miller (601) 352-6993*

### **Mississippi Center for Nonprofits**

Training for nonprofit organizations

**Contact:** *(601) 968-0061*

### **Jackson Enterprise Center**

Lost cost rent to businesses and shared services

**Contact:** *(601) 352-0957*

### **JATRAM Public Transit**

**Contact:** *(601) 948-3840*

### **Childcare - Department of Human Services**

Administered by Central Mississippi Planning and Development District

**Contact:** *1-800-877-7882*

## ***ALIEN EMPLOYMENT CERTIFICATION***

Authorized alien workers are certified and employment eligibility verified. Mississippi employers are advised of federal regulations and assisted in compliance.

### ***Contact***

*Employment Service Division*

*Mississippi Employment Security Commission*

*P. O. Box 1699*

*Jackson, MS 39215-1699*

*Phone: (601) 961-7529*

*[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

***\_ CAREER ASSESSMENT***

Career assessments are conducted individually or in groups to assist in career development and job search readiness. These tests may be written or administered on computers. Tests generally fall into five categories:

- Interest Inventories
- Values Clarifications
- Aptitude and Ability Tests
- Personality Inventories
- Learning Style Inventory

***Contact***

*Assessment Coordinator  
Hinds Community College  
P. O. Box 1100  
Raymond, MS 39154-1100  
(601) 857-3384; [www.hindscc.edu](http://www.hindscc.edu)*

***\_ CERTIFICATION OF TEMPORARY AGRICULTURAL WORKERS***

Certification allows agricultural employers to hire temporary, non-immigrant, alien farm workers. Employers should contact MESC, the local agent of the U.S. Department of Labor for the H-2A program, for assistance in the preparation of agricultural and food processing clearance job orders.

***Contact***

*Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1669  
Jackson, MS 39215-1699  
(601) 961-7500; [www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

***\_ COOPERATIVE EDUCATION***

Designed to broaden community college students' learning, cooperative education also benefits employers by providing a base for a future labor pool. Cooperative education integrates classroom study with supervised on-the-job experience related to the student's academic college major.

***Contact***

*Coordinator of Cooperative Education  
Hinds Community College  
P. O. Box 1100  
Raymond, MS 39154-1100*

### ***\_ EMPLOYER SERVICES***

The Employment Service of MESC makes regular employer visits through out the state to assist employers with staffing needs. Local employer committees meet with Job Center staff to explore needs and recommend methods for improving services to both applicants and employers.

**Contact**

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
(601) 961-7500  
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

### ***\_ HINDS COUNTY ECONOMIC DEVELOPMENT DISTRICT***

This agency enriches the business climate, quality of life and employment opportunities for citizens of Hinds County.

**Contact**

*921 North President  
Jackson, MS 39202  
(601) 353-6056*

### ***\_ JOB BANK***

Through a statewide job bank, employers can locate qualified workers via a computerized hookup that lists more than one million positions in all offices of the State Employment Service (MESC). Conversely, employees can locate available positions using PC workstations located in the resource center of most Jackson MSA Job Centers.

**Contact**

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
Phone: (601) 961-7500; [www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

***\_ JOB CORPS***

The Job Corps represents a large employment base for employers needing to fill entry-level positions. MESC contracts with Job Corps to recruit, screen and enroll economically disadvantaged youth, ages 16-22, in training in a wide range of vocational skills that prepare them for entry-level jobs. Resident Job Corp Centers are located in Batesville, Crystal Springs and Gulfport where participants live and engage in training activities from six months to two years. MESC works with enrollees to place them in these jobs at the end of their training. Interested persons should contact admissions counselors at a WIN Job Center or MESC directly.

***Contact:***

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
Phone: (601) 961-7500  
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

***\_ JOB FAIRS***

Job Fairs, held across the state, provide a setting where employers accept resumés and make job offers. In the year 2001, over 15,000 job seekers attended five Job Fairs with more than 4,300 job offers made by employers.

***Contact***

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
Phone: (601) 961-7500; [www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

***\_ JOB PLACEMENT SERVICES***

A free service for individuals making a career change or displaced employees that provides the following:

- Referrals to interviews and coordination of scheduling

- Information on job openings and career tips
- Skill development

### ***Employee Hiring***

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***Contact:***

*Job Placement Coordinator  
Hinds Community College  
P. O. Box 1100  
Raymond, MS 39154-1100  
(601) 857-3341  
[www.hindscc.edu](http://www.hindscc.edu)*

### ***KEY BUSINESS FINANCING PROGRAMS***

Directly impacting job creation and hiring are seven small business financing programs available through the Central Mississippi Planning and Development District (CMPDD) for its seven-county district including Hinds, Madison and Rankin counties. CMPDD works directly with the business client to package a financing plan that meets the needs and credit criteria of the business, drawing from one or more of the loan programs. Designed to help businesses grow and create new jobs, these loans are for fixed assets, inventory and working capital; and they are intended to work with existing commercial financing. Loans range from \$1,000 to \$1 million for a period of one year to 25 years at favorable interest rates.

***Contact***

*Central Mississippi Planning and Development District  
P. O. Box 4935  
1170 Lakeland Drive  
Jackson, MS 39296-4935  
(601) 981-1511; [www.cmpdd.org](http://www.cmpdd.org)*

### ***MISSISSIPPI RENEWAL COMMUNITY***

Every employer who hires an employee who resides in a designated Renewal Community (portions of Madison and Hinds Counties, but not Rankin County) receives a \$1,500 federal tax credit for each employee annually up to eight years. The Department of Housing and Urban Development designated Central Mississippi Planning and Development District as the coordinating agency.

***Contact***

*Central Mississippi Planning and Development District  
1170 Lakeland Drive  
P. O. Box 4935  
Jackson, MS 39296-4935*

(601) 981-1511  
[www.cmpdd.org](http://www.cmpdd.org)

## ***Employee Hiring***

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### ***\_ ON-THE-JOB TRAINING (OJT)***

The employer is reimbursed for a portion of employees' salaries for on-the-job training, which allows employees to learn specific job skills and improves employers' bottom line profit and productivity.

#### ***Contact***

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
Phone: (601) 961-7500; [www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

### ***\_ RAPID RESPONSE***

Rapid Response assists both employers and employees affected by layoffs or plant closings transition into reemployment. The Rapid Response Team conducts on-site meetings to determine needs, identify resources, develop transition action plans and provide information and assistance on:

- Education and training opportunities
- Career assessment, resumé writing and resumé posting
- Children's Health Insurance Program
- Free, confidential financial counseling
- Job search (*also Internet*) and job placement assistance
- Starting a business
- Unemployment insurance; NAFTA/Trade Adjustment Assistance

#### ***Contact***

*WIN Job Center, or  
Division of Employment Training  
Mississippi Development Authority  
P. O. Box 849  
Jackson, MS 39205-0849  
(601) 359-9250  
[www.mississippi.org](http://www.mississippi.org)*

### ***\_ RESUMÉ CROSS-MATCH SERVICE***



This service is a database of resumés from job-ready applicants for use by Mississippi employers in seeking to fill technical and professional positions.

### ***Employee Hiring***

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Employers submit job requirements and job descriptions that are matched by skills, credentials and career objectives with resumés of qualified applicants.

#### ***Contact***

*Division of Employment Training  
Mississippi Development Authority  
P. O. Box 849  
Jackson, MS 39205-0849  
Phone: (601) 359-9250  
[www.mississippi.org](http://www.mississippi.org)*

### ***TRADE ADJUSTMENT ASSISTANCE ACT (TAA) NORTH AMERICA FREE TRADE AGREEMENT (NAFTA)***

TAA and NAFTA programs provide assistance to persons who lose their jobs or have hours or wages reduced due to foreign competition. Assistance includes training, job search allowances, relocation payments and additional weeks of unemployment insurance benefits to persons who have exhausted regular benefits. Training expenses are covered for tuition, books and supplies for up to 104 training weeks for individual employees.

Training is arranged for eligible employees in almost any trade or skill of their selection from community college providers or private providers approved by the Division of Employment Training, Mississippi Development Authority. To receive benefits, an employer, or up to three employees, must file warrant notice upon loss of employment with the Division of Employment Division of the Mississippi Development Authority. Trade petition forms and warrant notices are available from the WIN Job Centers. Once certified, employees have an unlimited time in which to exercise their benefits under TAA. Under NAFTA, employees have up to 16 weeks.

