

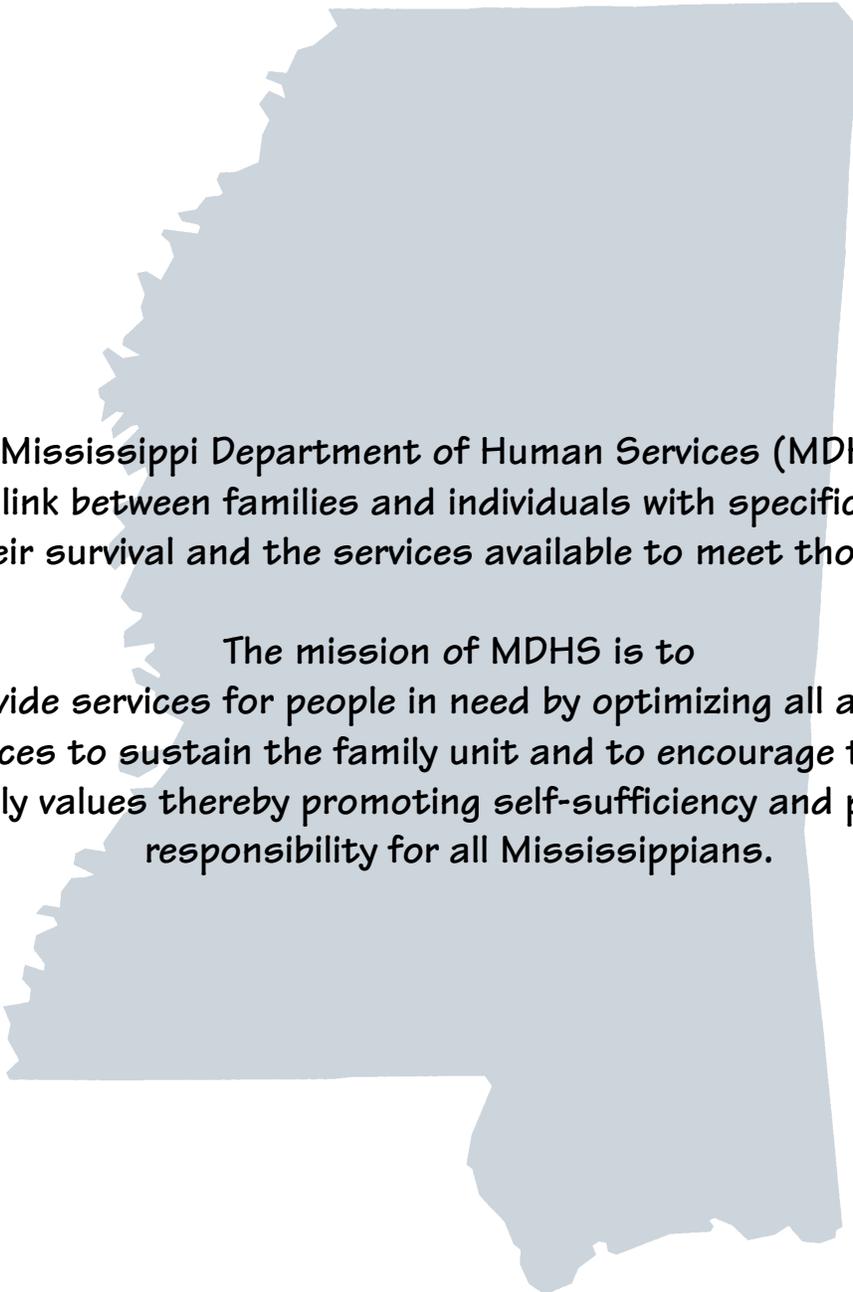
MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

# ANNUAL REPORT



***FISCAL YEAR 2004***

# MISSION STATEMENT



The Mississippi Department of Human Services (MDHS) is a primary link *between families and individuals with specific needs vital to their survival and the services available to meet those needs.*

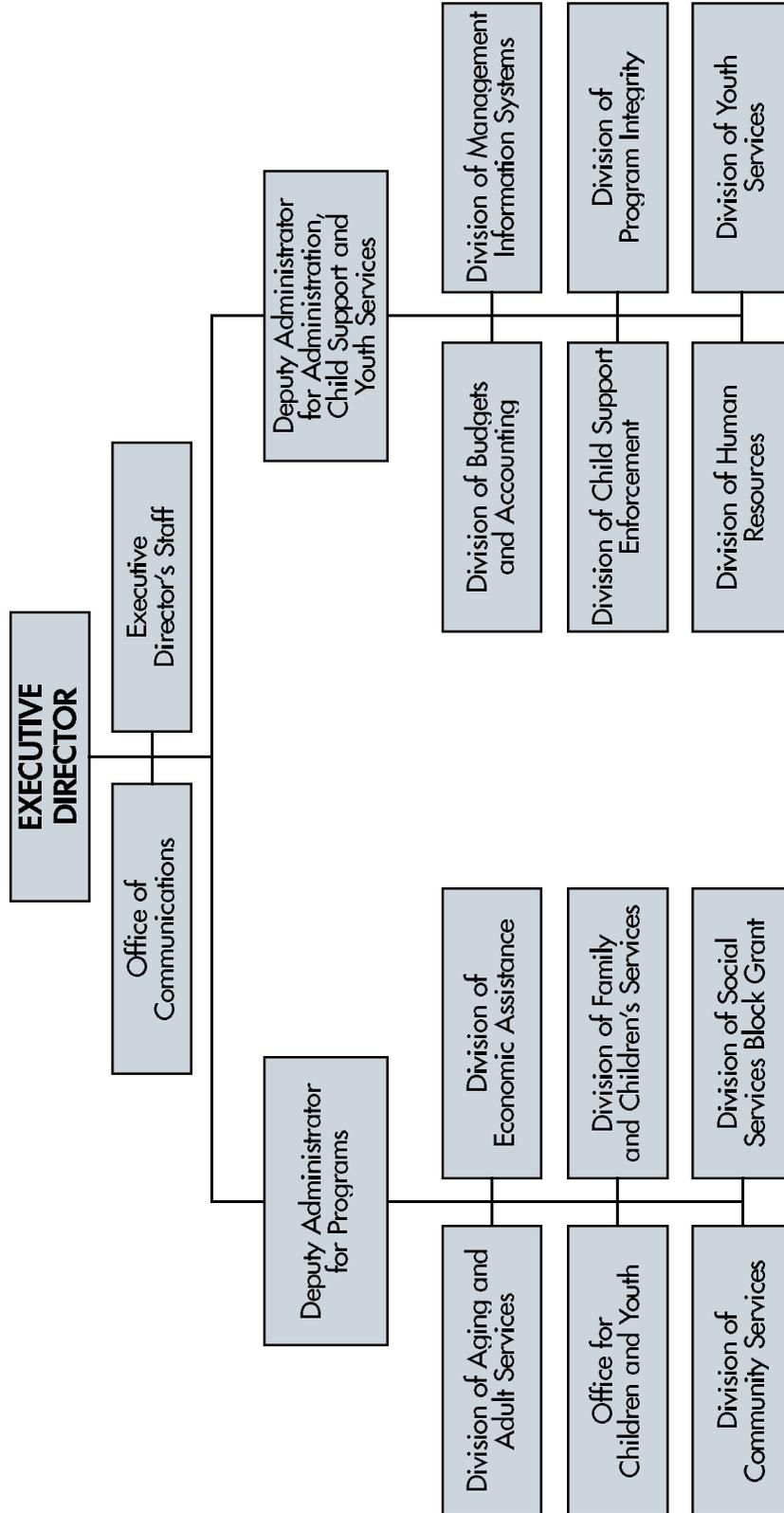
The mission of MDHS is to *provide services for people in need by optimizing all available resources to sustain the family unit and to encourage traditional family values thereby promoting self-sufficiency and personal responsibility for all Mississippians.*

# ANNUAL REPORT, SFY 2004

## TABLE OF CONTENTS

Organizational Chart . . . . .	4
<b>A MESSAGE FROM THE EXECUTIVE DIRECTOR. . . . .</b>	<b>5</b>
MDHS—Helping Families in Various Ways. . . . .	6
Agency Highlights. . . . .	7
<b>DEPUTY ADMINISTRATOR FOR PROGRAMS. . . . .</b>	<b>8</b>
Division of Aging and Adult Services. . . . .	9
Office for Children and Youth . . . . .	14
Division of Community Services. . . . .	19
Division of Economic Assistance . . . . .	24
Division of Family and Children’s Services . . . . .	28
Division of Social Services Block Grant. . . . .	40
<b>DEPUTY ADMINISTRATOR FOR ADMINISTRATION,</b>	
<b>CHILD SUPPORT ENFORCEMENT AND YOUTH SERVICES. . . . .</b>	<b>43</b>
Division of Child Support Enforcement . . . . .	44
Division of Youth Services. . . . .	49
<b>ADMINISTRATIVE DIVISIONS</b>	
Division of Budgets and Accounting. . . . .	57
Office of Communications . . . . .	59
Division of Human Resources . . . . .	61
Division of Management Information Systems . . . . .	66
Division of Program Integrity. . . . .	78
Funding Information . . . . .	82
Statistical Information. . . . .	91
Financial Information. . . . .	101
Contact Information . . . . .	108

# MISSISSIPPI DEPARTMENT OF HUMAN SERVICES ORGANIZATIONAL CHART



To our clients and friends:

The task of providing for our state's most vulnerable citizens comes with great responsibility. But with that great responsibility comes great opportunity—to help our people change their lives irrevocably for the better! I am reminded of the adage, "When you teach your son, you are teaching your son's son!" How true! So we have the opportunity not simply to "touch" lives, but rather to change lives and the lives of our people's children,—and their children. Our opportunities are endless—and awesome!

During the past year we've made unparalleled progress to serve our clients better and our taxpayers more efficiently. To name but a few accomplishments:

- We saved a potential \$2.2 million in property utilization
- Child adoptions were up by 68%
- A total of 1,912 youth were diverted from the training schools through the Adolescent Offender Program, saving the state approximately \$15,167,820.00
- Child support collections were increased by \$9,265,993.93
- Avoided a \$1.2 million sanction by improving paternity establishment by 7.67%
- FY 2004 incentive bonuses increased by \$921,819.00 for a total incentive payment of \$3,404,724.00
- We maximized the Child Care Development Fund, thus providing services to 34,204 children in FY 2004
- We're transforming our computers from "dumb" terminals to "smart" terminals
- We're moving to a "paperless" record system, initially in two divisions

The list is not inclusive and none of it would've been possible without our dedicated employees who've assumed a "Whatever it Takes" attitude!

For a better Mississippi,



Donald R. Taylor  
Executive Director

**Contact Information:**

**Mississippi Department of Human Services**

750 N. State Street • Jackson, MS 39202

Tzatzwanza "T" Dixon • Phone: (601) 359-4457

## A MESSAGE FROM THE EXECUTIVE DIRECTOR



*As Executive Director of MDHS for the second time, Don Taylor oversees the administration of State and Federal programs for children, families and seniors in Mississippi.*

*Prior to serving as Executive Director, Taylor was Director of the MDHS Division of Youth Services. In 1994, Taylor was named Mississippi's Juvenile Justice Advocate of the Year at the University of Mississippi where he chaired the Military Science Department.*

*After retiring from the Army Taylor was employed with the Jackson Public School System as a Senior Army Instructor. In 1996, he was inducted into the U.S. Army Officers Candidate School (OCS) Hall of Fame.*

*Taylor received his BS degree in Psychology from the University of Southern Mississippi, going on to receive an MS degree in Counseling from American Technology University. Taylor is a member of American Mensa, Ltd., American Legion, Veterans of Foreign Wars, Disabled American Veterans and the Military Order of the Purple Heart.*

## MDHS—HELPING FAMILIES IN VARIOUS WAYS

### MDHS URGED ABSTINENCE AMONG TEENS



*Jalin Wood, Office of the Governor, read the proclamation designating May as Teen Pregnancy Prevention Month.*

According to the Mississippi State Department of Health, teen pregnancies in Mississippi have been on the decline since 1997.

To promote abstinence among teens, the "Just Wait" Abstinence Unit held its 3rd Annual Abstinence Rally, Tuesday, May 4, 2004 during a press conference at the State Capitol on the south side steps. Cheryl Sparkman, Director, Division of Economic Assistance; Donald R. Taylor, MDHS Executive Director; and Jalin Wood, Office of the Governor representative, recognized the month of May as National Teen Pregnancy Prevention Month. Students from school districts across the state also attended. The press conference concluded with a balloon launch, using the color white to represent purity.

"Because our beloved State of Mississippi leads the nation in percentage of births to teens," said Cheryl Sparkman, Director, Division of Economic Assistance, "one of our main objectives here is to raise public awareness and stress that sexual purity through abstinence is the only real and safe choice for our teenagers."

"We are pleased to be able to support our young people who are abstinent and encourage them to remain so. There is simply no other option which will guarantee no pregnancies or sexually transmitted diseases," said Don Taylor, MDHS Executive Director.

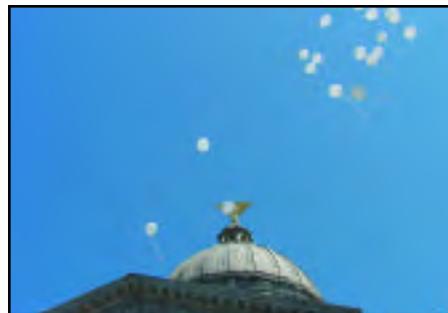
The Abstinence Unit began in 1997 in adherence to legislation as part of a national

initiative to reduce teen pregnancy, address the issue of out-of-wedlock births and other "at risk" behavior of Mississippi's young people. In 1997, there were nearly 10,000 births to teens. That number dropped to 8,624 in 2001.

The goals of the "Just Wait" Abstinence Campaign are:

- To encourage community efforts to establish and sustain teen pregnancy prevention programs
- To encourage parents to talk to their teens, opening lines of communication, taking an interest in their friends and loving them
- To encourage educators to teach character-building and abstinence
- To encourage churches to involve young people in youth activities and services and provide sexuality and values training
- To encourage legislators to change and enforce laws, fund long-term teen pregnancy prevention and educational character-building programs
- To encourage media to use Public Service Announcements to support the message of abstinence outside of marriage
- To reach out to teens, providing them with the facts, educating them to the risks involved in premarital sexual activities and enabling them to make educated, responsible decisions, discovering that the only safe answer is abstinence

To find out more about the Abstinence Unit call 1-800-590-0818 or 601-359-4888.



*In conclusion of the day's events, white balloons were released into the air as a symbol of purity.*

### MDHS AND MS FORUM ON CHILDREN AND FAMILIES ANNOUNCED OPERATION CHILD CARE



*Operation Child Care was announced to the public in April 2004.*

The war against terrorism placed extraordinary demands on all of our troops – and particularly on our citizen soldiers in the state National Guard and Army Reserve Units. As of April 7, 2004, there were 3,038 Mississippi military personnel deployed from such units. Consequently, it is incumbent on all of us to support these troops in whatever way possible.

It is in that spirit we, at the Mississippi Department of Human Services (MDHS), in partnership with the Mississippi Forum on Children and Families, announced Operation Child Care (OCC). OCC is designed to arrange for short-term, donated child care for those troops returning to locations not served by traditional military child and youth programs. This child care may be used to take care of personal business, take a spouse out to dinner or enjoy other recreational activities.

Phase One of this initiative secured state and local child care resources and referral participation, recruited child care providers to donate four or more hours of free care, collaborated with other national organizations for same, marketed the availability of such services and linked soldiers and their spouses with the providers.

For additional information, contact Jane Boykin, President, Mississippi Forum on Children and Families, (601) 355-4911 or Julia Todd, Director, MDHS Office for Children and Youth, (601) 359-4555.

## AGENCY HIGHLIGHTS

### Division of Aging and Adult Services

- Implemented the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services, caregiver counseling and grandparent counseling services.
- The Mississippi Insurance Counseling and Assistance Program (MICAP) provided insurance counseling to 126,920 persons through presentations, workshops and health fairs.

### Office for Children and Youth

- Through the recruitment of 119 Mississippi licensed child care providers, 476 hours of donated free child care was made available to soldiers of the Mississippi National Guard and Reserves in a war zone.

### Division of Community Services

- Served 86,098 Mississippians with Community Services Block Grant funds
- Served 75,819 Mississippi households with Low-Income Home Energy Assistance Program funds
- Provided fans or air conditioners to low-income citizens of Mississippi and weatherized 461 homes

### Division of Economic Assistance

- The Division continued to be a major contributor to the successful enrollment of uninsured and underinsured children in the Children's Health Insurance Program (CHIP) and the Medicaid programs.
- Mississippi was one of thirteen states recognized nationally for accuracy and stewardship for the Food Stamp Program. Mississippi completed the year with a food stamp error rate of 4.07%. This ranked 5th in the nation and 1st in the Southeast Region.

### Division of Family and Children's Services

- Investigated 17,522 reports of suspected child abuse and/or neglect, an average of 1,460 reports per month
- In FY 2004, the Adoption Unit finalized 270 adoptive placements, 392 children were placed into adoptive homes, 374 adoption home studies were assigned, and 248 families were approved

### Division of Social Services Block Grant

- A discretionary grant called the Economic Assistance – Healthy Relationship Program was funded out of FY 2004 funds that provided services that included:
  - Healthy relationships/marriage
  - Family development

### Division of Youth Services

- Diverted a total of 1,016 youth from training school through the Adolescent Offender Program, saving the state \$9,378,086.40
- Announced a partnership with the Home Builders Institute, the educational arm of the National Association of Home Builders, in implementing Project CRAFT.

### Division of Child Support Enforcement

- Child support collections totaled \$206,596,005 in 2004.

## STATE OF MISSISSIPPI PUBLIC HEALTH AND WELFARE/HUMAN SERVICES COMMITTEE MEMBERS 2004 SESSION

### SENATE

Alan Nunnelee, Chairman  
Terry C. Burton, Vice-Chairman  
Hob Bryan  
Eugene S. Clarke  
Bob M. Dearing  
Hillman Terome Frazier  
John Horhn  
Robert G. Huggins  
Cindy Hyde-Smith  
Gary Jackson  
Tom King  
Travis L. Little  
Nolan Mettetal  
T. O. Moffatt  
J. Ed Morgan  
Willie Simmons  
Billy Thames  
Joseph C. Thomas  
Bennie L. Turner

### HOUSE OF REPRESENTATIVES

D. Stephen Holland, Chairman  
Frances Fredericks, Vice-Chairman  
Earle S. Banks  
Jim C. Barnett  
Sidney Bondurant  
Billy Broomfield  
Bryant W. Clark  
Alyce G. Clarke  
Mary H. Coleman  
Dirk D. Dedeaux  
Blaine Eaton  
Chuck Espy  
James Evans  
Joey Fillingane  
Jamie Franks, Jr.  
David Gibbs  
Bobby B. Howell  
Joey Hudson  
Chester Masterson  
Bobby Mook  
Bobby Moody  
Pat Montgomery  
Billy Nicholson  
Diane C. Peranich  
John Read  
Thomas U. Reynolds  
Omeria Scott  
Jeffrey C. Smith  
Carmel Wells-Smith

To our clients and friends:

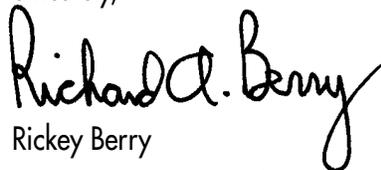
It is a great honor to be able to serve as a member of Executive Director Donald R. Taylor's Executive Management Team. The position of Deputy Administrator for Programs affords me the opportunity to provide oversight to the Divisions of Aging and Adult Services, Community Services, Economic Assistance, Family and Children's Services, Social Services Block Grant and the Office for Children and Youth.

I am proud of the accomplishments in 2004 and share with the management team and agency employees a spirit of "Whatever it Takes" to restore MDHS to a position of national prominence in the field of human services.

Our commitment is to provide the best services possible to the most vulnerable of our citizens along with those making the transition into self-sufficiency in the most cost-effective manner possible. Although this is a daunting task, it provides an awesome opportunity.

I look forward to working with all of you and forging a future of hope and prosperity for all Mississippians.

Sincerely,



Rickey Berry

Deputy Administrator for Programs

**Contact Information:**  
**Mississippi Department of Human Services**

750 N. State Street • Jackson, MS 39202  
 Jennifer Boler • Phone: (601) 359-4458

**A MESSAGE FROM  
 THE DEPUTY ADMINISTRATOR  
 FOR PROGRAMS**



*Richard A. "Rickey" Berry brings 25 years experience in human services and human resources to MDHS.*

*From 1992-2000, Rickey served as the Director of the Division of Job Opportunities and Basic Skills Training (JOBS) and the Director of Resource Development for the Division of Economic Assistance, playing a vital role in the implementation of Welfare Reform in Mississippi.*

*Berry is a graduate of Delta State University. He has also attended Mississippi State University for graduate studies in psychology and vocational counseling.*

## Division of Aging and Adult Services

The Vision Statement for the Division of Aging and Adult Services is: ***Every Older Mississippian Living the Best Life Possible.***

This statement mirrors the Division's mission of *Protecting the Rights of Older Mississippians While Expanding Their Opportunities and Access to Quality Services.* The Division of Aging and Adult Services (DAAS) proactively carries out a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation. The responsibilities of the Division include:

- Developing and administering a State Plan of Services
- Conducting public hearings on the State Plan
- Serving as an advocate for older persons in the State
- Designating and funding Area Agencies on Aging (AAA) within the State
- Training of Aging Network Staff
- Coordinating Resources
- Leadership

### ACCESS SERVICES

Access services link individuals with information, support and other services in the community. These services include:

**Information and Referral Assistance** - Information and Referral is the entry point into the aging service delivery system. This service informs unserved individuals, links them with needed services and provides follow-up mechanisms to record that help was rendered and needs were met.

**Outreach** - Outreach involves seeking out people who may need a service and helping them obtain it. Many older persons have no knowledge of the resources or services available to them.

**Transportation** - Transportation includes transporting older persons to the doctor, running errands and organizing recreational activities. Transportation services consist of vans that provide door to door service.

**Title V Senior Community Service Employment** - Title V Senior Community Service Employment provides community service employment to persons who are 55 years of age and older. Persons must meet certain income eligibility requirements and are provided training opportunities.

**Mississippi Insurance Counseling and Assistance Program (MICAP)** - Mississippi Insurance Counseling and Assistance Program provides information, counseling and assistance to consumers on health insurance benefits as new changes to the Medicare program unfolds.



*The Division of Aging and Adult Services helped answer questions of Medicaid recipients at a Central Mississippi AAA Public Hearing held at the Agriculture and Forestry Museum.*



### Dr. Marion Dunn Tutor

The Division of Aging and Adult Services coordinates and provides services for Mississippi's older citizens through its system of Area Agencies on Aging. Dr. Marion Dunn Tutor returned to direct the efforts of the professional staff working in the Division of Aging and Adult Services.

Dr. Tutor administered the policy and planning section of the Division of Aging for eight years, leaving MDHS in 2000. In the interim, she continued working with aging and older adult issues in the private sector. Marion served as the director of Resource Development for the Legal Services programs in Mississippi and most recently was Vice President for Research with The ProMatura Group, a marketing and research firm specializing in the older marketplace.

Dr. Tutor is a graduate of Mercer University, but finally realized a lifelong learning goal – completing the Doctor of Philosophy at Ole Miss in 2000. Marion enthusiastically advocates for elders and their caregivers.

**Mississippi Medicare Assistance Patrol Project (MsMAPP)** - Mississippi Medicare Assistance Patrol Project is an educational outreach program designed to recruit and train volunteers to read their medical statements and report suspicious claims, aiding in the fight to prevent and/or reduce fraudulent practices in the Medicare system.

## LEGAL ASSISTANCE AND ADVOCACY

Advocacy services protect and assist individuals in securing their rights and benefits, and ensure quality of life care. These services include:

**Legal Assistance** - When older persons need legal advice, consultation or representation, legal assistance referrals are made to legal service providers and pro bono attorneys.

**Ombudsman** - The Ombudsman program provides a "voice for residents." The ombudsman serves as a resident advocate and supports residents' highest possible quality of life and care, and is responsible for investigating and attempting to resolve concerns and complaints made by or on behalf of residents of long term care facilities.

**Elder Abuse Prevention** - Elder Abuse Prevention activities include public information programs that focus on issues that can help prevent abuse, fraud and exploitation of older persons.

## HOME- AND COMMUNITY-BASED PROGRAMS



*Senior Appreciation Day was held on May 18, 2004.*

Home- and Community-Based Services help individuals maintain their functioning level in their homes and community, and contribute to their dignity and self worth. These services include:

**Case Management** - Case Management identifies the needs of frail, elderly adults through a comprehensive assessment followed by the development of a care plan, utilizing the input of family members.

**Homemaker Services** - Homemaker Services provide assistance with activities of daily living in the home of older persons who have no one to assist them with personal hygiene, light housekeeping activities and other chores.

**Adult Day Care** - Adult Day Care provides a planned program that includes a variety of health, social and support services in a protective setting, usually during daytime hours. This is a community-based program designed to meet the individual needs of functionally and/or cognitively impaired adults.

**Elderly Nutrition Program** - The Elderly Nutrition Program includes the Congregate Meals Program and the Home-Delivered Meals Program. The Congregate Meals Program allows older persons an opportunity to attend senior centers and fellowship with others, while being served a hot meal. The Home-Delivered Meals



*The Division of Aging and Adult Services presented former First Lady Pat Fordice with a Gail Pittman bowl in appreciation of her help with the elderly. This kicked off Older Americans Month for May.*

MAY PROCLAIMED AS  
OLDER AMERICANS'  
MONTH



AGING WELL,  
LIVING WELL

It is common knowledge that older Mississippians will account for an increasingly significant percentage of the state's population. But aging isn't what it used to be, thanks in part to medical advances and the availability of a range of options in lifestyles, living arrangements and community-based services. Across Mississippi, older people are living well as they age by following a few basic principles.

A chief strategy is to maintain a healthy diet. The Division of Aging And Adult Services provides a variety of programs that can help, such as Meals on Wheels, meals served where elders congregate and more. Another part of living well is getting enough exercise. Physical activity helps older adults improve their quality of life. A third strategy is to remain actively engaged. Programs for part-time employment or volunteering in the community, promote active engagement for older Mississippians.

*(continued on next page)*

program provides for a meal to be delivered to home-bound seniors who are unable to prepare their meals themselves, and who are at risk for early institutionalization.

**Emergency Services** - Emergency Services are designed to satisfy the unmet needs of older persons in crisis situations. Emergency services can include food, medical supplies, equipment and other items needed in a crisis situation.

**Respite Services** - Respite Services are designed to give caregivers an opportunity to take a break from their caregiving responsibilities. The respite time varies based upon the caregivers need.

**Family Caregiver Support Program** - The Family Caregiver Support Program is designed to provide support to the many caregivers who are responsible for providing care to older adults. This program has five basic services for family caregivers, including:

- information to caregivers about available services
- assistance to caregivers in gaining access to supportive services
- counseling assistance
- respite services
- supplemental services

## SPECIAL INITIATIVES

Through special initiatives, the Division of Aging and Adult Services accomplished the following:

- Implemented the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services, caregiver counseling and grandparent counseling services
- The Mississippi Insurance Counseling and Assistance Program (MICAP) provided insurance counseling to 126,920 persons through presentations, workshops and health fairs
- The Senior Community Services Employment Program provided on-the-job training opportunities for 152 persons statewide
- The Mississippi Medicare Assistance Patrol Project (MsMAPP) trained 414 volunteers to spot and report fraud, errors and abuse in the Medicare System
- Sponsored the Annual Governor's Snowflake Ball for the 21st year, inviting seniors to come and dance with the Governor
- Co-sponsored a total of 10 public hearings with Area Agencies on Aging
- Provided housing counseling to more than 300 persons
- Provided services through the Area Agencies on Aging to more than 44,000 persons. Services included meals, transportation, legal assistance, ombudsman advocacy, elder abuse prevention activities, housing counseling, homemaker services, adult day care, senior companion, respite services, emergency services, case management, outreach, employment and Medicare/Medicaid counseling
- Sponsored the Annual Long Term Care Conference with 300 persons in attendance
- Sponsored "What We Do Makes a Difference Day" at MDHS to highlight the mission of DAAS during Older Americans Month. All agency staff were invited to learn about the Division's mission and initiatives toward preparing for and maintaining a healthy lifestyle.
- Created a Prescription Assistance Program to help needy Mississippians obtain free or low-cost prescription medications resulting in over \$1.1 million in savings during the first seven months.

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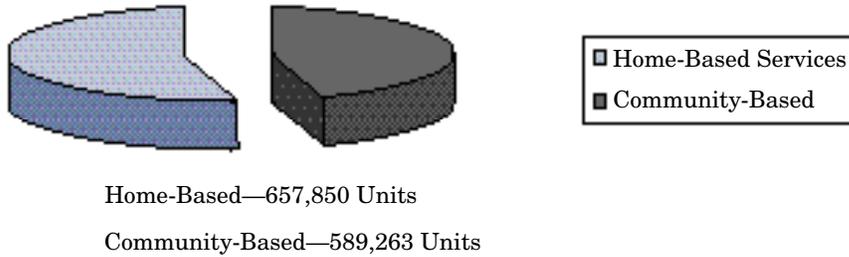
Living well also means planning well. Helping Mississippi seniors learn of the many choices in long-term care and providing options which allow them to remain in their own home rather than institutions, is a priority service for the Division of Aging and Adult Services.

The Division of Aging and Adult Services actively helps older Mississippians age and live well.

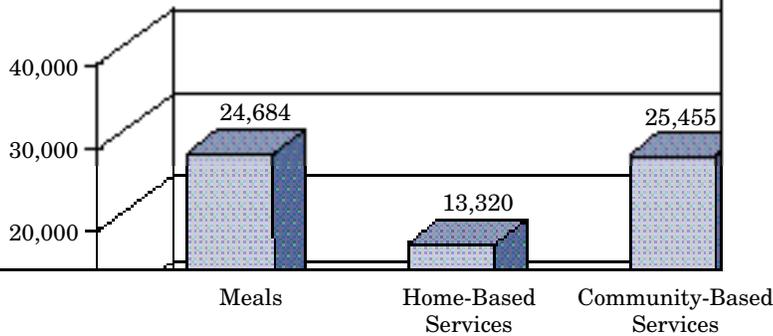


*The Governor's Snowflake Ball is held annually.*

### Home-Based and Community-Based Service Units



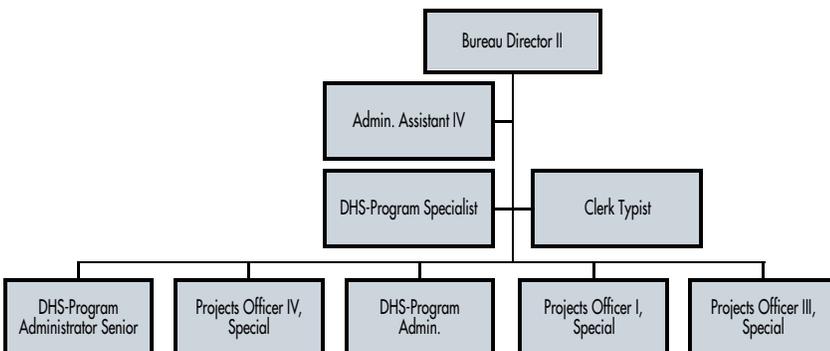
### Clients Served in Service Categories



### DAAS FEDERAL FISCAL YEAR 2004 FUNDING CHART

Grant		Federal Allocation	State Match
Older Americans Act	Title III & VII	\$8,483,916	25% Admin; 5% Services
Social Services Block Grant	Title XX	\$5,871,295	25% Admin
Senior Community Service Employment Program	Title V	\$1,081,015	10% Admin
Nutrition Services Incentive Program	NSIP	\$2,000,000	No match required
Child and Adult Care Food Program	CACFP	\$140,000	No match required
MS Insurance Counseling & Assistance Program	MICAP	\$240,000	No match required
MS Senior Medicare Patrol Project	MsMAPP	\$220,000	25% Admin
Senior Companion Program	Jackson Co.	\$180,813	25% Admin

### ORGANIZATIONAL CHART



### ELDERLY NUTRITION PROGRAM

The Elderly Nutrition Program works to ensure nutritionally complete meals are available in congregate settings and through home delivery to Mississippi's elder population.

- 620,280 meals served in congregate settings
- 3,683,641 home-delivered meals
- Over 3,703,921 meals served annually to seniors and eligible family members
- 25,000 seniors served (unduplicated)

The DAAS ensures the provision of a comprehensive system of home-based/community-based services to persons age 60 and older. Through the AAAs, community-based resources are coordinated to provide services to over 44,000 older Mississippians at the local level.

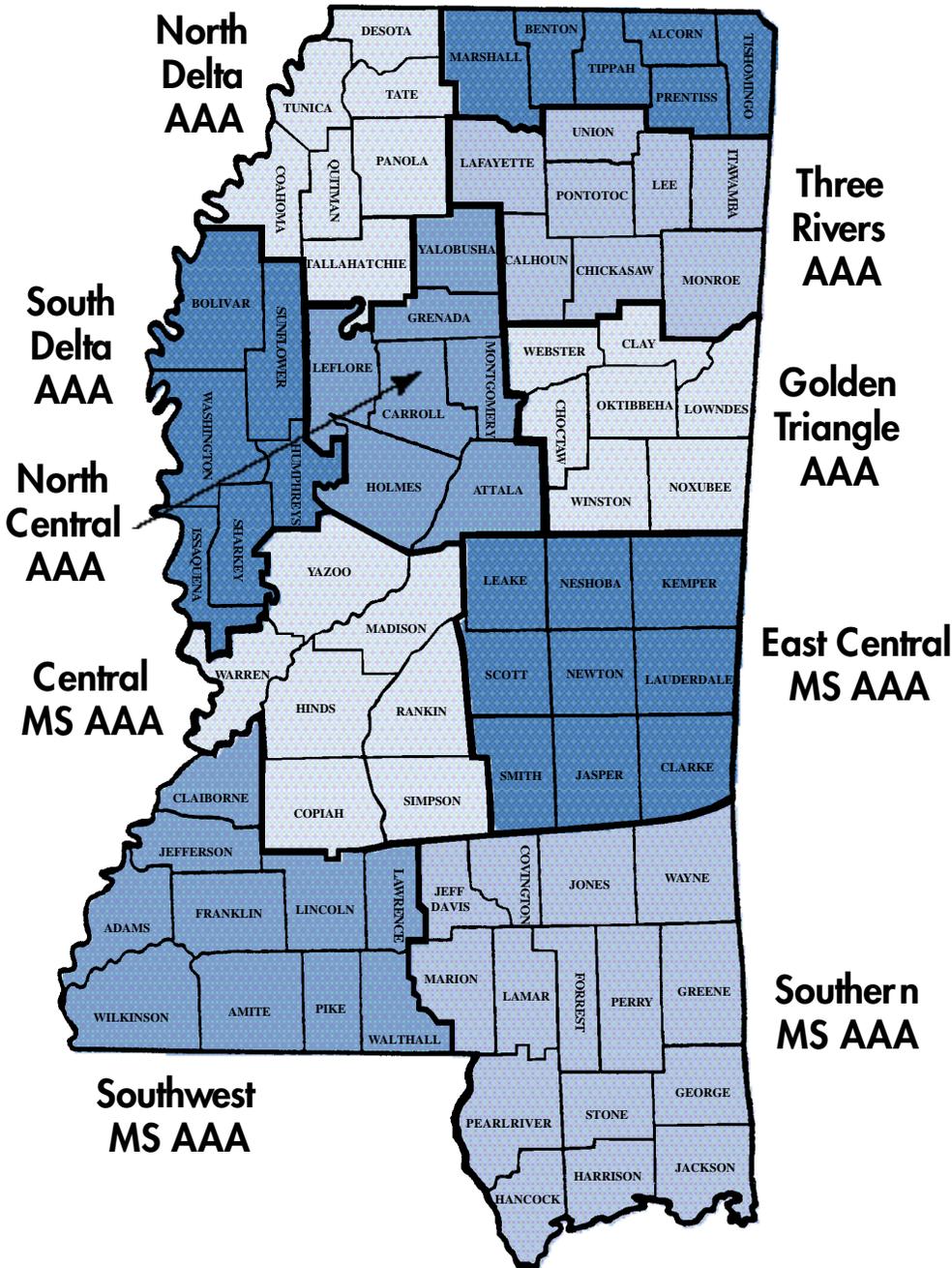
### CONTACT PHONE NUMBERS:

**Toll Free Number:**  
1-800-948-3090

**Web Address:**  
[www.SenioRxMs.org](http://www.SenioRxMs.org)

# REGIONAL MAP

## Northeast AAA\*



## DIVISION OF AGING AND ADULT SERVICES



\* AAA - Area Agency on Aging

## Office for Children and Youth

High quality, consistent and developmentally appropriate child care is important for young children. The child care assistance provided by the Office for Children and Youth (OCY) makes it possible for approximately 18,000 Mississippi families to obtain and retain employment. OCY provides this assistance with federal funds awarded to the State under the Child Care and Development Fund (CCDF) program. The Department of Human Services increases the amount available under CCDF by transferring 20% of the funding available to the State from the federal Temporary Assistance for Needy Families (TANF)—a decision that reflects the important role child care plays in helping families make the transition from welfare to work. As a condition for receiving these federal funds, OCY cannot limit the type or quality of child care available to parents.

OCY is committed to quality in all forms of child care. All parents are employed in 61.7% of Mississippi families with children five years of age and younger. As a result, more young children in Mississippi participate in early care and education programs than their counterparts in other states. Data suggests, as much as three-fourths of the State's population of children four years of age are enrolled in a licensed child care center or other early care and education program.

OCY invests CCDF dollars in professional development initiatives proven to improve the quality of child care and increase the school-readiness of enrolled children. Consequently, OCY not only provides child care assistance that supports the State's current workforce but also provides the State's future workforce with the early care and education necessary for success in school and later adult life.

