

National Dislocated Worker Grant (DWG) Summary

Project Type	Reemployment System Integration (RSI)	
State	Mississippi	
Period of Performance	October 1, 2016 - September 30, 2018	
Grant Award Amount	\$ 1,100,000	
Core Project Elements		✓ Where Applicable
	Common registration and case management across at least the DW, ES, and UI programs	✓
	Implementation of robust on-line service delivery hubs that integrate information and on-line services across at least the DW, ES, and the UI programs	✓
	Data integration strategies that support the ability of front-line staff, including career counselors, to better connect dislocated workers to the services they need to get jobs in demand and expand the capacity to provide career counseling to more customers	✓
Alternate Options for States	For states with existing integrated systems, the proposal includes enhancing existing system	
Workforce Connect		Yes or No
	Plan to use	No
	Plan to investigate	
Project Description	<p>In order to realize the promise of WIOA and further address the needs of dislocated workers, Mississippi designed an approach to case management, the Smart Start Pathway Model, that immediately brings the workforce customer into contact with services from all other WIOA partners, including unemployment insurance, human services, vocational rehabilitation, and adult basic education. This approach to case management requires a coordinating technology that supports the smooth and accurate collaboration of partners who already use a variety of program-specific custom and off-the-shelf case management systems. In order to achieve a high degree of coordination and allow staff to provide excellent customer service without moving to a single, costly unified system,</p>	

	<p>Mississippi's RSI project will develop a robust on-line service delivery hub technology that connects program-specific systems via web services to support electronic referrals, a common success plan, and other data required for customer service, process improvement, and reporting. These services efficiently link Mississippians directly to employment and training opportunities, as well as provide direct links to supportive services addressing more indirect barriers to successful employment. In addition to the hub technology, Mississippi will also ensure that several data artifacts of case management will be standardized across partners to ensure that agencies are able to align their intake and service delivery processes efficiently to avoid duplication.</p>
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