#### ***Contact***

*WIN Job Center, or  
Employment Services  
Employment Training Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
(601) 961-7500*

*Mississippi Development Authority  
P. O. Box 849  
Jackson, MS 39205-0849  
(601) 961-7593  
[www.mississippi.org](http://www.mississippi.org)*

***Employee Hiring***

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***VETERANS EMPLOYMENT AND TRAINING SERVICES***

An employment data base of over 5,600 military veterans as well as 3,800 disabled veterans with a track record of over half being placed in employment. Most Job Centers have a designated veterans employment representative who assists veterans with their rights and special benefits. Disabled veterans receive additional services through the Disabled Veterans Outreach Program.

***Contact***

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
(601) 961-7500  
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

## **EMPLOYER TAX CREDITS**

***Child/Dependent Care Income Tax Credit***

An income tax credit of 50% of qualified expenses is offered to any employer providing child/dependent care for employees during working hours. The facility must have an average daily enrollment of no less than six children who are 12 years of age or less; or must serve five or fewer children and/or elderly adults in a family child care/elder care home approved by the Department of Health for participation in the United States Department of Agriculture child and adult nutrition program; and be licensed according to the regulations governing licensure of child care facilities in Mississippi. Employers will be certified as eligible for the tax credit by the Mississippi Department of Health and the State Tax Commission.

***Job Tax Credit***

Eligible employers in Mississippi who create a designated number of full-time jobs are eligible for a five-year jobs tax credit, the amount of which will vary depending upon the location of the facility. The dollar credit per new job ranges from \$500 to \$2,000 annually.

***Job Training Tax Credit***

A 50% income tax credit is offered to a manufacturer, which participates in an employer-sponsored retraining program through a community and junior college in the district within which the employer is located.

### ***Employee Hiring***

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#### ***Mississippi Advantage Jobs Incentive Program***

This program is administered by the Mississippi Development Authority and the Mississippi State Tax Commission. In order to qualify for this incentive, the company must provide an annual salary to its employees of at least 125% of the most recent state average annual wage or the most recent average annual wage of the county in which the business is located, whichever is less. Also, the company must provide or plan to provide to any new employees a basic health benefit plan. Eligible businesses will receive quarterly incentive payments that are based on the estimated net direct state benefits of the jobs created. The benefit rates may not exceed 4% of the gross payroll.

#### ***National or Regional Headquarters Jobs Credit***

Out-of-state businesses that transfer national or regional headquarters to Mississippi or existing in-state companies that establish national regional headquarters in the state are eligible for a five-year, \$500 tax credit for each new full-time position created. A minimum of 35 full-time jobs must be created. Companies can receive \$1,000 for each new full-time job if the company pays 125% of the average annual state wage rate. If the company pays 200% of the average wage of the state, it may receive a \$2,000 credit.

#### ***Research and Development Jobs Credit***

A five-year, \$1,000 tax credit is offered for each new full-time job created which requires research and development skills.

#### ***Contact for the Previous Six Tax Credits***

*Existing Industry and Business Division*

*Mississippi Development Authority*

*P. O. Box 849*

*Jackson, MS 39205*

*(601) 359-3593*

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

#### ***Welfare-To-Work Tax Credit***

The Welfare-to-Work Tax Credit (WWTC) is a tax credit for employers who hire individuals certified by the Mississippi Employment Security Commission as long-term family assistance recipients. The WWTC is 35% of qualifying first-year wages and 50% of qualifying second-year wages. For each employment year, up to \$10,000 of wages may be considered in determining the amount of the WWTC.

## ***Employee Hiring***

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### ***Contact***

*WIN Job Center, or  
Employment Services  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
(601) 961-7500  
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

### ***Work Opportunity Tax Credit***

The Work Opportunity Tax Credit (WOTC) is a federal income tax break that employers can receive for hiring employees that have been certified by MESC as being in one or more of the following eight targeted groups:

- A. Qualified IV-A Recipients
- B. Qualified Veterans
- C. Qualified Ex-Felons
- D. High-Risk Youth
- E. Vocational Rehabilitation Referral
- F. Qualified Summer Youth
- G. Qualified Food Stamp Recipient
- H. Qualified SSI Recipient

### ***Amount of Tax Credits***

1. For eligible individuals who begin work for the employer prior to October 1, 1997, the tax credit is equal to 35% of the first \$6,000 of qualified wages, except in the case of Qualified Summer Youth Employees, which is 35% of the first \$3,000 of qualified wages.\*
2. For eligible individuals who begin work for the employer after September 30, 1997, and perform at least 120 hours of service, but less than 400 hours, the tax credit is equal to 25% of the first \$6,000 of qualified wages, except in the case of Qualified Summer Youth Employees, which is 25% of the first \$3,000 of qualified wages.

3. For eligible individuals who begin work for the employer after September 30, 1997, and perform at least 400 hours of service, the tax credit is equal to 40% of the first \$6,000 of qualified wages, except in the case of Qualified Summer Youth Employees, which is 40% of the first \$3,000 of qualified wages.

### ***Employee Hiring***

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4. To qualify for a tax credit against "qualified wages," employers must retain employees who begin work for the employer prior to October 1, 1997, at least 180 days or 400 hours. In the case of Qualified Summer Youth Employees, the retention period is 20 days or 120 hours.
5. To qualify for a tax credit against "qualified wages," employers must retain employees who begin work for the employer after September 30, 1997, at least 120 hours. (Effective for qualified hires that occur after September 30, 1997.)

*\*Qualified wages consists of wages paid for services rendered by a member of a target group during the one-year period, which begins the day the individual begins work for the employer.*

### **Forms for WWTC AND WOTC**

- IRS Form 8850 - Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits.
- ETA-9061 Individual Characteristics Form.
- IRS Form 5884. Employer fills out to obtain tax credit.

### **Forms are available for downloading on the following websites.**

IRS Form 8850. 1-800-829-3676 or at [www.irs.ustreas.gov](http://www.irs.ustreas.gov).

Form ETA-9061. 1-202-219-9092 or at [www.doleta.gov/wotc.htm](http://www.doleta.gov/wotc.htm).

Form 5884. [www.irs.gov/pub/irs-pdf/f8850.pdf](http://www.irs.gov/pub/irs-pdf/f8850.pdf).

### ***Contact***

*WIN Job Center, or*

*Employment Services*

*Mississippi Employment Security Commission*

*P. O. Box 1699*

*Jackson, MS 39215-1699*

*Phone: (601) 961-7500; 961-7591*

*[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

## ***INTERNET HIRING RESOURCES***

*Workforce Investment Act.* [www.usworkforce.org](http://www.usworkforce.org). Information on all Workforce Investment Act programs.

*America's Job Bank.* [www.ajb.org](http://www.ajb.org). A large electronic database of employer job listings and job seeker resumés.

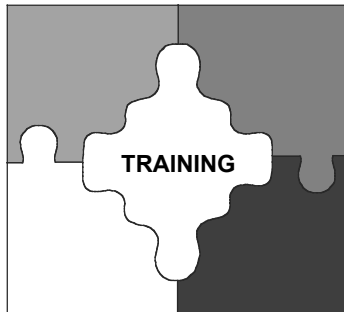
*America's Service Locator.* [www.servicelocator.org](http://www.servicelocator.org). Locations of job, career and training assistance and information.

*America's Career InfoNet.* [www.acinet.org](http://www.acinet.org). Wages and employment trends along with career resources.

*Monthly Labor Review Online: Labor Force Archives.*

[www.bls.gov/opub/mlr/indexL.htm#Labor Force](http://www.bls.gov/opub/mlr/indexL.htm#Labor%20Force). Collection of articles covering issues dealing with the nation's workforce and projections for the future.

*Occupational Information Network.* [www.doleta.gov/programs/onet](http://www.doleta.gov/programs/onet). Comprehensive, critical up-to-date workplace information on job requirements and worker competencies.



## *Section III*

# **EMPLOYEE TRAINING**

As in the state and nation, employers and employees in Hinds, Madison and Rankin counties face new challenges with the widespread use of technology and a global economy. In this century, workers will need to be better trained than ever before to fill new jobs and to respond to the changing requirements of existing jobs. Lifelong skills development must become an integral part of every Mississippi worker.