### PROGRAMS AND INITIATIVES

- **Child Care Certificate Program** - OCY subgrants with nine Designated Agents across the State to administer the Child Care Certificate Program. The Designated Agents are responsible for specific counties in their regions. Each Designated Agent issues certificates for child care services to low-income working parents or parents in an approved education or training activity. Parents may take these certificates to the provider of choice that meets the needs of the family. The provider may be a licensed child care center, an individual who will keep a child(ren) in their home or in the child's own home. OCY administers the federally-funded Child Care and Development Fund Grant (CCDF). Under the Child Care and Development Block Grant Amendments of 1996, the funding focus is to assist income-eligible working parents with subsidized child care. The established CCDF Priority Populations are served in the following order:

- 1st Children of parents transitioning off Transitional Child Care (TCC);
- 2nd Children of very low-income working parents whose income is at 50% or below the State Median Income (SMI), who are at risk of going on TANF, in the following order:
  - A. Teen parents currently enrolled in school full-time
  - B. Children with special needs
  - C. Children in protective services or foster care
  - D. Children of all other eligible parents at this income level



#### Julia Todd

Julia returned to the Office for Children and Youth as Director in March 2004 where she initially started her state service career approximately 13 years ago. Julia played an important role in the implementation of the first Child Care and Development Block Grant (CCDBG) awarded to the State of Mississippi.

Prior to her state service, Julia served the City of Clinton as the first woman in the history of Clinton to be appointed as Municipal Tax Collector/Assessor and Municipal Clerk. She has served as President and Chairman of many civic organizations, being awarded the Outstanding Young Woman of America Award for Clinton through the Junior Civic League. She also served in various capacities on International and National Boards. Julia was also the first woman to be appointed to the Mississippi Municipal Executive Committee while serving as Municipal Clerk.

Julia has a son (Chuck) who lives and works in Vail, Colorado and a daughter (Nikki), a Jackson Public School Teacher, son-in-law (Steve), a detective with the Clinton Police Department and two wonderful grandsons, ages five and seven, Tyler and Christopher, respectively.

3rd Based upon the availability of funding, children of parents who are working or in an approved educational or training program, working the required hours, and whose income falls above 50% of the SMI and below 85% of the SMI.

- **TANF Child Care Certificate Program** - The Temporary Assistance for Needy Families (TANF) Child Care Certificate Program offers affordable and available child care to those families eligible to receive TANF and those transitioning off TANF (TCC). This is a collaborative effort between the Division of Economic Assistance and the Office for Children and Youth. Eligibility determination and issuance of child care certificates occurs at MDHS county offices through case managers. Licensed and unlicensed child care providers chosen by the parent(s) are issued certificates for the child(ren) on a ledger form that is submitted to OCY and payment entered through the JAWS automated system. OCY staff also provides technical assistance to the case managers, child care providers and the parent(s). Other activities involve the tracking of lost reimbursements, ledgers and lost and returned checks. Processing underpayments to providers is also a component of OCY's role in this effort.
- **The Child Care Partnership Grant Program (CCPG)** - The Child Care Partnership Program is a special initiative developed by OCY to encourage partnerships in addressing employee/community child care needs. This is a federal matching grant program to encourage local commitment to child care through community-generated financial resources that can be matched with federal funds. Applicants eligible for consideration for a subgrant include local or county government, state agencies and municipalities. Current partnerships include Alcorn State University, City of Jackson, City of Starkville, Hancock County Human Resource Agency, Hattiesburg Public School District, Hinds Community College, Town of Bolton and the University of Southern Mississippi.

The Child Care Partnership Program also includes direct grants to purchase child care slots. Direct grants are awarded to community based organizations through a non-competitive process to provide child care services. There were 610 slots funded under the CCPG. This program is a matching grant program that encourages communities to commit local 50-50 cash matches to meet child care needs. Applicants eligible for consideration under this initiative include corporations, industries, consortiums, foundations, churches, philanthropic groups and community based organizations such as Sanderson Farms, Inc. and the United Way of the Capital Area.

- **OCY Head Start Extended Day and Summer Child Care Initiative** - OCY Head Start Extended Day and Summer Child Care Initiative allows 18 Head Start sponsors to provide extended day and Summer child care services to children of income-eligible working parents enrolled in Head Start centers statewide. The hours of operation must extend the Head Start day to meet the needs of working parents. The participating centers must remain open until at least 6 p.m. This partnership shares the cost with Head Start for full-day services for low-income, working parents.
- **Mississippi State Department of Health (MSDH)/OCY Collaboration** - OCY provides \$1 million in CCDF funds to the Child Care Licensure Branch, Mississippi State Department of Health (MSDH), to assist in funding activities and MSDH staff associated with the administration of child care licensure in the State of Mississippi.
- **The Mississippi State University (MSU) Early Childhood Institute/Quality Evaluation Initiative** - Under this initiative, a grant was awarded to MSU to continue to evaluate licensed child care centers throughout the State of Mississippi, which focuses on improving the level of quality offered at each center. Technical assistance is provided in conjunction with the evaluation component of the project. To date, approximately 250 child care centers have been selected to participate in this initiative, which utilizes nationally recognized child care environmental rating scales. Results from this initiative affords MDHS a myriad of options for policy-making decisions.

*“Children in high quality care demonstrated greater mathematic ability, greater thinking and attention skills, and fewer behavioral problems. These differences held true for children from a range of family backgrounds, with particularly significant effects for children at risk.”*



- **Right From Birth and Going to School - Mississippi Public Broadcasting (MPB)** - The Right From Birth Initiative is designed to provide training to licensed and unlicensed child care providers and parents on the importance of stimulating brain development during the first 18 months of life. Going to School covers the many issues parents and providers face from the preschool years through the early elementary grades including how children learn, family life and school success, the importance of discipline, building good study and work habits and much more. Through widespread distribution of tapes, printed materials, weekly workshops (held in every county in the State), MPB reaches at-risk families and caregivers throughout Mississippi. Contact hours are offered toward meeting the requirements imposed by the Mississippi State Department of Health (MSDH).
- **Nurturing Homes Project - Mississippi State University Extension Services** - The Nurturing Homes Project is designed to evaluate and provide the necessary training to home child care providers. The areas of evaluation are similar, and in many cases the same as the areas focused on in the Early Childhood Institute's evaluation.
- **OCY Project Prepare - University of Southern Mississippi, Institute for Disabilities Studies** - The OCY Project Prepare is coordinated through the Institute for Disabilities Studies (IDS) at the University of Southern Mississippi. It provides professional development opportunities, support, and resources to enable early childhood programs to better serve children with special needs and their families. Services are offered to promote inclusion of children with special needs.
- **Office for Children and Youth Early Childhood Development Scholarship Program** - The Office for Children and Youth Early Childhood Development Scholarship Program has developed and implemented this program, designed to allow early childhood workers to obtain professional development training specific to the field of early childhood development and education, to be applied toward an associate degree in early childhood development or early childhood education. This training will improve the quality of care children receive in licensed child care settings by increasing the professional training of teachers. This supports MDHS' initiative to return low-income parents to the workforce, while addressing Mississippi's increasing need for quality child care programs. This training activity is aimed at upgrading the entire system of licensed care.
- **Child Care Training Calendar** - OCY compiles and distributes a comprehensive, statewide training calendar to inform child care providers of various opportunities. These opportunities are sponsored through organizations statewide to assist with obtaining contact credit hours required for licensure and are conducted in diverse locations across the State. The OCY training calendar is mailed to all licensed child care centers for distribution to staff.
- **Consumer Education Information: Publications and Videos** - OCY operates a toll-free statewide child care information hotline (1-800-877-7882) to assist parents with various questions and issues regarding child care.
- **Mississippi Early Childhood Association (MECA) and Southern Early Childhood Association (SECA) Membership** - OCY provides 18-month memberships in MECA and SECA.



## IMPORTANT STATISTICAL DATA

*Primary Child Care Arrangements for Children Younger than Five with Employed Mothers*

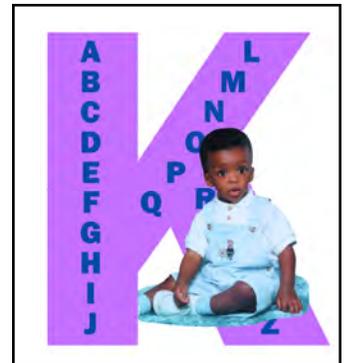
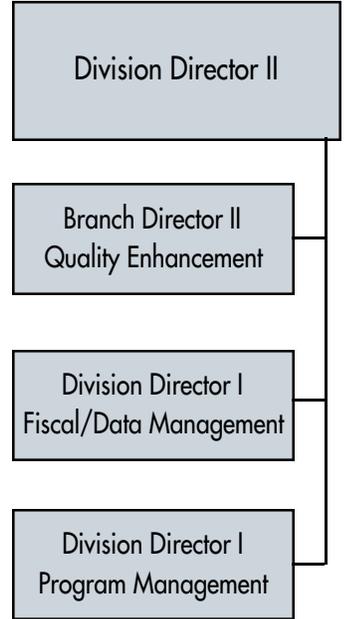
Number of unduplicated CCDF children served in SFY 2004	OCY Designated Agent	Number of children OCY Designated Agents reported on waiting list for child care service as of 6/30/04
34,204	South Delta PDD	217
	Golden Triangle PDD	464
	East Central PDD	1,122
	Southwest PDD	190
	Southern MS PDD	3,118
	North Central PDD	265
	Northeast PDD	156
	Central MS PDD	2,682
	I.C.S. Head Start	783
	<b>TOTAL</b>	<b>8,997</b>

## MOST IMPORTANT ACCOMPLISHMENTS

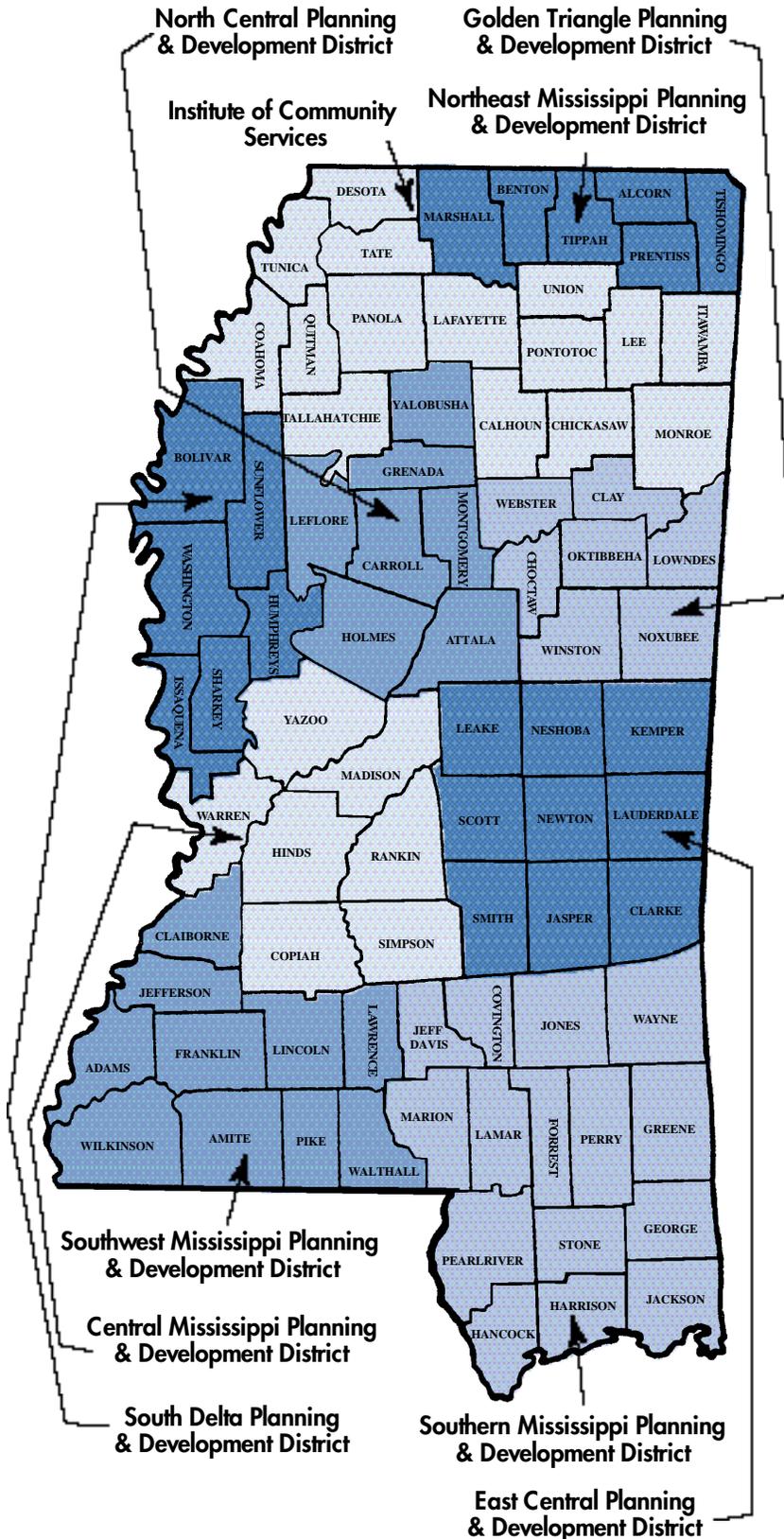
- OCY's Director's Credentialing Program** - This nationally recognized Director's Credentialing Program continues to make a substantial impact on early childhood programs across the State of Mississippi by sponsoring the ninth year of OCY's Director's Credentialing Program. Since its implementation (January 1996), more than 1,284 individuals statewide have successfully completed the credentialing training.
- Operation Child Care Initiative** - A national initiative of the National Association of Child Care Resource and Referral Agencies and its member organizations; in Mississippi, the Mississippi Forum on Children and Families and the Office for Children and Youth partnered to arrange for short-term, donated child care for soldiers of the Mississippi National Guard and Reserves in a war zone and coming home on leave. Through the recruitment of 119 Mississippi licensed child care providers, 476 hours of donated free child care was made available to soldiers.
- Video Resource Library** - OCY sponsors a video resource library with over 300 titles of videos that may be viewed by providers to obtain up to five contact hours, of which they need 15 contact hours per year. The library offers 25 categories of tapes such as behavior and discipline, infants and toddlers, nutrition, health and safety and many more. Each provider is allowed two weeks to view the materials and the only cost of the program is to mail the tapes back to OCY. The library is also enjoyed by professionals in the community, as well as foster parents and students.



## ORGANIZATIONAL CHART



# REGIONAL MAP



## OFFICE FOR CHILDREN AND YOUTH



## Division of Community Services

The Division of Community Services (DCS) provides a wide range of services to the elderly, disabled and low-income families with children. DCS' objective is to address the immediate and long-range challenges faced by low-income citizens through alleviating the causes and effects of poverty. The services are provided through a network of 20 Community Action Agencies (CAAs) and two Human Resource Agencies which cover all 82 counties of the State. By using the case management approach to delivery of services, clients are prepared to focus on obtaining an education, employment, etc., in order to become self-sufficient.

### DIVISION'S RESPONSIBILITIES:

- Assists clients in achieving self-sufficiency through activities such as education, employment, nutrition, housing, health services, community affairs, transportation, etc.
- Provides financial assistance to eligible households to help pay the costs of home energy bills
- Provides assistance to reduce the costs of home heating and cooling by improving energy efficiency and ensuring health and safety
- Assists families in meeting their nutritional needs by participating in food share programs, purchasing food through food pantries/food banks, and feeding the homeless through soup kitchens across the State
- Promotes responsible fatherhood
- Refers clients to other MDHS Divisions or other state agencies for further assistance

### BUDGET:

*The Division of Community Services receives federal funding only:*

1. Community Services Block Grant (CSBG) = \$10,161,249; clients served - 86,098
2. Low-Income Home Energy Assistance Program (LIHEAP) = \$13,259,705; households served - 75,819
3. Low-Income Weatherization Assistance Program (WAP or WX) = \$1,648,503; homes weatherized - 461
4. Community Food & Nutrition (CF&N) = \$58,393 clients served - 2,322; meals served - 201,796

### SIGNIFICANT ACCOMPLISHMENTS

- DCS has been recognized by the U.S. Department of Health and Human Services, Office of Community Services, as a model state program



**Sollie B. Norwood**

Sollie Norwood, Director, Division of Community Services, joined the Department of Human Services in 1988. He is a graduate of Jackson State University with a Masters Degree in Guidance and Counseling. Sollie is a member of the National Association for State Community Services Programs. During his tenure at MDHS, he has implemented the Responsible Fatherhood Initiative, for which he is an avid supporter. He also provided oversight for the creation of MS ROMA, a nationally-recognized client tracking system, in addition to serving on various task forces, panels and committees.

### PROGRAMS AND INITIATIVES OF THE DIVISION OF COMMUNITY SERVICES

Community Services Block Grant Program (CSBG)  
 Low-Income Home Energy Assistance Program (LIHEAP)  
 Low-Income Weatherization Assistance Program (WAP)  
 Community Food and Nutrition Program (CF&N)  
 Responsible Fatherhood Initiative

- DCS has one of the top client-tracking and data collection systems in the country, Mississippi Results Oriented Management and Accountability (MS ROMA); staff and task forces have provided training at the federal and state levels
- DCS has written for and received in excess of \$50,000 in competitive grants
- Mississippi was chosen to host the 2004 National Association of State Community Services Programs conference, a first for the State
- Staff members were selected to serve on national committees representing CSBG and Weatherization
- Provided fans to low-income citizens of Mississippi during the summer
- Sponsored a Responsible Fatherhood Family Basketball Camp in which over 250 parents and children participated

## COMMUNITY SERVICES BLOCK GRANT PROGRAM

Community Services Block Grant Program (CSBG) funds are used to provide a range of services or activities designed to eliminate the causes and effects of poverty. These services assist clients with attaining an adequate education, securing and retaining meaningful employment, obtaining and maintaining adequate housing, health and nutrition services, and accessing community resources and transportation. A component of CSBG, the Community Food and Nutrition Program (CF&N) provides nutritional needs to eligible clients. Objectives of CF&N are to increase the amount of food available by participating in food share programs throughout the State, as well as provide a variety of foods to create food pantries/food banks in order to meet the nutritional needs of eligible Mississippians.

## LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

The Low-Income Home Energy Assistance Program (LIHEAP) provides financial assistance to eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program (ECIP) for natural gas, wood, electricity, liquid petroleum propane/butane gas and other energy-related services.

## LOW-INCOME WEATHERIZATION ASSISTANCE PROGRAM

Low-Income Weatherization Assistance Program (WAP) funds are used to improve the conditions of eligible clients' homes. The program is designed to reduce home heating and cooling costs by improving energy efficiency and ensuring health and safety. Priority is given to low-income, elderly and disabled individuals. Weatherization measures include:

- Performing energy audits on homes
- Air sealing
- Adding attic insulation
- Adding wall insulation (dense packing)
- Adding duct insulation
- Installing smart thermostats
- Installing lighting retrofits
- Refrigerator replacement



### **STAFF MOTTO**

*Chosen to serve families in Mississippi with a spirit of dignity and pride and a commitment to excellence.*



## MS ROMA MISSISSIPPI RESULTS ORIENTED MANAGEMENT AND ACCOUNTABILITY

To carry out the goals, objectives and assurances as stated in Section 672 of the CSBG Act, the Mississippi Results Oriented Management and Accountability (MS ROMA) system was put in place. MS ROMA is a system used for client tracking by all CAAs. MS ROMA has become an integral part of the day-to-day CSBG case management.

### TANF AND DCS' INVOLVEMENT

Temporary Assistance for Needy Families (TANF) is an ongoing effort in the State of Mississippi to reduce the number of families who have a need for temporary assistance. The increase in child support collections has created a need for fathers to be trained on how to develop, renew or continue a relationship with their children. The Fatherhood Initiative has been the mechanism by which DCS achieves those goals. As a result, fathers are being reunited with their families and even developing relationships where there were none. The Fatherhood Initiative administered 15 subgrants during SFY 2004 for the continuing education of fathers and their quest to become better fathers. The fatherhood slogan, "LOVE YOUR KIDS TODAY," positively delivers the message—if you don't, someone else will.

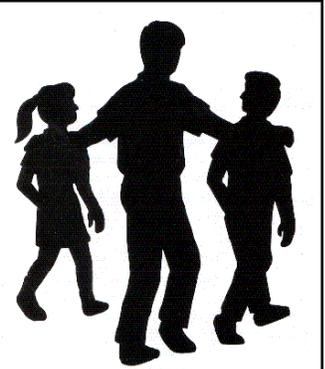
### SUCCESS STORY

On March 3, 2003, a 24-year-old female came into the Pearl River Valley Opportunity Office for financial assistance with her rent and power bill. The client was employed part-time with the Education Department at the University of Southern Mississippi (USM). Her gross income was \$426.89 monthly. After assessing the client, the case manager identified the client's ROMA problem as education at-risk since the client had a B.S. Degree in Psychology. After careful assessment of the client, the case manager completed an intake on her.

The case manager completed a case plan with the client and discovered that the client was also working on a Masters Degree in Counseling. As part of the client's case plan, the case manager discussed the following requirements with the client: submit class schedule and enrollment information from USM, obtain a "C" average or above while in long-term case management and submit mid-term and final grades to the case manager.

The case manager utilized the Community Service Block Grant funds to assist the client with monthly rent beginning March 2003, continuing through August 2003. The client received assistance with her power bill from the Low-Income Home Energy Assistance Program.

In August 2003, she graduated from USM with a Masters Degree in Counseling. In August 2003, she attended an educational banquet held by Pearl River Valley Opportunity and received a trophy in recognition of her achievements. In September 2003 the client became employed at Pine Belt Mental Health, approximately 30 days after graduation. This position allowed her to earn \$28,000 annually. The client's employment provides income allowing her to move from at-risk to stable status. Presently, she is working in Pearl River Valley Opportunity service area and volunteers quarterly with the Commodity Program during her lunch hour.



**Love Your  
Kids Today**  
*Let Them Know  
You Care!*  
*Be A Responsible Father!*

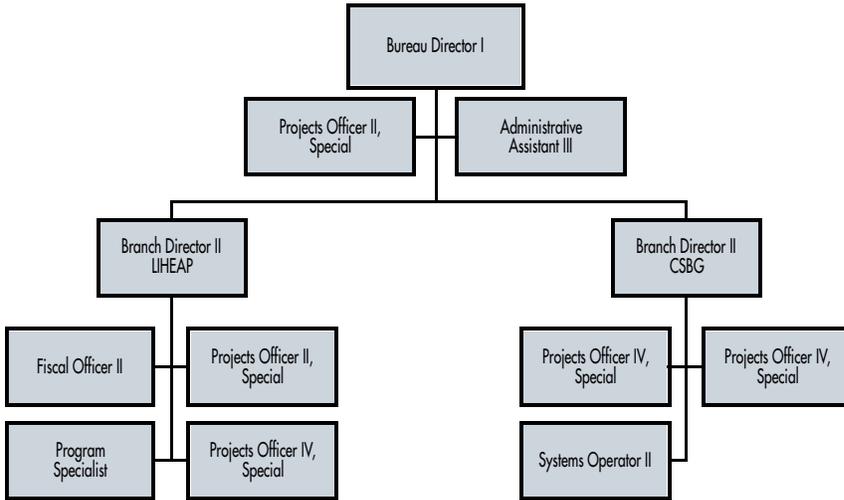
#### Contact Information:

Mississippi Department of  
Human Services  
Division of Community  
Services  
750 North State Street  
Jackson, MS 39202

Phone: (601) 359-4768  
1-800-421-0762  
Fax: (601) 359-4370

We are on the web!  
Visit our home pages for  
more information  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)

# ORGANIZATIONAL CHART



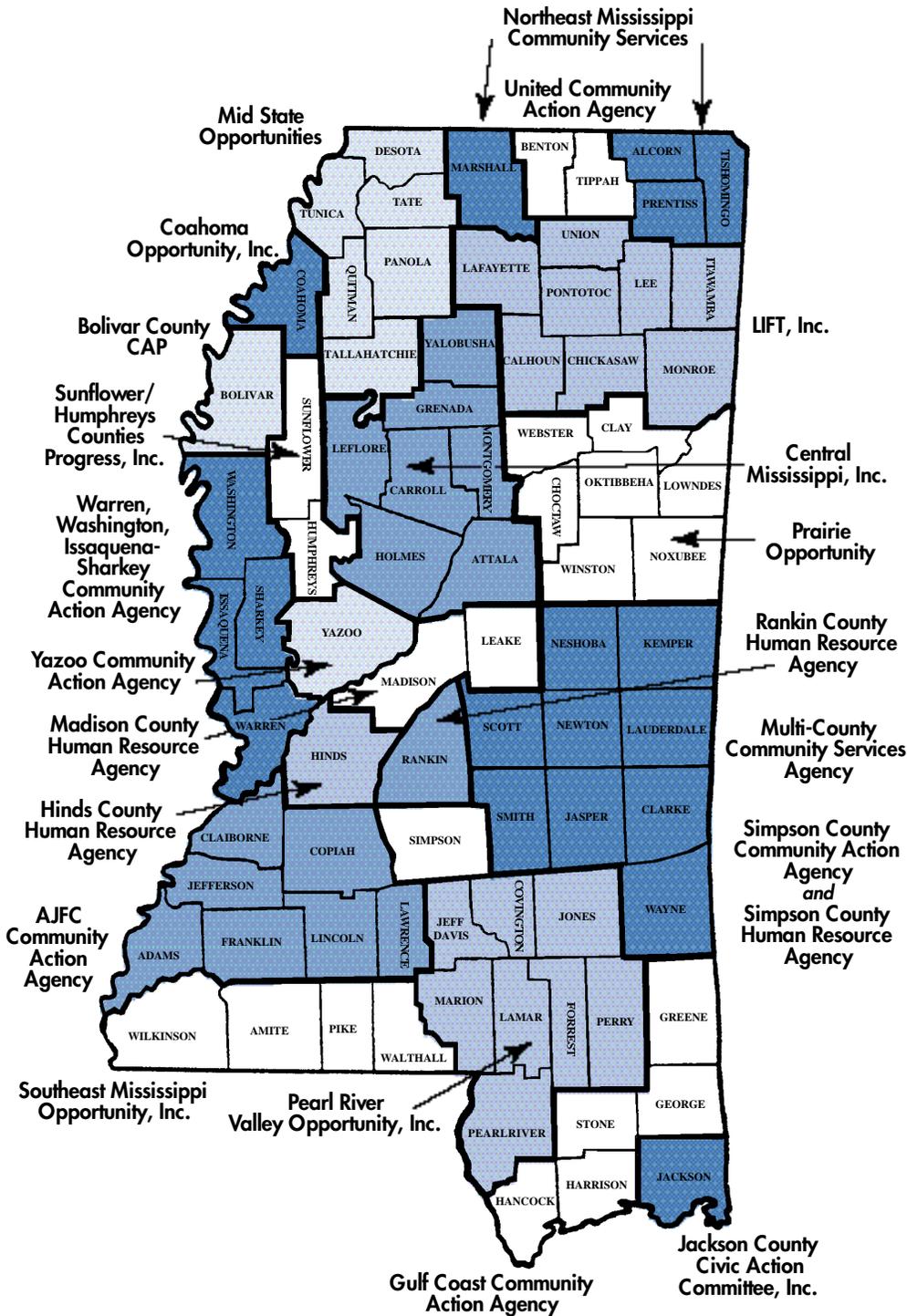
*(Left to right) Front row: Erica Banks, Tina Ruffin, Lillie Smith, Mary Evans, Nicole McBeath. Back row: Terrence Spears, Terry McInnis, Helen Bennett, Watson Smith, Leon Bland, Ronza Anderson.*

## SCENES FROM THE RESPONSIBLE FATHERHOOD FAMILY BASKETBALL CAMP, JUNE 2004



# REGIONAL MAP COMMUNITY ACTION AGENCIES

## DIVISION OF COMMUNITY SERVICES



## Division of Economic Assistance

The Division of Economic Assistance, the largest and most diverse Division within the Mississippi Department of Human Services, is responsible for the programs which ensure nutrition, health care, and other basic needs are met for low and median-income individuals and families in Mississippi. The Division administers the Food Stamp Program and Temporary Assistance for Needy Families (TANF) Programs. The Food Stamp and TANF Programs provide employment, training, and supportive services components such as transportation and child care, which are intended to promote self-sufficiency. All programs are monitored for responsible management and accountability.

The Division of Economic Assistance has staff located in offices in every county in the State. Each county office is run by a director who has both programmatic and administrative responsibilities for the county. The counties are divided into nine regions. A Regional Director has oversight responsibility for the counties within a region. At the state level, staff provide policy, procedures, training and other technical assistance needed for program administration.

The major accomplishments of the Division are indicative of the dedication to service delivery and fiscal integrity:

- The Division was a major contributor to the successful enrollment of uninsured and under-insured children in the Children’s Health Insurance Program (CHIP) and the Medicaid Programs.

<b>Total Health Benefits Eligibles June 2004</b>	
CHIP.....	64,268
Infant Survival Program .....	26,062
Expanded Medicaid.....	13,951
Poverty Level Program.....	165,417
Medical Assistance Program .....	150,255

- As of June 30, 2004, the Treasury Offset Program (TOP) collected \$1,399,002.96. This collection effort from federal benefits is implemented when repayments of over issuances of food stamp benefits are severely delinquent.
- Mississippi was one of thirteen states recognized nationally for accuracy and stewardship for the Food Stamp Program. Mississippi completed the year with a food stamp error rate of 4.07%. This ranked 5th in the nation and 1st in the Southeast Region for Federal Fiscal Year 2003.
- The TANF payment error rate for the TANF Program for FFY 2003, as determined by quality control reviews, was 2.12%.

## FIELD OPERATIONS

The Bureau of Field Operations is responsible for the administration of economic assistance programs in 82 county offices, nine branch offices, and nine regional offices. Client services, inquiries and complaint resolutions are coordinated by staff in this unit. Personnel and other administrative issues related to Economic Assistance field staff are handled in this unit.



**Cheryl Sparkman**

Cheryl E. Sparkman brings 32 years of experience to the helm of the Division of Economic Assistance (DEA). Cheryl began her service to the Agency after graduating from Mississippi University for Women in 1972. She has spent her entire career with the Agency in DEA, where she started in 1973 as a Food Stamp Eligibility Worker in Kemper County. She was then promoted to County Director in 1985 and later to Regional Director over Region IV in 1995.

Cheryl is married to Eddie Al Sparkman and they have two sons, Al and Jason, as well as five grandchildren. Cheryl also has a 95-year-old mother, who is her best friend and supporter. Cheryl serves DEA by overseeing the TANF Work Program and Food Stamp Programs.

## STATE OPERATIONS

The Bureau of State Operations is responsible for services which support administration of programs by staff in the field. Staff in this unit provide policy dissemination, interpretation and clearances, training, reviews/audits and other technical assistance. The units within State Operations and their functions are indicated below:

### QUALITY ASSURANCE

The Office of Quality Assurance is primarily responsible for measuring and reporting on program performance for the economic assistance programs administered by the Division of Economic Assistance. This is accomplished by Quality Control staff through recipient case sampling and management evaluation reviews. Valuable information needed for program assessment, planning and corrective action is provided. Management Evaluation staff conduct county reviews to assess the administration of programs at the county level. The focus of these reviews varies from year to year based on federal target areas. The current focus is on program access and payment accuracy.

### CLAIMS MANAGEMENT UNIT

County eligibility staff prepare claims for program benefits improperly received. Claims are identified as agency error, inadvertent household error or suspected intentional program violation. Suspected intentional program violations are referred to an Administrative Hearings Officer or to the Division of Program Integrity's Fraud and Investigations Unit for possible court action.

The Administrative Hearings Officer will hold a hearing to determine whether there was intentional program violation. If the client is found in violation, action is taken by the county office to disqualify the participant from the Food Stamp Program. The first disqualification is for twelve months, second for two years and the third violation is permanent disqualification from the program.

### TRAINING UNIT

New eligibility workers complete two weeks of policy and procedures training for Health Benefits, Temporary Assistance for Needy Families (TANF), Food Stamps and related work-programs. Time management, customer service and interviewing are also included in the curriculum. Trainees also attend one week of computer training. Case managers are required to complete eligibility worker training if they were not promoted from an eligibility worker position. Case managers also attend one week of interactive policy, procedures and computer training covering the two work programs: TANF Work Program (TWP) and Employment and Training (E&T). New clerical staff attend three days of training on policy, procedures, computer, customer service and time management.

New supervisors and county directors attend one week of administrative training including time management, budgeting, supply requisition, property and inventory control, performance appraisals, disciplinary action, grievances, leadership and computer training. In addition to the ongoing training schedule, the Training Unit is responsible for specialized training as needed.

### WORK PROGRAMS UNIT

The Work Programs Unit provides oversight to the TANF Work Program (TWP) and Food Stamp Employment and Training Program (E&T).

The goal of TANF is to end dependency on public assistance by preparing adult recipients, who do not meet an exemption for employment. Individuals in the TWP may participate in job readiness classes, work-related training, and work experience programs. The E&T program primarily serves adult food stamp recipients who are not responsible for dependent children. These recipients are provided with employment, work training and/or work experience to assist them with self-sufficiency.

## DIVISION OF ECONOMIC ASSISTANCE

County Offices.....	82
Branch Offices.....	9
Regional Offices.....	9

County Directors.....	82
Supervisors .....	133
Case Managers.....	148
Eligibility Workers.....	834
Clerical Workers.....	352

## TANF AVERAGE MONTHLY MONEY PAYMENT CASELOAD

Families.....	19,311
Recipients.....	43,922
Adults .....	11,640
Children.....	32,282

## TANF AVERAGE MONTHLY PAYMENTS

Statewide.....	\$2,758,355
Per Family.....	\$142.84
Per Recipient.....	\$62.80

## VALUE OF FOOD COUPONS ISSUED TOTAL SFY 2004 \$356,446,238

**Average Number of Recipients Receiving Food Stamps in SFY 2004**  
 149,817 Households  
 370,597 Persons

**Average Monthly Benefit Value of Food Stamps in SFY 2004**  
 \$198.27 Household  
 \$80.15 Persons

The Work Programs Unit coordinates with the State Board of Community and Junior Colleges to develop, implement and oversee specific career-related training courses. The most successful training courses include communication technology, certified nurse assistant, executive housekeeping, food service, general office clerk, laundry care, janitorial/grounds keeping and welding. Training is conducted in the community college system. The types of classes offered are based on the needs of employers. As additional employment needs are identified, more diversified training can be conducted at community colleges throughout the State.

## THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

TEFAP is a federal program, which helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. Under TEFAP, commodity foods are made available to states by the U.S. Department of Agriculture. States provide the food to local food banks, which in turn distribute the food to approved soup kitchens, food pantries, homeless shelters and group homes that directly serve the public. These organizations distribute the commodities for household consumption or use them to prepare and serve meals in congregate settings. Recipients of food for home use must meet income eligibility criteria set by the states. From July 1, 2003 through June 30, 2004, surplus food items valued at \$4,106,212 were distributed to 1,356,167 eligible recipients.

### CLAIMS ESTABLISHMENTS

During SFY 2004, a total of 9,438 claims valued at \$4,750,134 was established for food stamp benefits improperly received.

During SFY 2004, a total of 1,260 TANF claims valued at \$430,915 was established for benefits improperly received.

### CLAIMS COLLECTIONS

During SFY 2004, a total of 7,736 claims valued at \$2,713,677 was established for food stamp benefits improperly received. Collections of claims for the Food Stamp Program were \$3,642,263, of which \$989,394 was retained by the State.

### TRAINING SFY 2004

For the period July 1, 2003 - June 30, 2004, staff training sessions were conducted as follows:

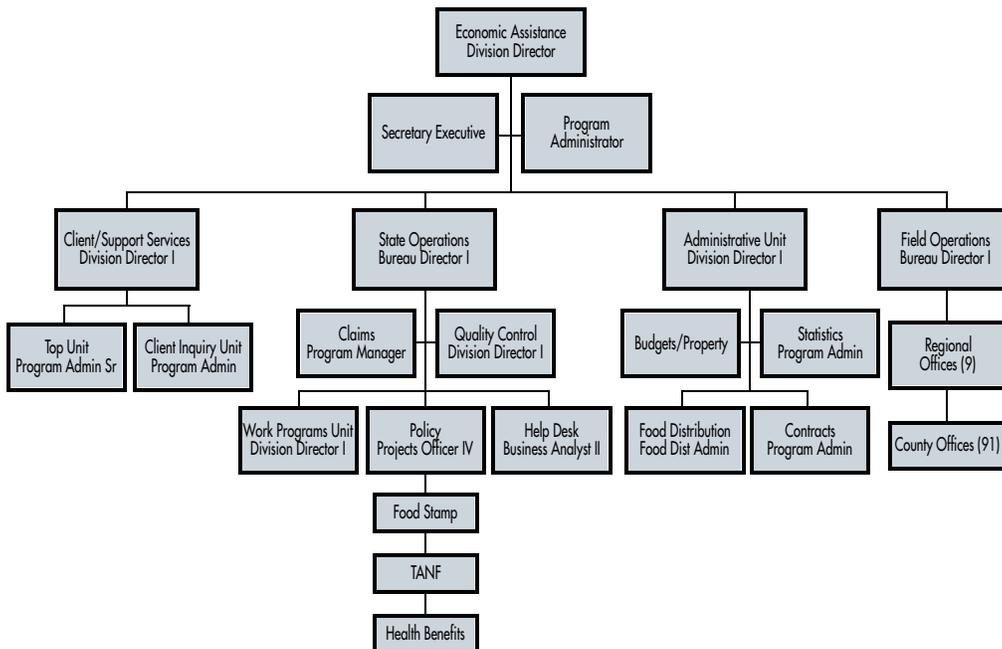
New Eligibility Workers.....56

### PAYMENT ACCURACY AWARD

The Division of Economic Assistance was presented an award for excellence in the administration of the Food Stamp Program for FFY 2003 by the United States Department of Agriculture, Food and Nutrition Services.

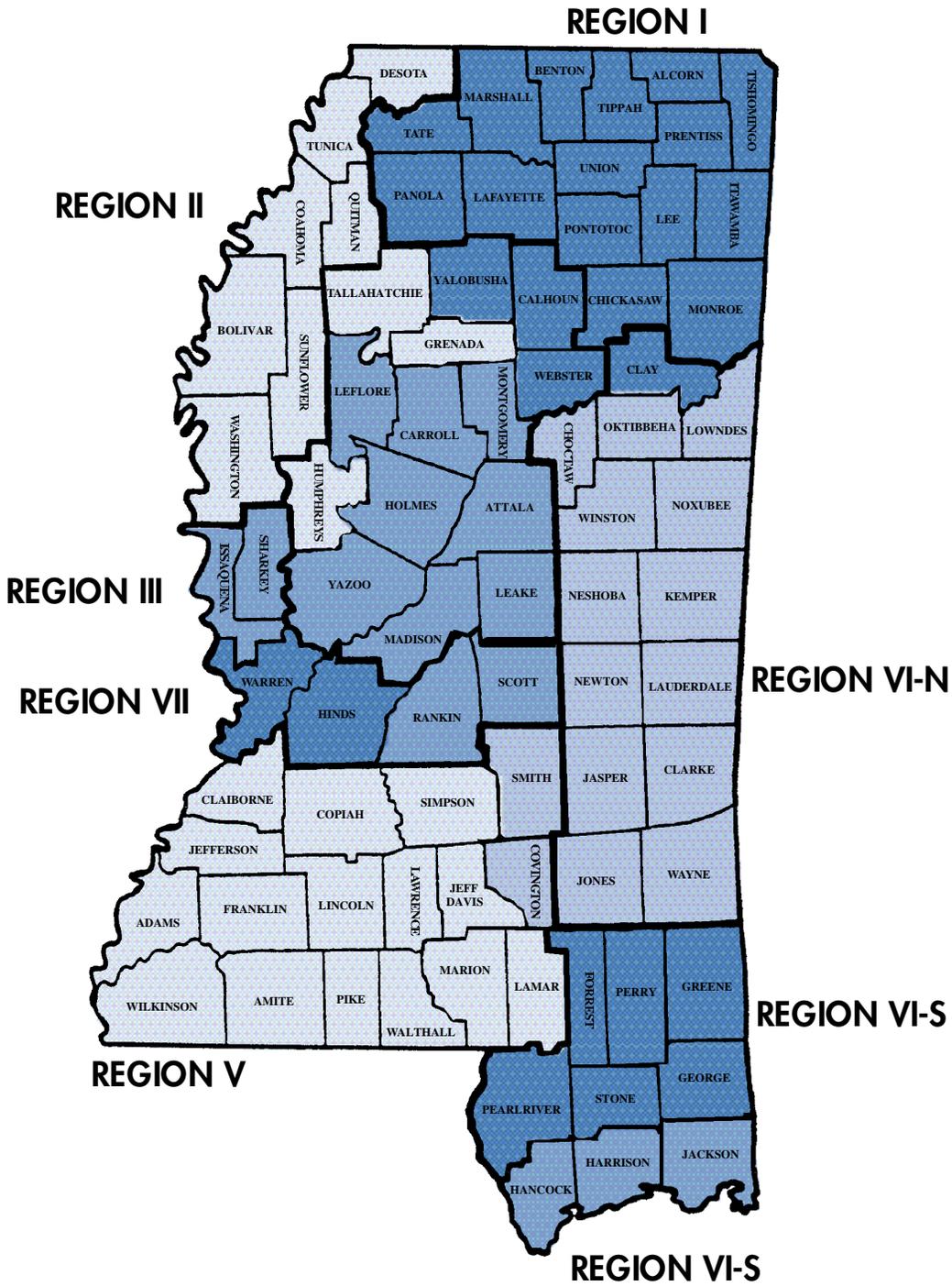


## ORGANIZATIONAL CHART



# REGIONAL MAP

## DIVISION OF ECONOMIC ASSISTANCE



## Division of Family and Children's Services

### PROGRAM INITIATIVES

#### Project Homestead

Project Homestead is a statewide initiative forming community partnerships to PROTECT vulnerable children and adults from abuse, neglect or exploitation; SUPPORT family preservation and community living; and PREVENT family violence and disruption.

Project Homestead has made great strides in the last year. There are presently 58 active county task forces. Project Homestead continues to form strong community partnerships which allows projects to be accomplished without financial contributions from the task force members. Examples of strong community partnerships include: Big Brothers Big Sisters of MS, MS State Extension Service, MS Children's Home Society, MS Department of Mental Health, County Sheriff's Departments, Wal-Mart, Alcorn University Cooperative Extension Program, Partnership for a Healthy Mississippi, Boys and Girls Clubs, and School Districts across the state.

The 2004 Mississippi Permanency Partnership Network (MPPN) Conference was held June 10-11, 2004, and was entitled "In Our Own Backyard—Building Community Based Services." Held at the Crowne Plaza Hotel in Jackson, the conference featured 18 separate workshops, presented in 24 sessions over the course of two days. Specialized three-part sessions, *Medical Evidence in Child Abuse* and *How Do I Get a Pediatric Forensic Exam?*, were provided for the social workers.

Executive Director Don Taylor welcomed attendees to the conference and Billy Mangold, Director of the Division of Family and Children's Services (DFCS) was the Master of Ceremony throughout the conference. Along with Mayor Harvey Johnson, who spoke at the opening of the conference, there were 22 presenters and 11 featured speakers.



*Attendees listened to speakers and attended workshops at the 2004 Permanency Partnership Network Conference held at the Crowne Plaza.*

#### Adoption Event

The First Annual Foster/Adoption Event was held on November 20, 2004 in Jackson, MS at the Jackson State University (JSU) E-Center on Raymond Road. The event was co-sponsored by JSU. Jackson State University provided social work majors, who assisted with foster children and participated in planned activities. Alpha Fraternity and the JSU cheerleaders also assisted.

The event was held to celebrate adoption, encourage families and children and to recruit foster and adoptive parents. Activities included, games, food and rides. Approximately 351 persons, including foster and adoptive families, children, and staff from MDHS, private agencies and Jackson State University attended the event. It was a joint effort of the private adoption agencies and MDHS.

### DFCS PROGRAMS

#### PLACEMENT UNIT

**Adoption Services** - The assigned agency to establish procedures to handle adoptions in the State of Mississippi is MDHS. In FY 2004, the Adoption Unit finalized 270 adoptive placements, 392 children were placed into adoptive homes, 374 adoption home studies were assigned and 248 families were approved.



#### Billy Mangold

Director of the Division of Family and Children's Services (DFCS), Billy Mangold, has a long history of service in the field of social work. During approximately 20 years of service at MDHS, Mr. Mangold has received several commendations for outstanding work in the prevention of child abuse. As Director of DFCS, he works with Deputy Administrator Rickey Berry and Executive Director Don Taylor to help ensure the safety and well-being of Mississippi's vulnerable adults and children.

Prior to his appointment as Division Director, Mr. Mangold served as Director for DFCS Region VII (Hinds and Warren counties) from 1998-2003. Mangold has conducted numerous statewide special investigations, in addition to training new workers and supervisors. He has also conducted assessments and evaluations of problem counties and made recommendations for improvements.

Mangold is a graduate of Northwestern State University.

As of June 30, 2004, there were 327 children in the custody of the Department who were free for adoption with a plan for adoption. In the year 2004, 228 children were featured in 82 segments on four television stations. A total of 2,021 telephone inquiries were received on a toll-free telephone number (800-921-9157) from families interested in adopting special needs children.

**Adoption Assistance** - Adoption Assistance provides monthly maintenance payments and Medicaid for eligible special needs children, who have been legally adopted. As of June 30, 2004, there were 1,452 children receiving adoption assistance benefits; 860 were receiving Title IV-E benefits and 592 were receiving Child Welfare Services (CWS) benefits. The Adoption Unit also established Mississippi Medicaid to children who were adopted in other states. There were 600 of Interstate Compact on Adoption and Medical Assistance (ICAMA) cases.

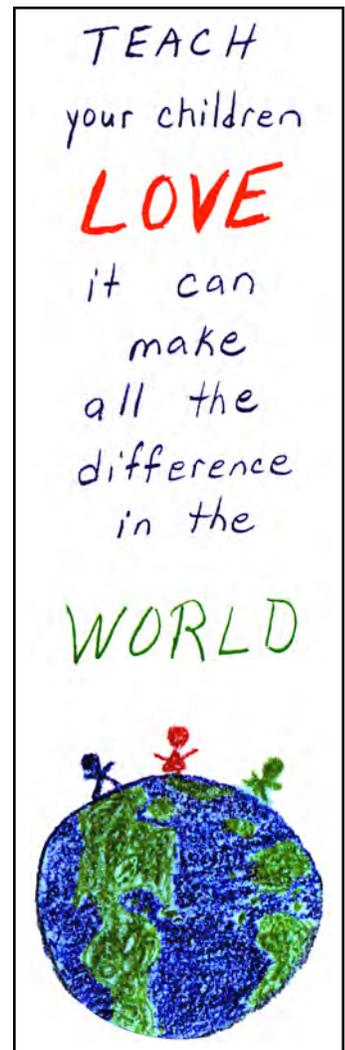
**Adoptive Support and Protection (ASAP)** - The Promoting Safe and Stable Families (PSSF) Grant funded a sub-contract to provide post-adoptive services to adoptive families. Many adoptive families need information on different types of behaviors, conditions and legal matters that post-adoptive services can provide. Southern Christian Services for Children and Youth provides services through this sub-grant. The ASAP added a Family Advisory Committee, which assists with developing training events for adoptive families. The ASAP program organized support groups in each of the three administrative districts, a support group for teenagers and two crisis intervention teams in each administrative district. The ASAP sub-grant also provides respite training to volunteers and adoptive families who are willing to provide this service to families who have adopted special needs children. The ASAP Grant also has "buddy families." These families support each other in times of crisis. The program has established a lending library for parents. They received a grant to provide rapid responses to families inquiring about adoption services. The grant is from AdoptUSKids. The ASAP program received a grant from NACAC (North American Council on Adoptable Children) to enhance services provided by the Hinds County support group.

**Safe Babies** - Mississippi House Bill 169, also known as the Safe Place for Newborns Law, allows babies 72 hours old or younger to be left voluntarily by a parent (with no intent to return) with an emergency medical services provider, without facing charges of abandonment filed when the baby is delivered to the provider unharmed. This act defines an emergency medical services provider as a licensed hospital, which operates an emergency department or an adoption agency duly licensed by MDHS. There were four safe babies placed by the Adoption Unit in 2004. These babies are in the process of being adopted.

**Comprehensive Residential Services** - This program provides residential care and treatment for foster children who have physical, mental and emotional disabilities. Currently, this program offers therapeutic foster care and therapeutic group home services, as well as intensive in-home services. Approximately 407 children are being served by this program. Out of state residential services are no longer contracted by the agency. No residential treatment programs are funded by MDHS at this time. All residential treatment is funded by Medicaid. Effective planning and negotiating has reduced the number of children served in residential treatment. Comprehensive therapeutic care services were contracted for a total of \$6,166,105.

An Inter-agency State Level Review Team comprised of representatives from the Attorney General's Office, the Division of Youth Services, the Departments of Medicaid, Education and Mental Health, along with local advocates for children, assists in developing a plan to provide wrap-around services needed to transition children with serious emotional disturbances back into their communities after their stay in residential treatment facilities.

**Foster Care** - Foster Care provides temporary care and services for children who must be separated from their families due to neglect, physical abuse, sexual abuse and/or exploitation. There are approximately 3,053 active foster children in MDHS custody who receive foster care services. These children are placed



in licensed foster homes, therapeutic foster homes, group homes, residential treatment facilities or with relatives. Most of the children are placed in foster homes within the State.

**Independent Living** - Independent Living Services are provided to youth in the foster care system (ages 14 to 21) through a private contractor. During the contract year of August 2003 - July 2004, there were approximately 900 (point in time) eligible youth in this age group, with participation at 807. Independent Living Services are designed to help prepare youth to live on their own when they leave the foster care system. Youth are provided continued medicaid coverage and aftercare room and board services up to age 21, if they exit the foster care system after their 18th birthday. The aftercare room and board provides special financial assistance to those youth who, due to a temporary crisis, find themselves in need of additional financial help to continue in the process of transitioning towards self-sufficiency.

Mississippi currently receives a grant to provide Education and Training Vouchers of up to \$5,000 per year to eligible foster youth, who are enrolled in post secondary education and training programs. There are different criteria for which a foster child can assess these funds: (1) a student was in foster care or other residential care under the conservatorship of the Mississippi Department of Human Services, Division of Family and Children's Services on or after the day proceeding the student's 18th birthday or high school graduation or completion of GED, and (2) a student was once in foster care, but was adopted on or after their 16th birthday. However, the vouchers can only be utilized to supplement the Pell Grants, Mississippi Resident Tuition Assistance Grant (MTAG) and any other financial resources available to the youth.

**Interstate Compact Services** - The Interstate Compact on the Placement of Children (ICPC) provides out-of-state placement and supervision of dependent children. One of the major purposes of the ICPC is to protect children from going into a dangerous or inadequate situation across state lines. The Interstate Compact Unit now includes Interstate Adoption. The Adoption Compact is the central point for all requests for transfer of supervision for potential adoptees, international adoption approval requests, maternity home approvals and supervision of children placed in adoption foster homes. This unit also continues to serve as a back-up to the Interstate Compact on Juveniles, which handles placement and supervision of adjudicated delinquents. One accomplishment in 2003 was the unit's successful work with the MACWIS Team to reconstruct the ICPC screens. This was done to make the ICPC section of MACWIS more user friendly. The changes that were implemented will help the system to flow according to paperwork. It will also provide better and more accurate statistical reports.

During FY 2004, there were 624 ICPC cases handled, either for placement of children from other states into Mississippi, or placement of Mississippi children into other states. This number includes, closures, approvals, residential treatment facility placement (most funded through Medicaid), Regulation 7 Priority Placements (expedited referrals that must be completed in 20 working days), and disruptions. There were 217 ICPC adoptions cases handled, which were either Mississippi children placed out of state or children placed in Mississippi from other states for adoption purposes. During the same time frame, there were 187 International Adoption Referrals completed.

**Licensure Services** - The Licensure Unit is responsible for recruiting, licensing, and monitoring foster homes, child placement agencies and residential facilities for children in Mississippi. As of June 30, 2004, there were 1,051 licensed foster homes in Mississippi. During the 2004 fiscal year 180 new foster homes were licensed and 94 homes were closed within the state. MDHS has 24 licensed child placement agencies, 59 residential facilities, as well as 16 emergency shelters within the State and six child placement agencies in other states. During FY 2004, one residential facility and five child placement agencies were closed; three new facilities and one child placement agency were opened.

**Permanency Planning** - Permanency means that a child has a safe and stable home with love, acceptance, and a nurturing caregiver; where a child's basic needs can be met resulting in a happy, healthy and productive adult. Permanency is achieved when a child is returned to and protected within his or her own

PRIMARY SERVICES  
RECIPIENTS  
JULY 1, 2002 -  
JUNE 30, 2003

COUNTY	RECIPIENTS
010-Adams.....	329
020-Alcorn.....	145
030-Amite.....	92
040-Attala.....	109
050-Benton.....	39
060-East Bolivar.....	249
070-Calhoun.....	55
080-Carroll.....	55
090-East Chickasaw.....	43
100-Choctaw.....	11
110-Claiborne.....	83
120-Clarke.....	95
130-Clay.....	151
140-Coahoma.....	194
150-Copiah.....	176
160-Covington.....	105
170-Desota.....	367
180-Forrest.....	382
190-Franklin.....	60
200-George.....	116
210-Greene.....	30
220-Grenada.....	120
230-Hancock.....	265
240-Harrison.....	1,155
250-Hinds.....	1,101
260-Holmes.....	73
270-Humphreys.....	117
280-Issaquena.....	3
290-Itawamba.....	104
300-Jackson.....	945
310-Jasper.....	66
320-Jefferson.....	48
330-Jefferson Davis.....	62
340-Jones.....	235
350-Kemper.....	22
360-Lafayette.....	80
370-Lamar.....	145
380-Lauderdale.....	347
390-Lawrence.....	77
400-Leake.....	69

(continued on next page)

home with rehabilitated parents, or is placed with extended family members through durable legal custody or adoption, or when the child is adopted by non-relatives. The agency strives to prevent foster care from being a way of life for children in custody through the creation of various techniques to assist social workers in achieving permanency for children in custody. The Director’s Advisory Committee on Permanency Planning (DACOPP) is one technique, created to review the permanency plans of children in foster care and to assess the timeliness and appropriateness of cases being referred for Termination of Parental Rights (TPR). From July 2003 to June 2004, this committee reviewed cases involving 1,247 children. During FY 2004, of all the children in custody 15 months or longer, 142 case reviews were completed on children resulting in TPR referrals. A total of 337 children were referred to the Attorney General’s Office to have parental rights terminated. A total of 84 sibling groups, ranging in size from two to eight children, were referred for TPR during FY 2004. A total of 134 parents surrendered their parental rights to children in custody, enabling these children to be placed in permanent homes.

**Refugee Resettlement Program** - Unaccompanied Refugee Minors (URM) are children who are separated from both parents and are not being cared for by an adult who, by law or custom, is responsible to do so. In resettlement terms, URM’s are children under age 18 who are resettled alone in the United States, without a parent or relative able to care for them. There are currently 28 Unaccompanied Refugee Minors in this state. They are provided services through a contract with 100% federal funds.

Minors are placed in foster homes, group homes or independent living arrangements appropriate to the youth’s developmental needs. Services available through these programs include:

- Indirect financial support for housing, food, clothing and other necessities
- Medical care and mental health services
- Intensive case management by a social worker
- Independent living skills training (consumer/budgeting skills, housing, food preparation, social and legal systems, transportation, education, community resources, health and sexuality)
- Education/English as a Second Language (ESL)
- Tutoring/mentoring
- On-going family tracing, where possible
- Cultural activities/recreation
- Special educational services, where needed
- Legal assistance

Foster care placements are arranged based on the individual needs of a particular child, with attention to cultural, linguistic, and religious background of a youth, special educational and emotional needs; as well as the personality, temperament and opinions of the youth. Foster care parents are licensed based on the standards for the State of Mississippi and receive on-going training in child welfare matters. Foster care parents receive special training on the adjustment needs of refugee youth. Youth who enter the United States prior to age 18 can remain in foster care/independent living until they complete high school or reach 20-21 years of age, depending on the State of Mississippi emancipation guidelines.

**Refugee** - An alien is defined by USCIS, Section 101 (a) (42) as: (a) any person who is outside any country of such person’s nationality or in the case of a person having no nationality, is outside any country in which such person last habitually resided, and who is unable or unwilling to return to, and is unable or unwilling to avail himself or herself of the protection of that country, because of persecution or well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group or political opinion.

*(continued from previous page)*

COUNTY	RECIPIENTS
410-Lee .....	352
420-Leflore.....	147
430-Lincoln.....	113
440-Lowndes.....	256
450-Madison .....	247
460-Marion.....	71
470-Marshall .....	138
480-Monroe.....	326
490-Montgomery.....	79
500-Neshoba.....	74
510-Newton.....	52
520-Noxubee.....	22
530-Oktibbeha.....	88
540-Panola.....	111
550-Pearl River.....	456
560-Perry.....	92
570-Pike .....	357
580-Pontotoc.....	189
590-Prentiss .....	257
600-Quitman .....	44
610-Rankin.....	368
620-Scott.....	65
630-Sharkey.....	15
640-Simpson.....	321
650-Smith.....	51
660-Stone.....	212
670-Sunflower.....	162
680-Tallahatchie.....	106
690-Tate .....	90
700-Tippah.....	93
710-Tishomingo.....	165
720-Tunica.....	67
730-Union .....	91
740-Walthall.....	138
750-Warren.....	312
760-Washington.....	777
770-Wayne.....	119
780-Webster.....	67
790-Wilkinson.....	88
800-Winston.....	113
810-Yalobusha.....	52
820-Yazoo.....	219
830-West Bolivar.....	96
840-West Chickasaw.....	233
<b>State Total.....</b>	<b>15,411</b>

Supplemental services aimed at strengthening refugee families and promoting refugee self-sufficiency employability services are designed and provided to enable refugees to obtain jobs within one year of becoming enrolled in services in order to achieve economic self-sufficiency as soon as possible. Services may include employment services such as the development of a self-sufficiency plan, job orientation, job development, job referral, placement and follow-up; English language training; employability assessment services, including aptitude and skills testing; on-the-job training; skills recertification; day care for children; case management services; transportation, when necessary for participation in employability services; translation or interpreter services; and assistance in obtaining Employment Authorization Documents (EADs).

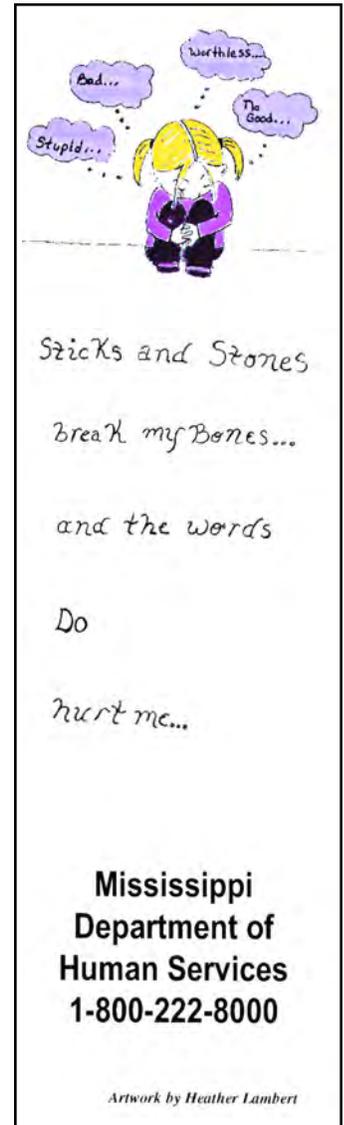
Social adjustment services may include emergency services; health-related services, including referral to sources and assistance in obtaining services; and home management services. Other services may include information and referral services, outreach services and citizenship and naturalization services. These services are provided by independent contractors through the Mississippi Department of Human Services.

### PREVENTION UNIT

**Community-Based Family Resource and Support Grant** - The Community-Based Child Abuse Prevention Grant is part of the Child Abuse Prevention and Treatment Act (CAPTA). This program funds the Mississippi Permanency Partnership Network (MPPN) and four respite programs. Because respite care has been beneficial in providing quality service to families, a Request for Proposals (RFP) was issued in May 2003. These respite contracts offered services from July 2003-June 2004. The four CBCAP-funded respite grants provided services to 116 families and 200 children while providing over 16,227 hours of respite benefits. The grantees included:

- 1) **Starkville School District, "Project Care"**: This program provides community-based respite care for children three to five years of age, who are not currently being served in any other pre-school program. This project provides quality educational experiences for the children while parents attend programs offered at Emerson Family School.
- 2) **Gulf Coast Women's Center for Non-violence, "Take A Break" Respite Project**: This program provides respite care to families in immediate domestic crisis. Services include on-site respite for residential and non-residential parents, off-site childcare for infants and toddlers, supervised childcare when school is not in session and summer day-camp through Biloxi Parks and Recreation.
- 3) **Desota County Families First, "Time-Out to Play and Learn: A Drop-in Respite Care Service"**: This program provides community-based respite care for children six to 18 for kinship caregivers such as relatives, grandparents and other extended family who provide care for these children on a regular basis. This program is open to foster and adopted children. The service models positive child guidance techniques, appropriate adult-child interaction and promotes optimum child development.
- 4) **Mid-South Hospice, Inc.:** This program provides in-home respite care to benefit the children affected by the illness of a caregiver, a child in the household or themselves. The intention is to provide the kind of services needed by these families so they can live as close to normal lives as possible.

**Family Support Service** - In FY 2004, the Family Support Service (FSS) program obligated \$7,680,000 to programs across the state. These programs are funded by Promoting Safe and Stable Families Grant and surplus TANF Funds. The Promoting Safe and Stable Families Grant obligated \$2,080,000 to ten Safe and Stable Families programs across the state. The TANF funds obligated \$5,600,000 to 35 TANF Families First Resource Centers (FFRC). These programs provide community-based services aimed at educating, training and assisting parents in order to enhance their skills and confidence, and stabilize family life to prevent child abuse/neglect. These services are open to all parents and families, but give emphasis to families of children with disabilities. FFRC are located across the state and provide services such as parent



education programs, teen parent education and pregnancy prevention, after-school and tutorial programs, resources and referral services, resource libraries for parents, remedial education and job readiness training, supervised visitation, respite services, foster parenting training and family support groups. The increase in FFRC has allowed MDHS to have at least one FFRC in each region.

**Children's Justice Act (CJA)** - The Children's Justice Act grant provides funds to the states for the improvement and reform of their child abuse case handling system, especially as it pertains to the investigation and prosecution of child abuse cases. It also places emphasis on the investigation of child abuse related fatalities. In FY 2004, \$232,550 of Mississippi's CJA funds were obligated to continue the development of a statewide multi-disciplinary child abuse review team network and to fund the Finding Words Program. Three grantees serviced 1,332 clients. Currently, there are 72 active teams and the goal for the new year is to establish contacts in the remaining 10 counties. The program continues to provide specialized training and support activities for members of the active teams, as well as other interested professionals who are involved in the handling of child abuse cases. The goal is to create a viable, dynamic and coordinated system of child abuse review teams that ensure all reported cases of child abuse are effectively and expeditiously investigated, with minimal additional trauma to the child victim.

**State Basic Child Abuse and Neglect Grant** - The State Basic Child Abuse and Neglect grant was amended in 1996 to redirect the focus of the grant program to the support and improvement of state child protective services systems. In FY 2004, the grant obligated \$249,941 to five community-based, family service/abuse prevention programs. These programs provided parenting education, child abuse awareness education classes, supervised visitations and respite services to 3,377 Mississippi families and children who have disabilities or who are at risk of abuse.

**Children's Trust Fund** - The Division of Family and Children's Services administers the Children's Trust Fund, which is funded through a \$1 surcharge on all birth certificates issued by the Mississippi State Department of Health. The funds are used in activities to prevent child abuse and neglect. In FY 2004, the Children's Trust Fund obligated \$279,345 to nine prevention programs, serving 8,367 families and children. They provided family nurturing and parenting education, as well as coped with and eliminated child behaviors that led to parental frustration, and safety programs focused toward children, teens, teen parents and victims of violence and abuse.

**Family Preservation Program** - Family Preservation is an intensive home-based program which provides therapeutic services to families whose children have been targeted for removal because of abuse or neglect. The program continues to provide therapeutic counseling and concrete services to families with "at risk" children. Housing, rental assistance, clothing, food, transportation, medical services, etc., are among the various concrete services provided. Families are taught multiple parenting skills centered on child behavioral problems, parenting knowledge and parent/family therapy, which includes connecting the families to support systems.

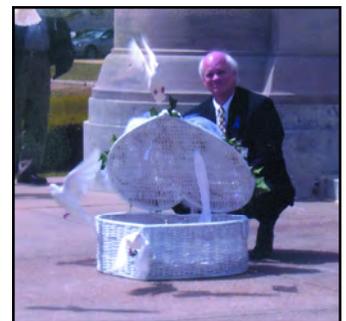
The Family Preservation Program is 75 % federally funded with a 25% state match from the Adopting Safe and Stable Families Grant. The program also receives federal funding at a rate of 100% through the Temporary Assistance to Needy Families Fund (TANF). Currently, there are 65 Family Preservation Specialists and 65 Family Preservation Homemaker positions in 47 counties across the State with 52 Specialists and 60 Homemakers on staff.

All training is coordinated through the State Office. This training includes Intensive Training to FPS workers, Intensive Youth Service workers and Choctaw Social Services. National Consultants provide ongoing training to all state, regional, county and local levels.

Intensive services were provided to 763 families which included 1,756 children in the SFY 2004. Only 20 of these children were removed because of safety concerns. In turn, this saved the State of Mississippi an estimated \$22,332,800.



*MDHS employees joined with Governor Haley Barbour at the Capitol in support of Child Abuse Prevention Month.*



*Doves were released into the air, one for every child who died in Mississippi last year as a result of child abuse.*

## TOTAL SAVINGS TO THE STATE OF MISSISSIPPI

With Family Preservation serving 763 families and 1,756 children with 20 recommended for removal, a total of 1,736 children remained safely in their homes. Of this number, the State of Mississippi saved an estimated \$22,332,800.\*\*

Statistics for Family Preservation Program July 2003 - June 2004	
Number of families served	763
Number of children served	1,756
Number of children remaining safely	1,736
Number of families remaining intact	754
Percentage of children remaining safely in their homes	99%

### Yearly Statistical Information for Family Preservation Program Program Fiscal Year July 2003 - June 2004

Month	No. of referrals	No. of referrals accepted	No. of ongoing cases	No. of new cases	No. of children served ongoing	No. of new children served this month	No. of children recommended for removal
July 2003	52	47	117	47	305	128	4
August 2003	65	65	119	65	348	129	0
September 2003	61	60	140	60	390	144	2
October 2003	60	56	138	56	408	129	1
November 2003	52	52	145	52	437	118	0
December 2003	32	31	163	31	495	64	5
January 2004	70	70	138	70	448	144	2
February 2004	52	52	151	52	457	109	6
March 2004	66	66	147	66	426	147	0
April 2004	55	55	171	55	419	169	0
May 2004	58	58	162	58	429	123	0
June 2004	36	34	148	34	404	47	0
<b>TOTALS</b>	<b>659</b>	<b>646</b>	<b>-</b>	<b>763</b>	<b>-</b>	<b>1,756</b>	<b>20</b>

\*\*The cost of one Family Preservation team (Family Preservation Specialist, Homemaker and client needs dollars) is \$54,600 per year. Mississippi has 52 teams statewide, which costs \$2,389,200 yearly and the teams service the entire family. The cost of placing one child in custody costs on the average of \$14,500. If 1,736 children were placed, it would cost the State of Mississippi \$25,172,000.



## PROTECTION UNIT

The DFCS Protection Unit is responsible for the policies and procedures related to Adult Protective Services and the Intake/Investigation areas of Child Protective Services. In addition, the Protection Unit oversees the Child/Adult Abuse/Neglect Hotline & Central Registry Program, Foster Care Review Program and Training Program. The DFCS Protection Unit also participates on the Lead Advisory Committee, led by the MS State Department of Health, as well as the Infant Mortality Task Force which serves as the State's Child Fatality Review Team. The Protection Unit oversees the Worker Safety Committee, which includes members from throughout the Division of Family and Children's Services. In addition, the Protection Unit serves as the intermediary for the Administrative Fair Hearing Officer for matters regarding the central registry.

During 2002, the Protection Unit began working with the University of Mississippi on the university's proposal to develop learning labs in Mississippi for supervisory staff within DFCS. This grant is funded through the University of Kentucky's Quality Improvement Center. The University of Mississippi and the University of Alabama were jointly awarded a contract via this grant. During the past year, the Mississippi Department of Human Services worked diligently with the University of Mississippi as part of this grant. DFCS Regions I-West and II are participating in a research study to determine and/or validate the importance of supervisory training, as related to the achievement of outcomes. In addition, a determination is expected as to the types of training needed to accomplish these goals.

**Adult Protection** - DFCS is responsible for the Adult Protective Services (APS) program. The APS program investigates reports of suspected abuse, neglect or exploitation of vulnerable adults residing in private home settings. The information gathered during the investigative process is assessed to determine the validity of the reported concerns and the need for services. The provision of protective services (emergency or essential services) is arranged either through direct delivery, by referral to resources within the community or with the assistance of Department of Human Services' legal division, as deemed appropriate. During FY 2004, DFCS received 2,066 reports of suspected abuse, neglect and exploitation. The total number of reports investigated was 1,429. The number of reports investigated slightly increased by 1% from FY 2003 to FY 2004.

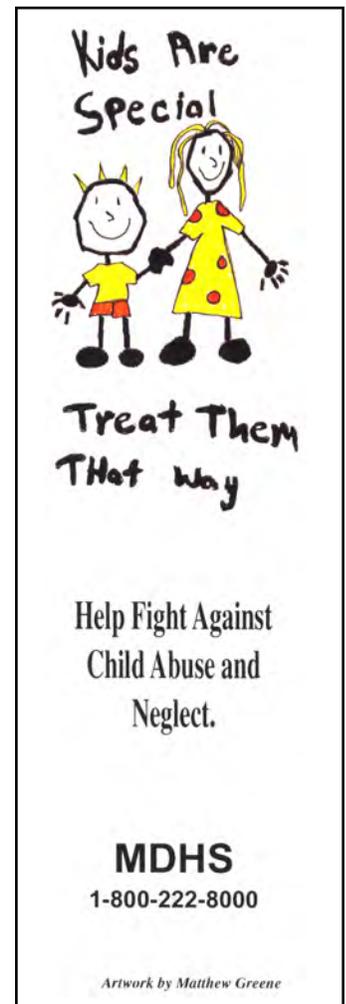
**Child Protection** - During FY 2004, DFCS received 25,708 reports of suspected child abuse and neglect. The total number investigated was 17,522, which averages 1,460 reports per month.

**Child/Adult Abuse & Neglect Hotline** - DFCS operates a Child/Adult Abuse & Neglect Hotline at the state level that provides 24-hour, seven-days-a-week confidential reporting of abuse/neglect. During FY 2004, there were approximately 6,916 calls received on the hotline.

**Central Registry** - DFCS maintains a central registry of perpetrators of abuse and neglect who have been identified through investigations by DFCS. The names of prospective applicants for employment in a child related field, as well as foster and adoptive parents are checked against the registry, free of charge, to child and adult care providers and placement organizations. During FY 2004, there were 58,897 names checked through the central registry.

**Foster Care Review** - Six-month reviews are mandated by state and federal law for all foster children with the intent of promoting permanency by reunifying the children with their families or by placing them with adoptive families. Twelve specialized State Office reviewers serve the entire state, facilitating Foster Care Reviews, which include family group conferences. At these conferences, family members and other individuals concerned with the child's future are invited to offer input into making plans and measuring progress.

Discussions include what the family needs to do and what the agency needs to do in order to achieve a permanent home for the children and move the children out of agency custody. Reviewers' notes from



these conferences are sent to the court of jurisdiction. In addition, reviewers make written determinations—in accord with federal guidelines—about the quality of care the agency is providing to the foster children.

The reviewers also provide data to the State Office, where both summary and comparison reports are compiled. These reports measure the quality of the foster care services delivered by the agency in each of the nine regions, and offer an opportunity for focusing on performance improvement in targeted regions or cases.

During SFY 2004, the Foster Care Review Program conducted 3,664 reviews of individual children or sibling groups.

**Training** - The DFCS Protection Unit's Training Program provides comprehensive staff education and development programs for DFCS staff by conducting structured training to both new and existing staff, and by obtaining training programs from sources external to MDHS that include both material and presenters. During FY 2004, the Training Program staff consisted of one social work consultant and nine trainers. Two groups of new hires completed the four-week Intensive Training Course in FY 2004. This group was comprised of social workers. The DFCS Protection Unit's Training Program is designated by the National Association of Social Workers to provide Social Work Continuing Education Hours. SWUs were provided for 113 training activities. The DFCS also presents information at career fairs throughout the State, in conjunction with Human Resources personnel. The Training Program staff presents information concerning child and adult abuse and/or neglect information to other agencies, schools, health workers, and the general public. The Training Program staff continues to provide technical support on the Mississippi Automated Child Welfare Information System (MACWIS) and on-the-job training to new and existing staff.

The Training Program staff participated in the Child and Family Services Review, and is actively involved with our federal partners in the development of training curricula to address training areas within the state's Program Improvement Plan.

**Mississippi Child Welfare Training Institute** - The Mississippi Child Welfare Training Institute (CWTI) was implemented in January 2003, following an extensive planning process which began in November 2000. CWTI serves the twofold purpose of providing ongoing child welfare training for DFCS staff throughout the State and creating an educational plan to provide financial assistance to BSW and MSW students, with the agreement for these students to accept employment (if offered) with MDHS upon graduation. Since its implementation, CWTI has operated under a contractual agreement between Jackson State University (lead university) and MDHS, with JSU subcontracting with six other Mississippi Schools of Social Work. These schools included Delta State University, Mississippi State University, Meridian Campus, Mississippi State University, Starkville Campus, Mississippi Valley State University, University of Mississippi, and University of Southern Mississippi. The first year targeted training and preparing undergraduate students to work in the area of child welfare; during the second year, foster parent training was incorporated into the agreement; during the third year, DFCS staff training will be added. There were 41 students enrolled in the aforementioned social work programs during the 2003-04 school year. Ten of these students became employed with MDHS.

## ADMINISTRATION UNIT

The Administration Unit provides administrative functions that include executing contracts, payment of invoices, procurement of goods and services, budget and grants management, preparing checks received for journal entry, handling client complaints, updating federal and state reports, providing statistical data, travel arrangements for staff, updating policy and procedures, providing support to State Office and field staff, determination of eligibility for Medicaid and foster board payments and maintaining foster care payroll. The Administration Unit is also responsible for analyzing data reported on the Federal Adoption Foster Care Analysis and Reporting System.



### MISSISSIPPI AUTOMATED CHILD WELFARE INFORMATION SYSTEM (MACWIS)

DFCS users are utilizing MACWIS effectively to manage workloads and appropriately document case records. MACWIS has the ability to track information from the initial report of abuse and neglect to adoption finalization. MACWIS has been described as one of the most comprehensive child welfare systems in the nation. There are several management reports generated from MACWIS that support the assessment of practice and effective case planning ensuring timely permanency for children in foster care.

MACWIS reporting and support is an intricate component in the Mississippi Child and Family Services Program Improvement Plan. It is one of three quality assurance measures identified.

MACWIS has increased caseworkers' ability to appropriately record intakes and investigations, tracking support services provided to children and families, reducing paper documentation, researching and tracking past and present children and families known to the agency on a statewide basis.

MACWIS is utilized to produce two mandated federal data reports: 1) Adoption and Foster Care Analysis and Reporting System (AFCARS) and 2) National Child Abuse and Neglect Data System (NCANDS). These reports summarize child outcomes relating to abuse and neglect and foster care and adoption.