The benefits are significant for both employers and employees. For instance:

- Employers that provide formal training for their employees see a 15 to 20% average increase in productivity.
- Workers with more training and education earn higher wages.
- Workers with more training experience less unemployment and when dislocated from their jobs, find their way back into the workforce with more ease than those with less training.

Additionally, supervisors that conduct training for their employees benefit in the following ways:

- Increased job satisfaction and morale
- Increased employee motivation
- Increased efficiencies, resulting in financial gain
- Increased capacity to adopt new technologies and methods
- Increased innovation in strategies and products
- Reduced employee turnover
- Enhanced company image
- Improved risk management

Along with the benefits of training are the challenges that oftentimes inhibit employers from making the necessary investment in training -- the fear of employee turnover and high training costs. Solid partnerships with WIN Job Centers and training resource agencies and organizations listed in the *Resource Guide* become crucial in ensuring that employers have access to the latest training information and employees have the opportunity of receiving the highest training affordable.

### *Employee Training*

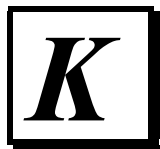
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## **inning Strategies**

- **Training managers and supervisors as mentors to ease transition and foster continued success**
- **Customizing training with on-going support**
- **Promoting on-going internal training**
- **Using educational institutions as a training resource**
- **Apprenticing new workers to train them for employment**
- **Developing a customized on-site training program**
- **Creating a customized training and licensing program**

Training is most effective when it takes place on the job or in a job-like setting, and the more training is linked to work, the better the result. Employer-provided training may also have more motivated trainees, more effective tutorial learning methods and more appropriate materials and equipment. Basic skills are often easier to learn when they are integrated into a training program that is specific to the context of a particular job.



## *Keys to Training*

Three simple steps can help employers and employees start the training process.

1. **WORK TOGETHER.** Management and workers must collaborate in establishing and operating workplace-based career development programs.
2. **ASSESS THE CURRENT SITUATION.** Employers and employees should start by carefully analyzing the status of the career training programs in their company in terms of barriers, supports and incentives for employees to enhance their skills.



3. **SEEK OUTSIDE HELP.** There are many important resources that can help employers set up and operate workplace-based training programs, such as:
- WIN Job Centers
  - Local community and junior colleges
  - Other government agencies/non-profit organizations/private providers

## Section IV



# TRAINING WIN JOB CENTERS

## EMPLOYEE TRAINING RESOURCES

### Name of Program — Description of Services — Contact

#### ***\_ WIN JOB CENTERS***

The WIN Job Centers in Hinds, Madison and Rankin counties provide job training assistance to employers as well as job seekers. For job seekers, the centers provide training information on training and referral to training sources. For employers, the centers offer information about and referral to on-the-job training programs as well as recruit and screen new candidates.

#### **Training Services**

For those persons who are deemed eligible, specific training services offered by the WIN Job Centers include:

- Employment training assistance
- On-the-job training
- Skills improvement
- GED preparation
- English as a second language
- Proficiency testing for employees
- On-the-job training information
- Math and reading training

The WIN Job Centers located in Pearl and Jackson (Woodrow Wilson) have agency representatives on-site on a part-time or full-time basis who provide training services. A sampling of these agencies and services are as follows:

- The Mississippi Employment Security Commission provides training assistance to employees who have lost their jobs due to plant closings or downsizing as a result of foreign competition.
- Hinds Community College and Holmes Community College offer post-secondary vocational education and adult education.
- Central Mississippi Planning and Development District and the Department of Human Services, Division of Aging & Adult Services provides senior community service employment.

## ***Employee Training - WIN Job Centers***

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- The Department of Rehabilitation Services assists in training persons with disabilities.
- The Mississippi Job Corps Placement Center provides vocational training.
- Jackson House, operated by St. Dominic Memorial Hospital, works with businesses and industry in placement and training of individuals in its psychosocial rehabilitation program.

### **Individual Training Accounts**

Through the WIN Job Centers, employers and employees can benefit from training programs designed to upgrade skills for economically disadvantaged and dislocated workers. The program provides eligibility determination, skills/training assessment and training funds for training by a state-approved training provider at a site of their selection. If determined to be eligible for training, individuals receive funding for training from a state-approved vendor.

#### ***Contact***

*WIN Job Center, or  
Employment Service Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
Phone: (601) 961-7500  
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

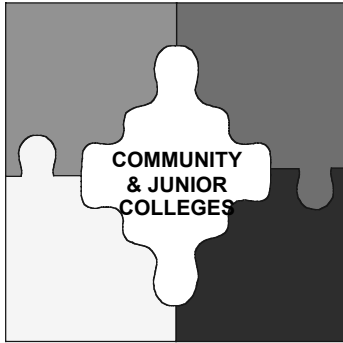
### **Mississippi Development Authority**

The Division of Employment Training of the Mississippi Development Authority oversees the use of funds under the federal Workforce Investment Act for the establishment of employment and training services in the WIN Job Centers. Through the State Occupational Information and Coordinating Committee (SOICC), MDA provides labor market information for use by job-seekers and for vocational guidance in the schools.

#### ***Contact***

*Division of Employment Training  
Mississippi Development Authority  
P. O. Box 849  
Jackson, MS 39205-0849  
(601) 359-9250  
[www.mississippi.org](http://www.mississippi.org)*

## Section V



# TRAINING COMMUNITY AND JUNIOR COLLEGES

## EMPLOYEE TRAINING RESOURCES

### Name of Program — Description of Services — Contact

The two Jackson MSA community colleges, Hinds Community College and Holmes Community College, offer extensive training services for custom-designed pre-employment training, post-employment training and upgrade/re-training services for new, expanding or existing industries.

These two community colleges provide a diversity of customized training and employment programs in partnership with businesses and agencies. These agencies include the State Board for Community and Junior Colleges (Workforce Education Act), Mississippi Development Authority (Workforce Investment Act), the Small Business Development Administration (Small Business Development Centers) and the Department of Education (Work-Based Learning).

Hinds Community College has its main campus in Raymond and three campuses in Rankin County, Jackson and Utica. Holmes Community College is located in Ridgeland with its main campus in Goodman.

### **Tax Credits**

The Mississippi Legislature provides state income tax credits for businesses in Mississippi that provide basic skills training or job retraining for their employees. Qualified businesses can be involved in manufacturing, warehousing, distributing, processing and refining. To be eligible for these tax credits, the training programs must be purchased from the local community college and certified by the Mississippi Department of Education. The tax credit per year is equal to 25 percent of the businesses' qualified training expenses.

## **HINDS COMMUNITY COLLEGE**

### **RESOURCE & COORDINATING UNIT FOR ECONOMIC DEVELOPMENT**

The Resource and Development Unit assists business and industry in becoming more productive, competitive, quality conscious and profitable through the provision of customized job training programs and technical support services.

#### **Eagle Ridge Conference Center**

Full-service, state-of-the-art conference center overlooking Raymond Lake and an 18-hole golf course is available to organizations for training, planning, staff development and business enhancement projects. The center houses a 200-seat auditorium, executive board room, dining facilities, meeting rooms, interactive classroom and overnight guest rooms.

*Contact: (601) 857-7100*

#### **Workforce Development - Industrial**

This program is aimed at administration, development and implementation of state-sponsored training programs, including retraining Tax Credit Program and Industrial and Technical training programs. Services include:

- Training needs assessment, analysis and development
- Customized pre/post employment training
- Retraining and upgrade training
- Basic skills and technical training
- Training material and video development resources
- Coordination of management training resources
- Training cost reimbursement
- Workforce literacy assessment and training
- Individualized training consultation

*Contact: (601) 857-3387*

#### **Business and Government Services**

This division specializes in providing customized training programs and materials to meet a variety of corporate and public agency training needs and objectives. Programs include:

- Total Quality
- Team Building
- Management/Supervisory Skills
- Presentation Skills
- Stress Management
- Time Management
- Coaching/Mentoring
- Customer Service
- Telephone Skills
- Personality Profile Analysis

## ***Employee Training - Community and Junior Colleges***

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- Communication skills
- Cultural Diversity
- Performance Appraisals
- Facilitating Meetings
- Zenger-Miller leadership Training
- Zig Ziglar
- Strategies for Success
- Sales

**Contact:** (601) 857-3470

### **Computer Training**

This division offers customized or generic software training at the computer lab on the Raymond campus or at the work site to employers. Scheduling of dates and times is flexible in order to provide quality computer training for all types of businesses.