**Mississippi Child and Family Services Review Program Improvement Plan** - The Mississippi Child and Family Services Review (CFSR) on-site case review was conducted the week of February 9-13, 2004. The county sites included Hinds, Washington and Adams. The CFSR evaluates state performance on seven outcome areas and six systemic areas. Mississippi did not achieve substantial conformity with any of the seven child welfare outcomes for safety, permanency and well-being.

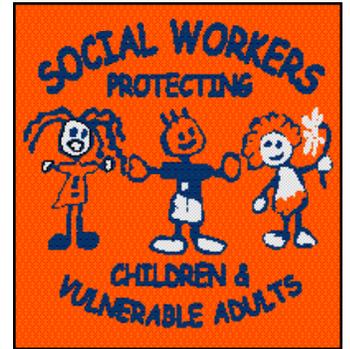
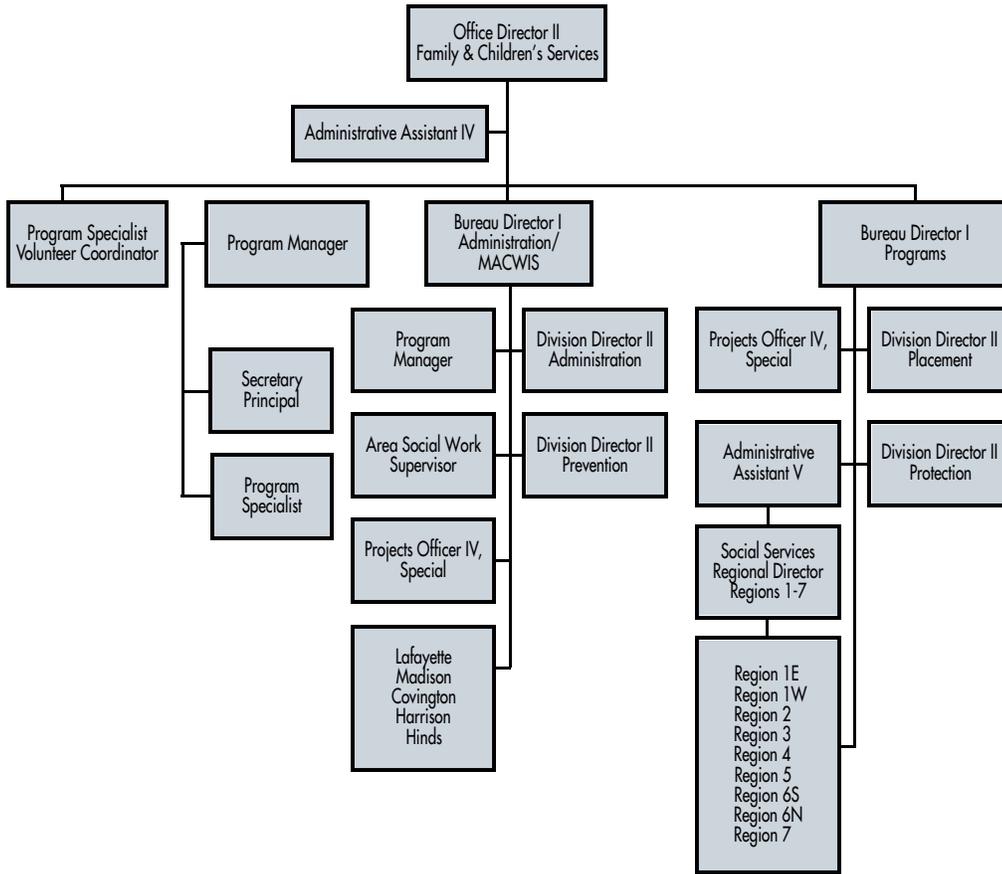
Because Mississippi did not achieve substantial conformity with any of the seven child welfare outcomes for safety, permanency and well-being, it had to develop a Program Improvement Plan (PIP) to identify strategies to achieve progress in these areas. As part of the conceptualization of the PIP framework, six priority goals were identified to guide planning efforts and to target strategic use of resources. The following goals were identified as priorities for the PIP:

- Insure that the safety of children is our first priority
- Achieve timely permanency outcomes for children in foster care
- Enhance family's capacity to care for children and to be actively engaged in the decision-making process
- Increase community involvement and shared responsibility for the well-being of children and families
- Improve the quality and consistency of practice statewide by actively engaging and supporting staff at the local level
- Enhance quality assurance methods to reinforce practice and inform staff

The State will have two years to show improvement in the identified child welfare outcomes. It must submit a quarterly progress report to the Administration for Children and Families Region IV office on the progress made towards meeting the goals identified in the PIP.

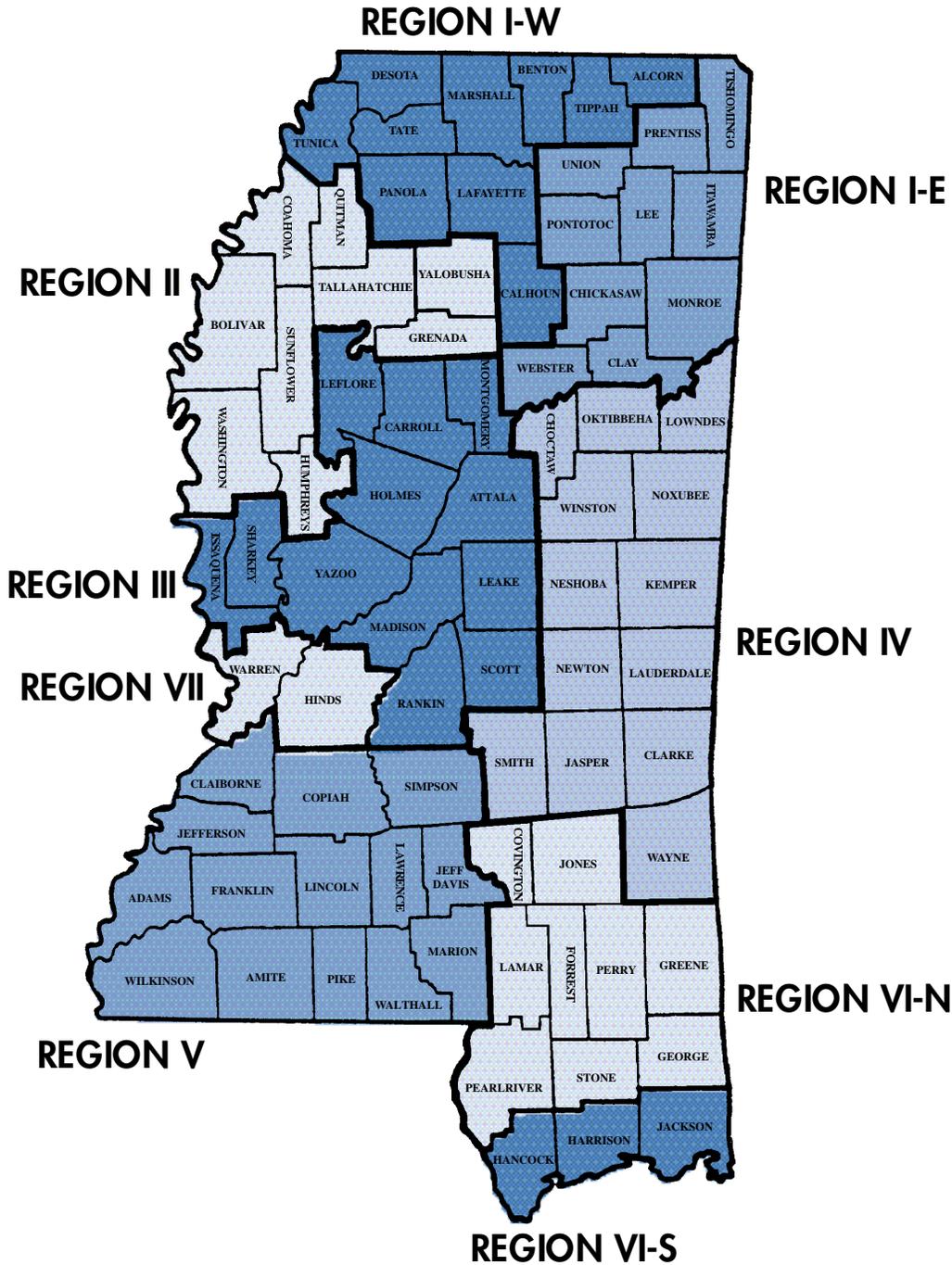


# ORGANIZATIONAL CHART



# REGIONAL MAP

## DIVISION OF FAMILY AND CHILDREN'S SERVICES



# Social Services Block Grant

## MISSION AND PURPOSE

In 1981, Congress created a block grant to states for social services under the Ombudsman Budget Reconciliation Act (Public Law 97-35). A wide range of community social services for individuals and families was authorized. These services are designed to prevent or reduce dependency, prevent neglect or abuse of children and adults, prevent or reduce inappropriate institutionalization, and provide a limited range of services to individuals in institutions. Thus, the two-fold mission of the Social Services Block Grant in Mississippi is to protect vulnerable individuals, and to assist individuals in becoming or maintaining self-sufficiency. Eligible persons for services are persons whose income is at or below poverty level or who are unable to responsibly care for themselves.

Of the 100 percent of federal funds coming into the State, 98 percent is allocated to state agencies; one percent is used for discretionary grants; the remaining one percent is used for administration at the state level.

*Derra E. Dukes, Director*  
*Estella Robinson, Secretary Administrative*  
*Eriaka Jones, Fiscal Officer I*

**The Social Services Block Grant (SSBG)** - Social Services Block Grant was created to help provide a variety of social services to needy citizens. The services provided with these funds are designed to reduce the dependency of Mississippi's vulnerable population and to achieve and maintain self-sufficiency and support.

The objective of SSBG is to enable each state to furnish social services best suited to the needs of the individuals residing in the State. Federal block grant funds may be used to provide services directed toward one of the following five goals specific in the law: (1) to prevent, reduce or eliminate dependency; (2) to achieve or maintain self-sufficiency; (3) to prevent neglect, abuse or exploitation of children and adults; (4) to prevent or reduce inappropriate institutional care; and (5) to secure admission or referral for institutional care when other forms fail.

Total SSBG Award FY 2004.....	\$16,835,288
Total TANF Award FY 2004.....	\$9,579,913
Available Services Dollars.....	\$26,080,228
Total Administration and SSBG (1%).....	\$168,353
(1% Discretionary Grants).....	\$166,620



### Derra E. Dukes

Derra Dukes, Director, Office of Social Services Block Grant, joined the Agency in 1985 where she administers the Title XX, Social Services Block Grant and the 10% TANF transfer funds. She is a graduate of Jackson State University.

Her tenure began as a secretary, where she worked her way up through the ranks.

Derra enjoys having the opportunity of touching the lives of children, families and the elderly through the administration of the Social Services Block Grant.

Derra has challenged herself to do "Whatever It Takes" to improve the quality of living for children and families that solicit help from MDHS.

## FUNDS ALLOCATED TO STATE AGENCIES FOR SELECTED SERVICES

	Projected Clients	Allocation
Mississippi State Department of Health (Family Planning).....	3,393	\$396,320
Department of Mental Health (Mental Illness and Mental Retardation).....	2,683	\$3,551,977
MDHS - Division of Aging and Adult Services (Maintaining Elderly in their Own Home) .....	11,420	\$5,749,810
MDHS - Division of Family & Children's Services (Prevention & Protection).....	36,768	\$12,000,000
MDHS - Division of Youth Services (Family Development).....	9,718	\$3,427,008

### HIGHLIGHTS

One discretionary grant was funded out of Fiscal Year 2004 funds. The program provided services that included:

- Healthy Relationships/Marriage
- Family Development

Economic Assistance - Healthy Relationship Program.....\$70,000

### FUNDING BY BOARD SERVICE CATEGORIES SELF-SUFFICIENCY SERVICES ALLOCATION

Special Projects.....	\$935,111
Family Planning.....	\$396,320
Child Care/Development Disabled .....	\$245,089
Work Activity.....	\$1,619,153
Halfway House/Alcohol.....	\$328,551
Halfway House/Seriously Mentally Ill.....	\$138,987
Residential Treatment/Chemically Dependent.....	\$218,162
Family Development.....	\$3,201,497
<b>TOTAL</b> .....	<b>\$7,082,870</b>

### PROTECTIVE SERVICE ALLOCATION

Social Worker Provided Services.....	\$6,890,077
Adoption	
Interstate Placement Child	
Protective Services Child and Adult	
Prevention of Abuse/Neglect	
Placement Service	
Foster Care	
Residential Group Home.....	\$2,750,000
Emergency Shelter/Child.....	\$1,300,000
<b>TOTAL</b> .....	<b>\$10,940,077</b>

### HEALTHY RELATIONSHIP PROGRAM

The Healthy Relationship Program was designed to add a healthy relationship/marriage component to services offered by the Division of Economic Assistance. The Program is an extension of the "Just Wait" Abstinence Program which teaches abstinence until marriage. The program provides educational information on healthy relationships to a minimum of 300 youth, ages 14 and older, and unmarried couples in Mississippi.

### MAINTENANCE SERVICE ALLOCATION

Homemaker Home Health.....	\$2,216,014
Home-Delivered Meals.....	\$1,759,294
Adult Day Care.....	\$205,351
Respite.....	\$6,065
<b>TOTAL.....</b>	<b>\$4,186,724</b>

### OTHER SERVICE ALLOCATION

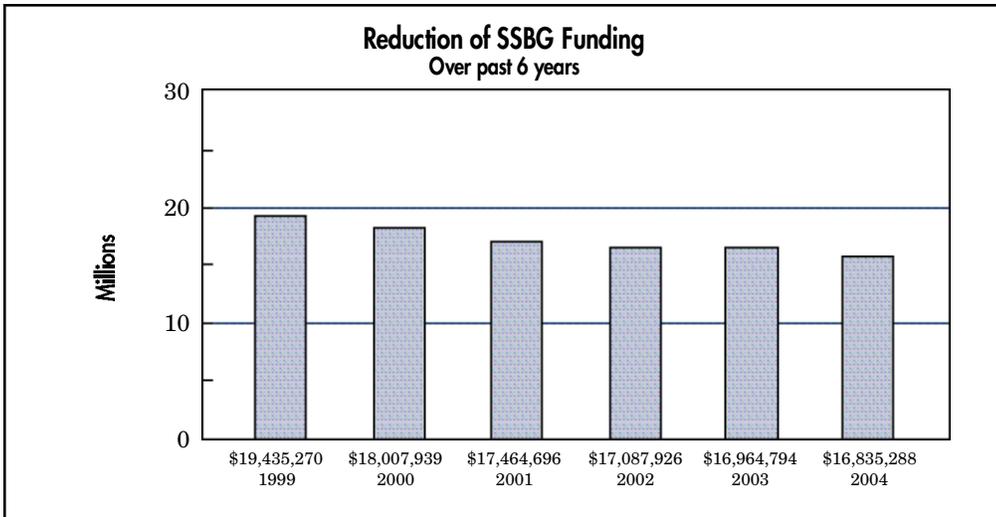
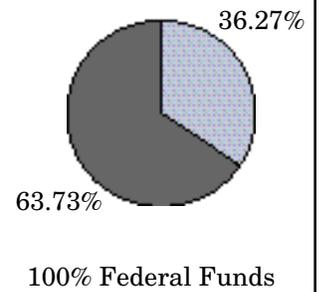
Case Management.....	\$1,121,785
Ombudsman.....	\$34,847
Transportation.....	\$708,274
<b>TOTAL.....</b>	<b>\$1,864,906</b>

### SOCIAL SERVICES BLOCK GRANT

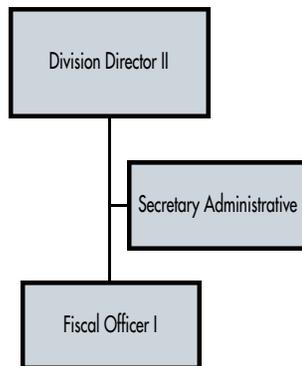
#### SOURCE OF FUNDS

TANF	\$9,579,913
SSBG	\$16,835,288

TANF  
 SSBG



### ORGANIZATIONAL CHART



To clients, customers, friends, constituents and fellow employees:

I am extremely pleased to serve with you and for you in the best interest of children and families across Mississippi. Our vision of excellent service delivery is now the norm. Collectively and individually, we are proud to serve so that others may be served and, accordingly, provide a service to their families and communities. Various reforms have resulted in our constituents advancing from dependence to independence and from selfishness to selflessness. We are successfully bridging the gap with hope, ambition and goodwill. Our charter is to continue the momentum.

I look forward to improving the quality of life of all Mississippians.

Sincerely,



Richard Harris

Deputy Administrator for Administration

A MESSAGE FROM  
THE DEPUTY ADMINISTRATOR  
FOR ADMINISTRATION, CHILD  
SUPPORT AND YOUTH SERVICES



*Richard Harris is a graduate of Tuskegee Institute (now University) with BA and MED degrees and studied at the University of Michigan and the Army's Command and General Staff College. He served as Department Chair and Senior Professor of Military Science at Jackson State University; Harris was previously assigned to MDHS as Superintendent, Columbia Training School and Director, Division of Child Support Enforcement. During his absence, he was an adjunct professor and training consultant.*

**Contact Information:**

**Mississippi Department of Human Services**  
750 N. State Street • Jackson, MS 39202  
Gail Smith • Phone: (601) 359-4180

## Division of Child Support Enforcement

The Division of Child Support Enforcement (DCSE) offers services to Mississippi's children and families by securing financial and medical support. Every child deserves the love and support of both parents to develop into the most productive adult possible. DCSE operates 84 offices in 82 counties to ensure the availability of child support services to all eligible persons in the State of Mississippi. These services include the following:

- Location of noncustodial parents
- Establishment of paternity
- Establishment of orders for child support and medical support
- Collections and distribution of child support payments
- Enforcement of child support orders
- Review and adjustments of orders

As a result of the child support enforcement services provided by DCSE, the State of Mississippi's public assistance rolls have decreased, which have reduced expenditures for Temporary Assistance for Needy Families (TANF). Enforcing financial support to children and families builds the capacity of families to become self-sufficient and less dependent upon TANF benefits. During State Fiscal Year 2004, DCSE made a positive impact upon children and families in Mississippi and had a number of significant accomplishments, including:

- Child support collections totaled \$206,596,005.
- Paternity establishment percentages increased to 74.4%.
- The final certification review for Mississippi Enforcement Tracking Support System (METSS).
- Child support legislation was implemented:
  1. National Medical Support Notice
  2. Expedited procedures for wage withholdings
  3. Use of constables for service of process

### PROGRAMS OR INITIATIVES

**Tax Offset Program** - The Tax Offset Program is a federally mandated program to intercept state and federal taxes from noncustodial parents delinquent in making their child support payments. These funds are either distributed to the custodial parent or recovered as repayment for expended TANF benefits. It has been proven to be most effective, collecting \$18,816,402.13 in State Fiscal Year 2004.

**License Suspension Program** - The License Suspension Program is a federally mandated program to suspend individual licenses for non-payment of child support. The suspension of driver's, professional and recreational licenses was created as an enforcement tool. It has shown to be effective, with the suspension of 11,763 licenses in Fiscal Year 2004.

**Immediate Income Withholding** - Income is defined as any form of periodic payment to an individual regardless of source. Income Withholding is the deduction of the child support obligation from the noncustodial parent's income by the noncustodial parent's employer/payor. Income Withholding is effective



#### Walley Naylor

Walley R. Naylor was born in Hattiesburg, Mississippi and now lives in Madison, Mississippi with his wife and two daughters. He also has a son and grandson who live in Jackson, Mississippi and a son living in Dallas, Texas.

Walley attended the University of Southern Mississippi and Jackson State University before graduating from Belhaven College with a degree in Business Administration. He also holds an associate degree in Electronic Engineering and a diploma from Grace Bible College in Cary, North Carolina.

Walley is the Pastor of the Living Word Christian Church in Jackson. He is also the founder of the Men of Valor/Women of Virtue.

Walley is a board member of Mississippi Pro Life, Parks and Recreation in Madison and is also actively involved in missionary work in the country of Belize in Central America.

He is a former Chairman of the Mississippi Parole Board and former Executive Director of the Mississippi Christian Coalition.

immediately on all new or modified orders. The Federal Welfare Reform Law (PRWORA) requires employers/payers to withhold an additional amount for delinquency, if an amount is specified in the court order. The employer/payer must be notified when to begin withholding the additional amount with an affidavit of accounting, a notarized record of overdue payments, or attested judgment for delinquency or contempt.

**Automatic Income Withholding** - DCSE begins initiation of automatically sending withholding orders to the noncustodial parent's employer/payer when there is a match with the New Hire Directory.

**Central Receipting and Disbursement Unit (CRDU)** - The purpose of the CRDU is to process and disburse child support payments to custodial parents and to provide employers/payers and customers with a single location to make payments.

**Credit Bureau Reporting** - Mississippi Enforcement and Tracking of Support System (METSS) automatically reports noncustodial parents with past due child support to the credit bureau. The noncustodial parent must have a sixty-day delinquent balance in order to be reported.

**State Parent Locator Unit (SPLU)** - The SPLU provides location information, upon request, from local child support offices, other state IV-D agencies, custodial parents, social services agencies and others as specified by law.

**Central Registry for Interstate Cases** - The Central Registry is the point of contact for other state child support agencies. The Central Registry receives all out-of-state cases requiring some type of assistance from Mississippi, processes the information and forwards the cases to the local child support office. Assistance is also provided for various aspects of processing interstate cases.

**Help Desk** - The Help Desk assists local child support staff with problems involving cases, which cannot be resolved locally by making adjustments or referring to appropriate personnel.

**New Hire Reporting** - Employers are mandated to report newly hired or re-hired employees to the Mississippi State Directory of New Hires within 15 days of hire so that more timely actions may be taken on cases.

**Mississippi Employment Security Commission (MESC) Interface** - Several interfaces are processed each month with MESC, including interception of unemployment compensation benefits to pay child support obligations and provisions of location and wage information for noncustodial parents.

**Uniform Interstate Family Support Act (UIFSA)** - Some of the most difficult child support cases to pursue are those in which the parent, or alleged parent, lives in one state and the child and custodial parent live in another. All states, however, are required to pursue child support enforcement (including location and establishment of paternity and support obligations) as vigorously for children who live outside their borders, as well as under their own jurisdiction.

**Child Support Enforcement Network (CSENet)** - CSENet is a federally mandated automated nationwide communication network linking child support agencies. This system allows information between states to flow electronically. CSENet, which interfaces with METSS, has been an integral part of DCSE since November 1995.

**A Simple Acknowledgment of Paternity (ASAP)** - ASAP is Mississippi's voluntary paternity establishment program. ASAP makes it possible for parents to establish paternity in hospitals and other birthing facilities, at the State Department of Health, County Health Departments and DCSE. This procedure carries the same

## SUCCESS STORIES AND ACCOMPLISHMENTS

### TOTAL DOLLAR COLLECTIONS

SFY 1995.....	\$83,884,000
SFY 1996.....	\$104,512,754
SFY 1997.....	\$114,683,715
SFY 1998.....	\$128,687,043
SFY 1999.....	\$145,191,817
SFY 2000.....	\$165,097,357
SFY 2001.....	\$178,496,714
SFY 2002.....	\$191,423,389
SFY 2003.....	\$195,621,754
SFY 2004.....	\$206,596,005

*Tishomingo County collected \$23,870.81 from an insurance settlement in June of 2005.*

*Hinds County established paternity for 3,096 children from October 2004 to June 2005.*

*Special recognition was given to Child Support Enforcement Staff who demonstrated a commitment to the Mississippi Department of Human Services by doing "Whatever It Takes!" Setting the example for his division, the first recognition was given to Division Director Walley Naylor. Others who received the honor were Larry Bledsoe, Regional Director of the Year and Martha Benjamin, Director of Field Operations.*

legal effect, as if the father and mother were married at any time between conception and birth. The program allows the father's name to be added to the birth certificate.

**Access and Visitation** - Federal grants are provided to States to establish and administer programs to support and facilitate nonresidential parents' access to and visitation of their children. In February 1997, DCSE was directed by the Office of the Governor to design and develop Mississippi's Access and Visitation Program (MAV-P). Four Mississippi counties - Hinds, Madison, Rankin and Warren - were selected for the pilot project. MAV-P added Pro Se clinics as part of their outreach program in 2004.

**Kiosk** - DCSE has a kiosk placed in the Jackson Medical Mall. The kiosk provides information regarding all services provided by DCSE to interested citizens. The kiosk explains the purpose of child support, as well as how and where to apply for child support services. The kiosk details each of the child support enforcement tools and how child support is obtained from the noncustodial parent.

**Home Page** - ([www.mdhs.state.ms.us/csemdhs.html](http://www.mdhs.state.ms.us/csemdhs.html)) - The home page is much like the kiosk in explaining child support services. It provides a direct avenue for a personal response through e-mail. It also provides employers a direct link to the State New Hire Directory.

**Financial Institution Data Match (FIDM)** - The Financial Institution Data Match is an interface with financial institutions that is intended to identify accounts belonging to parents who are delinquent in their child support obligation. When a match is identified, state child support agencies may issue liens or levies on the accounts of that delinquent obligor to collect the past-due support.

## KEY PROJECT SUMMARIES

**Central Receipting and Disbursement Unit (CRDU)** - The CRDU is currently preparing for use of scanning and imaging equipment to increase their business operations and customer services for receipt and disbursement of child support payments with expected implementation date of December 2005.

**Program Operations** - With the second lowest staff in the nation per case, the Division of Child Support Enforcement continued to increase collections and paternity establishment. A special emphasis on Paternity establishment was completed by Field Operations.

**Program Compliance Unit** - The Program Compliance Unit completed the State Assessment Report for Federal Fiscal Year 2004. This report measures State compliance with federal requirements for distribution, paternity/support establishment, enforcement, expedited process, medical support, case closure and review and adjustment. Mississippi's certified child support system, Mississippi Enforcement and Tracking of Support System (METSS), extracts a random sample of cases from within the system for review. The total number of cases used in the audit was 1,000.

**Mississippi Enforcement and Tracking of Support System (METSS)** - METSS currently has three main projects to enhance the handling of child support payments expected to be implemented by December 2005.

- Electronic Payment or E-Payment – debit card for child support clients to obtain the support collected.
- Noncustodial parents will be allowed to make payments via the internet by using their MasterCard.
- Utilization of Western Union cash and electronic payments will give the noncustodial parent the assurance that the support is received by the agency.

### MAV-P STATISTICS

Category	SFY 2004
Outreach.....	3,564
Mediation.....	27
Education .....	362
Visitation.....	37

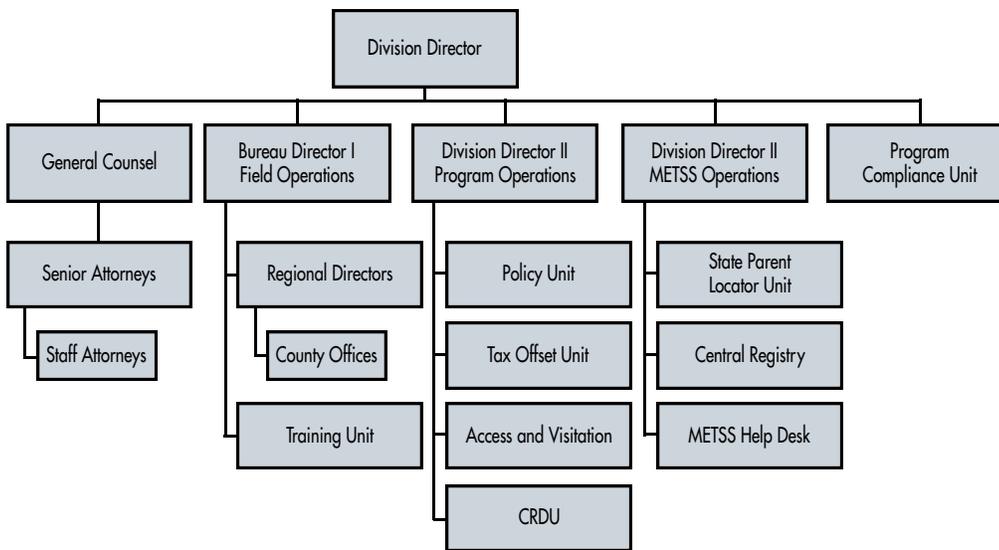
### LICENSE SUSPENSIONS

Licensing Agency	# Suspended in SFY 2004
Department of Public Safety.....	10,237
Department of Wildlife, Fisheries and Parks.....	1,474
Board of Education.....	7
Board of Cosmetology.....	17
Board of Medical Licensure .....	5
Board of Alcoholic/Beverage Control.....	4
MSDH.....	5
Board of Funerals.....	8
Engineers and Land Surveyors.....	1
Insurance Commission.....	5
<b>Total .....</b>	<b>11,763</b>

**Field Operations/Legal Training Unit** - The Training Unit assesses, designs, develops and conducts high quality training/staff development programs and continuously strives for ways to do it better. During State Fiscal Year 2004, training for all DCSE attorneys was conducted. Statewide daily training tips were also developed for all DCSE staff.

**Child Support Awareness Month** - The theme for the month, usually celebrated in August of each year, is "Supporting Children Every Step of the Way!" August is also recognized as National Child Support Awareness Month.

## ORGANIZATIONAL CHART



**Division of Child Support Enforcement**



Payment Line 1-800-434-5437 • MDHS

## EXCERPTS OF LETTERS FROM CUSTODIAL PARENTS

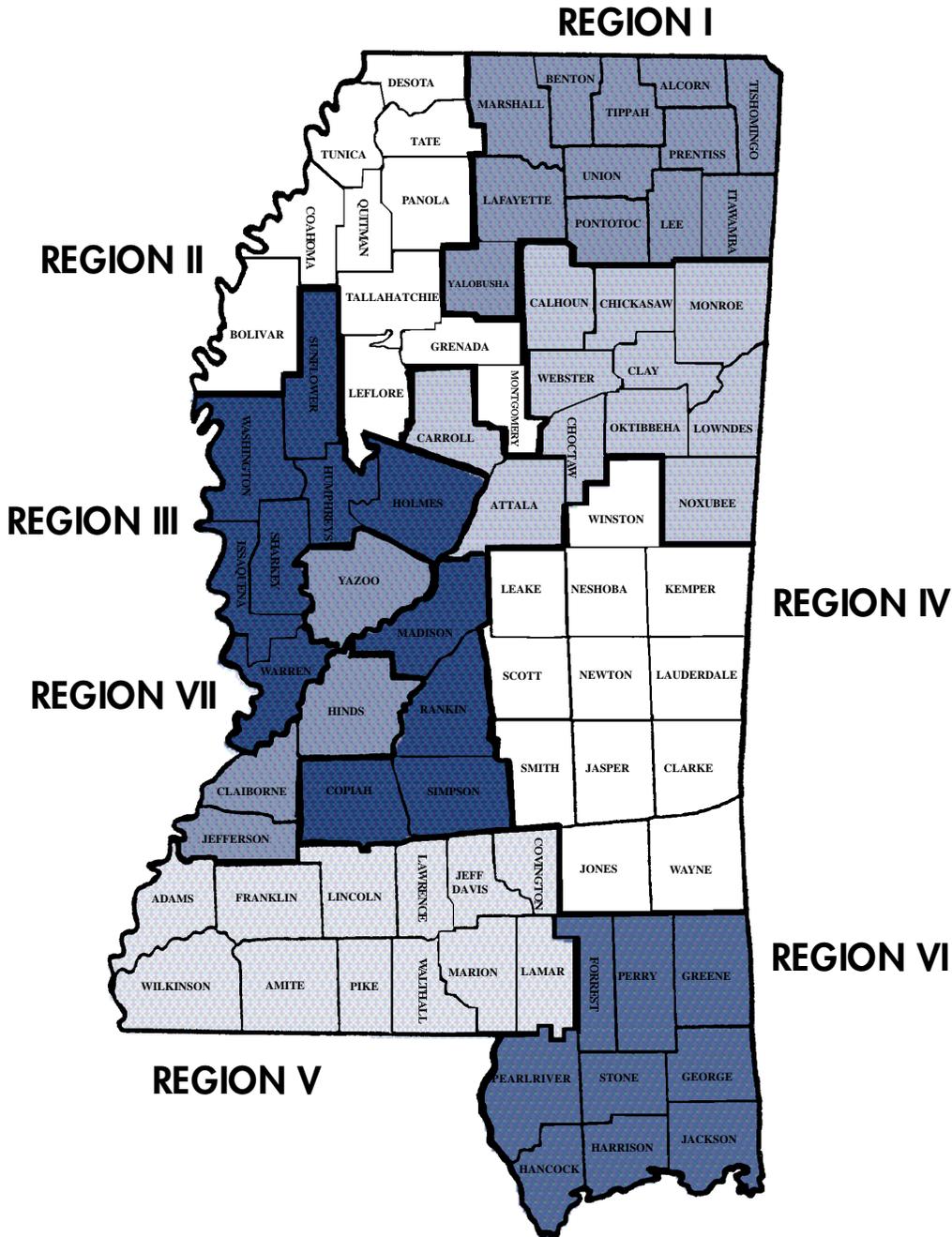
*"I want to thank you so much for all your help! My child support is going much faster now. I have food! Without your help I'd be on the streets and hungry. You've done your job plus."*

*Thanks so much!!!"*

*"My daughter has been involved with MAV-P program for one year. She and her father have had a good experience .... I would like to continue with the program. Thank you for working with us."*

*"I thank you for caring, working hard, and doing your best."*

# REGIONAL MAP



## DIVISION OF CHILD SUPPORT ENFORCEMENT



## Division of Youth Services

The Division of Youth Services (DYS) administers the Community Services and Institutional Programs for juveniles who have been adjudicated delinquent in Mississippi Youth Courts or who are at risk of becoming delinquent. DYS provides professional counseling, probation supervision and related services to children in their home communities, as well as education, rehabilitation and treatment services to children committed to institutional care.

### COMMUNITY SERVICES PROGRAMS

The primary goals of Community Services are:

- To ensure a balanced approach of accountability, competency development and community safety in providing quality services that address the needs of clients, individual victims and the community
- To test the effectiveness of community-based programs on reducing commitments to the state training schools and caseload reduction
- To establish multi-agency, cooperative partnerships with local communities
- To establish uniformity in DYS services, case management practices and procedures

**Probation and Aftercare Services** are provided to juveniles referred to the youth courts in Mississippi. Individual, group and family counseling, intake, pre-court investigation, case management and referral and placement services are some of the services provided by Youth Services Counselors.

**The Adolescent Offender Program (AOP)** is a community-based partnership among the Mississippi Department of Human Services/Division of Youth Services, mental health agencies, community agencies and local multi-agency councils. The AOP creates a mechanism within communities to coordinate services, share resources and reduce the number of young offenders being placed in state training schools. The program, which focuses on the family, seeks to assist local communities in coordinating and providing services to families at-risk.

**The Community Services Intensive Supervision Program (CSISP)** is a community-based intensive supervision program for serious habitual youthful offenders. The program provides intensive probation/parole supervision and greater support for offenders than traditional supervision.

**The Volunteer Services Coordinator Program** unites youthful offenders and their families with individuals, organizations and community civic groups, creating a mechanism to obtain and coordinate services and share resources. The program was designed to enhance the services provided by the Youth Services Counselors, to reduce the number of repeat offenders, to reduce the number of youth committed to training school and to inspire and encourage youth to become law abiding, productive citizens.

**The Transitional Living Center (TLC)** is a voluntary group living program operated by MDHS/DYS. As part of the agency's continuing efforts to provide multifaceted opportunities and alternative forms of intervention for the youth of the State of Mississippi, DYS began a "school-to-school/school-to-work" program through this venture. The TLC offers assistance in employment, educational opportunities [General Education Diploma (GED) preparation], independent living, community life and staff development.



**Kathy Pittman**

As Director for the Division of Youth Services (DYS), Katherine Hannan Pittman administers the Community Services and Institutional Programs for youth who have been placed under DYS jurisdiction by Mississippi Youth Courts. Kathy began her state service with Region I Mental Health Center, but shortly thereafter transferred to MDHS as an eligibility worker for Coahoma County DHS. She was then hired by DYS County Youth Court as a secretary. Upon completing her Masters in Special Education and Psychometry at Mississippi College, Kathy taught in public schools and at Oakley Training School. She eventually took on the position of Assistant Administrator at Oakley and is committed to improving the juvenile justice system in Mississippi.

Kathy and Charles Pittman have two daughters and one grandson who live in Salt Lake City, UT.

**The Project CRAFT (Community Restitution, Apprenticeship-Focused Training)** is sponsored by the Home Builders Institute (HBI), the educational arm of the National Association of Home Builders (NAHB). The program provides services for youth between the ages of 15-19 who have been released from the training school on parole, participating in the Youth Re-Entry, Transitional Living Center or another community-based release program. Students are tested for aptitude and are offered exhaustive training in the building and construction trades.

**The Youth Re-Entry Project** is a voluntary program for serious and violent offenders released from the training schools, and a collaboration among the Mississippi Department of Corrections (MDOC), DYS and Jackson State University (JSU). Participants between the ages of 14 and 17 are referred by the youth courts in Hinds, Madison, Rankin and Warren Counties. Services include development of Individualized Treatment Plans, Intensive Counseling, Life Skills, GED Preparation, Vocational Training and Job Placement.

**The Interstate Compact on Juveniles [Delinquency and Child In Need of Supervision (CHINS)]** with DYS is to provide for the welfare and protection of juveniles and the public. The purpose is accomplished through the cooperative supervision of delinquent juveniles on probation or parole, return of runaways, absconders and escapees, return of juveniles charged as delinquent and additional measures which any two or more party states may find desirable.

Statistics for FY 2004	
No. of incoming probation cases being supervised	143
No. of outgoing probation cases being supervised	34
No. of incoming parole cases being supervised	29
No. of outgoing parole cases being supervised	25

## PLACEMENT ALTERNATIVES

### ADOLESCENT OFFENDER PROGRAM

The Adolescent Offender Program (AOP) is a community-based partnership among the Mississippi Department of Human Services/Division of Youth Services, mental health agencies, community agencies and local multi-agency council. The AOP provides a mechanism within communities to coordinate services, share resources and reduce the number of young offenders being placed in state custody.

#### Program Goals

The program, which focuses on the family, seeks to assist local communities in coordinating and providing services to at-risk families. Its purpose is to decrease criminal activity, improve school attendance and performance and inspire adolescents to be more positive, goal-oriented individuals.

The program is designed to provide treatment within a therapeutic setting and a safe controlled environment in which counselors teach the adolescents how to develop social skills, interpersonal relationship skills, self control and insight.

#### Services

The therapeutic modalities utilized in the AOP include day treatment, group counseling, individual counseling, recreational therapy and family intervention. All treatment is aimed at attempting to safely divert adolescent offenders from any further contact with the criminal justice system including possible institutionalization, incarceration, or placement in another residential setting.

#### AOP SITES

The AOP was established under Senate Bill 2775 during the 1994 Regular Session of the Mississippi Legislature. There are currently 25 programs:

1. Warren-Yazoo Mental Health Services
2. Pine Belt Mental Health Resources
3. Community Counseling Services
4. Region 6/Life Help/Leflore County
5. Multi-County Community Service Agency-Lauderdale County
6. Adams County Board of Supervisors, d/b/a the Adams County Youth Court
7. Mississippi Gulf Coast YMCA
8. Hinds County Human Resource Agency
9. Region 3 Mental Health Center
10. Warren, Washington, Issaquena, Sharkey Community Action Agency (WWISCAA)
11. Bolivar County Community Action Agency
12. Exchange Club of Mississippi for the Prevention of Child Abuse
13. Madison County Board of Supervisors
14. Multi-County Community Service Agency, Inc.-Scott County
15. Multi-County Community Action Agency, Inc.-Simpson/Covington Counties
16. McComb School District
17. Pine Belt Mental Healthcare Resources

*(continued on next page)*

### Success Indicators

Each program offers services primarily to Non-Medicaid and Non-Billed Medicaid clients. However, these services are also available to Medicaid-eligible clients. A total of 5,960 clients have received services through the AOP (beginning July 1, 2003 through June 30, 2004). The 20 program sites have safely diverted 4,752, or 80% of the clients from the training schools. The following summary indicates the effectiveness of the AOP.

AOP PROGRAM	2000	2001	2002	2003	2004	Total
Total Clients Served	1,014	974	1,337	1,387	1,248	5,960
# of Clients Diverted from Training Schools	697	713	1,143	1,183	1,016	4,752
% Success Ratio	68.7%	73.2%	85.4%	85.3%	81.4%	80%

Over the past five years, the AOP has diverted a total of 4,752 youth from training school commitments. It costs the State of Mississippi approximately \$100 per day, per child, over a 120-day period, to maintain placement at the training schools. The cost for 120 days participation in an AOP is estimated to be \$23.08. Within the past five years AOPs have saved the State of Mississippi \$43,862,860.80.

#### TOTAL SAVED OVER FIVE-YEAR PERIOD

5 Years	Clients Served	Cost Per Day	Average Stay	Total
Training Schools	4,752	\$100.00	120 Days	\$57,024,000.00
AOP	4,752	\$23.08	120 Days	\$13,161,139.20
<b>Total saved over 5 years by diverting from training schools</b>				<b>\$43,862,860.80</b>

#### TOTAL SAVED IN STATE FISCAL YEAR 2004

(July 1, 2003 to June 30, 2004)

2004	Clients Served	Cost Per Day	Average Stay	Total
Training Schools	1,016	\$100.00	120 Days	\$12,192,000.00
AOP	1,016	\$23.08	120 Days	\$2,813,913.20
<b>Total saved in 2004 by diverting from training schools</b>				<b>\$9,378,086.40</b>

## TRANSITIONAL LIVING CENTER

The Transitional Living Center (TLC) is a voluntary group living program offered by the DYS. A "School-to-School/School-to-Work" program has emerged from this venture. The TLC targets youth, ages 16-18, who have been adjudicated delinquent and subsequently placed in state custody or adjudicated by the court as a child in need of supervision (CHINS). Assistance is offered in employment, educational

(continued. from previous page)

18. Recruitment Training Program (RTP) of Mississippi Grenada County
19. Human Resource Development Institute, Inc. (HRDI) Sunflower/Humphreys Counties
20. Tunica County Board of Supervisors
21. Exchange Club Center Panola County
22. Amite/Franklin Counties Board of Supervisors
23. Pearl River County Board of Supervisors
24. Holmes County Board of Supervisors



opportunities (GED preparation), independent living, community life and staff development.

## INSTITUTIONAL SERVICES PROGRAMS

DYS provides institutional care to juveniles who are adjudicated as delinquent by the youth court and committed to MDHS/DYS custody. Oakley Training School at Raymond, MS, houses males ages 10 to 18 and Columbia Training School at Columbia, MS, house females ages 10 to 18. The psycho-educational programs offered at each school begin with a para-military type training designed to build basic concepts of self-discipline, character development, self-worth, personal responsibility, attention to detail, a sense of urgency and respect for constituted authority. After students are assessed in the area of mental health, physical, academic and vocational aptitude, and given a complete physical by a physician, they are placed in classes at Williams School and East Columbia School based on their cumulative folder from their previous schools in the community.

**Step-to-Step Reading** is a program designed for students scoring third grade or below. The method used is the WINNING program which is based on Dr. Jane Hodges' "Sing, Spell, Read, and Write." Students sequentially progress from entry-level skills in reading to fourth grade skill level.

**Local Area Network (LAN) Computer Labs** are housed in Williams School and East Columbia School. A thirteen work-station network lab provides remedial and job interest assessment, and a fourteen work-station lab provides INVEST Destinations software for remedial work, grade level course work and enrichment. Destinations 2.0 software targets lower functioning students to improve reading and math skills.

**Interactive Video Network (IVN)** allows students at both training schools to interact with each other in GED and gifted classes. The electronic classrooms have allowed students to take electronic field trips and view satellite downlinks of various programs. The room is also beneficial to all departments by giving staff access to interactive video conferences with staff counterparts. The rooms were equipped as part of the Star School Project through the MS Educational Television Interactive Video Network (METIVN).

**Library/Media Services** are provided to all students. Williams School and East Columbia School have licensed library/media specialists. Teachers are assisted with instructional planning and delivery.

**Character Education Training** is offered to students at the institutions. The aim of the program is the development of responsible citizenship skills.

**GED Preparation and Testing** are offered to eligible students at Williams School and East Columbia School.

**A.C.T. Preparation and Testing** are offered to students who have graduated or earned a GED.

**Vocational Technical Education** funds and grants have been received to improve educational programs at Oakley Campus and the Columbia Campus. Vocational training programs at OTS include: Welding, Carpentry, Auto Body, Small Engine Repair, Brick Masonry, Technology Preparation and Basic Business Computer. Programs at the Columbia Campus include: Basic Business and Commerce and Family Dynamics.

## TRAINING SCHOOL HIGHLIGHTS

### COLUMBIA CAMPUS

Character education training is being offered to students on developing responsible citizenship skills.

The school has developed a partnership with the Home Extension Service that focuses on nutrition and other health related services. These services primarily focus on pregnant females committed to the training school.

Destination 2000 software targets lower-functioning students to improve reading and math skills. Students are able to participate in many special academic competitions and contests, as well as dramatic and musical productions.

### OAKLEY TRAINING SCHOOL

Aztec, Solutions for Success Software is offered to assist students in subject area remedial or enrichment academics and GED preparation.

Students participate in academic competitions such as, Spelling Bees, U.S. History Bowls, Geography Quizzes, Essay Contests and Odyssey of the Mind Competitions. The winners earn pizza parties, movies or other positive rewards of their choosing.

The GED Program continues to foster success in the students, with a pass rate of approximately 85%.

**The Para-Military Program** is designed to instill responsibility, attention to detail, a sense of order and discipline. To accomplish this, the program utilizes five instructional parts: Drill and Ceremonies, Military Conduct, Physical Training, Fellowship and Teamwork, and Leadership Development.

**Individual/Group Therapy** counseling emphasizes reality therapy, social skills development, anger management, sex education, including sexually transmitted diseases and abstinence, drug and alcohol awareness, character education, sexual offender counseling and psycho-correctional skills.

**Diagnostic and Evaluation** allow staff to gather medical, dental, recreational, educational, vocational and psychological data on each student. Each student receives a complete physical, and a psychological screening which includes Intelligence Quotient (IQ) testing, personality profiles, drug and alcohol abuse risk questionnaire, and suicide risk assessment.

**The Multi-systemic Service** is a self-improvement and life skills training program offered to students at OTS as part of the Phase I of the Re-Entry Project. The program consists of life-management skills sessions, evaluation, and aftercare services.

**The Mississippi Arts Commission** — Community In Schools Grant Project is currently serving students at OTS in Creative Writing and Ceramic classes.

## YOUTH REENTRY PROGRAM “GOING HOME”

The U.S. Department of Justice awarded Mississippi a \$2 million grant to help reduce recidivism among violent offenders after they are released from prison. The Mississippi Department of Corrections (MDOC) partnered with the Mississippi Department of Human Services (MDHS), Division of Youth Services (DYS) and Jackson State University (JSU) to apply for the Serious and Violent Offender Reentry Initiative Grant.

The purpose of the Serious and Violent Offender Reentry Initiative is to help adult and juvenile offenders become productive citizens through education, job and life skills training, and substance abuse treatment. The program is designed to provide a structured process for successful reentry of adult and juvenile offenders into the community by creating a supportive infrastructure to assist the offenders in navigating and accessing a continuum of needed services.

Seventy-five juveniles, ages 14-17, who have been adjudicated delinquent will be identified to participate over a 3-year period. The three phases of the program will consist of: 1) Institutional Phase (Intake and Life Skills Training), 2) Transition Phase (Residential Living, Work Maturity Skills, and on-the-job training), and 3) Community Phase (job placement and follow-up). Parental involvement is mandated and the youth and their families will have access to an array of services through a day treatment center, which will be located in Hinds County, as well as a wealth of resources offered by other divisions within MDHS.

## REPAIR AND RENOVATION

State institutions and agencies are responsible for preplanning their immediate and future needs of capital improvements, repair, and renovations by priority projects. The DYS coordinates these projects through the Department of Finance and Administration (DFA), Bureau of Building, Grounds and Real Property Management for Oakley Training School (OTS), the Columbia Training School (CTS), and the Ironwood Maximum Security Unit. The Bureau of Building, Grounds and Real Property Management sub-

**Contact Information:**  
**MDHS**  
**Division of Youth**  
**Services**

*P. O. Box 352  
750 N. State Street  
Jackson, MS 39205*

*Phone: 601-359-4972  
Fax: 601-359-4970*



mits these requests to the Legislative Budget Office, the House Public Buildings, Grounds and Lands Committee, and the Senate Property Committee.

## BUDGET AND ADMINISTRATIVE SERVICES UNIT

This unit is responsible for two major components: (1) fiscal management of the Division's annual budget, which consists of allocation of resources, purchasing, monitoring expenditures, and funds management; (2) personnel management and administrative services for more than 590 authorized positions that consist of the implementation of established personnel policies and procedures as it relates to recruitment, selection, and separation of Division personnel.

## CONTRACT/GRANT AND SUBGRANT MANAGEMENT UNIT

The Contract/Grant and Subgrant Management Unit of the DYS is responsible for procuring personal services contracts for Oakley, as well as Columbia Training Schools through competitive solicitation and negotiation. In addition, the unit is responsible for the management of these contracts, which include processing invoices for payment, as well as securing the appropriate documentation for the contract files. The services provided through personal services contracts are medical, psychological, psychiatric, dental, medical waste collection, garbage collection, pest control, plumbing, asbestos control, and a life management skills program.

The unit is also responsible for securing various grants to implement new programs within the Division or supplement existing programs. The DYS has received grant money from the Office of Juvenile Justice and Delinquency Prevention (OJJDP) to operate or supplement various programs. Also included in this unit are the Adolescent Offender Program (AOP) and Wilderness subgrants. The unit handles preparation, subgrant management, and program management for the aforementioned program.



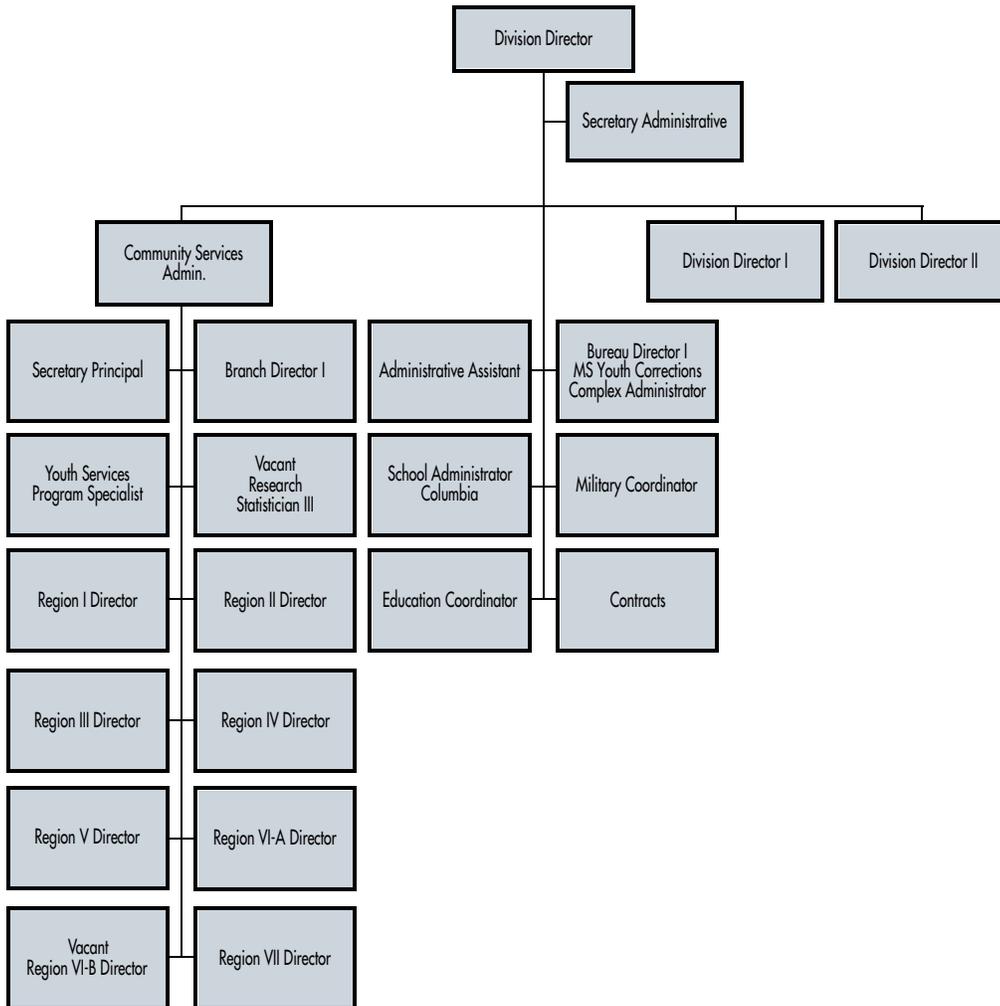
*Beautiful murals have been painted on the walls at Oakley Training School to brighten spirits of the youth and staff.*



*Ex-Mafia Kingpin, Michael Franzese, spoke to Cadets at Oakley and told his compelling story of how he became the only high ranking official of the Mafia to ever quit the mob, refuse government protection and live to tell about it. He now spreads the good news of Jesus Christ to at-risk youth, as well as other groups.*

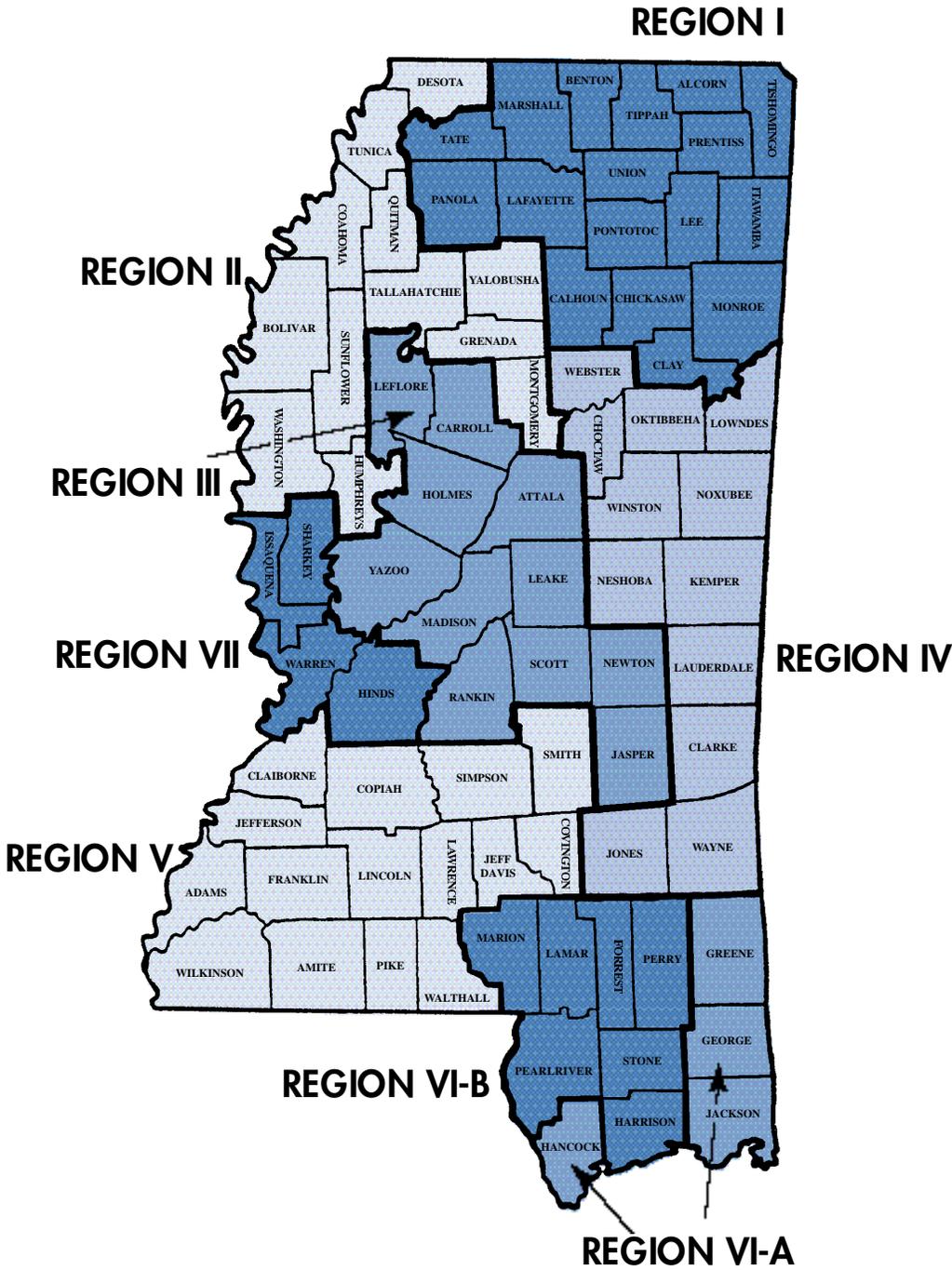


## ORGANIZATIONAL CHART



*A press conference was held at the State Office announcing Project CRAFT, a program sponsored by the Home Builders Institute (HBI), the educational arm of the National Association of Home Builders (NAHB). The program provides services for youth between the ages of 15-19 who have been released from the training school on parole, participating in the Youth Re-Entry, Transitional Living Center, or another community-based release program. Students are tested for aptitude and are offered exhaustive training in the building and construction trades.*

# REGIONAL MAP



## DIVISION OF YOUTH SERVICES



*Oakley Training School*



*Columbia Training School*

## Division of Budgets and Accounting

The Division of Budgets and Accounting is responsible for the fiscal and financial integrity of the Agency. The division provides leadership and direction to all programmatic divisions and other support divisions for all phases of the budget process, research and accounting activities. The division is also responsible for establishing policy and instructions for budget preparation and presentation, and examining new and proposed legislation to determine the impact on the financial operations of the Agency. Ensuring that the Agency is in compliance with Agency policies, federal regulations and state laws is an ongoing process. The division is entrusted with the challenge of managing an annual budget of \$800,000,000+ of which \$75,000,000+ is general funds. To manage the budget adequately and provide the quality assistance and guidance to the programs and other support divisions, competent and qualified staff is essential. Additionally, staff must have the necessary resources to perform the required tasks of each job.

### OFFICES/UNITS OF THE DIVISION

**Office of Budgets, Grant Management, Cost Allocation and Research and Statistics** provides support to program staff with the annual budget request and has the responsibility of the final product. This office is also responsible for preparing federal financial reports, maintaining the Agency's Cost Allocation Plan, subgrantee fiscal reporting, and monitoring the Agency's expenditures and budget authority. In addition, this office develops and administers the various time studies and random moment samples/surveys and is responsible for preparing the five-year strategic plan, and compiling, reporting and monitoring performance measurement indicators for the Agency.

**Office of General Accounting, Purchasing and Property** serves as the liaison for the Agency and Mississippi Management and Reporting Systems (MMRS). This office handles all orders for goods or services that require the issuance of a purchase order. Other responsibilities are coordinating and finalizing the General Accepted Accounting Principles (GAAP) package, receipting and depositing Agency funds and reconciling Agency bank accounts. The Property Unit maintains detailed records of fixed assets and manages and controls all equipment owned by MDHS.

**Office of Payroll and Payables** is responsible for processing payments to vendors and employees. The responsibility of processing payroll for approximately 3,500 employees rests with this office. This office also handles payment of invoices for office supplies and equipment and billings for all utilities. Other payments include foster care and adoption clothing, county office expenditures, child support court costs and paternity testing, and contractual obligations. Additionally, client checks (TANF, child support, employment and training) are approved for mailing by this office.

#### Accomplishments:

- MDHS implemented the "Positive Pay disbursement service" via AmSouth Bank for the five MDHS client payroll accounts.
- AmSouth has granted us access to an internet website which enables us to obtain images of redeemed/cashed checks instead of receiving this information on CDs monthly. The Agency is saving



**Peter B. Boulette**

Peter has been with the Mississippi Department of Human Services since 1983. He began his tenure with MDHS in the Cost Allocation Unit, where he worked for 10 years. He then moved to the Budget Unit, where he worked for four years before being named supervisor of the Unit. After supervising the Budget Unit, he was promoted to the position of Director of Budgets, Cost Allocation, and Grant Management in February 1999. He served in this position until he was appointed Director of the Division of Budgets and Accounting in February 2004. Peter considers himself a lifer at MDHS and plans to retire from the Agency. Peter is a graduate of Belhaven College where he graduated with a Bachelor of Science in Business Administration.

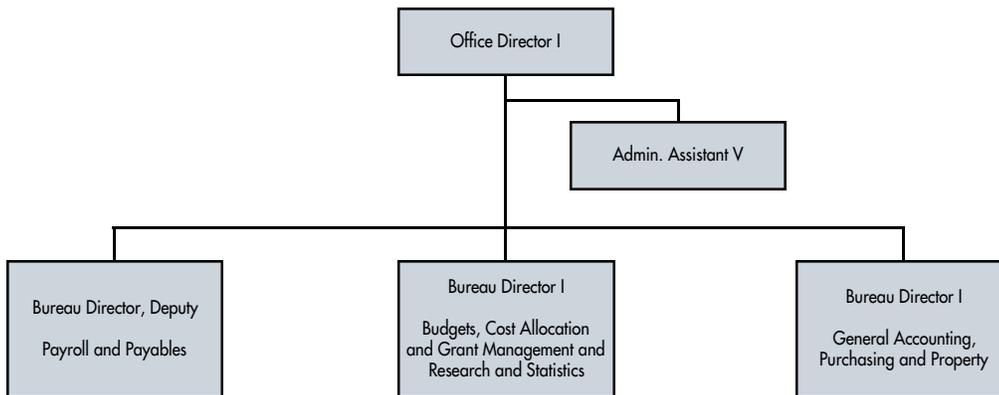
approximately \$1,000 per month in costs associated with the CDs, in addition to savings related to their storage.

**How it works** - MDHS electronically transmits a file of all checks issued to AmSouth Bank prior to distributing the checks to clients/payees. As items are presented for payment, they are matched against each check's account number, serial number and dollar amount. MDHS is notified of mismatches for a decision to pay or return.

**The benefits** - Early detection and reduction in deposit and over-the-counter check fraud, automatic detection and correction of encoding errors, direct access to paid check images, elimination of the check paid fee of 12 cents (per check cashed). This is saving the Agency approximately \$15,000 per month / \$180,000 annually in bank service charges.

- AmSouth has granted the Division of Budgets and Accounting access to an internet website which enables the division to obtain images of redeemed/cashed checks instead of receiving this information on CDs monthly. The Agency is saving approximately \$1,000 per month in costs associated with the CDs, in addition to savings related to their storage.

## ORGANIZATIONAL CHART



### Division of Budgets and Accounting

Peter Boulette

*Director*

### Office of Budgets and Grant Management

Brian Daniel

*Director*

#### Budgets

Debra Dixon

#### Subgrant Unit

Dorothy Wren-Smith

#### Cost Allocation

Tommy Brumfield

#### Cash Management

Richard Ferrell

#### Research and Statistics

Vivian Charleston

### Office of General Accounting and Purchasing

Helen Barnes

*Director*

#### Purchasing

Naomi Spires

#### General Accounting

Rosie Levy

#### Property

Bill Wallace

### Office of Payroll and Payables

Linda Barnes

*Director*

#### Employee Payroll and

#### Client Services

Willie Fortner

#### County Payables

Carolyn Mosley

#### Vendor Payables

Janice Simmons

## Office of Communications

**Rick Whitlow**, Media Director, brings nearly 30 years of experience in media and television to MDHS. He received his bachelors degree in Criminal Sciences and Sociology from Illinois State University. Rick has worked in radio as an assistant sports director, as well as a weekend anchor and photographer. He then became a sports director in New York, later becoming sports director at WJTV-12 here in Jackson, Mississippi. After working in public relations and marketing, Rick returned to his sports directing at WAPT-16, as well as morning show host anchor reporter. He also was the Executive Director of the Metro-Crime Commission-Safe City Watch in Jackson, and also continues to serve as news director for WJNT-AM radio for the morning and afternoon drive news report.

Rick sees the majority of the crime problem in Mississippi as a result of the breakdown of the family, as well as problems with education. He is committed to helping children and families in the state.

**Janet Mobley** is the graphics guru for the Office of Communications. Janet received her bachelor's degree from the University of Southern Mississippi, where she majored in Advertising and minored in Art. In 2003, Janet graduated from Belhaven College with a degree in Computer Information Systems, receiving the "Computer Professional of the Year Award," given to the top graduating senior in her field. She has more than 14 years of experience in graphic design including four years as a freelance graphic artist. She also enjoys studying computer networking and website design.

Janet is a die-hard "Golden Eagles" fan and enjoys attending football games, outdoor festivals, concerts, church and art exhibits. She also enjoys water aerobics and spinning classes at the gym.

**Idetra Berry**, Special Projects Officer, earned her bachelor's degree in English from Tougaloo College. Idetra has worked for MDHS for several years and was very instrumental in re-establishing the Office of Communications as it currently exists within the Agency. She has over 12 years of combined experience in teaching and executing special projects and programs.

Currently, Idetra is enrolled at Colorado Technical University Online where she is pursuing her Masters of Science in Business Management. If everything continues as planned, she will finish her degree in May of 2006. Obtaining this degree will allow her to secure future positions in the areas of procurement, project management, human resources and/or information technology.

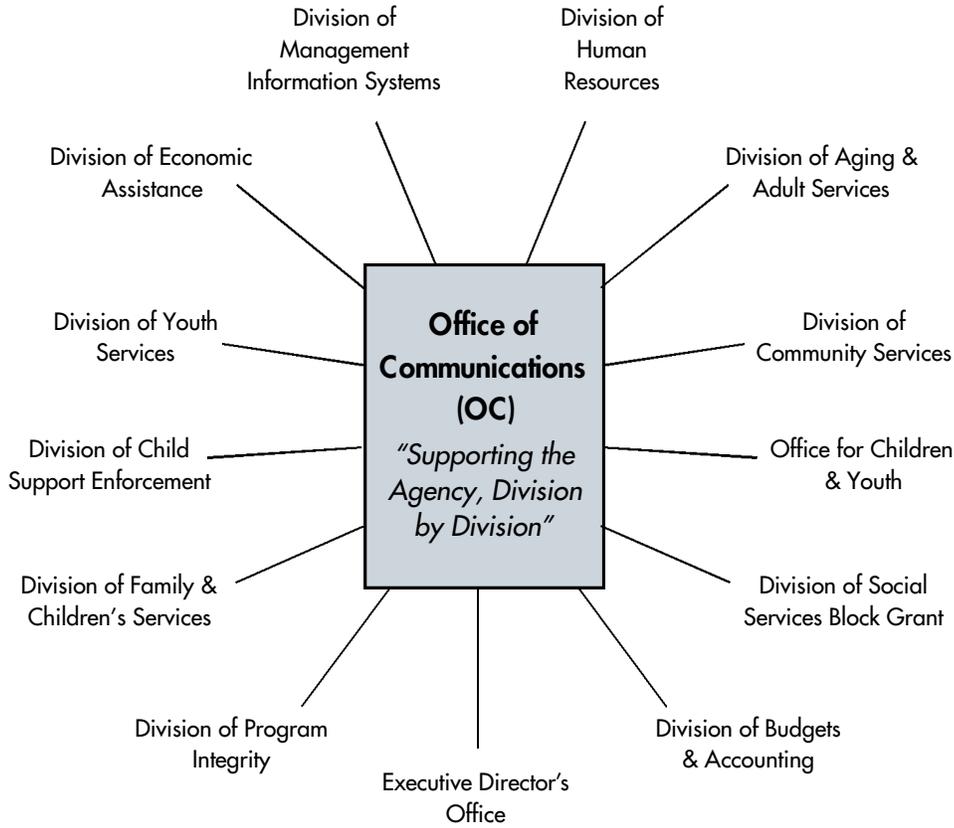
An avid reader and writer, she has two children, Kayata (niece) and Michael (nephew), for whom she serves as guardian. She has excellent organizational skills, is a proficient copy editor and is extremely computer literate.



The Office of Communications was established to promote a more cohesive and positive image for MDHS, the Executive Director and employees of the Agency. Major accomplishments include:

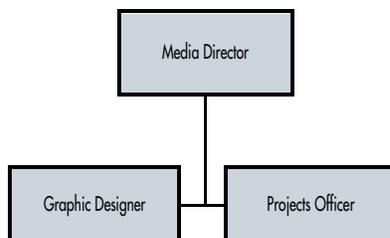
- Utilizing a system of manual and electronic news articles from statewide media to analyze, establish subsequent action items for the Executive Director and staff and maintain a commendable archive of articles and related documents
- Streamlining of Agency publications for consistency of quality, use of MDHS logo and accurate content
- Using the electronic database and broadcast faxing system for easy and timely communication to statewide media
- Providing direct assistance for comprehensive media and community outreach campaigns to state and county offices
- Development of policies and procedures for state office and county offices for filtering of media requests, media responses, potential media alerts for the Agency and other communications-related issues

**MISSION**—To enhance and improve the image of the Mississippi Department of Human Services, internally and externally, using established communications principles and marketing techniques to foster a true spirit of cooperation and to promote quality service delivery.



*The Office of Communications staff (left to right): Idetra Berry, Rick Whitlow and Janet Mobley*

## ORGANIZATIONAL CHART



## Division of Human Resources

The Division of Human Resources (HR) helps to facilitate the effective and efficient delivery of vital services to MDHS clients and beneficiaries across the State by providing managerial and support services to the Agency's programmatic divisions and staff members.

The Division's responsibilities are comprised of two primary functions: personnel and administrative services. Within these, personnel provides services for the Agency's employees, management services to meet the Agency's staffing needs and training services to ensure the highest degree of competency. Administrative Services' responsibilities include: housing, maintaining, securing and protecting the Department, its statewide staff and property, as well as providing mail services, printing, publications, telecommunications and motor pool.

The Division is also responsible for ensuring all documented disabilities are accompanied by workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA). This is accomplished through the ADA Coordinator interacting with employees, supervisors, healthcare providers and the retirement system, where disability retirement may be an option. The Division is responsible for the maintenance and monitoring of the MDHS Leave Reporting System and processing of payroll direct deposit requests.

### PERSONNEL ADMINISTRATION

The Division of Human Resources' Personnel Administration branch is responsible for monitoring the Performance Appraisal Review System, overseeing the Fringe Benefits Committee, monitoring the Agency's cafeteria plan enrollment for all MDHS employees, insurance, workers' compensation, tort claims, verification of employment, public records requests and new hire packets.

This unit ensures that all MDHS employees are given an opportunity to enroll and/or make changes to their current benefits at the appropriate time period.

### PERSONNEL MANAGEMENT

The Division of Human Resources Personnel Management branch is responsible for processing all personnel transactions involving new hires, promotions/demotions, separations due to resignation, dismissal and/or retirement, transfers, reallocations, reclassifications, conducting salary surveys (when applicable), recruitment, data changes (name, SSN, address changes, etc.), certificate of eligibles' requests, promotional opportunity disregard and open-recruitment listings, resignation/retirement packages and organizational charts. This office is also responsible for preparing correspondence to the State Personnel Board to request special duty pay, substitution of work experience for a given position (when applicable), and preparation of the fiscal year personnel services budget.

### CONTRACTS MANAGEMENT/CORRECTIVE DISCIPLINE AND GRIEVANCE UNIT

This unit is responsible for reviewing and monitoring all personal, professional, and legal services contracts for the Department to ensure compliance with the Personal Services Contract Review Board (PSCRB)



#### Daren Vandevender

Daren comes to MDHS with over 15 years experience, having worked for Caldwell Manufacturing, Coca-Cola Enterprises, Madison Furniture Industries, the Department of Public Safety and the State Personnel Board. He graduated from Meridian High School and Mississippi State University, as well as obtained his "Professional in Human Resources" designation through the Society for Human Resource Management.

Daren has been married to Laura for 18 years, and they live in Madison with their two daughters—Kelsi, 13 and Cameron, 11.

regulations. The unit acts as liaison between MDHS Divisions and the PSCRB to ensure that appropriate contract information is presented at monthly PSCRB meetings for approval. Additional responsibility involves entering data into the Statewide Payroll and Human Resources System (SPAHRs) to ensure appropriate payment processing for all contractual services.

Further, this unit is responsible for administering and monitoring the Department's Employee Discipline System, Employee Grievance System and the Employee Appeals Process for disciplinary matters. It provides guidance and policy interpretation on employee discipline, the grievance process and provides a liaison between the State Personnel Board and Office of the Attorney General on the Employee Appeals Process.

## STAFF DEVELOPMENT AND TRAINING

The Staff Development and Training Unit supports professional growth by providing in-house and outside training for all MDHS staff. This unit develops training programs based on the specific needs of the Agency. The Staff Development and Training Unit offers workshops in customer service, teamwork, conflict resolution, motivation, cultural diversity, time management, performance appraisal review, stress management, cardiopulmonary resuscitation (CPR), non-violent crisis intervention, writing skills, interviewing techniques and managing and working with difficult people. These workshops are geared toward providing real world solutions to everyday office frustrations, and are tailored to provide a return on our most valuable asset—our people. New employees with a hire date of six months or less are given the opportunity to learn about the Agency's policy and procedures through a New Hire Orientation Program. All programs offered through Staff Development are at no cost to the employee. The unit strives to offer the best in training opportunities. Staff Development is responsible for managing the Certified Public Manager's Program (CPM), the Agency's Educational Assistance Program and the Agency Lending Library. The Staff Development & Training Unit offers workshops with continuing education hours approved by the Mississippi Chapter of the National Association of Social Workers (NASW). This unit has also successfully restructured the training curriculum to half days and/or the incorporation of more than one seminar in a day whenever feasible to reduce travel expenditures.

Fund raising events spearheaded by the unit include the United Way Campaign, the Diabetes Foundation of Mississippi, the Muscular Dystrophy Association (MDA), and the American Heart Association.

The Staff Development and Training Unit acts as a consultant to programmatic training staff in the development of new training and the enhancement of new training. The training staff has encouraged the development of interior-referenced instruction methodologies in all training efforts. This effort will continue.

## OFFICE OF ADMINISTRATIVE SERVICES

The Office of Administrative Services, through its dedicated staff, provides several key and important services to the employees and clients of the Mississippi Department of Human Services. The role of the Office of Administrative Services is to provide quality and professional assistance in the areas of Property Management, Mail Services (AIMS Unit, Mail Room, Shipping, Receiving, Warehouse, and Printing), Telecommunications, State Office Leases, Publications and Forms Management, Safety and Security and Facility Maintenance. It is the goal of Administrative Services to provide continued quality service in order to meet the needs of this Agency. In addition, as established in the MDHS mission statement, the Office of

### HUMAN RESOURCES

**Daren T. Vandevender**  
Office Director I

**Gloria Jackson**  
Personnel Director

**Janice Houf**  
Personnel Officer III

**Evelyn Thompson**  
Projects Office IV, Special

**Cynthia Amos**  
Sec. Admin., Confidential

### PERSONNEL ADMINISTRATION

**Leverne Brent**  
Personnel Officer IV

**Hazel Funches**  
Personnel Officer II

### PERSONNEL MANAGEMENT

**Lorisia Wilbert**  
Personnel Officer IV

**Billy Bullock**  
Personnel Officer III

**Corlis Davis**  
Secretary Executive

Administrative Services strives to ensure that all client needs are met, family values are established and self-sufficiency is achieved.

Provided below is a summary of each unit within Administrative Services along with an outline of accomplishments and the completion of projects during FY 2004.