**Contact:** (601) 857-3466

### **Health & Safety Training Program**

The Community College Consortium for Health and Safety Training is one of 20 model worker-training programs recognized by the National Institute of Environmental Health Sciences. A wide variety of training courses/programs are available on worker protection and the maintenance of a clean and safe environment.

HAZWOPER	Basic First Aid and CPR
Chemical Spill Response	General Industry Safety
Incident Command System	Construction
Forklift Safety	Lock-Out/Tag-Out
Personal Protective Equipment	Electrical Safety
Confined Space	Train-the-Trainer

**Contact:** (601) 857-3702

### **Job Master Industrial Maintenance**

This program provides multi-skilled technicians trained to perform plant-specific skills. Training is available in the Job Master Industrial Maintenance Training lab on the Rankin Campus of Hinds Community College or on site at the industry.

**Contact:** (610) 857-3609; (601) 857-3427

### **Work-Based Learning**

This program offers supervised, paid on-the-job experience for Vocational and Technical Students enrolled at Hinds and 11 other community and junior colleges. Students must complete an application process, including an education/training agreement signed by the employer, the instructor, the student and the Work-Based Learning Coordinator. Students work a minimum of 15 hours a week and receive academic credit. Students gain job skills and broaden employment options while

employers obtain potential full-time trained employees. This program is a part of Mississippi Department of Education's Bureau of Vocational Community Development.

*Contact: (601) 857-3609*

### **Adult & Continuing Education Program**

Designed for adults who have not finished high school or for those who wish to upgrade their educational level by enrolling in programs of interest, the Adult and Continuing Education Program coordinates General Education Development (GED) and Adult Basic Education (ABE).

*Contact: (601) 857-3702*

### **Tech-Prep Initiative**

This initiative provides trained workers as a result of a cooperative program between secondary and community and post-secondary educational institutions.

*Contact: (601) 857-3473*

### **Small Business Development Center**

This center assists small businesses in the areas of market research and analysis, feasibility studies, sources of supply, technical assistance, educational programs, management training and serving as a business and economic information center.

*Contact: (601) 857-3536*

#### ***Additional Contact:***

*WIN Job Center, or*

*Director, Workforce Development*

*Hinds Community College*

*P. O. Box 1100*

*Raymond, MS 39154-1100*

*(601) 857-3384*

*[www.hindsc.edu](http://www.hindsc.edu)*

*[www.eagleridge.hindsc.edu](http://www.eagleridge.hindsc.edu)*

## HOLMES COMMUNITY COLLEGE

Selected programs available to assist employers and employees with training and employment opportunities are described below.

### **Manufacturing/Maintenance**

Hydraulics/Pneumatics  
Programmable Logic Controllers  
Electrical  
Process Control  
Manufacturing/Mechanical  
Interactive Maintenance

### **Industrial Maintenance**

Hydraulics  
PLC  
Electrical  
Welding  
Process Control  
Special Courses

### **Industrial Safety**

Personal, Chemical, Electrical  
Conveyor Maintenance  
Fire  
Welding  
Mining  
Lock Out/Tag Out  
Bloodborne Pathogens  
Forklift Operation  
Industrial First Aid  
First Responder  
Ergonomics  
The Right to Know-MSDS

### **Leadership and Quality**

Teamwork  
Customer Service  
Problem Solving  
Managing Change  
Strategic Planning  
Leadership Development  
Salesmanship  
Presentations  
Strategies for Success  
Precision Measurement  
Statistical Process Control  
International Standards

### **Basic Keyboarding**

Operating Systems  
Word Processing  
Electronic Spreadsheets  
Database management  
Basic Keyboarding

### **Computer Skills**

Basic Keyboarding  
Operating Systems  
Word Processing  
Electronic Spreadsheets  
Database Management  
Electronic Presentations  
Internet  
Desktop Publishing  
Computer-Aided Drafting  
Customized Training

### **Customized Services**

Curriculum Development  
Technical Training  
Manual Development  
Industrial Upgrade Training  
Video Development  
CD ROM Development  
Mobile Classrooms  
Pre-Employment Training

### **Assessment Services**

Assessment of Skills/Abilities  
Mechanical Skills Test  
Task Analysis  
Career Interest Inventory  
Personality Profiling  
Other Assessments as Needed

### **Skill Specific Training**

Welding  
Plumbing  
Tooling  
Blueprint Reading  
Precision Measurement  
Carpentry  
Pipefitting  
Heating/AC/Refrigeration  
Electrical  
Tool and Die  
Sheetmetal  
GPA/GIS

### **Vendor Programs**

Zenger Miller  
Zig Ziglar  
Plexus ISO and QS Training

### **Basic Employability Skills**

Basic Industrial Math  
Basic Precision Measurement  
Effective Listening and Communication  
Cooperation in the Workplace  
Work Ethics  
Application, Resumé and  
Interview Process  
Basic Reading Comprehension  
Company Specific Technical Modules  
ABE/GED



**Small Business Development Center**

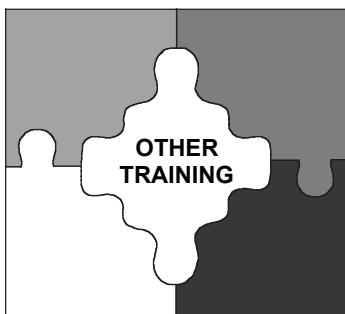
This center assists small businesses in the areas of market research and analysis, feasibility studies, sources of supply, technical assistance, educational programs, management training and serving as a business and economic information center.

**Contact:** (601) 853-0827

**Contact**

*Win Job Center, or  
Workforce Development Office  
Holmes Community College  
412 West Ridgeland Avenue  
Ridgeland, MS 39157  
(601) 605-3312; 856-5400  
[www.holmes.cc.ms.us](http://www.holmes.cc.ms.us)*

## Section VI



# OTHER TRAINING

## EMPLOYEE TRAINING RESOURCES

Name of Program — Description of Services — Contact

### ***CENTRAL MISSISSIPPI PLANNING AND DEVELOPMENT DISTRICT (CMPDD)***

CMPDD is the designated fiscal agent for Workforce Investment Area #3 -- Southcentral Mississippi Works -- under the federal Workforce Investment Act. Working in cooperation with Southwest Mississippi Planning and Development, District, CMPDD provides planning, operational oversight and evaluation of job training and employment programs in a 16-county area. The District is particularly active in assessing the human resource needs of its area, developing annual training plans and assisting in funding activities to carry out these plans.

***Contact:***

*Central Mississippi Planning and Development District  
1170 Lakeland Drive  
P. O. Box 4935  
Jackson, MS 39296-4935  
(601) 981-1511  
[www.cmpdd.org](http://www.cmpdd.org)*

***WIN Job Centers***  
*212 St. Paul Street\**  
*Pearl, MS 39208*  
*(601) 939-0786*

*3142 South Liberty Street*  
*Canton, MS 39046*  
*(601) 859-9022*

*\*Comprehensive Center*

***JACKSON STATE UNIVERSITY ENTERPRISE COMMUNITY***

The Jackson Enterprise Center houses a small business incubator in a 476,000 square-foot former factory building. A small business development center in the building offers counseling to employers and entrepreneurial peers in areas impacting business and workforce development. Jackson State University has been designated as an Enterprise Community to serve the Jackson MSA.