### TELECOMMUNICATIONS UNIT

The Telecommunications Unit is responsible for the purchasing, maintenance, monitoring and billing of all telephonic services. In FY 2004, the Telecommunications Unit bid out and purchased much needed telephone systems for four County Offices at a cost of \$49,425. This allowed the County Offices to provide clients with better service.

#### Accomplishments and Goals:

- Accountability of all cellular phones and pagers
- Reduction in number of units issued
- Analyze the cellular telephone and pager invoices monthly to make adjustments in services as needed

### PUBLICATIONS AND FORMS MANAGEMENT UNIT

The Publications and Forms Management Unit provides printing and duplication services in the production of Agency forms, business cards, pamphlets and brochures for all counties.

#### Accomplishments and Goals:

- Assure proper communication between the State Office and County Offices on revisions of forms being published
- Improve communications with vendors to ensure correct pricing on Agency printing and duplication needs
- Maintain 350 forms for 82 Counties

### MAIL SERVICES UNIT

Mail Services provides all mail related services for the Department, including mass mailings (checks, notices, I.D. cards, etc.), shipping, receiving, in-house mail room, warehouse (office supplies) and the print shop. The Mail Service Unit, through its many responsibilities, is in constant interaction with and provides continuous support to a majority of the Divisions within the Department.

#### Accomplishments and Goals:

- The AIMS Unit was responsible for the disbursement of 7,917,728 mailouts
- The Mailroom was responsible for the disbursement of 358,833 mailouts
- The mail sorter purchased in FY 2004 saved \$728,730 from reduced postage costs
- The Shipping Department shipped 10,578 items
- The Printing Department was responsible for making 2,213,079 copies for the Central Office
- Cross training of employees increased productivity
- Changed work schedule to better utilize staff and resources to meet required deadlines and eliminate late mailouts.



#### CONTRACTS MANAGEMENT/ CORRECTIVE DISCIPLINE AND GRIEVANCE UNIT

##### Rose Banks

Personnel Officer IV

##### Ruby Smith

Projects Officer II, Special

#### STAFF DEVELOPMENT AND TRAINING

##### Joseph Broger

Training Coordinator

#### OFFICE OF ADMINISTRATION

##### Emma Levi

Branch Director II

##### Renfred Tate

Branch Director I

#### TELECOMMUNICATIONS/ PUBLICATIONS AND FORMS

##### Richard Adams

Publications/AIMS

##### Renfred Tate

Safety and Security

##### Emmanuel Rollins

Facility Maintenance

## STATE OFFICE LEASING UNIT

The State Office Leasing Unit has the responsibility of administering and applying federal/state laws and regulations in assisting MDHS personnel in acquiring and maintaining adequate office space; assisting personnel in obtaining appropriate documents for submission to the Office of Building, Grounds and Real Property Management to obtain approval of leased office space; and processing janitorial contracts for leased office space and County Offices.

Also, state/federal laws and regulations are applied in determining the appropriate sum of funds to be disbursed to county boards of supervisors as federal reimbursement for the provision of office space. Fact sheets are analyzed and processed in this unit to determine each Division's appropriate share of expenses in County Offices and to determine the amount and proportional application of disbursements to county boards of supervisors.

### Accomplishments and Goals:

- Lower leasing cost for all leased facilities
- Work with lessors and county boards of supervisors to increase the quality of the work environment

## SAFETY UNIT

The Safety Unit provides a guide by which to manage safety issues. The unit monitors, evaluates and reduces safety risks to clients, visitors and employees.

### Accomplishments and Goals:

- Provide a safe environment for employees, the public and the preservation of state property
- Coordinate the approach to safety through the development of programs, policies and procedures, as well as the review of Department specific policies and procedures
- Conduct fire drills and provide regular testing and preventive maintenance of the fire alarm system and other fire suppressant equipment
- Maintain an accident reporting program
- Provide general and Departmental safety education
- Maintain administrative and engineering controls, where appropriate, to prevent accidents
- Provide general safety training to all personnel on a regular basis on issues consistent with industry standards and the ongoing review of information collected regarding specific issues
- Facilitate efforts to correct safety problems as they occur

## FACILITY MAINTENANCE UNIT

The Facility Maintenance Unit is responsible for the day-to-day maintenance of MDHS' State Office. The unit works closely with the Director of Administrative Services and the facility owner to ensure all clients, visitors, and employees have a facility that is safe, clean, and operational at all times. A sample of the responsibilities are cleaning, painting, electrical repairs, grounds maintenance, etc.

### Accomplishments and Goals:

- Maintains the entire MDHS State Office
- Ensures all facilities and utilities are maintained in a professional manner
- Assists all employees with their needs concerning the State Office



*Employees are encouraged to be cautious and observe safety warnings in and around the workplace, as well as in their everyday lives.*

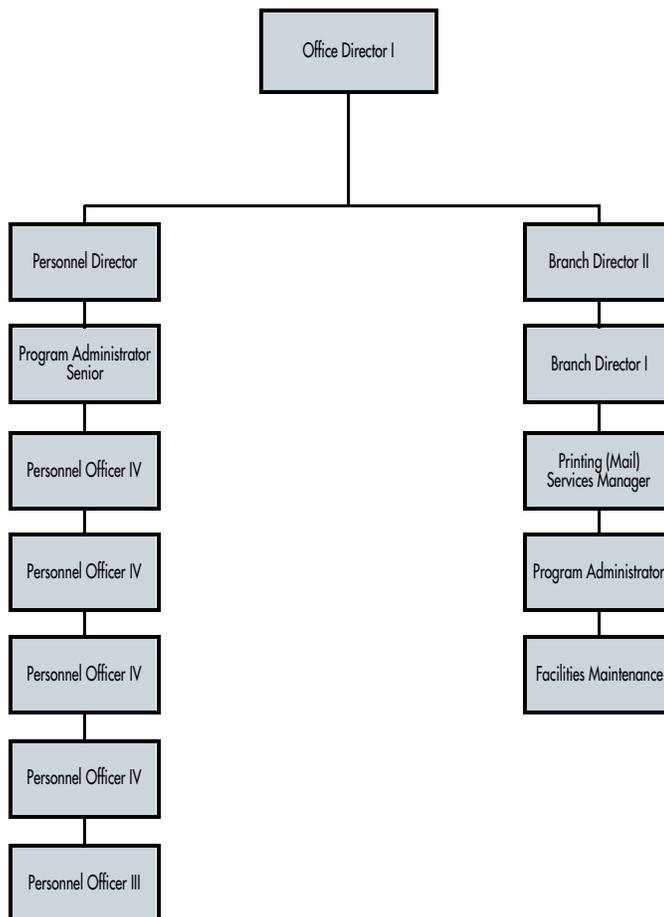
## SAFETY TRAINING AGENDA

- Attitudes Toward Safety
- Personal Safety
- Workplace Violence
- Computer and Office Ergonomics
- Defensive Driving
- Fire Safety Evacuation
- Energy Conservation

- Reduces the amount of down time of employees production due to maintenance requirements
- Reduces overall maintenance cost to MDHS
- Prepares schedule for future maintenance needs to avoid any conflicts with clients or employees



## ORGANIZATIONAL CHART



## Division of Management Information Systems

The Division of Management Information Systems (MIS) is responsible for providing professional information technology services to the Agency in the fulfillment of its mission, objectives, and program goals through the use of computers and related technologies.

As the Mississippi Department of Human Services (MDHS) strives to accomplish its goals, the use of information technology will play an increasingly important and visible role in the attainment of these goals. As the workload increases, better use of technology and available resources are paramount to the Agency's ability to attain its mission in the delivery of services. Therefore, to ensure that the Agency is able to survive and successfully administer the various programs that are managed by MDHS, it is essential that the Agency utilizes technology to aggressively meet the challenges that lie ahead. With that in mind, it is envisioned that MDHS will establish and maintain an environment which employs state-of-the-art technology. As a result of increasing demands, it is important that the Agency explore other alternatives for service delivery to improve the program efficiency, reduce fraud and errors, reduce costs by eliminating duplicative efforts, and improve services by maximizing resources.

Since MIS is the technology leader and technical resource for the Agency, the Division is being thrust into a new role, thereby functioning as a network service provider, which includes administration, management, and operational functions. As such, MIS continues to actively pursue partnerships with the programs and administrative units within the Agency; such teamwork will result in wise investments in technology and employees to help prepare the work force for the realities of today and the challenges of the future. Efficient and reliable electronic communication and information sharing are essential to the mission and strategic goals of MDHS. The foundation necessary for this electronic information exchange is a reliable, high speed data, voice, and video network that connects the entire Agency. Therefore, a statewide network along with the appropriate support structures is a necessity, **not a luxury**.

All county offices' connectivity and systems support operations are linked directly through MDHS' State Office building, which is managed by MIS, to the State Computer Data Center housed at the Robert E. Lee Building, which is managed by the Mississippi Department of Information Technology Services (ITS). Any outage or downtime experienced at the State Office has a direct impact upon the field staff and their connectivity to the data center. As such, it must be considered a critical component of the Agency's infrastructure, much like light, heat, and water. Accordingly, the provision of basic network connectivity should be viewed as a tool for all the Agency's personnel. This includes all software, hardware, and pertinent peripherals required to keep the computer system up and running smoothly.

During the past three years, the Agency has implemented new technology to satisfy the federal and state mandated system initiatives in the attainment of the various programmatic needs. During this period of time, MIS has worked in partnership with the various program areas to implement the Electronic Benefits Transfer (EBT) Program, Federal Reporting, Automatic Income Withholding (AIW), Locate for Custodial Parents (LCP) Interface with the Federal Case Registry, Interface with Administrative Office of Court (AOC) on Non-IV-D Data, the Review and Audit Process, Health Benefits, De-Linking Project, Child Welfare Reform System Initiatives, etc.

The Agency is aggressively working to become Health Insurance Portable and Accountability Act (HIPAA) compliant by the federal mandated deadlines. HIPAA will have a far-reaching effect on the health-



### Bud Douglas

Bud is a sixth generation Mississippian, a native of Clinton, has bachelors and masters degrees from Mississippi College, and attended graduate school at Mississippi State and the University of Kansas. His career has spanned more than 40 years and includes work at the Naval Weapons Laboratory in Dahlgren, Virginia, at NASA's Johnson Space Center in Houston, Texas, where he worked on the Apollo Project and twenty-six years with IBM in Houston and Jackson.

While with IBM, Bud designed the first SNA network in Mississippi, the MAVERICS network. He was Director of Information Systems at Raytheon Aerospace and Director of Architecture for the Department of Information Systems for Saks, Inc. Bud worked at MDHS as a contractor from 1999-2000 and has worked as a contractor for the Department of Information Technology Services serving as an architect on several projects, including the state internet portal project which resulted in the state website, [www.ms.gov](http://www.ms.gov). Bud is married to his college sweetheart, Martha Glenn, and they have raised four sons and have two grandchildren. They currently reside in Clinton.

care industry. There are many activities underway at all levels of the Agency to ensure compliance.

MIS also provided the overall direction and leadership to enable the State of Mississippi to successfully implement the EBT Program by the October 2002 mandated deadline. The Agency trained over 120,000 clients in a four-month period and converted \$72,422,000 in benefits to the debit technology. Over a 12 month period, the State delivered more than \$340,000,000 of benefits (Food Stamps and TANF) to clients on the EBT card. The management and staff of MIS have the opportunity to serve the Agency by providing leadership and technical support for several very dynamic program Divisions. MIS provides information technology support in the following areas:

- Mainframe Application Systems
- Mainframe Computer Operations
- Network Data Networking Services
- Information Technology Network and Infrastructure/Resource Management
- Information Technology Systems Support and Related Planning Services including procurement, office automation, systems interfaces, feasibility studies, need assessment, etc.
- Auxiliary Unit - Applications Systems
- Systems Security
- Office Automation Training and Related Services



### Mainframe Application Systems

The Management and Staff of MIS serve as technical support teams for several program Divisions. The Divisions' requiring the most significant support services are the Division of Economic Assistance (TANF, Medicaid, CHIP, and Food Stamps), Division of Child Support Enforcement, Division of Family and Children's Services and Division of Youth Services. Because of their extremely complex supporting computer systems and large number of employee users, the majority of MIS' applications support teams concentrate on these four areas. All program Divisions are supported by MIS at various levels, depending upon the level of complexity and existence of their computer operations and related systems. Responsibilities of the support units include programming computer code and performing maintenance activities (submitted via service requests). The Division of Youth Services has implemented a mid-range Citrix XP network supporting their Juvenile Case Management System. Therefore, more MIS resources are being diverted in support of this system. Database management and administration within MIS maintain more than 500 gigabytes of critical data utilized by employees and the Agency's computerized systems.

### Mainframe Computer Operations

All of the Agency's mainframe applications systems are supported by a staff of computer operators and management personnel responsible for all computer operations and management functions, which include running after hours computer jobs to generate systems updates and required reporting. This unit operates three daily shifts and most weekends and holidays. The unit transmits EBT files 365 days a year to the Electronic Benefits Transfer (EBT) processor, Total Systems Services, Inc. (TSYS) in Columbus, GA. The Computer Operations Unit is also responsible for printing millions of pages of reports monthly and packaging these reports which are sent to both state and field offices. Purchase orders, payment vouchers, reporting, and client notices are printed daily, weekly, and monthly as required by the various jobs. All benefit checks that are printed are generated by this unit, and delivered to the mail room for distribution to the clients. Many of the print jobs have been converted to online viewing, thereby greatly reducing the

## DIVISION'S GOALS:

- Maintain a responsive information processing environment that supports existing systems and daily business objectives of the Divisions of MDHS.
- Comply with state and federal mandates for reporting and information processing.
- Maintain confidential data and information, as well as ensure security guidelines are enforced consistently.
- Build and maintain a strong professional technical staff comprised of state service and contract personnel to ensure that MDHS is successful in carrying out its functions through the use of technology.
- Provide technology leadership and vision for defining MDHS' technology directions in the use of technology and related services.
- Guide the alignment of business and technology requirements to capitalize on the industry's best practices.
- Provide leading edge technology solutions that will enable MDHS to increase its efficiency and effectiveness, while enhancing customer service provided to the clients of the Agency.

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actual line of printed documents.

The Computer Operations Unit is also responsible for ensuring that four sets of cartridges (approximately 500) for disaster recovery are maintained, updated, and rotated weekly. Another area of responsibility in the Operations Unit is data entry of all MDHS employee time cards into the Statewide Payroll and Human Resource System (SPAHRs), as well as entry of foster care and adoptions data for generating client warrants.

The Operations Unit has continued to explore ways for reducing operating costs. The Operations Unit has also developed a more comprehensive inventory process, which has reduced the cost of mission-critical supplies by ordering in bulk. For example, the check stock used for printing client warrants cost the Agency more than \$40 per thousand sheets two years ago, the cost now is less than \$10 per thousand sheets. A future goal of the unit is to help move the Agency forward in its online reporting capabilities. Online reporting will not only reduce operating cost, but give system users real time information to better support clients.

### **Information Technology Network Infrastructure/Resource Management and Network Services**

This unit has the responsibility of the day-to-day technical support for the Agency's Wide Area Network (WAN) that consists of 191 locations, with more than 500 users at the State Office and over 3,500 remote users utilizing over 8,000 pieces of equipment. The support function involves complex data network planning, implementation, and trouble-shooting to ensure that all offices and end-users have high reliability of connectivity to computer services. Network connections ensure the users can successfully connect to the Agency's network to use the MACWIS, MAVERICS, JAWS, METSS, EBT and CMS systems deployed throughout the Agency. The MIS Staff works in conjunction with staff from the State Computer Data Center of Information Technology Services (ITS) to maintain the overall functionality and connectivity to critical resources.

The unit manages the information technology infrastructure and equipment utilized in the State Office and field offices, including SAA Gateways, 3270 terminals, 9x/NT/2000/XP and 3.1 Windows workstations, Wyse terminals, Local Area Networks (LANs), Virtual Private Networks (VPNs), Citrix server farms, and other critical equipment that are part of the MDHS network. This unit also serves as the front line "help desk" service, assisting end-users with software and hardware problems. Network planning and implementation of new or enhanced systems are also managed by this unit. Additionally, the Information Technology Network Unit is responsible for the property management function for the MIS Division and is responsible for the Agency's IT equipment insurance and ongoing technical support functions to minimize downtime and power outages.

### **Systems Security**

Privacy and confidentiality of critical demographic and Agency data for the mainframe systems is administered by this unit. Currently these individuals create and maintain system profiles and system access by creating user profiles and providing password access, data access, and monitoring of users in sensitive systems. System Security Administrators add new users to the system, delete terminated users, and modify user access as required. Detailed procedures and guidelines are followed to protect both the clients information and systems data. This group is responsible for designing, developing and implementing pertinent systems security guidelines and policies, and operating procedures. This group is also responsible for conducting self-assessment, internal security audits to ensure compliance with the Agency, state, and federal guidelines.

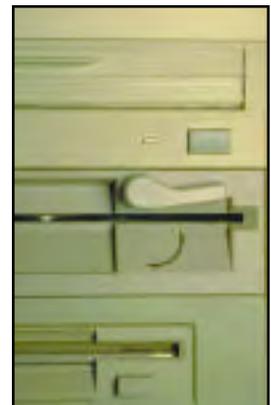
### **Systems Support Administration and Planning**

This unit is very diverse and has several areas of responsibility. An Agency with the diversity of MDHS requires constant activity on the part of Information Technology (IT) planning and execution of projects. This unit is very active in contract management, as it relates to IT projects currently engaged, as well as planned; significant federal reporting is required in all areas. Members of this group supplement functional

## **DIVISION'S GOALS:**

*(continued from previous page)*

- Achieve the necessary funding growth to build an adequate team, with tools required to achieve success in managing MDHS systems.
- Operate in a cost-effective manner and realize long range savings through the effective application of technology.



staff members in the program areas in compilation of statistical data for planned projects and ongoing projects. Another significant duty of this unit is in the area of IT planning and the acquisition of IT resources as required by the Agency and regulatory entities (both state and federal). MIS works with all program areas on an ongoing basis to provide procurement services for computer related projects as defined by the respective Division. This unit also functions as the Agency's Health Insurance Portability Accountability Act (HIPAA) Compliance Officer.

MDHS annually enters into many contracts with vendors for services or products critical to daily operations at MDHS. This unit works to initiate required documents and facilitates the contractual process through its many approval points toward execution by Executive Management. Review of accounts payable and validation of expenditures are critical to this unit. The activities of this unit have been expanded to ensure budget compliance and accuracy in the many IT activities.

The Systems Support Administration and Planning Unit is responsible for facilitating all Information Technology purchases for the Agency. The unit processes and reviews forms required to purchase any computer-related product for the Agency, including support products. Because of the diversity of the various program Divisions at MDHS, this unit is constantly bombarded with requests. Each request is reviewed by several units within MIS to ensure that the upgrade conforms to the Agency's standards and will perform as required by Division when installed.

#### **Auxiliary Unit - Application Systems**

Nearly all Divisions at MDHS utilize smaller personal computer application's systems. These systems can range from several computer work stations networked together to single computers containing critical application's systems. In nearly all cases, these systems have evolved as a direct result of reporting requirements on the part of state or federal activities. MIS currently maintains more than 30 smaller systems. Most of the smaller systems have been written in FOXPRO, with several other software products utilized. Although these systems are considered to be smaller, in many cases they are no less critical to the ongoing business of the Agency than the Mainframe systems. This unit is responsible for Internet development and web-based applications. This unit is heavily involved in evaluating and establishing web-based standards and applications.

#### **Office Automation, Systems Training, and Related Services**

MIS maintains a curriculum of office automation classes to provide training and orientation for MDHS Staff members in the areas of Word Perfect, spreadsheets, e-mail, Internet usage, and FOXPRO, as well as other areas. Competent staff members work in the constant activity of upgrading skills of the employee's community to meet ever-changing releases of software utilized by the Agency.

## **MIS ACCOMPLISHMENTS BY UNIT**

#### **Database Administration (DBA)**

- Coordinated with the MACWIS Staff to install a new version of the MACWIS system
- Created a new Data Environment for the EBT project
- Coordinated with Software AG, MIS, and ITS in upgrading database software
- Successfully conducted an annual test of the disaster recovery plan
- Assisted MACWIS with successfully installing a new middle ware software in the test regions

#### **Information Technology Infrastructure Management and Systems Security**

- MIS Management placed more focus on the Agency's security and its operating procedures; as a result of this new focus and redirecting of the Agency's resources, several new initiatives were commissioned

## **DIVISION'S OBJECTIVES:**

- Maintain successful support operation and management of MDHS' existing systems.
- Support our customers' business needs through automation by providing the most feasible technical solution(s) by integrating these requirements into the Agency's applications software in order to better serve the needs of Mississippi's citizens.
- Maintain, enhance, and implement system software with zero defects.
- Proactively develop technical solutions to ensure the highest system performance, and timely, accurate, and reliable data.
- Align the long-range technology planning process with the strategic planning process for MDHS.
- Aggressively deploy e-mail, web-based, and Internet technologies throughout the Agency.
- Initiate the appropriate systems enhancement/upgrade planning project for the MDHS MAVERICS, JAWS, METSS, MACWIS, CMS, EBT Program, etc.

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and completed at different stages.

- In May 2003, the Systems Security Unit worked in partnership with the State Auditor's office during their annual audit of MDHS/MIS; the Auditor requested large amounts of documentation over a two-month period; significant efforts, time, and coordination were required in order to comply with all the requests for information.
- Provided computer, network, and security support for more than 3,500 MDHS computer users in more than 150 MDHS locations
- During 2003, the Resource Management/Network Unit, in partnership with Procurement, implemented additional Medicaid Outstation offices and provided statewide support to these end-users.
- In partnership with Procurement, the unit coordinated the successful relocation of approximately 10 MDHS County Office locations to newer facilities throughout the State.
- Successfully developed a scope of work document outlining the steps necessary to upgrade the Juvenile Case Management System software; this upgrade migrated the system to Windows 2000 Advanced Server and Citrix XP software; these software upgrades will keep this network on the latest software platforms to ensure stability and to support additional growth.
- Worked with other groups from MIS and the Office for Children and Youth to design and implement a network of servers at the State Office that will support a new system and database being designed for this area; an expansion blade was added to the Cisco 6509 core router/switch as a part of this project; this expansion to the router will enable MDHS to continue to add devices to the core network in the future.
- Established sound justification and rationale for maintaining insurance on the Agency's computer equipment; MIS was able to convince Executive Management to reinstate the equipment insurance policy; updates are done every six months, unless there are compelling reasons to provide more frequent updates.
- Supported the MACWIS Team in a Proof of Concept (POC) project with Software AG (SAG); the POC enabled MDHS to implement the SAG's Entire X middleware software tool; Entire X will enhance mainframe processing and enable MDHS to implement some of the standard RACF security tools in MACWIS.
- Implemented the necessary network software patches and security updates to protect MDHS networks from intrusion; maintained current anti-virus definition files on the different Norton systems to provide anti-virus protection for Internet users
- Worked with ITS to discontinue use of IBM's Netview utility to realize a \$36,000 annual cost savings
- In July 2003, the Network Unit worked with the Auxiliary Applications Unit to install a new IBM Netfinity Server that is dedicated to hosting the Help Desk Expert Automation Tool (HEAT) Help Desk application. The HEAT software is used to manage field equipment service calls, Help Desk support for the MACWIS Teams and network outages; this dedicated server will provide a solid platform for future growth and allow MIS to support future software upgrades.
- The Systems Security Unit submitted security articles to the MDHS Newsletter, *The Beacon*, in order to educate MDHS employees on the proper guidelines for system security in the Agency.



## DIVISION'S OBJECTIVES:

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- Additionally, provide ongoing technical support for all the Agency's computerized systems.
- Plan and implement required network upgrades.
- Standardization of software platforms.
- Initiate a planning and implementation process for staff development.
- Implement a modern infrastructure to support emerging technology and growing needs of the Agency.
- Support the statewide operations of the Food Stamp and Temporary Assistance for Needy Families (TANF) benefits being disbursed on the debit card technology.
- Support the successful implementation of Doc View Software for all of MDHS' print jobs. In order to be successful, this project required input from several Divisions—both within and outside MDHS. The online version provides the end-users real-time access to a tremendous amount of information, while reducing the operating cost.
- Support the data entry functions of the Agency.

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- In partnership with ITS and MDHS, MIS' Operations Unit conducted the annual Disaster Recovery tests in April 2003; the tests were successful.
- In June 2003, the Systems Security Unit created a draft Internet and e-mail acceptable use policy. This policy has moved from the Human Resources Division to the Mississippi Attorney General's Office for review.
- In May 2003, the Systems Security Unit developed the "Safeguard Procedures Report" for the Internal Revenue Service. This report covered IT systems processing of federal tax information and procedures followed by the Division of Economic Assistance. This report is required by the IRS every six years.
- Conducted a physical inventory of property and equipment assigned to MIS and obtained 100 percent compliance; all items are accounted for and properly marked
- Provided ongoing technical support to the end-users to maintain and upgrade the Agency's equipment
- In partnership with Procurement, and other Agency personnel, supported the relocation of the Attorney General's Staff to the State Office building
- The Resource Management/Network Units participated in numerous HIPAA planning meetings to begin to understand requirements of the HIPAA Security Rule that will be effective in April 2005.

#### Auxiliary Unit - Application Systems

A significant accomplishment for this unit was the redesign and implementation of the new Finance Interface and Tracking System (FITS) Database Design (FITS Phase II) to improve efficiency of the Agency's resources. The initial FITS was conceived and developed with the advent of the State's first Electronic Benefits Transfer (EBT) Program. The EBT operations support the Food Stamp and Temporary Assistance for Needy Families programs. Mississippi was one of the first states to design, develop, and deploy an electronic system to support the settlement, cash draw down, financial reporting, and trend analysis for fraud detections. The redesign included:

- The review and confirmation of all FITS data elements;
- Splitting the file into 3 files (control file, summary file, and detail file);
- Reload and validation of the FITS database file(s) from May 1, 2002 forward;
- Review and verification of all programs and JCL members;
- Consolidated and streamlined the FITS jobs for more efficiency;
- Implemented on-site & off-site backups for the DAF and TSYS report files;
- Reconciled the FITS data (both Food Stamp and cash) to the following:
  - The State's settlement [all draws - the daily draw down of funds to reimburse the EBT vendor (ACS) who settle with the retailers on behalf of MDHS clients purchases];
  - The State's liability balance;
  - The State's accounting book of record, Statewide Automated Accounting System (SAAS); and
  - The Federal/State AMA balance (Food Stamp only);
- Developed an initial ad hoc report to identify potential Food Stamp trafficking by retailers; this report is currently being used to support the Agency's Program Integrity Division;
- Designed, developed, and implemented a Benefit Redemption report package for both Food Stamps and TANF cash;
- Developed and automated a process to verify outstanding liability balances between the FITS detail and summary files (i.e., the sum of the detail equals the sum per case number);

### DIVISION'S OBJECTIVES:

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- Negotiate and provide IT-related services/products to meet the needs of MDHS.
- Develop practical and solid IT plans and related budgets for MDHS.
- Provide technical support and ongoing training services to over 4,000 users.
- Provide ongoing technical and interface support services to MDHS.



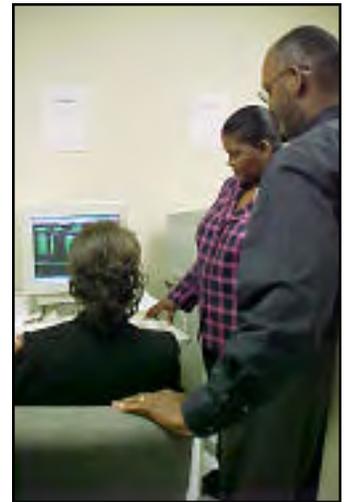
- Worked in partnership with Red Clay Systems Corporations to implement the new Federal Child Care Information System;
- Implemented the Positive Pay Reporting functionality into the Agency's bank reconciliation process for check balancing with AmSouth Bank; this new process resulted in a real cost savings to the Agency. Based upon feedback from the Division of Budgets and Accounting, the Agency has realized a saving of \$245,836.68 in 2003;
- Implemented Phase I of the new MDHS website enhancements;
- In partnership with Resource Management, upgraded the HEAT Tracking System; the upgrade included migrating the HEAT back-end database from Sybase to SQL 2000;
- In partnership with Resource Management, customized the HEAT system to incorporate the requirements to support the tracking of system outages;
- Assumed new administrator responsibilities for the management and administration of the Agency's Internet and e-mail functions; these responsibilities include adding new e-mail user accounts, maintaining existing users, and deleting terminated e-mail users accounts. These duties were previously handled by the State's computer center.

### MAVERICS

- MAVERICS Staff completed more than 300 service requests;
- The MAVERICS Staff rewrote the Health Benefits system to make it easier for workers to use;
- Systems enhancements have been incorporated to improve the runtime efficiency; processes that were formerly spread over multiple weekends, due to the runtime are now running and completing in the same weekend. These efficiencies enable the MIS Operations Unit to schedule some downtime during the holiday seasons. These performance efficiencies also provided more available system usage time for the Division of Economic Assistance workers, thereby increasing their output;
- The SSI Online Inquiry screens are now being updated Monday through Friday, as opposed to only on Fridays. This provides the most up-to-date SSI information to workers;
- EBT enhancements to prepare for migration to EPPIC;
- Developed claims testing region;
- Major enhancements to claims processing;
- Rewrote programs for reporting claims data to Feds to accommodate EBT functions;
- Upgraded MAVERICS, Natural, and ADABASE;
- The JAWS Staff designed, developed, and implemented a system to track clients who are using contract transportation services. This will enable the Division of Economic Assistance, Contract Unit to verify the data submitted by providers;
- The JAWS Staff has made changes to the child care certificate program to withhold 28 percent of the provider's check, if the provider fails to comply with procedures mandated by the IRS;
- The JAWS Staff has added steps to all check programs to comply with the Positive Pay requests for the Auxiliary Unit.

### Jobs Automated Work System (JAWS)

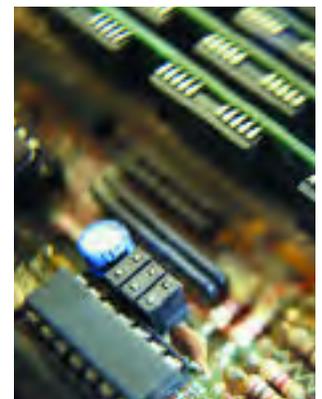
- Successfully upgraded Software AG Natural 3.2 software to Natural Construct 4.4.1; also upgraded ADABAS 6, along with modifying many programs to apply the upgrades throughout the environment;
- Modified several software programs to enhance efficiency; one of the greatest accomplishments in this area was a program which took an hour to execute per run, but since the modification, now executes in five minutes. These modifications reduce the system charges associated with program run time.



- Modified check reconciliation process from a monthly, semi-manual process to a completely automated process, requiring no staff intervention;
- Rewrote the process to produce a form 1099 file for the child care providers and provided the information to the vendor to print 1099 forms;

#### Mississippi Enforcement Tracking of Support System (METSS)

- Enhanced METSS to allow workers to populate the case file with data received via the CSENet; adheres transaction, personal data, and employer data received from the Federal Case Registry (FCR) without having to rekey the data;
- Enhanced METSS to appropriately track the review and modification of orders within Federally mandated time frames;
- Successfully completed on-site certification reviews and received full federal Certification of METSS;
- Worked with the Administrative Office of Courts to complete an interface of Non-IVD orders as federally mandated;
- Successfully modified METSS to incorporate two new undistributed collection buckets on the OCSE F34A report as federally mandated;
- Modified METSS to automatically send the new CSENet case closure reasons when the appropriate actions occur;
- Designed and implemented a new employer template to simplify and reduce the time required to receipt employer checks, which are received on a regular frequency;
- Completed and implemented the MACWIS/METSS interface;
- Incorporated a new function to allow access to a specific check by check number;
- Modified METSS to correctly capture the total fees retained on the OCSE-F34A Report;
- Developed a process to extract data required to generate Agency level statistical reports for MDHS Management;
- Enhanced METSS to allow the submittal of Non-Custodial Parents (NCPs), who have not been located to SSA and/or DOD for benefit information;
- Successfully matched an IRS reconciliation file with METSS records and resolved any discrepancies;
- Modified the EFT/EDI process to appropriately reject debit reversals and print them to an exception report for manual handling by the Division of Budgets & Accounting;
- Modified METSS to allow the entry and tracking of NSF fees;
- Enhanced METSS to allow employers and NCPs to be flagged for an NSF check. After which, METSS will not allow the entry of another personal check from that employer or NCP;
- Enhanced the Electronic File Transfer/Electronic Data Interface (EFT/EDI) process to prevent numerous errors received due to various data formats from employers and other states, and also to generate detailed reports required to efficiently resolve any errors;
- Enhanced METSS to allow the submittal of custodial parents for locate (Many custodial parents' payments have been returned because they have relocated and MDHS does not have their new address. In an effort to get the payments to them, the system was modified to allow the worker to put the custodial parent in locate status and the system will automatically submit him or her to several external sources for address information);
- Modified METSS to remove any references to IRS or state tax;
- Removed the ability to request wage verification forms from the WAGE screen.



## MACWIS

The MACWIS Technical Team has provided technical support and ongoing services to the Division of Family and Children's Services. These services have enabled them to accomplish several goals and objectives via the MACWIS application.

- Implemented a duplicate Person Purge Batch Process for Demographics;
- Completed the AFCARS batch rewrite for foster care and adoption;
- Incorporated a Comprehensive Edit Checking functionality for case closure;
- Implemented the EntireX systemwide integration/removal of Sybase middleware;
- Implemented numerous miscellaneous batch reports created for DFCS for the MACWIS Data Cleanup Initiative;
- Implemented a Comprehensive Edit Checking functionality for child custody;
- Implemented a new non-licensed Court Ordered Placement/Resource functionality;
- Incorporated several extraction and reporting features to support DFCS in their preparation for the upcoming Federal Child and Family Service Review (i.e., MACWIS In-Home Case);
- Completed numerous systemwide defects and data cleanup initiatives;
- Worked with ITS and Software AG to fine tune the EntireX Communicator product and its efficiency;
- Executed the compilation and release of five major software changes;
- 20.4.2 (Sybase Version);
- 20.4.3, 20.4.4/20.4.5, 20.4.6, 20.4.7 (EntireX Version);
- Reduced production downtime by incorporating different efficiencies, monitoring, and deployment policies and procedures;
- MACWIS web enhanced with new features (FAQ, training schedules, upcoming changes);
- Conducted web focus training for MDHS/MIS Staff;
- The Quality Assurance Unit completed the implementation of the methodology and operating procedures defined in the MACWIS QA Testing Methodology Manual created in 2002;
- The Quality Assurance Unit supported the Unit Acceptance Testing (UAT) and help desk maintenance and testing processes; also, worked with the MACWIS development unit to provide assistance in the black box testing process;
- Several ad hoc reports were requested to support the Children and Family Services Review (CFSR) (approximately 16 reports were written); all reports were completed within the time frame requested;
- Fifty-eight major change requests/enhancements were completed during this period;
- Approximately 1,020 defects/bugs were completed. Many of the defects were due to a change in the business rules, worker's understanding, and process flow rules after the release was deployed;
- Developed and implemented a managerial project that produced support services statistics and related data;
- Based upon the MACWIS' design, certain data errors and incorrect updates by the end-users cannot be corrected online. MIS modified MACWIS' back-end utility's tool commonly referred to as GPKMENU (i.e., MACWIS Back-end System Utilities) to allow authorized help desk staff to perform simple modifications to erroneous data, when necessary; MIS will continue to expand these capabilities as resources permit;
- A major milestone for the staff this year was the opportunity to receive Visual Basic programming and



Natural Construct technical training for the Natural programmers. These programmers have successfully been able to properly use the training in their day-to-day work. These skills have been used on an array of different software changes and defects.

## EBT

The State of Mississippi signed a contract with Lockheed Martin, now Affiliated Computer Services (ACS), in June 2001 for Electronic Benefits Transfer services for the Food Stamp (FS) and Temporary Assistance for Needy Families (TANF) Programs. These two programs benefits are delivered to the clients via the EBT debit card technology. On an average, approximately \$32,000,000 combined benefits (FS and TANF) are delivered to the clients served by these programs each month. Listed below is a summary of both 2002 and 2003 accomplishments for this project:

- Conducted a two-month EBT pilot operation in Rankin County (May - June 2002);
- Conducted training, conversion, and statewide rollout services throughout the State over a 4-month period (July - October 2002);
- In partnership with the Auxiliary Applications Support Team, assisted in the design, development and implementation of the Financial Interface and Tracking System (FITS);
- Also, worked with ACS and the retailer community to recruit retailers for the EBT program;
- Provided EBT help desk services to both clients and end-users;
- Coordinated and managed the research efforts for the initial and ongoing Out-Of-Balanced condition (OOB) detected by the State's FITS control process. Extensive work was devoted to this task. As a result of the staff's commitment, determination, and steadfastness, the systems (TSYS EFAST, FITS and AMS) are balanced;
- Facilitated the tracking and root cause of the EFAST process errors, as each applied to the State and its clients;
- Provided guidance, leadership, and technical support to TSYS, as they struggled to gain control over the discrepancies and out-of-balanced conditions. The State helped TSYS to gain an understanding of the different scenarios and conditions causing the discrepancies and OOB. Assisted TSYS with the implementation of the needed control points within their infrastructure; this initiative led to the joint reconciliation of the OOB, resulting in equal balances between the federal, state and the vendor systems;
- Through strong project management and accountability standards, the State created a climate that fostered ACS to engage in termination negotiations with TSYS due to nonperformance. As a result of these discussions, ACS offered the State a no-cost system conversion from the current EBT platform (EFAST) to their own EBT platform, commonly known as EPPIC (Electronic Payment Processing and Information Control) system;
- Provided project management services to track, monitor, and evaluate the progress toward EPPIC transition.