**Contact**

Jackson State University SBDC  
Suite SA-1, Jackson Enterprise Center  
931 Highway 80 West, Unit 43  
Jackson, MS 39204-3912  
(601) 979-2795

***MINORITY BUSINESS ENTERPRISE DIVISION***

The Minority Business Enterprise Division (MBED) is the state's advocate for minority and women business owners. MBED was established to enhance the technical and financial capabilities of minority and women-owned business enterprises so that they can compete more successfully for public contracts for public works, commodities and services with the State of Mississippi. MBED provides community partnership training for business owners and a diversity of assistance programs for minority businesses and entrepreneurs, primarily in the areas of:

- Training
- Educational Training for Young Entrepreneurs
- Technical Assistance
- Business Plans
- Certifications
- Surety Bonding, Funding

Recent training courses conducted include: *How to Do Business with \_\_\_\_\_, Industry Impact on Communities/Employers, WIN Sources of Assistance, Career Options, Doing Business with the Federal Government, Building Lasting Relationships with Suppliers, Supplier Development, Existing Business Programs, MBED Certification Bond Program, Women's Networking, How the Internet Affects Your Business, Computerizing Your Business, USDA Rural Development, Procurement and Bidding Process and Industry Technological Capability Standards.*

**Contact:**

Minority Business Enterprise Division (601) 359-3448  
Mississippi Development Authority [www.mississippi.org](http://www.mississippi.org)  
P. O. Box 849

### **MISSISSIPPI COOPERATIVE EDUCATION**

Program provides an avenue for employers to build a skilled workforce. The Cooperative Education program enrolls high school students in their junior and senior years in on-the-job training, developed in collaboration with instructor and employer. Students must work 540 hours per year or 15 hours per week.

**Contact:**

*Cooperation Education Director  
Callaway High School (601) 987-3535  
Clinton High School (601) 924-5656  
Madison Central High School (601) 856-7121  
Forest Hill High School (601)371-4313*

*Marketing & Cooperative Education  
Department of Education  
255 Central High School  
Jackson, MS 39201  
(601) 359-3473*

### **SMALL BUSINESS ADMINISTRATION**

**Minority Enterprise Development, 8(a) Program.** This program provides assistance to socially and economically disadvantaged business owners in gaining equal access to resources to develop their business and compete. The program provides one-on-one counseling, training workshops and assistance in expanding into federal government contracting activity. Training programs are tailored to business needs and include management and financial training.

**Mississippi Small Business Development Center (MSBDC).** The MSBDC network is a business assistance program that is part of a national partnership between the state and federal governments, the private sector, colleges and universities. Education and training services are provided in the areas of :

- Business start-up
- Marketing
- Tax planning
- Record keeping
- Government contracting
- Financial management
- ABC's of exporting
- Computer courses

**Service Corps of Retired Executives (SCORE).** A 12,000-member volunteer association that matches volunteer business-management counselors with clients in need of expert advice. Provides in-depth counseling and training to help prospective and established small business owners and managers identify problems, determine the causes and find solutions.

**Contact:**

*Capitol Chapter - SCORE Chapter #658 (601) 948-7575  
MetroJackson Chamber of Commerce  
201 South President Street*

*Jackson, MS 39201*

## ***Employee Training - Other***

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### ***Contact***

*Small Business Administration  
AmSouth Bank Plaza  
210 East Capitol Street  
Suite 900  
Jackson, MS 39201  
(601) 965-4378  
[www.sba.gov.ms](http://www.sba.gov.ms)*

*Holmes Community College SBDC  
412 West Ridgeland Avenue  
Ridgeland, MS 39157-1815  
(601) 605-3355*

*Hinds Community College SBDC  
1500 Raymond Lake Road, 3<sup>rd</sup> Floor  
PMB 11263, P. O. Box 1100  
Raymond, MS 39154-1100  
(601) 857-3536*

*Jackson State University SBDC  
Jackson Enterprise Center  
931 Highway 80 West, Unit 43  
Jackson, MS 39204-3912  
(601) 979-2795*

### ***PRIVATE TRAINING PROVIDERS***

Listings of private training consultants can be obtained through professional associations, state agencies and the *Yellow Pages* of the local telephone books. The Division of Employment Training of the Mississippi Development Authority is the state approving agency for private vendors contracting for training funded by the Workforce Investment Act.

### ***Contact***

*Division of Employment Training  
Mississippi Development Authority  
P. O. Box 849  
Jackson, MS 39205-0849  
(601) 359-9250  
[www.mississippi.org](http://www.mississippi.org); [www.WININMS.com](http://www.WININMS.com)*

## ***Employee Training - Other***

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## ***VOCATIONAL REHABILITATION***

The Mississippi Department of Rehabilitation Services (MDRS), a mandated partner in the Workforce Investment Act of 1998, offers workforce programs for individuals who have physical or mental impairment that helps prepare for, enter, engage in or retain gainful employment. The Office of Vocational Rehabilitation provides training for those who may need to change employment or develop specialized skills to meet vocational goals. Training may be provided in colleges, vocational-technical schools or in direct placement on the job.

MDRS's Office of Vocational Rehabilitation has counselors in the Jackson and Pearl Comprehensive WIN Job Centers and Mississippi Partners for Informed Choice (M-PIC) benefits specialists (*See Retention*) in the Pearl Job Center to assist employers, employees and job seekers gain access to rehabilitation and training programs and enter the workforce. These programs include:

### **Vocational Rehabilitation**

- Deaf Program
- Job Development
- Job Placement
- Job Training
- Supported Employment
- Transition Services
- Employability Skills Training Program
- Allied Enterprises. MDRS has a network of 17 community rehabilitation centers located throughout the state that provide vocational assessment, job training and actual work experience for individuals with disabilities.

### **Vocational Rehabilitation for the Blind**

- Job Development
- Job Placement
- Job Training

### **Assisted Technology**

This program ensures that persons with disabilities have maximum access to technology that can aid in gaining and retaining employment, such as adaptive driving and job site accommodations.

### ***Employee Training - Other***

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## **WIA Out-of-School Youth Program**

The program provides job training and other services for eligible youths, 14-21, facing serious barriers to employment.

### **Contact**

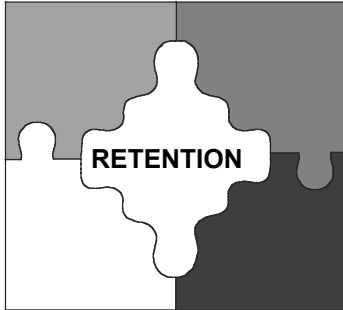
*WIN Job Center, or  
Office of Vocational Rehabilitation  
MS Department of Rehabilitation Services  
1281 Highway 51 North  
Madison, MS 39110  
(601) 853-5100; 1-800-443-1000; [www.mdrs.state.ms.us](http://www.mdrs.state.ms.us)*

## **INTERNET TRAINING RESOURCES**

- America's Learning Exchange. [www.alx.org](http://www.alx.org). *Career development, training and education and employment resources.*
- Employment & Training Administration. [www.doleta.gov](http://www.doleta.gov). *Information and services on training programs. Access to programs at state and local levels can be obtained by calling America's Workforce Network Toll-Free Help Line (1- 877-US2-JOBS).*
- Workforce Investment Act. [www.usworkforce.org](http://www.usworkforce.org). *Information on all Workforce Investment Act programs.*



## Section VII



# EMPLOYEE RETENTION

Employee turnover is inevitable in small and emerging businesses as well as large ones in the Jackson MSA. Today's employee stays with a company on the average of 3.6 years; the worker aged 25-34 stays for 2.7 years; and the average duration of a retail worker is 1.8 years.

The financial impact of high employee turnover can be great. Estimates of the total cost of employee turnover range from a low of 25% to 100-150% of the employee's annual salary. For an \$8 per hour position, this amounts to over \$4,000 for each employee. Other studies project that replacing manufacturing employees costs \$10,000, certain healthcare workers an astronomical \$145,000 and a retail shoe sales associate can cost \$15,000. Knowing how much it costs to replace an employee should indicate to employers the level of effort and money that should be put into retaining an employee.

How do companies keep employees? Money and perks can be used to attract people to businesses, but they can't be used to keep people. Employee retention is driven by employer management, in other words, good bosses. A beginning to decreasing turnover is to understand the causes through exit interviews, employee surveys and focus groups.

Oftentimes, worker dissatisfaction has as much to do with personal problems as workplace issues. Employers can assist employees in accessing community resources for assistance with housing, childcare, transportation, abuse, financial constraint and education. Many of these services are listed in this *Resource Guide* and can be accessed through a WIN Job Center or directly from the service provider.

## **K** eys To Retention

According to a Harvard study, nearly 80% of turnover is attributed to hiring mistakes. There is no quick fix or single solution to employee retention. An on-going retention system that incorporates several strategies works best in retaining top performers, such as the following:

## *Employee Retention*

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- **Re-think hiring requirements** — most turnover is due to issues of "chemistry" or "fit" within an organization. Employers are quickly adopting the strategy of "hire for traits, train for skill."
- **Build buy-in** — "buy-in" from all levels for an organization is essential for the implementation of successful retention strategies. Clear and visible change efforts with emphasis on short-term results will build the credibility needed to sustain the effort over the long haul.
- **Maintain high standards** — maintaining high standards should not be confused with enforcing rigid job requirements. Many companies find that unduly strict screening requirements actually eliminate good employees while letting in subpar employees. Employers need to review hiring criteria to ensure that they aren't omitting potentially excellent employees due to requirements that have little or nothing to do with the job at hand.
- **Use public/private partnerships** — whether small or large, companies have realized that to succeed in retaining entry-level workers, it is valuable to use all available resources, including those in the surrounding community. A critical element to retention is long-term support for employees on issues, including child care, transportation and counseling -- support that can be offered in conjunction with community-based partners.
- **Build in continuous training programs** — rather than throw new employees into several weeks of job specific training right away, provide them with basic training at the outset. As employees build experience with the company, employers can then offer further training in recognition of their growth. Employees are taking ownership of their careers and recognize the need to be "continuous learners." The more easily accessible and relevant training employers can offer, the greater the likelihood that turnover rates will decline.
- **Pay competitively and provide benefits** — employees expect more than a pay raise and traditional benefits; they appreciate flexible work arrangement, assistance with personal and family needs, recognition for a job well done, appropriate training and opportunities to advance. Efforts to define career paths and helping employees understand what skills, knowledge and experience they need to advance to a certain goals or position will promote individual and organizational success.
- **Incorporate a mentoring program** — formal or informal, the mentor/protégé relationship can provide new employees with opportunities to learn first-hand from

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## *Employee Retention*

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seasoned, successful staff. Mentors develop trusting relationships that enhance the work experience and help proteges develop professionally.

- **Listen; be flexible and supportive** — as the workforce becomes increasingly diverse, clearly the key to attracting and retaining skilled workers from different backgrounds, generations and needs is flexibility. To come up with the right mix of benefits, employers are making a greater effort to listen to employees' concerns. Input from surveys and focus groups is extremely valuable in crafting responses to employee needs. Needs of employees are always changing; issues change as the diversity of the workforce evolves.



## inning Strategies

- **Use public/private partnerships**
- **Build in continuous training programs**
- **Pay competitively and provide benefits**
- **Incorporate a mentoring program**
- **Address employee concerns**

### More Strategies

- Identify employee issues on training, management, benefits, compensation and job duties with employee satisfaction surveys.
- Pay special attention to an employee's first day of work; it sets the tone for the future.
- Recognize performance with rewards and commend longevity with service awards.
- Hire smart. Alter hiring and screening process and use solid job descriptions for better employee placement and more reasonable employee expectations.
- Keep communication open and be sensitive to generational differences.
- Create opportunities for personal and professional growth.

### *Employee Retention*

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- Improve the work environment by offering flexible hours, making work "fun" with occasional free lunches, birthday celebration and other employee activities.
- Remove frustrations arising from equipment needing repair, lacking the right tools, not having the right information or a disorganized work area.
- Consider adding benefits that employees want -- a 401K plan or day care.
- Consider incentives such as more vacation time, flex time and job sharing.

### ***Suggested Books***

- Weinstein, Matt. 1996. *Managing to Have Fun*. New York: Simon & Schuster.
- Joseph, James. 1998. *Working Wonders, 60 Quick Break Techniques to Beat Burnout, Boost Productivity, and Revive your Workday*. New York: Berkley Publishing Group.

## **EMPLOYEE RETENTION RESOURCES**

### **Name of Program — Description of Services — Contact**

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#### ***BUSINESS RETENTION PROGRAMS***

Indirectly related to, but underlying employee retention is business retention. The following selected management and technical services are available in the three-county area for improving company profitability and increasing jobs and payroll.

- Assistance with loan applications
- Business plans development; financial statement analysis
- Recommendations on sources of financing
- Counsel on cash flow and working capital
- Input on account and capital budgeting systems
- Marketing assistance with surveys, sales forecasting, identifying potential customers, new product ideas
- Extensive resource materials containing demographic data, market statistics, manufacturing directories and business management guides

#### **Selected Publications**

- *Entrepreneur's Tool Kit*
- *Reporting Requirements for Mississippi Small Businesses*
- *Business Resources in Mississippi for Women and Minorities*

#### ***Employee Retention***

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#### ***Contact***

*Existing Industry and Business Division  
Mississippi Development Authority  
P. O. Box 849  
Jackson, MS 39205-0849  
(601) 359-3593  
[www.mississippi.org](http://www.mississippi.org)*

## ***DISABILITY DETERMINATION SERVICES***

A federally-funded office of the Department of Rehabilitation, the Office of Disability Determination Services processes Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) for disabled workers and their dependents, establishes Medicare coverage and recommends SSI payments. Disability benefits are meant to partially replace previous earnings and also include payment for the spouse and children.

### ***Contact***

*WIN Job Center, or  
Office of Vocational Rehabilitation  
MS Department of Rehabilitation Services  
1281 Highway 51 North  
Madison, MS 39110  
(601) 853-5100; 1-800-443-1000; [www.mdrs.state.ms.us](http://www.mdrs.state.ms.us)*

## ***EARNED INCOME TAX CREDIT***

Employers can provide their employees the benefit of increased take-home pay through the Internal Revenue Service's (IRS) Advanced Earned Income Tax Credit (EITC). Employees receive extra money in their paychecks rather than having to wait until they file their tax returns.

Employers make advance payments to their employees from the employment taxes they would normally deposit or send to the IRS. The amount is paid to the employees with no income tax withheld. Employers then claim the amount as a timely payment on their quarterly employment tax form (Form 941). Employers should include Form W-5 (Earned Income tax Credit Certificate) in the package of hiring documents for new employees to sign. Employers do not have to send the Form W-5 to the IRS.

### ***Contact***

*Internal Revenue Service  
(601) 292-4886*

### ***Employee Retention***

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## ***LANGUAGE ASSISTANCE***

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The Hispanic population is a small but steadily increasing population in the state as well as in Hinds, Madison, and Rankin counties. The latest *Census* data shows approximately 4,240 Hispanic residents in the three-county area, comprising a little over 1% of the total area population. However, nearby commuter counties such as Scott and Yazoo reported Hispanic population percentages as high as 5.8% and 4.4%, respectively.

One of the key retention strategies is communication and connectivity between employers and employees. Communication impacts training, productivity, workplace fit and overall job satisfaction. Employees need to be able to communicate in the English language, and employers will find it helpful to know some Spanish as well. A partial listing of English to Spanish Language (ESL) and Spanish classes follow.

### **English As a Second Language Classes**

Jackson Public School District  
Duling Street Adult Education  
622 Duling Avenue  
Jackson, MS 39216  
(601) 987-3695  
No charge

St. Andrew's Cathedral  
305 East Capitol Street  
Jackson, MS 39201  
(601) 354-1535  
Monday: 5:00 p.m. (Beginner)  
No charge

First Baptist Church  
430 North President Street  
Jackson, MS 39201  
(601) 949-1900  
Thursday: 9-12 a.m.  
No Charge

Broadmoor Baptist Church  
1531 Highland Colony Parkway  
Madison, MS 39110  
(601) 898-2345  
Wednesday: 9-12 a.m.  
No Charge

Northside Baptist Church  
*(Partnership with Morrison Heights  
& First Baptist Church of Clinton)*  
1475 East Northside Drive  
Clinton, MS 39056  
(601) 924-4555

Jackson State University  
1400 J.R. Lynch Street  
Jackson, MS 39217  
(601) 979-3793  
Eight-weeks course  
Fee

### **Spanish Classes**

The Language Center  
910 Flynt Drive  
Flowood, MS 39208  
(601) 936-0037  
Eight week sessions  
Beginners & Advanced  
Fee

City of Ridgeland  
137 Old Trace Park  
Ridgeland, MS 39157  
(601) 856-6876  
Tuesday: 10-12 a.m. (Beginner)  
Thursday: 10-12 a.m. (Advanced)  
No charge

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### ***Employee Retention***

Central MS Planning and Development District  
1170 Lakeland Drive

P. O. Box 4935  
Jackson, MS 39296-4935  
(601) 981-1511  
Monday: 6:30 p.m. (Beginner)  
Thursday: 6:30 p.m. (Advanced)  
No Charge

### ***MISSISSIPPI PARTNERS FOR INFORMED CHOICE***

M-PIC provides benefits planning, assistance and outreach services for persons with disabilities to make informed choices about work.