## Mainframe Operations

The MIS Operations Unit has direct, as well as indirect impact upon all the units within MIS, and the different programs supported by MDHS Divisions. It is indicative of their successes, since the Agency has been able to achieve its day-to-day mission through the different computerized systems and related support. Listed below are highlights of the different accomplishments for 2003:

- Successfully processed the different production batch jobs for MAVERICS, METSS, JAWS, MACWIS, Foster Care and Adoption payroll, Quarterly Cost Allocation, EBT and EFITS systems, totaling approximately 700 jobs - daily, weekly, monthly, quarterly, semiannual and annual jobs; the MIS Operations

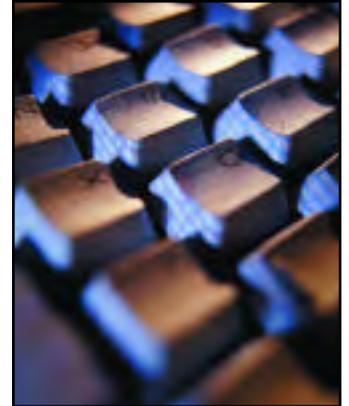


Unit is responsible for supporting the Agency's batch and online production jobs 7 days a week, 365 days a year;

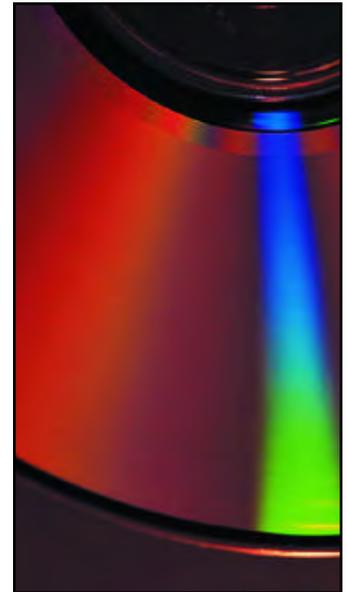
- Provided ongoing change management, updates to run sheets, and job scheduling services for the Agency's computerized systems; services included, adding, changing, deleting jobs and creating new/revised schedules;
- Provided ongoing distribution of reports to management to support the needs of the Agency. Provided many different changes to jobs and reports as mandated by the business needs of the Agency and reflected these updates in the CA-View/Deliver tools;
- Supported the production printing for the different automated systems used by the Agency (MAVERICS, METSS, JAWS, MACWIS, EBT, EFITS, purchase orders, payment vouchers, cost allocation, etc.); this printing includes the different Agency reports, warrants for transition transportation, child support, Employment and Training (E&T), child care, foster care homes and adoptions, labels, special forms, notices (for all systems), letters, and employee time cards. The unit is also responsible for the collating and distribution of approximately 700 daily, weekly, monthly and annual Agency reports to all 84 county offices in the State;
- Administered the storage media for the Agency's computerized systems; all cartridges were tracked, labeled, stored, inventoried, and delivered based upon the systems' operating schedule and processing needs. This included other State and Federal Agencies' cartridges that were shipped and delivered to the Agency. This function also included the appropriate safeguard procedures to ensure the protection of the confidential data stored on the cartridges. The unit reduced the number of cartridges used for disaster recovery from 650 3490E-cartridges to 24 9840-cartridges, thus reducing operating costs for the Agency;
- The unit coordinated the annual IT disaster recovery exercise, which was successfully completed in May 2003; the report was generated and provided to the State Auditor's Office;
- Provided data entry services for the Agency resulting in the keying of approximately 81,600 employee time cards annually. Also provided data entry services for the Division of Youth Services' statistical data for their annual report;
- Provided data entry services for foster homes and adoptions monthly payroll, which generated approximately 15,000 warrants annually;
- Provided CD duplication services for the Agency's check registers by creating CDs as permanent storage media, as opposed to microfiche; this new process reduced the operating costs for the Agency, as well as the physical storage space;
- Converted the Agency's cost allocation reports from microfiche to CD for permanent storage, therefore, reducing the operating costs and actual physical storage space;
- Coordinated the acquisition of critical supplies for the program areas by maximizing the available funding; also provided forecasting and supplies inventory management to ensure that adequate supplies were kept on hand to support the computer operations of the Agency;
- Provided reliable, timely, and ongoing operations support for the MAVERICS, METSS, JAWS, MACWIS, EBT and EFITS applications staffs for both new and existing projects. (i.e., HB implementation, system software upgrades, ITS special requests, monthly and annual rollover, mass change for the MAVERICS system, EFITS reduction of batch jobs, monitored interface files transmitted and received, etc.)

#### Systems Support

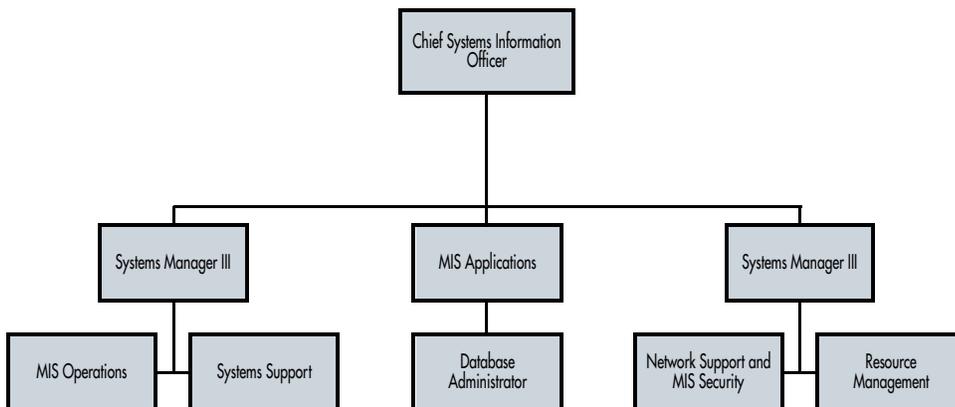
- Provided procurement supportive services for the acquisition of multiple software and hardware purchases throughout the year for all the Divisions within the Agency;
- Administered and maintained the Agency's disaster recovery plan (DRS); the DRS Plan is vital to the Agency, in the event of a major disaster, to continue to provide the human services that are much



- needed by the citizens of Mississippi;
- Provided updates and maintained the Management Information Systems Standards and Procedures Manual;
- Planned and coordinated activities to support multiple County Office moves, along with providing procurement to acquire the services associated with the moves, which consisted of securing services from movers, purchasing technical equipment and services;
- Provided support and information to assist with preparing a scope of work document for the EPPIC/EBT project;
- Successfully worked in partnership with ITS to establish or renew professional services and hardware/software maintenance contracts;
- Provided leadership and prepared the Annual Information Technology Plan covering all the Divisions within the Agency;
- Provided leadership and training to all Divisions within the Agency for the Health Insurance Portability and Accountability Act (HIPAA);
- Provided procurement support and information to facilitate the implementation of MDHS' Firewall;
- Provided procurement support for the Division of Economic Assistance with the implementation of the State's Medicaid Outstations;
- Provided procurement support to the Agency and partnered with Resource Management to identify and purchase the necessary software products to provide protection for the Agency's network;
- Provided project management for the relocation of several attorneys and support staff from the Attorney General's Office to MDHS' State Office;
- Assisted the Office for Children and Youth (OCY) with procuring hardware equipment for the New Child Care Information System (CCIS);
- Provided periodic articles in the Agency's Newsletter, *The Beacon*, to keep employees aware of the Health Insurance Portability and Accountability Act's (HIPAA) regulations and guidelines.



## ORGANIZATIONAL CHART



## Division of Program Integrity

The mission of the Division of Program Integrity (PI) is to take the initiative in ensuring that all programs administered by MDHS are performed in such a manner so as to comply with all applicable federal and state laws and regulations.

To accomplish this mission PI is organized into five offices as follows:

### OFFICE OF FOOD STAMP/TANF FRAUD INVESTIGATIONS

**The Office of Food Stamp/TANF Fraud Investigations** is charged with the detection, investigations and verification of alleged fraud in assistance programs administered by MDHS. As a result of welfare reform and other legislative mandates, the office is adapting to fully address the issues of fraud, waste, and abuse.

During SFY 2004, the office obtained 8 food stamp fraud convictions involving \$4,797 in programs dollars. The office also obtained 2,486 food stamp waivers requiring the repayment of \$2,026,542 in food stamp benefits. In the TANF program, the office obtained one fraud conviction involving \$1,500 program dollars, as well as 539 repayment agreements, requiring the repayment of \$114,159 in benefits. In total, the Office of Fraud Investigations accounted for 7 convictions and 5,297 enforcement actions involving \$5,297 in public assistance benefits.

### OFFICE OF SPECIAL INVESTIGATIONS

**The Office of Special Investigations** is responsible for investigating matters of alleged employee misconduct and/or MDHS program violations of state and/or federal laws and regulations on the part of MDHS staff, its clients or its vendors. During SFY 2004, 74 special investigations were conducted.

During SFY 2004, this office, in conjunction with the United States Department of Agriculture (USDA) and other law enforcement entities, conducted trafficking investigations involving 28 retailers. Trafficking investigations ultimately are aimed at preventing illegal use, transfer and trafficking of food stamps. Investigations focus on clients who sell food stamps for cash and/or goods other than food items as defined by Food and Nutrition Services (FNS) and USDA, as well as retailers that are authorized to accept and redeem food stamps by USDA.

Additional duties performed by the Office of Special Investigations include conducting executive protective services for members of the executive staff and dignitaries associated with the Agency and conducting pre-employment and background investigations. The office also conducts specialized training for investigators.

During SFY 2004, the Office of Special Investigations performed 216 background investigations for the Division of Family and Children's Services and 264 for the Division of Youth Services. Specialized training consisted of bi-annual firearms training for ten armed investigators with the Agency.



### Renee Hood

Renee became the Division Director September 16, 2004. Renee is originally from Yazoo City, Mississippi. She finished college at the University of Mississippi with a Bachelor of Accounting Degree.

Renee was a commissioned Finance Officer in the U.S. Army for 15 years, of which nine years were active army, three years army reserve and three years inactive. She was the Finance Mobilization Assistance Officer at Camp Shelby for Mississippi's National Guard and Army Reserve during Desert Shield/Storm.

Renee was also an auditor for the Division of Medicaid for five years.

She presently resides in Pearl, Mississippi. She enjoys her off-duty hours playing golf with friends.

Renee's only dependent would be T.C., who is her cat that she took in several months ago.

Renee is looking forward to working at the Department of Human Services and looking forward to growing with all the staff of Program Integrity.

## OFFICE OF INVESTIGATIVE AUDIT

The **Office of Investigative Audit** has the responsibility of reviewing, auditing and investigating allegations of fraud and/or other misappropriations of federal and state funds upon referral or directive from MDHS management. The office presents its findings relevant to such allegations in comprehensive, detailed and documented reports to courts, district attorneys and other authorities as may be appropriate, pursuant to state and federal regulations.

In SFY 2004, two subgrants were reviewed with an aggregate award of \$270,033.33. These reviews identified \$14,812.63 of questioned costs. In addition, field work was initiated on two subgrants with an aggregate award of \$1,174,752.00

## OFFICE OF ADMINISTRATIVE HEARINGS

The **Office of Administrative Hearings** is charged with the task of conducting Fair Hearings and Administrative Disqualification Hearings. The Fair Hearing provides an applicant or recipient an opportunity to appeal agency action or its failure to act in connection with the Food Stamp, Temporary Assistance for Needy Families (including Medical Assistance), Children's Health Insurance Program and TANF Work Programs. When the applicant or recipient disagrees with the action that has been taken, the hearing gives them the opportunity to describe more fully his/her circumstances, to present new or additional information, and have his/her eligibility reviewed by someone not involved in the original decision.

Administrative Disqualification Hearings are initiated by this office when a food stamp overissuance claim (suspected intentional program violation) has been referred from the Claims Management Unit or the Office of Fraud Investigations. The hearing gives the county office an opportunity to present their evidence concerning the charges and gives the client an opportunity to present any information or evidence in his/her behalf, if they disagree with the findings of the county office. The decision of the Administrative Hearings Officer will determine whether or not an intentional program violation has occurred.

This office conducts all hearings in accordance with the applicable federal and state laws and regulations. Each program has hearings policies in their respective policy manuals and in the Federal Code of Regulations. The office follows both of these in decision making.

During SFY 2004, the office's major achievements were 605 Fair Hearings handled. Of these, 452 cases involved food stamps, 117 TANF, 19 Medical Assistance, 17 CHIP. Also, during SFY 2004 there were 1,489 Administrative Disqualification Hearing decisions rendered in the food stamp program. As a result of these decisions, 1,260 persons were disqualified from the food stamp program anywhere from 12 months to permanently for fraudulently obtaining a total of \$737,621.73 in food stamps.

During the eight-month period of January 1, 2004 to August 25, 2004, the office's major accomplishments have been the handling of 1,454 fair hearings and Administrative Disqualification Hearings. This includes 187 trafficking claims. The following is a breakdown by month:

January	-	176
February	-	125
March	-	170
April	-	183
May	-	171
June	-	225
July	-	224
Aug. (1-25)	-	<u>180</u>
		1,454

This has been a productive eight-month period in that 934 persons have been disqualified from the food stamp program for fraudulently obtaining a total of \$635,126.64 in food stamp benefits.



## OFFICE OF BUREAU OF AUDIT AND EVALUATION

The Office of Audit and Evaluation (A&E) was formed as an independent appraisal arm of MDHS and is charged with the task of conducting comprehensive programmatic and fiscal reviews of programs administered by MDHS subrecipients. The activities of A&E either directly or indirectly affect all programs administered by MDHS. These activities can be broadly grouped into four categories: (1) monitoring subrecipients and vendors, (2) reviewing independent audit reports, (3) performing pre-award review procedures and (4) tracking the status of MDHS subgrant and vendor agreements.

During the 2004 State fiscal year a total amount of \$578,624.30 of questioned costs was identified. During this period questioned costs totaling \$82,023.75 were recovered, either by refunding the costs to the Agency or by removing the costs from costs reported under the subgrant; and, questioned costs totaling \$307,236.26 were resolved by the subgrantees providing documentation necessary to clear the findings.

**Monitoring Subgrants and Vendor Contracts:** Federal regulations, State Law, and the MDHS Subgrantee/Contract Manual require MDHS as the primary recipient, to monitor each of its subrecipients at least once during the grant period to ensure compliance with the fiscal and programmatic requirements of the subgrant.

During the State fiscal year ended June 30, 2004, A&E was notified of 404 subgrants totaling \$186,043,723 which are required to be monitored prior to the end of the subgrant period. Monitoring reviews, including subsequent follow-up reviews, were completed for 473 subgrants during the State fiscal year. Monitoring reviews for the remaining subgrants have been scheduled or are in progress. All required reviews are expected to be completed by the end of the Federal fiscal year or by the end of the subgrant period.

During the State fiscal year ended June 30, 2004, A&E was notified of 27 vendor contracts totaling \$22,437,211. At the specific request of the Executive Director's office, seven of these vendor contracts were monitored for compliance with the terms of the agreements.

**Reviewing Single Audits:** The Single Audit Act requires MDHS as a primary recipient to review the independent audit reports for each of its subrecipients to ensure that the subrecipient is in compliance with the Single Audit Act. During the State fiscal year, A&E reviewed 143 independent audit reports or Subgrantee Audit Information Forms from MDHS subrecipients and transmitted copies of the audits or other information to the MDHS funding divisions. A&E also established procedures to identify noncompliant subrecipients and require them to have the necessary audits performed.

**Completing Administrative Review Memorandums:** As a part of the Agency's pre-award review process applicable to all subgrants and vendor contracts, A&E researched its records to determine whether there are any unresolved monetary findings so that the necessary corrective actions can be assured prior to issuance of a subsequent contract. During the State fiscal year A&E processed 955 Administrative Review Memorandums, including both original agreements and any subsequent modifications.

**Tracking the Status of Subgrant and Vendor Agreements:** During the State fiscal year A&E developed and maintained a computer based tracking system which enables A&E to determine the current status of any subrecipient or vendor monitoring that has been performed. The system also enables A&E to more efficiently coordinate monitoring visits and thereby make the best use of A&E's limited personnel and travel resources.

### FUTURE PROJECTS:

- Staff will attend training conferences conducted by federal awarding agencies, state regulatory agencies and other organizations to obtain information necessary to develop and maintain monitoring policies and procedures.
- Staff will provide training and technical assistance designed to strengthen the fiscal and programmatic operations of MDHS funding divisions and subgrantees to minimize the amount of questioned costs or disallowed costs related to MDHS subgrants.
- Key managers and supervisory personnel will participate in the Mississippi Certified Public Manager (CPM) Program and the Basic Supervisory Course. Other low cost, high quality training will be made available to all staff.

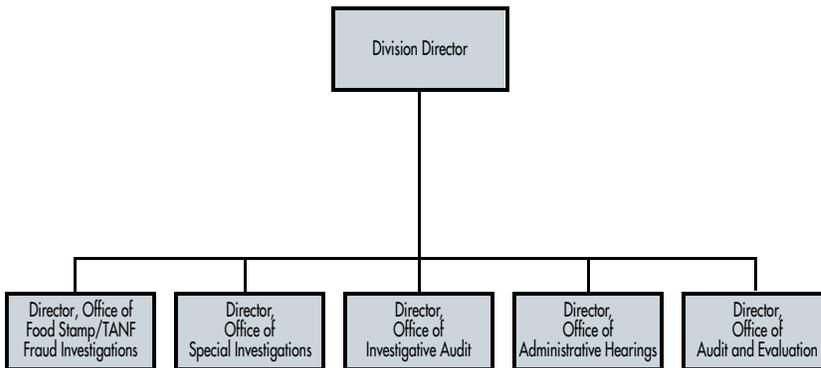
### Comparison of SFY 2003 Activities to SFY 2004

QUESTIONED COSTS	SFY 2003	SFY 2004	% CHANGE
Identified	\$667,744	\$578,624	13.35% ↓
Resolved	706,838	307,236	56.53% ↓
Recovered	285,538	82,024	71.27% ↓
Total Number of Subrecipient and Vendor Contracts	532	431	18.98% ↓
Total Amount of all Subgrants and Vendor Contracts	\$197,666,766	\$208,480,933	5.47% ↑



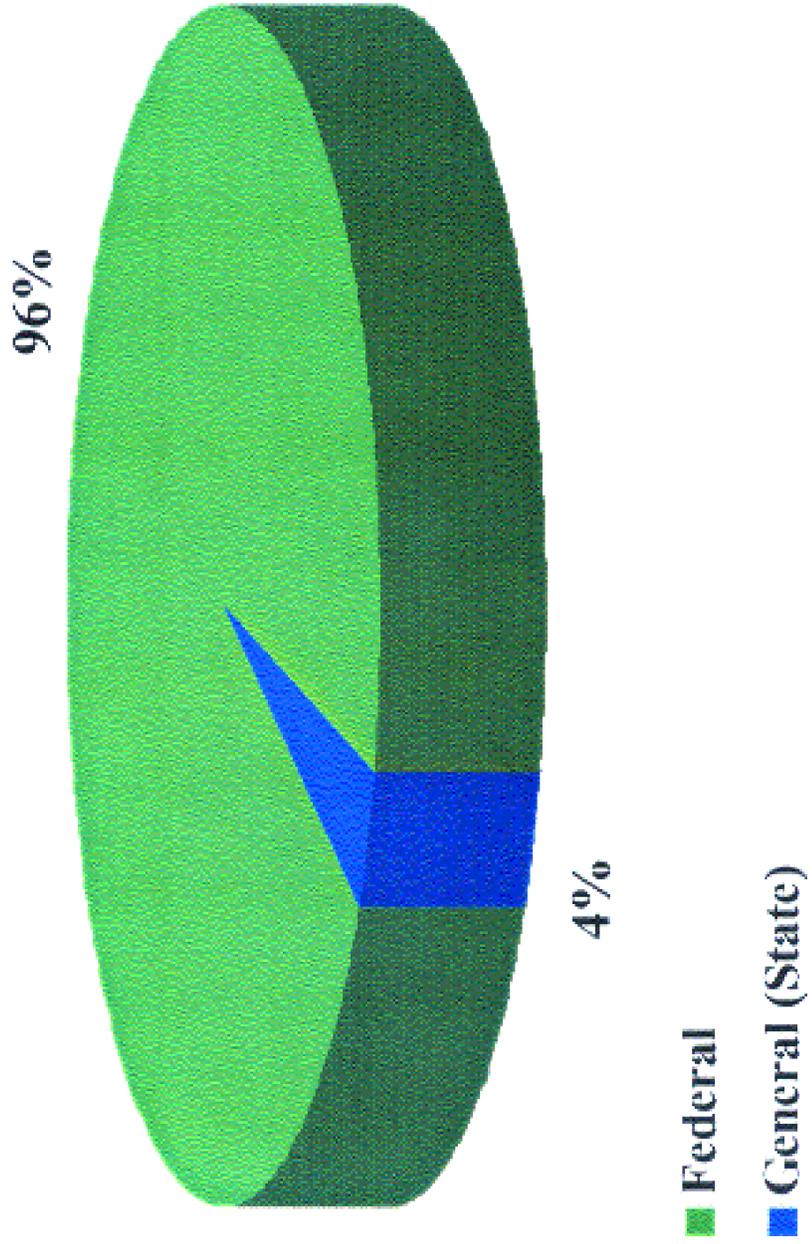
*A store owner is arrested for food stamp fraud.*

### ORGANIZATIONAL CHART



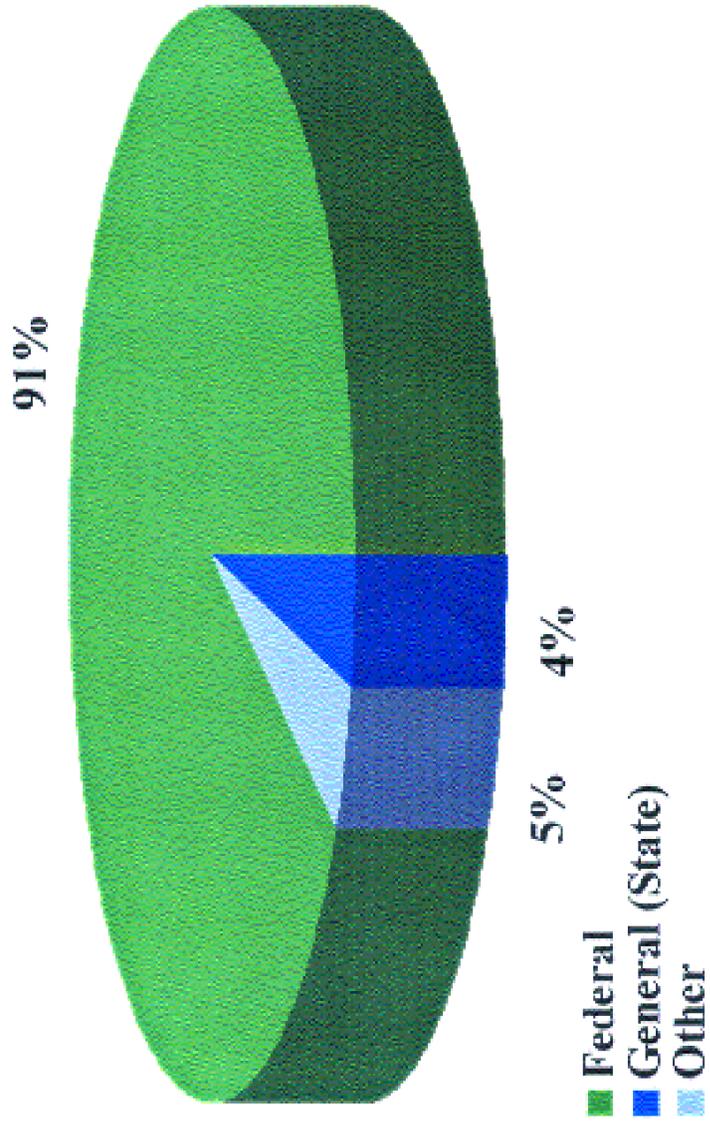
# Division of Aging and Adult Services

## Funding:



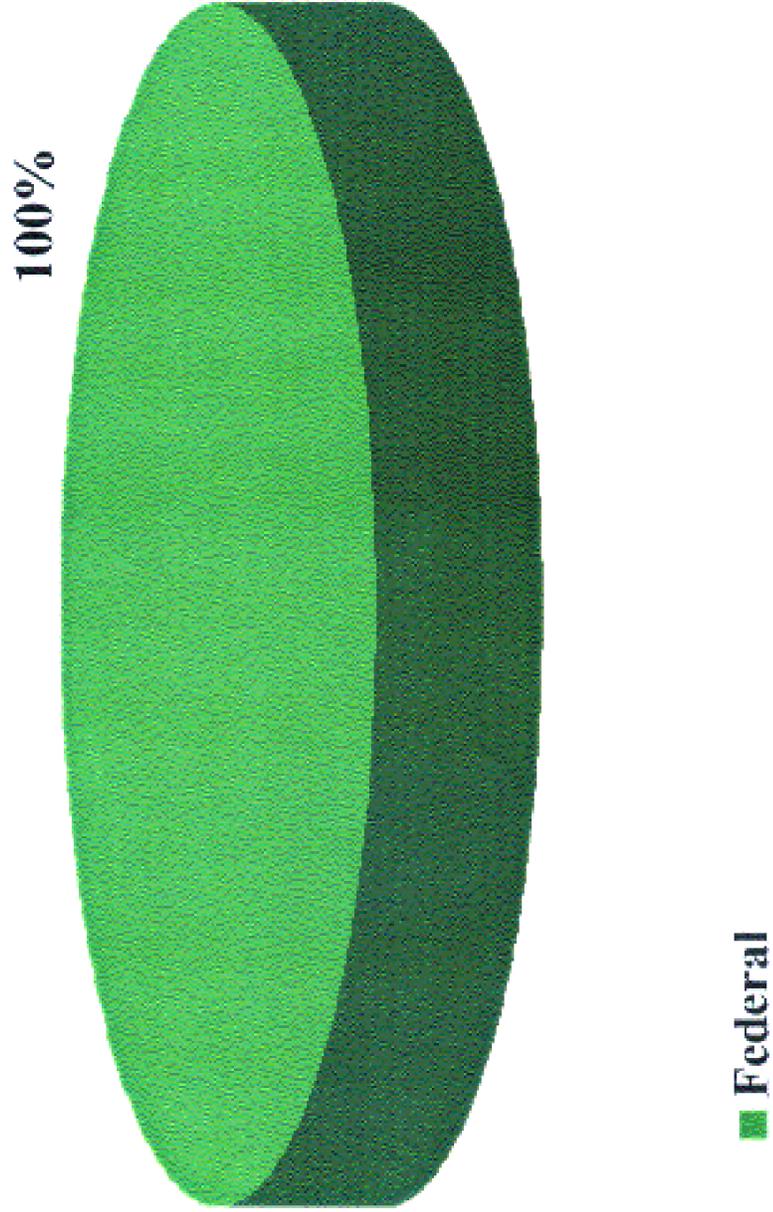
# Office for Children and Youth

## Funding:



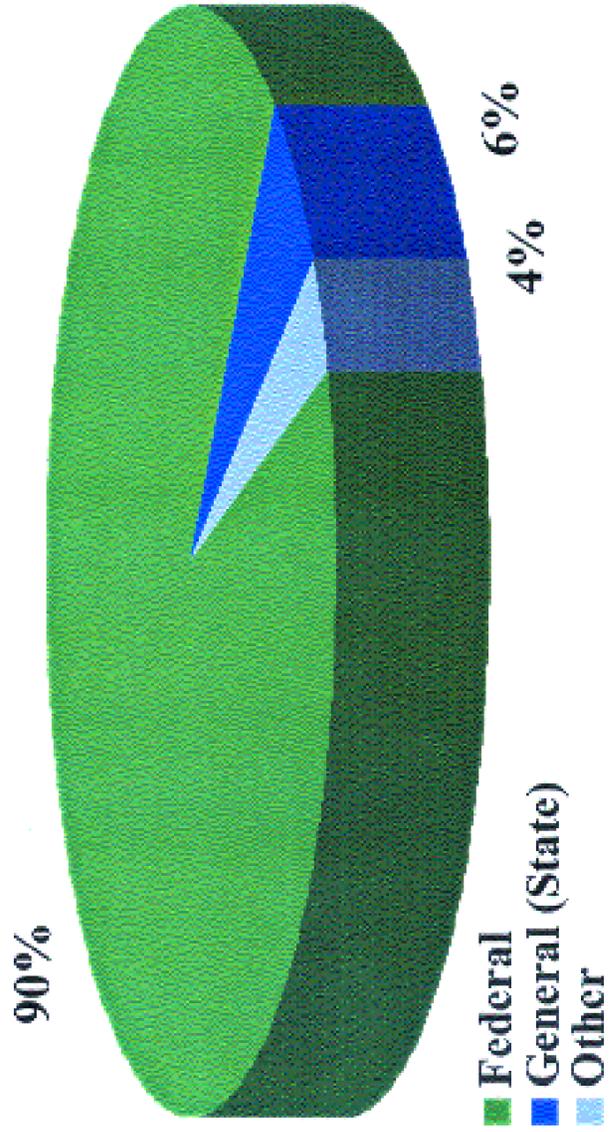
# Division of Community Services

## Funding:



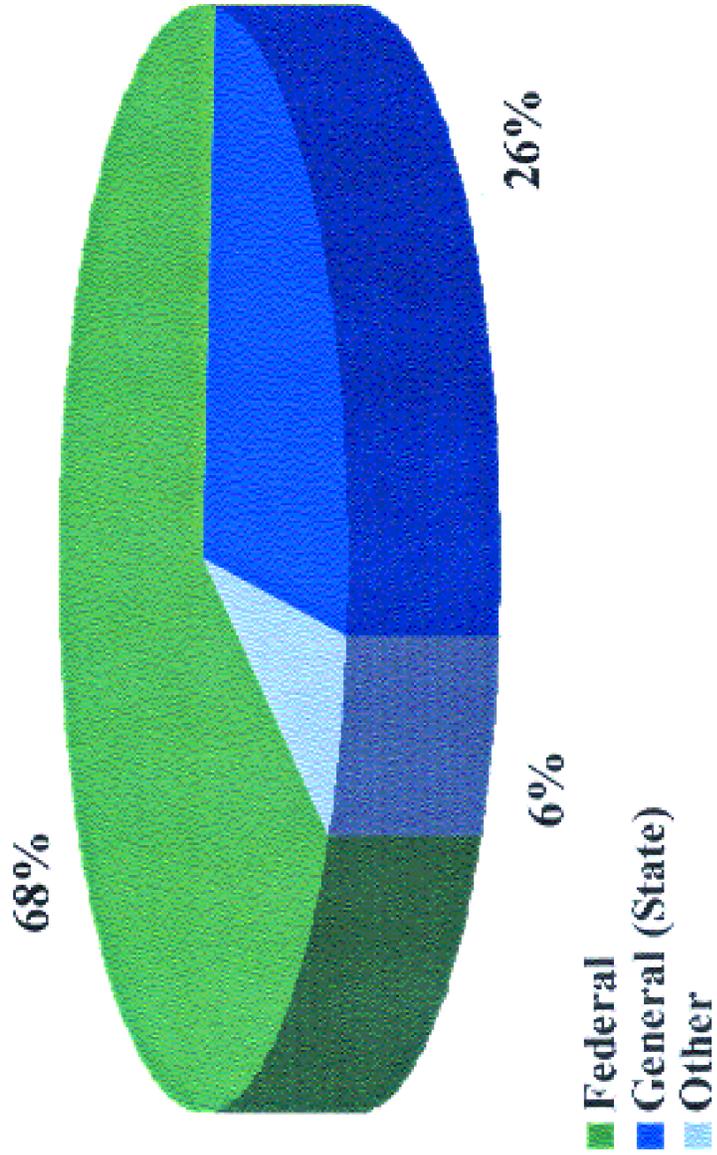
# Division of Economic Assistance

## Funding:



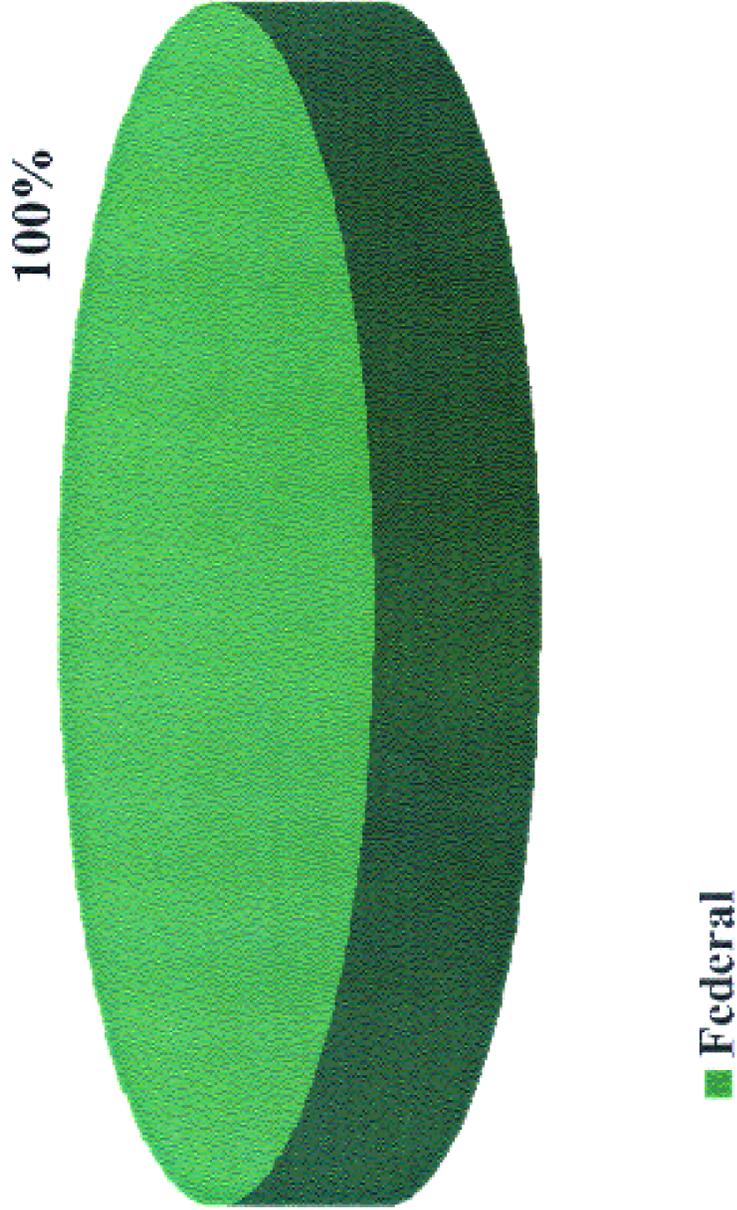
# Division of Family and Children's Services

## Funding:



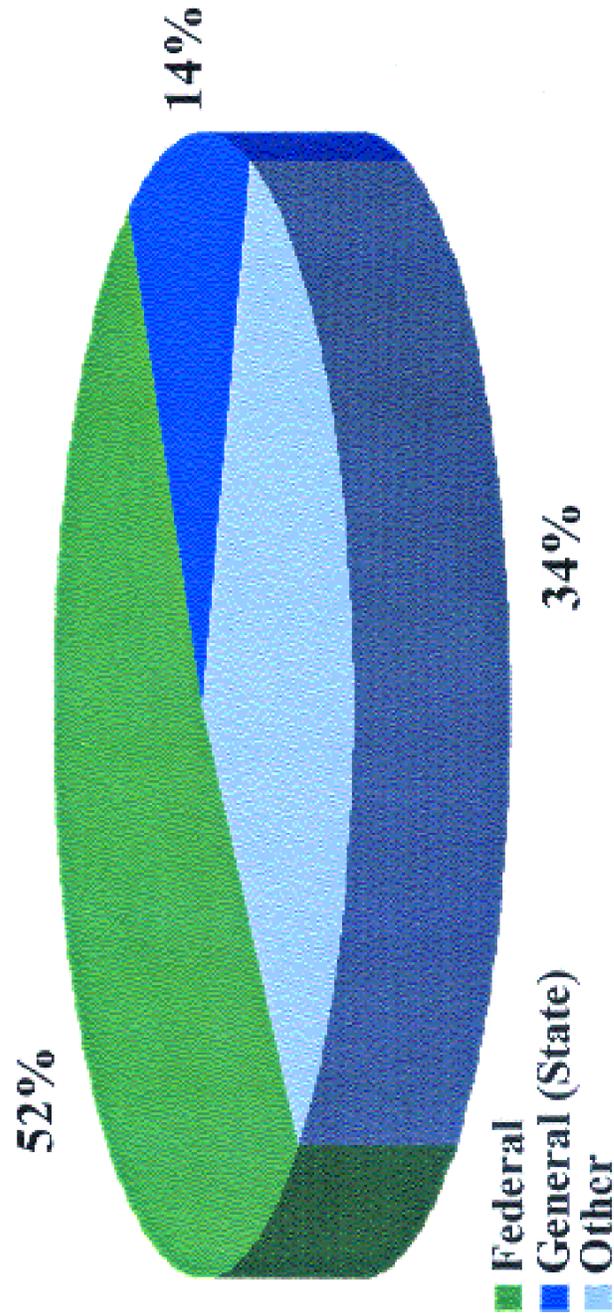
# Division of Social Services Block Grant