#### ***Contact***

*MS Department of Rehabilitation Services  
1281 Highway 51 North  
Madison, MS 39110  
(601) 853-5100  
1-800-443-1000  
[www.mdrs.state.ms.us](http://www.mdrs.state.ms.us)*

### ***SECTION 125 CAFETERIA PLANS***

A cafeteria plan is a written plan that allows employees to choose between receiving cash or certain qualified benefits. It includes major medical insurance, disability income plan, accident plan, major medical supplement, cancer plan and group term life insurance. Such plans offer employees a list (or menu) of employee-paid benefits from which the employee may choose. Employees can deduct the cost of the benefits provided under a cafeteria plan on the "employee benefit programs" line on your business income tax return.

#### ***Contact***

*Private insurance underwriter; or  
Internal Revenue Service, (601) 292-4886*

### ***TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)***

Temporary Assistance for Needy Families (TANF) is a cash assistance program for low-income families with dependent children that helps remove barriers to entry into the workforce and employment retention. Certain TANF recipients must participate in a work program where the following services are provided.

#### ***Employee Retention***

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- Preliminary screening to determine applicant skill level
- Job readiness training

- Childcare financial assistance
- Transportation to and from work and child care facility
- Provision for and assistance with work-related requirements such as licensures, birth certificates and uniforms
- Earned income disregard
- Transitional financial assistance
- Cash retention bonuses paid periodically during the first year of employment

**Contact**

Division of Economic Assistance  
 Mississippi Department of Human Services  
 P. O. Box 352  
 Jackson, MS 39205  
 (601) 359-4810  
 Division of Children and Youth  
 (601) 359-4528

Hinds County Office: (601) 362-9892  
 Madison County Office: (601) 859-1276  
 Rankin County Office: (601) 825-7210

## **INTERNET RETENTION RESOURCES**

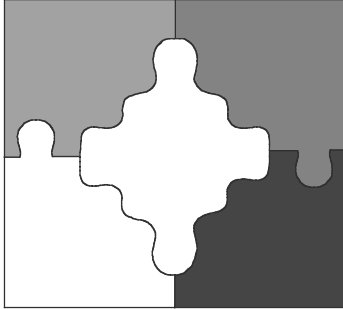
- *Internet Employer Counselor.* [www.employer-employee.com](http://www.employer-employee.com). This website is designed to help employers resolve workplace problems.
- *Welfare-To-Work Information Network.* [www.welfareinfo.org](http://www.welfareinfo.org). This website provides information on the welfare-to-work initiative, its policies and technical assistance resources and a database of organizations' best practices, management issues and research.
- *Society of Human Resource Management.* [www.shrm.org](http://www.shrm.org). This organization is the largest human resource management association in the world. The main menu links to publications useful in resolving issues on hiring and retention.

## *Section VIII*

# **EMPLOYEE SUPPORT**



Support services such as those for aging parents and child care are crucial to employers in ensuring worker availability, minimal days lost and worker productivity. These programs allow workers to keep jobs and contribute to personal and corporate economic well-being. This section presents a selection of major relevant programs that benefit the Jackson MSA worker both on and off the job.



## EMPLOYEE SUPPORT RESOURCES

**Name of Program — Description of Services — Contact**

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### ***ABLE-BODIED ADULTS WITHOUT DEPENDENT CHILDREN***

Employment assistance for adults without disabilities and dependents. Services include assistance in obtaining GED, training, work fairs, financial stipend and transportation.

**Contact**

*Division of Economic Assistance  
Mississippi Department of Human Services  
P. O. Box 352  
Jackson, MS 39205  
(601) 359-4810  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)*

*Madison County Office: (601) 859-1276  
Hinds County Office: (601) 362-9892  
Rankin County Office: (601) 825-7210*

### ***ADULT EDUCATION***

Sponsored by the Jackson Public Schools, the Duling Street program provides education and training programs for adults 17 and over during the day and evenings on Monday - Friday from 6:00 - 9:00 p.m. Services and classes include:

Assessment and testing  
GED preparation and tests  
Basic/advanced language arts, mathematics,  
science, social studies, life skills and job skills

Adult reading programs  
English as a Second Language  
Computer and typing

***Employee Support***

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**Contact**

*Jackson Public School District  
Adult Education  
Duling Street School  
622 Duling Avenue*

Jackson, MS 39216  
(601) 987-3695

### **Other GED Class Locations**

*Goodwill Industries North*  
104 East State Street  
Ridgeland, MS 39157  
(601) 853-8110

*Goodwill Industries South*  
2 Twelve Oaks Circle  
Jackson, MS 39209  
(601) 922-3916

*New Jerusalem Missionary Baptist Church*  
Faith Program  
1285 Raymond Road  
Jackson, MS 39204  
(601) 371-6772

### **Other Adult Education Programs**

*Clinton Program for Adult Learners - (601) 924-0247*  
*Continuing Education Learning Center - (601) 968-2037*  
*Jackson Program for Adult Readers - (601) 960-4035*  
*Madison County Library Literacy Program - (601) 859-4573*  
*Rankin Program for Adult Literacy - (601) 825-5040*

## **AGING PROGRAMS**

The Mississippi Department of Human Services Division of Aging and Adult Service is the principal state agency to carry out the provisions of the Older American Act of 1965. Programs and services are provided to elderly Mississippians through Area Agencies on Aging located in the 10 planning and development districts. The Central Mississippi Planning and Development District is the Area Agency on Aging for persons 60 years of age and older residing in the district -- including the counties of Hinds, Madison and Rankin. Services include the following:

- Home-Delivered Meals
- Transportation
- Adult Day Care
- Homemaker Services
- Training
- Resource Development

#### ***Employee Support***

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- Case Management
- Legislative Advocacy
- Nursing Home Ombudsman
- Legal Assistance
- Insurance Counseling
- Respite Services
- Elder Abuse Prevention Programs
- Medicaid Home and Community-Based Service

- Unlimited Home Health Visits
- Long-Term Care Alternative Education and Referrals

**Contact:**

Central Mississippi Planning and Development District  
 1170 Lakeland Drive  
 P. O. Box 4935  
 Jackson, MS 39296-4935  
 (601) 981-1511  
[www.cmpdd.org](http://www.cmpdd.org)

Division of Aging and Adult Services  
 Mississippi Department of Human Services  
 750 North State Street  
 Jackson, MS 39202  
 1-800-948-3090  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)

***CHILD CARE AND DEVELOPMENT FUND (CCDF) PROGRAM***

CCDF is a federally-funded program designed to provide quality child care services to eligible working families of children with maximum yearly gross income as follows:

<b>Family Size</b>	<b>Yearly Gross Income</b>
Family of 2	at or below \$24,999
Family of 3	at or below \$30,999
Family of 4	at or below \$35,999
Family of 5	at or below \$41,999
Family of 6 or more	at or below \$48,000

A Child Care Certificate is issued by the Central Mississippi Planning and Development District directly to a parent/legal adult who resides in Copiah, Hinds, Madison, Rankin, Simpson, Yazoo or Warren counties. The following information is required for application: Long form birth certificate and Social Security Cards for all children needing care, two check stubs received in the last 30 days from application date and proof of any other income. Eligible individuals may use the certificate as payment for child care services. Certificates are issued for one year at which time eligibility must be redetermined. Parents are assessed a monthly co-payment fee based on the family household size and household income, paid to the provider monthly. In the case of job

***Employee Support***

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loss, parents will be allowed a 30-day grace period from the last date of employment before child care services are terminated.

**Contact:**

Child Care Department

Central Mississippi Planning and Development District  
1170 Lakeland Drive  
P. O. Box 4935  
Jackson, MS 39296-4935  
1-888-321-5101; (601) 981-1511  
[www.cmpdd.org](http://www.cmpdd.org)

## **CHILDREN'S HEALTH INSURANCE PROGRAM**

The Children's Health Insurance Program (CHIP) is a federal-state full-service insurance subsidy program for children up to 19 years of age who do not qualify in any of the Medicaid programs and whose income is below 200% of the federal poverty level for their size family. The state's fiscal agent administrator is Blue Cross-Blue Shield of Mississippi. Services include:

- Full service insurance coverage for dependent children under 19 years of age who meet working family income criteria
- No deductible
- No or low monthly premium

### **Contact**

Division of Economic Assistance  
Department of Human Services  
750 North State Street  
P. O. Box 352  
Jackson, MS 39203-0352  
(601) 359-4810  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)

## **EMPLOYEE ASSISTANCE PROGRAMS**

An Employee Assistance Program (EAP) is a benefit program designed to assist employers in addressing productivity issues and employees in identifying and resolving personal concerns that affect job performance such as health, marital, family, financial, substance, abuse, legal, emotional, stress or other personal issues.

### **Employee Support**

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Employee assistance programs are tailored to the specific needs of employers and employees, and fees for these services are usually based on the number of employees.

The EAP is a voluntary, confidential service that provides the employee with professional assistance by identifying his/her problem(s) and facilitating with appropriate treatment. A positive and proactive management strategy, the EAP can be

used by employers to help their employees before the effects of personal problems on work productivity reaches a critical point for both employer and employee. EAPs located in this area are listed, and a full listing may be obtained from the Mississippi Department of Mental Health.

**Contact**

*Employee Health Resources, Inc.*  
4500 I-55 North, Suite 293  
Jackson, MS 39211  
(601) 982-5943

*St. Dominic Hospital*  
*Employee Assistance Program*  
969 Lakeland Drive  
Jackson, MS 39216  
(601) 364-3110

*Baptist Behavioral Health Service*  
1225 North State Street  
Jackson, MS 39202  
(601) 974-6251

*Shepherd's Staff Counseling Center*  
1425 Lakeland Drive, Suite 210  
Jackson, MS 39216-4725  
(601) 981-0695

*MEA Cares*  
308 Corporate Drive  
Ridgeland, MS 39157  
(601) 898-7500; Ext. 1520

*Department of Mental Health*  
1101 Robert E. Lee Building  
239 North Lamar Street  
Jackson, MS 39201  
(601) 359-1288

***MEDICAID ELIGIBILITY***

Determination of eligibility is conducted by the Division of Economic Assistance, Department of Human Services for five Medicaid program under which children, families and pregnant women can qualify for health benefits.

**Contact**

*Division of Economic Assistance*  
*Mississippi Department of Human Services*  
P. O. Box 352  
Jackson, MS 39205  
(601) 359-4810  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)

*Madison County Office: (601) 859-1276*  
*Hinds County Office: (601) 362-9892*  
*Rankin County Office: (601) 825-7210*

***Employee Support***

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***UNEMPLOYMENT INSURANCE***

The employer pays the cost of Unemployment Insurance for individuals who are unemployed through no fault of their own, able to work and otherwise meet MESC's eligibility requirements. To qualify monetarily, an employee must have worked in at least two quarters of his/her base period, earned at least \$780 in the highest quarter and earned four times his/her weekly benefit amount in the base period.

The employer is required to make a contribution on the first \$7,000 of each employee's wages. The initial rate is 2.7%. The minimum and maximum rates are 0.4% and 5.4%, respectively. Interested persons may contact the MESC directly or obtain information on-line at the agencies web site to obtain information on employer liability for unemployment taxes, registration and employee eligibility. Form UI-1 may be completed and transmitted on-line.

**Contact**

*WIN Job Center, or  
Unemployment Insurance Division  
Mississippi Employment Security Commission  
P. O. Box 1699  
Jackson, MS 39215-1699  
Phone: (601) 961-7500  
[www.mesc.state.ms.us](http://www.mesc.state.ms.us)*

## **OTHER SERVICE, SUPPORT GROUPS & CRISIS LINES**

### **CREDIT COUNSELING**

Consumer Credit Counseling - (601) 352-7784  
Consumer Money Management - (601) 987-3973

### **DISASTER SERVICES**

American Red Cross, Central MS Chapter - (601) 353-5442  
Salvation Army - (601) 968-3999

### **DRUG SCREENING**

Accurate Biomedical Laboratory Administrators LTD - (601) 949-6989  
Baptist Occupational Medical Clinic & Rehabilitation - (601) 939-1960; 968-1377  
EHS-Employment Health Services, Inc. - (601) 853-3434

#### ***Employee Support***

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The Family Medical Group - (601) 957-2273  
Hurst & Associates - (601) 373-1034  
MEA Drug Testing Consortium - (601) 856-5222  
*South Clinic - (601) 371-0400  
Madison Clinic - (601) 856-5986  
After Hours Clinic - (601) 957-3333  
Castlewoods Clinic - (601) 992-2200  
Clinton - (601) 924-4000; (601) 924-3350*

*Byram Clinic - (601) 373-1234*  
*Pearl Clinic - (601) 939-0700*  
*Ridgeland - (601) 898-9150*  
*Richland Clinic - (601) 664-1620*  
Medisource - (601) 353-5511  
Med-Tech Solutions, Inc. - (601) 932-1008  
Mobile Health Screenings Inc. of Mississippi - (601) 957-8378  
Mobile Physician's Services - (601) 372-0300  
Recovery Consultations - (601) 982-5943

### **EMERGENCY FINANCIAL ASSISTANCE**

Catholic Charities Emergency Assistance (*Food*) - (601) 352-4503  
Central MS Legal Services (*Legal Representation on Utility Bills*) - (601) 948-6752  
Community Stewpot (*Food, Prescriptions, Utility Bills*) - (601) 353-2759  
Crestwood Mission Center (*Food, Clothes, Dental*) - (601) 353-7683  
Good Samaritan (*Hinds County Only - Rent, Clothes, Travel*) - (601) 355-6276  
Housing Education & Economic Development - (601) 981-1960  
(*Hinds County Only - Rent & Mortgage*)  
Hinds County Human Resources (*Utility*) - (601) 969-9356  
Madison Company Human Resources (*Utility*) - (601) 859-6666  
Rankin County Baptist Association (*Utility, Food, Clothing*) - (601) 939-2182  
Rankin County Human Resources (*Utility, Rent, Mortgage, Food, Prescriptions, Medical Equipment*) - (601) 825-1309

### **POLYGRAPH TESTING**

Day Detectives, Inc. (601) 948-54224  
Metropolitan Polygraph Service Systems, Inc. (601) 713-1631

### **SERVICES FOR THE AGED**

Abuse-Department of Human Services - (601) 362-1414  
Adult Day Care - (601) 364-2336

### ***Employee Support***

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Alzheimers Association - (601) 948-1456  
**Central MS Planning & Development District (*Area Agency on Aging*)**  
**(601) 981-1511**  
City of Jackson Aging Division - (601) 960-1643  
Community Nursing Home - (601) 355-0617  
Community Services for Senior Citizens - (601) 354-4646  
Medicaid - (601) 359-6050  
Medicare - (601) 977-5750

Oxford Health Care - (601) 982-7311  
MS Council on Aging - (601) 949-2070  
Retired Senior Volunteer Program - (601) 354-1765  
Social Security Administration - 1-800-772-1213  
The Shepherd's Staff - (601) 969-2706  
Salvation Army - Hinds County (*Utility, Food, Clothing*) - (601) 968-3999  
Salvation Army - Rankin County (*Utility, Food, Rent*) - (601) 968-3999

➡ A full listing and description of related agency services and contact telephone numbers for the following categories of services may be obtained from the United Way or the website [www.msresource.com/mental/hind9.html](http://www.msresource.com/mental/hind9.html).

Abuse and Family Violence	Legal Assistance
Adoption Services	Mental Health
Consumer Education	Shelters
Counseling	Sight Assistance
Food & Meals	Speech and Hearing
Physically Challenged Services	Substance Abuse
Health Associations/Information	Support Groups
Health Care	Veterans Services
Hospitals	Volunteer Services
Hotlines	Youth Services

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