## Funding:



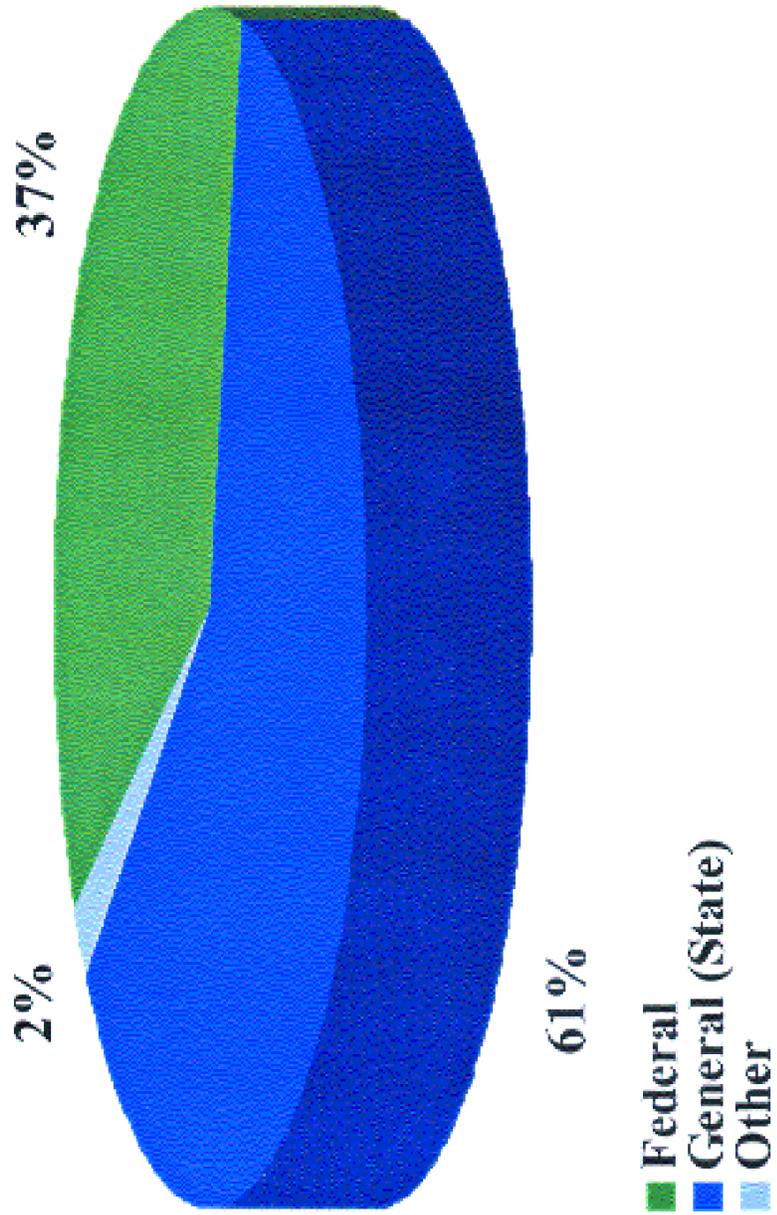
# Division of Child Support Enforcement

## Funding:



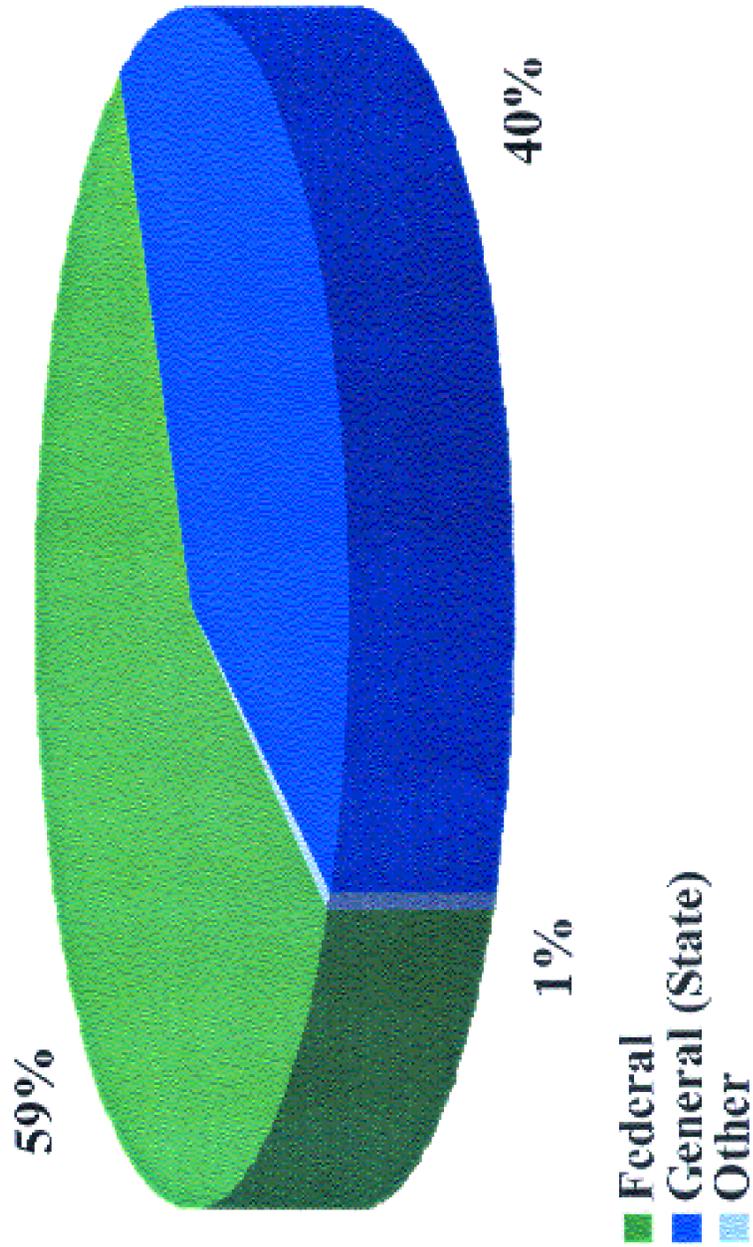
# Division of Youth Services

## Funding:



# Support Services

## Funding:





**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**  
**APPLICATIONS RECEIVED, APPROVED, AND DENIED**  
**JULY 1, 2003 - JUNE 30, 2004**

County	Received	Approved	Denied	County	Received	Approved	Denied
<b>State Total</b>	<b>38,962</b>	<b>16,859</b>	<b>19,882</b>				
Adams	417	173	206	Leflore	664	275	352
Alcorn	76	49	32	Lincoln	339	140	196
Amite	75	41	28	Lowndes	696	373	260
Attala	208	107	81	Madison	916	337	512
Benton	75	41	37	Marion	426	172	232
Bolivar	771	489	252	Marshall	549	235	319
Calhoun	168	52	95	Monroe	415	190	193
Carroll	72	38	29	Montgomery	86	36	50
Chickasaw	347	133	175	Neshoba	124	50	71
Choctaw	103	68	37	Newton	217	89	115
Claiborne	186	90	86	Noxubee	175	133	40
Clarke	170	40	120	Oktibbeha	646	186	401
Clay	430	170	236	Panola	710	247	438
Coahoma	944	442	403	Pearl River	791	342	402
Copiah	354	146	195	Perry	161	88	59
Covington	175	75	94	Pike	902	428	372
Desota	915	213	656	Pontotoc	147	53	90
Forrest	1,375	563	718	Prentiss	184	63	117
Franklin	77	52	24	Quitman	195	113	70
George	264	106	152	Rankin	906	325	505
Greene	70	33	33	Scott	162	64	90
Grenada	279	114	155	Sharkey	137	80	32
Hancock	541	207	301	Simpson	444	197	234
Harrison	2,561	1,000	1,391	Smith	122	35	84
Hinds	3,899	1,786	2,099	Stone	204	77	113
Holmes	662	395	221	Sunflower	838	497	288
Humphreys	394	221	131	Tallahatchie	169	85	74
Issaquena	27	17	9	Tate	340	138	187
Itawamba	159	68	89	Tippah	183	54	116
Jackson	1,844	647	1,118	Tishomingo	122	30	84
Jasper	102	55	44	Tunica	104	29	75
Jefferson	149	92	48	Union	232	78	139
Jefferson Davis	244	113	115	Walthall	194	60	114
Jones	1,117	440	625	Warren	686	203	462
Kemper	132	63	60	Washington	1,605	932	513
Lafayette	97	35	66	Wayne	358	178	156
Lamar	431	142	244	Webster	136	64	73
Lauderdale	1,244	508	629	Wilkinson	167	117	39
Lawrence	134	75	63	Winston	290	180	111
Leake	151	57	83	Yalobusha	205	100	89
Lee	1,068	354	640	Yazoo	508	276	195

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**  
**NUMBER OF MONEY PAYMENTS, RECIPIENTS, AMOUNT OF ASSISTANCE,**  
**MINIMUM AND MAXIMUM GRANT<sup>1</sup>**  
**JUNE 2004**

County	Number of Recipients			Amount of Assistance	Min. Grant	Max. Grant	County	Number of Recipients			Amount of Assistance	Min. Grant	Max. Grant
	Families	Children	Adults					Families	Children	Adults			
<b>State Total.....</b>	<b>18,185.....</b>	<b>30,032.....</b>	<b>10,598.....</b>	<b>\$2,566,105.....</b>	<b>\$10.....</b>	<b>\$338</b>							
Adams.....	262.....	441.....	140.....	37,196.....	12.....	242	Leflore.....	338.....	579.....	150.....	\$47,359.....	\$23.....	\$290
Alcorn.....	89.....	148.....	5.....	11,754.....	12.....	242	Lincoln.....	136.....	216.....	63.....	17,912.....	19.....	194
Amite.....	75.....	111.....	30.....	10,000.....	33.....	242	Lowndes.....	326.....	569.....	205.....	46,555.....	11.....	242
Attala.....	129.....	210.....	75.....	18,043.....	25.....	314	Madison.....	351.....	675.....	187.....	51,047.....	10.....	266
Benton.....	38.....	68.....	16.....	5,012.....	29.....	218	Marion.....	191.....	312.....	120.....	27,172.....	14.....	242
Bolivar.....	689.....	1,003.....	461.....	95,848.....	10.....	242	Marshall.....	266.....	432.....	178.....	38,130.....	10.....	266
Calhoun.....	72.....	104.....	32.....	8,926.....	12.....	218	Monroe.....	188.....	281.....	103.....	24,596.....	17.....	242
Carroll.....	50.....	84.....	15.....	6,386.....	15.....	194	Montgomery.....	48.....	74.....	19.....	6,478.....	24.....	218
Chickasaw.....	146.....	260.....	95.....	21,389.....	17.....	266	Neshoba.....	66.....	109.....	24.....	7,858.....	15.....	209
Choctaw.....	55.....	81.....	31.....	7,611.....	54.....	194	Newton.....	81.....	136.....	41.....	9,936.....	19.....	242
Claiborne.....	108.....	183.....	64.....	15,264.....	22.....	266	Noxubee.....	205.....	309.....	110.....	28,111.....	15.....	242
Clarke.....	28.....	49.....	14.....	3,846.....	25.....	194	Oktibbeha.....	189.....	307.....	95.....	25,848.....	11.....	218
Clay.....	143.....	243.....	96.....	19,994.....	14.....	242	Panola.....	253.....	390.....	129.....	34,473.....	21.....	218
Coahoma.....	625.....	1,069.....	433.....	94,069.....	18.....	266	Pearl River.....	262.....	426.....	132.....	36,544.....	22.....	242
Copiah.....	166.....	258.....	87.....	22,907.....	19.....	242	Perry.....	79.....	119.....	49.....	11,114.....	15.....	242
Covington.....	75.....	128.....	29.....	10,007.....	14.....	194	Pike.....	453.....	761.....	292.....	66,724.....	12.....	266
Desota.....	234.....	411.....	120.....	33,662.....	34.....	242	Pontotoc.....	45.....	71.....	12.....	6,059.....	55.....	194
Forrest.....	463.....	755.....	288.....	64,918.....	13.....	242	Prentiss.....	74.....	107.....	26.....	8,747.....	21.....	194
Franklin.....	54.....	79.....	40.....	7,218.....	21.....	218	Quitman.....	146.....	259.....	49.....	19,403.....	17.....	314
George.....	72.....	120.....	49.....	9,636.....	14.....	218	Rankin.....	255.....	430.....	123.....	35,594.....	13.....	266
Greene.....	40.....	70.....	21.....	5,584.....	14.....	218	Scott.....	69.....	119.....	27.....	9,212.....	14.....	242
Grenada.....	133.....	204.....	53.....	17,244.....	17.....	218	Sharkey.....	110.....	183.....	54.....	15,600.....	15.....	242
Hancock.....	148.....	226.....	72.....	20,122.....	34.....	242	Simpson.....	172.....	281.....	123.....	25,094.....	14.....	242
Harrison.....	798.....	1,305.....	509.....	114,603.....	12.....	266	Smith.....	42.....	67.....	12.....	5,764.....	109.....	194
Hinds.....	1,843.....	3,305.....	1,104.....	270,376.....	10.....	290	Stone.....	81.....	131.....	59.....	11,613.....	33.....	218
Holmes.....	686.....	1,097.....	488.....	100,156.....	21.....	266	Sunflower.....	655.....	1,007.....	405.....	91,636.....	14.....	314
Humphreys.....	372.....	567.....	259.....	52,760.....	11.....	242	Tallahatchie.....	103.....	161.....	31.....	13,670.....	10.....	194
Issaquena.....	14.....	21.....	4.....	1,769.....	38.....	194	Tate.....	125.....	192.....	92.....	17,269.....	18.....	242
Itawamba.....	72.....	127.....	42.....	10,413.....	16.....	218	Tippah.....	71.....	108.....	28.....	9,155.....	10.....	218
Jackson.....	542.....	901.....	405.....	79,027.....	10.....	290	Tishomingo.....	41.....	57.....	8.....	4,774.....	40.....	175
Jasper.....	60.....	97.....	22.....	7,878.....	24.....	242	Tunica.....	32.....	59.....	4.....	4,259.....	65.....	194
Jefferson.....	121.....	181.....	62.....	16,133.....	24.....	194	Union.....	53.....	85.....	23.....	7,041.....	10.....	218
Jefferson Davis.....	123.....	211.....	72.....	17,139.....	27.....	242	Walthall.....	86.....	138.....	38.....	12,131.....	45.....	218
Jones.....	383.....	655.....	205.....	53,464.....	11.....	266	Warren.....	222.....	382.....	111.....	33,342.....	24.....	242
Kemper.....	63.....	101.....	25.....	8,519.....	65.....	194	Washington.....	1,374.....	2,238.....	922.....	196,619.....	10.....	290
Lafayette.....	29.....	48.....	6.....	3,791.....	47.....	170	Wayne.....	165.....	288.....	86.....	23,066.....	14.....	338
Lamar.....	139.....	208.....	87.....	18,895.....	24.....	218	Webster.....	51.....	76.....	23.....	6,634.....	24.....	194
Lauderdale.....	487.....	870.....	254.....	68,707.....	10.....	290	Wilkinson.....	140.....	213.....	74.....	18,881.....	38.....	242
Lawrence.....	49.....	75.....	30.....	7,029.....	90.....	218	Winston.....	182.....	271.....	114.....	24,093.....	19.....	218
Leake.....	49.....	86.....	26.....	6,832.....	21.....	218	Yalobusha.....	125.....	190.....	70.....	17,023.....	14.....	218
Lee.....	264.....	476.....	151.....	36,787.....	13.....	218	Yazoo.....	346.....	588.....	170.....	48,655.....	18.....	266

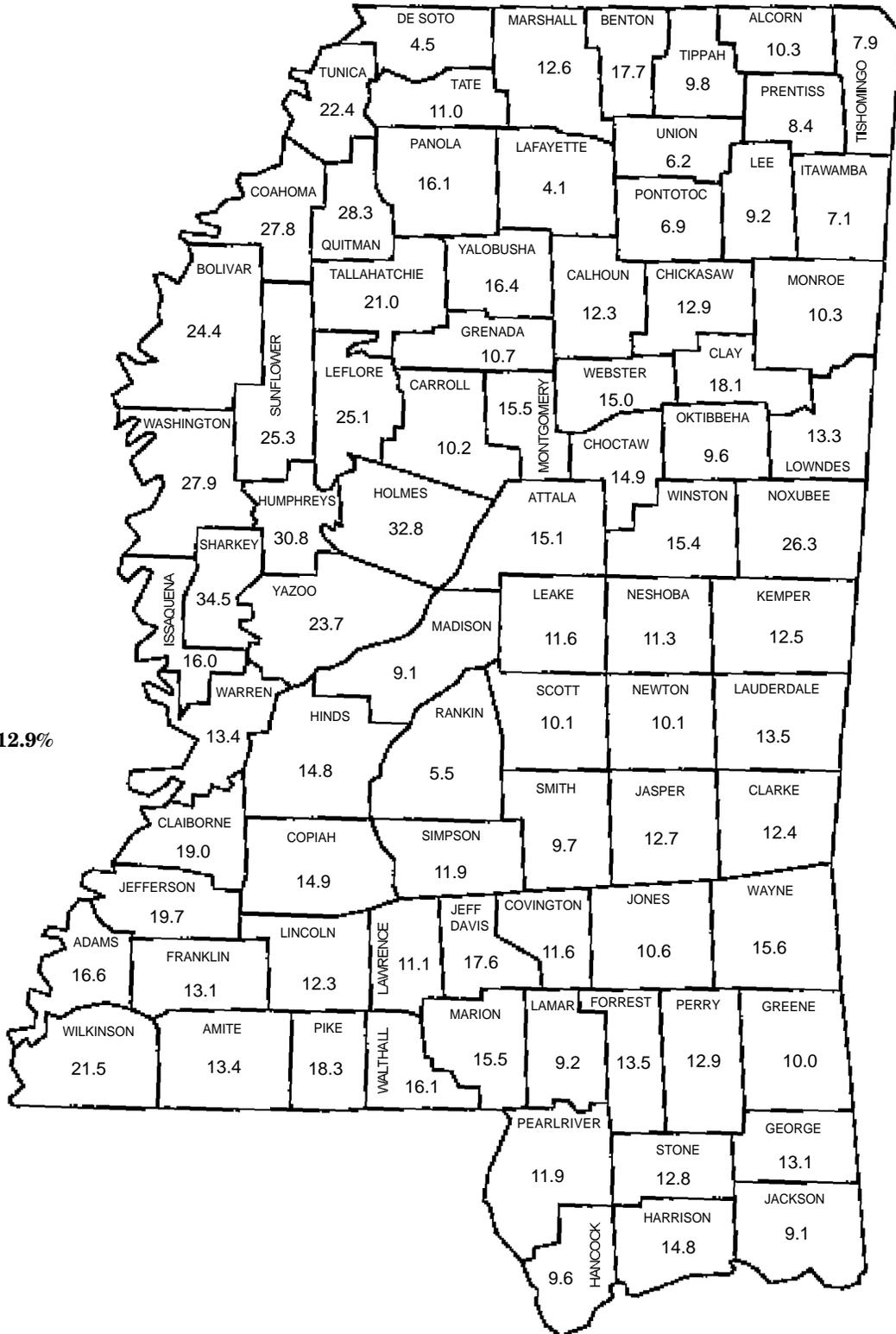
<sup>1</sup>Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

**TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**  
**AMOUNT OF MONEY PAYMENTS**  
**JULY 1, 2003 - JUNE 30, 2004**

County	Payments	County	Payments
<b>State Total.....</b>	<b>\$33,100,260</b>		
Adams.....	463,426	Leflore.....	664,025
Alcorn.....	144,195	Lincoln.....	214,902
Amite.....	109,223	Lowndes.....	603,500
Attala.....	241,119	Madison.....	703,088
Benton.....	73,221	Marion.....	309,734
Bolivar.....	1,191,238	Marshall.....	473,641
Calhoun.....	126,318	Monroe.....	330,048
Carroll.....	87,856	Montgomery.....	87,143
Chickasaw.....	285,946	Neshoba.....	114,344
Choctaw.....	107,308	Newton.....	132,331
Claiborne.....	200,943	Noxubee.....	370,086
Clarke.....	48,566	Oktibbeha.....	328,464
Clay.....	279,070	Panola.....	482,557
Coahoma.....	1,181,473	Pearl River.....	466,753
Copiah.....	272,206	Perry.....	162,183
Covington.....	115,663	Pike.....	738,694
Desota.....	455,128	Pontotoc.....	76,197
Forrest.....	779,227	Prentiss.....	117,366
Franklin.....	96,834	Quitman.....	249,179
George.....	120,176	Rankin.....	495,141
Greene.....	64,665	Scott.....	145,509
Grenada.....	213,487	Sharkey.....	193,434
Hancock.....	256,154	Simpson.....	308,389
Harrison.....	1,494,945	Smith.....	75,498
Hinds.....	3,478,025	Stone.....	130,430
Holmes.....	1,297,058	Sunflower.....	1,169,068
Humphreys.....	667,162	Tallahatchie.....	179,029
Issaquena.....	25,245	Tate.....	221,244
Itawamba.....	121,383	Tippah.....	106,219
Jackson.....	1,045,393	Tishomingo.....	67,212
Jasper.....	104,671	Tunica.....	52,966
Jefferson.....	220,033	Union.....	103,105
Jefferson Davis.....	229,340	Walthall.....	163,521
Jones.....	667,733	Warren.....	448,145
Kemper.....	115,541	Washington.....	2,688,109
Lafayette.....	54,371	Wayne.....	312,387
Lamar.....	217,509	Webster.....	94,251
Lauderdale.....	838,544	Wilkinson.....	221,892
Lawrence.....	94,510	Winston.....	319,363
Leake.....	80,290	Yalobusha.....	198,506
Lee.....	505,504	Yazoo.....	611,908

## PERCENTAGE OF MISSISSIPPI POPULATION RECEIVING FOOD STAMP BENEFITS JUNE 2004

**STATE: 12.9%**



STATISTICAL INFORMATION

## FOOD STAMP PARTICIPATION JUNE 2004

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
<b>State Total</b> .....	<b>150,272</b> .....	<b>372,257</b> .....	<b>\$29,597,561</b>				
Adams.....	2,271.....	5,529.....	435,329	Leflore .....	3,675.....	9,139.....	721,940
Alcorn .....	1,582.....	3,599.....	248,119	Lincoln.....	1,732.....	4,120.....	315,812
Amite .....	746.....	1,822.....	137,522	Lowndes .....	3,250.....	8,067.....	649,012
Attala.....	1,269.....	2,962.....	211,303	Madison.....	2,709.....	7,220.....	578,525
Benton.....	576.....	1,374.....	102,509	Marion.....	1,586.....	3,893.....	301,027
Bolivar.....	4,172.....	9,568.....	764,041	Marshall.....	1,858.....	4,452.....	367,919
Calhoun.....	818.....	1,828.....	122,213	Monroe .....	1,681.....	3,902.....	290,734
Carroll.....	493.....	1,066.....	70,473	Montgomery .....	808.....	1,853.....	129,644
Chickasaw.....	1,078.....	2,486.....	188,544	Neshoba.....	1,260.....	3,288.....	241,111
Choctaw.....	626.....	1,439.....	103,862	Newton .....	913.....	2,237.....	156,188
Claiborne.....	860.....	2,182.....	172,616	Noxubee .....	1,438.....	3,239.....	234,041
Clarke .....	931.....	2,200.....	163,382	Oktibbeha .....	1,647.....	4,079.....	317,272
Clay.....	1,554.....	3,913.....	310,427	Panola.....	2,221.....	5,686.....	423,390
Coahoma .....	3,178.....	8,212.....	661,959	Pearl River.....	2,365.....	6,043.....	504,785
Copiah.....	1,903.....	4,323.....	327,660	Perry .....	664.....	1,584.....	129,674
Covington.....	880.....	2,347.....	166,693	Pike.....	2,817.....	7,140.....	578,600
Desota.....	2,208.....	5,536.....	463,153	Pontotoc.....	790.....	1,904.....	134,950
Forrest.....	3,951.....	10,068.....	852,986	Prentiss.....	925.....	2,159.....	148,509
Franklin.....	450.....	1,096.....	74,921	Quitman.....	1,126.....	2,756.....	201,946
George.....	993.....	2,665.....	223,088	Rankin.....	2,685.....	6,902.....	576,983
Greene.....	546.....	1,311.....	100,844	Scott.....	1,110.....	2,864.....	205,689
Grenada.....	1,185.....	2,755.....	190,798	Sharkey.....	913.....	2,146.....	163,098
Hancock.....	1,734.....	4,318.....	355,531	Simpson .....	1,314.....	3,272.....	251,382
Harrison.....	7,448.....	18,478.....	1,569,562	Smith.....	574.....	1,541.....	103,813
Hinds.....	14,222.....	36,894.....	3,248,855	Stone.....	760.....	1,818.....	145,919
Holmes.....	2,989.....	7,006.....	527,311	Sunflower .....	3,561.....	8,428.....	682,777
Humphreys .....	1,304.....	3,301.....	243,231	Tallahatchie.....	1,107.....	3,029.....	195,122
Issaquena.....	130.....	322.....	22,938	Tate.....	1,121.....	2,843.....	231,434
Itawamba.....	686.....	1,627.....	114,370	Tippah.....	942.....	2,060.....	140,765
Jackson.....	4,651.....	12,160.....	1,098,541	Tishomingo.....	731.....	1,497.....	97,155
Jasper .....	939.....	2,330.....	156,887	Tunica.....	890.....	2,224.....	166,128
Jefferson.....	712.....	1,881.....	139,152	Union.....	703.....	1,677.....	117,484
Jefferson Davis.....	1,022.....	2,363.....	175,948	Walthall.....	951.....	2,440.....	186,051
Jones.....	2,572.....	6,935.....	512,777	Warren.....	2,467.....	6,588.....	569,071
Kemper.....	579.....	1,305.....	92,880	Washington.....	6,736.....	16,827.....	1,400,165
Lafayette.....	712.....	1,630.....	119,051	Wayne .....	1,391.....	3,303.....	255,154
Lamar.....	1,535.....	3,845.....	314,109	Webster.....	663.....	1,522.....	112,567
Lauderdale.....	4,210.....	10,522.....	844,650	Wilkinson.....	970.....	2,201.....	165,449
Lawrence.....	669.....	1,505.....	116,820	Winston.....	1,350.....	3,076.....	232,672
Leake.....	973.....	2,533.....	172,872	Yalobusha.....	958.....	2,184.....	161,339
Lee.....	2,777.....	7,115.....	568,093	Yazoo.....	2,776.....	6,703.....	526,245

## FOOD STAMP BENEFIT VALUE

### JULY 1, 2003 - JUNE 30, 2004

County	Benefit Value	County	Benefit Value
<b>State Total.....</b>	<b>\$356,446,238</b>		
Adams.....	5,173,554	Leflore.....	8,606,394
Alcorn.....	2,984,228	Lincoln.....	3,648,005
Amite.....	1,644,460	Lowndes.....	7,872,032
Attala.....	2,595,086	Madison.....	7,065,572
Benton.....	1,242,620	Marion.....	3,651,400
Bolivar.....	8,951,800	Marshall.....	4,379,380
Calhoun.....	1,542,005	Monroe.....	3,513,401
Carroll.....	890,855	Montgomery.....	1,559,783
Chickasaw.....	2,330,501	Neshoba.....	2,715,818
Choctaw.....	1,250,882	Newton.....	1,829,266
Claiborne.....	2,067,493	Noxubee.....	2,794,380
Clarke.....	1,909,956	Oktibbeha.....	4,022,359
Clay.....	3,712,686	Panola.....	5,237,548
Coahoma.....	8,055,921	Pearl River.....	6,050,054
Copiah.....	3,733,668	Perry.....	1,627,192
Covington.....	2,057,108	Pike.....	6,769,119
Desota.....	5,441,837	Pontotoc.....	1,660,692
Forrest.....	10,175,073	Prentiss.....	1,786,430
Franklin.....	946,658	Quitman.....	2,295,319
George.....	2,660,712	Rankin.....	6,983,775
Greene.....	1,307,080	Scott.....	2,604,937
Grenada.....	2,320,667	Sharkey.....	1,934,630
Hancock.....	4,138,864	Simpson.....	2,908,254
Harrison.....	18,721,184	Smith.....	1,211,108
Hinds.....	38,845,907	Stone.....	1,753,258
Holmes.....	6,747,528	Sunflower.....	8,028,689
Humphreys.....	2,956,337	Tallahatchie.....	2,296,927
Issaquena.....	283,103	Tate.....	2,695,378
Itawamba.....	1,373,886	Tippah.....	1,784,917
Jackson.....	13,221,432	Tishomingo.....	1,310,980
Jasper.....	1,970,317	Tunica.....	1,862,758
Jefferson.....	1,655,825	Union.....	1,519,561
Jefferson Davis.....	2,180,256	Walthall.....	2,227,051
Jones.....	6,079,361	Warren.....	6,972,254
Kemper.....	1,120,406	Washington.....	16,888,357
Lafayette.....	1,449,475	Wayne.....	3,019,510
Lamar.....	3,776,824	Webster.....	1,410,788
Lauderdale.....	10,012,989	Wilkinson.....	1,912,894
Lawrence.....	1,402,047	Winston.....	2,743,101
Leake.....	2,092,757	Yalobusha.....	1,933,269
Lee.....	6,734,007	Yazoo.....	6,273,421
		MS CAP*.....	1,328,922

\*Mississippi Combined Application Project

## FOOD STAMP PROGRAM

### APPLICATIONS RECEIVED, APPROVED, AND DENIED

#### JULY 1, 2003 - JUNE 30, 2004

County	Received	Approved	Denied	County	Received	Approved	Denied
<b>State Total</b> .....	<b>152,728</b> .....	<b>102,764</b> .....	<b>42,364</b>				
Adams .....	1,729.....	1,106.....	511	Lefflore .....	2,382.....	1,757.....	530
Alcorn .....	1,841.....	1,297.....	412	Lincoln.....	1,863.....	1,345.....	417
Amite.....	585.....	415.....	131	Lowndes .....	2,696.....	1,897.....	679
Attala.....	899.....	632.....	231	Madison.....	2,568.....	1,558.....	850
Benton.....	527.....	391.....	99	Marion.....	1,653.....	1,087.....	495
Bolivar.....	2,993.....	2,234.....	630	Marshall.....	1,814.....	1,115.....	786
Calhoun .....	713.....	475.....	189	Monroe.....	1,868.....	1,182.....	554
Carroll.....	410.....	254.....	117	Montgomery .....	643.....	433.....	172
Chickasaw.....	1,126.....	706.....	303	Neshoba .....	1,347.....	907.....	357
Choctaw.....	481.....	382.....	82	Newton.....	984.....	675.....	253
Claiborne.....	806.....	571.....	183	Noxubee .....	722.....	580.....	127
Clarke.....	840.....	576.....	209	Oktibbeha.....	2,985.....	1,645.....	1,028
Clay.....	1,310.....	879.....	389	Panola.....	2,207.....	1,334.....	745
Coahoma.....	2,207.....	1,596.....	555	Pearl River.....	2,853.....	1,934.....	702
Copiah.....	1,742.....	1,194.....	468	Perry.....	735.....	530.....	205
Covington.....	1,002.....	687.....	237	Pike.....	2,609.....	1,731.....	626
Desota.....	3,727.....	2,111.....	1,338	Pontotoc .....	960.....	661.....	258
Forrest.....	4,907.....	3,254.....	1,272	Prentiss.....	1,009.....	685.....	254
Franklin.....	458.....	343.....	91	Quitman.....	798.....	613.....	156
George.....	1,341.....	993.....	282	Rankin.....	3,768.....	2,386.....	1,248
Greene.....	606.....	453.....	139	Scott.....	1,234.....	707.....	485
Grenada .....	1,267.....	775.....	357	Sharkey.....	586.....	490.....	84
Hancock.....	2,741.....	1,751.....	751	Simpson .....	1,699.....	1,190.....	372
Harrison.....	10,454.....	6,543.....	3,086	Smith.....	699.....	408.....	218
Hinds .....	13,251.....	9,278.....	4,324	Stone.....	809.....	588.....	194
Holmes.....	1,547.....	1,148.....	310	Sunflower.....	2,547.....	1,931.....	512
Humphreys.....	851.....	594.....	180	Tallahatchie.....	742.....	535.....	170
Issaquena.....	109.....	80.....	18	Tate.....	1,175.....	756.....	391
Itawamba.....	891.....	574.....	244	Tippah.....	1,063.....	664.....	307
Jackson .....	6,050.....	3,826.....	1,920	Tishomingo.....	916.....	592.....	250
Jasper .....	781.....	563.....	184	Tunica.....	840.....	596.....	204
Jefferson.....	470.....	320.....	138	Union.....	1,048.....	558.....	403
Jefferson Davis.....	981.....	629.....	267	Walthall.....	844.....	540.....	234
Jones.....	3,244.....	1,939.....	987	Warren .....	2,611.....	1,410.....	1,393
Kemper .....	430.....	268.....	123	Washington.....	4,211.....	3,238.....	757
Lafayette.....	1,557.....	855.....	535	Wayne.....	1,134.....	814.....	246
Lamar.....	2,029.....	1,347.....	559	Webster.....	498.....	388.....	107
Lauderdale.....	4,420.....	2,763.....	1,195	Wilkinson.....	613.....	461.....	113
Lawrence.....	662.....	487.....	150	Winston.....	974.....	749.....	205
Leake .....	960.....	558.....	312	Yalobusha.....	778.....	539.....	199
Lee.....	3,577.....	2,219.....	1,139	Yazoo.....	2,011.....	1,503.....	386
				MSCAP*.....	2,710.....	2,986.....	45

\*Mississippi Combined Application Project

## FOSTER HOME CARE PAYMENTS

### JULY 1, 2003 - JUNE 30, 2004

County	Payments	County	Payments
State Total .....	\$6,012,137.56	Lee .....	101,045.47
Adams .....	103,822.98	Lefflore .....	79,087.59
Alcorn .....	62,965.40	Lincoln .....	41,386.42
Amite .....	15,057.52	Lowndes .....	184,372.92
Attala .....	18,114.36	Madison .....	70,512.98
Benton .....	3,909.67	Marion .....	17,106.68
Bolivar, E. ....	101,794.75	Marshall .....	85,731.35
Bolivar, W. ....	17,922.21	Monroe .....	137,765.67
Calhoun .....	3,250.00	Montgomery .....	6,726.36
Carrroll .....	127.50	Neshoba .....	31,435.16
Chickasaw, E. ....	15,401.44	Newton .....	5,248.62
Chickasaw, W. ....	30,673.25	Noxubee .....	7,714.45
Choctaw .....	0.00	Oktibbeha .....	3,038.06
Claiborne .....	9,152.03	Panola .....	71,473.44
Clarke .....	42,083.34	Pearl River .....	168,746.61
Clay .....	55,977.17	Perry .....	42,774.17
Coahoma .....	143,045.44	Pike .....	62,883.08
Copiah .....	52,387.91	Pontotoc .....	44,737.03
Covington .....	21,885.35	Prentiss .....	94,466.54
Desota .....	254,352.87	Quitman .....	46.66
Forrest .....	390,145.83	Rankin .....	91,092.24
Franklin .....	24,902.06	Scott .....	13,897.72
George .....	17,672.74	Sharkey .....	9,360.00
Greene .....	6,651.72	Simpson .....	25,235.63
Grenada .....	28,131.41	Smith .....	12,456.11
Hancock .....	202,780.02	Stone .....	115,981.71
Harrison .....	395,107.24	Sunflower .....	114,558.96
Hinds .....	505,341.42	Tallahatchie .....	24,094.25
Holmes .....	18,213.49	Tate .....	37,842.55
Humphreys .....	57,972.19	Tippah .....	11,671.36
Issaquena .....	0.00	Tishomingo .....	79,590.86
Itawamba .....	54,244.13	Tunica .....	11,402.22
Jackson .....	395,148.59	Union .....	27,868.72
Jasper .....	41,967.70	Walthall .....	23,473.24
Jefferson .....	7,004.70	Warren .....	124,387.00
Jefferson Davis .....	14,735.08	Washington .....	166,838.00
Jones .....	120,750.56	Wayne .....	20,118.37
Kemper .....	11,648.39	Webster .....	14,077.36
Lafayette .....	10,491.90	Wilkinson .....	27,494.83
Lamar .....	45,272.31	Winston .....	106,292.92
Lauderdale .....	90,776.50	Yalobusha .....	6,340.00
Lawrence .....	8,281.10	Yazoo .....	144,723.69
Leake .....	8,688.29		

## CHILD SUPPORT CASES JUNE 2004

County	TANF/FC <sup>1</sup> IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases	County	TANF/FC <sup>1</sup> IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases
<b>State Total</b> .....	<b>57,288</b> .....	<b>277,559</b> .....	<b>4,194</b>	Lee.....	1,063.....	5,589.....	67
Adams .....	1,008.....	4,926.....	13	Leflore .....	1,168.....	6,523.....	15
Alcorn .....	372.....	2,017.....	31	Lincoln.....	561.....	2,712.....	14
Amite.....	232.....	1,306.....	0	Lowndes.....	1,252.....	6,131.....	152
Attala.....	422.....	2,228.....	8	Madison.....	806.....	5,398.....	25
Benton.....	158.....	697.....	14	Marion.....	677.....	2,971.....	5
Bolivar, E.....	1,410.....	5,277.....	27	Marshall.....	988.....	3,157.....	68
Bolivar, W.....	446.....	1,427.....	4	Monroe.....	744.....	3,131.....	17
Calhoun .....	257.....	1,269.....	28	Montgomery.....	211.....	1,238.....	4
Carroll.....	193.....	1,020.....	6	Neshoba .....	377.....	2,926.....	62
Chickasaw, E.....	201.....	675.....	5	Newton.....	291.....	2,235.....	40
Chickasaw, W.....	212.....	1,191.....	19	Noxubee .....	592.....	1,893.....	23
Choctaw.....	193.....	952.....	4	Oktibbeha.....	584.....	3,458.....	68
Claiborne.....	386.....	1,710.....	24	Panola.....	1,068.....	4,617.....	13
Clarke.....	267.....	1,816.....	23	Pearl River.....	770.....	3,486.....	17
Clay.....	549.....	2,624.....	47	Perry.....	222.....	905.....	1
Coahoma.....	1,515.....	5,628.....	12	Pike.....	1,181.....	4,586.....	8
Copiah.....	562.....	3,378.....	13	Pontotoc .....	199.....	1,777.....	15
Covington.....	142.....	839.....	35	Prentiss.....	229.....	1,210.....	13
Desota.....	941.....	5,180.....	166	Quitman.....	428.....	1,524.....	5
Forrest.....	1,831.....	8,490.....	29	Rankin.....	785.....	7,081.....	71
Franklin.....	170.....	765.....	2	Scott.....	441.....	3,551.....	84
George.....	248.....	1,384.....	21	Sharkey.....	272.....	1,017.....	2
Greene.....	155.....	678.....	6	Simpson .....	486.....	2,178.....	18
Grenada .....	506.....	2,098.....	16	Smith.....	187.....	1,345.....	6
Hancock.....	564.....	3,142.....	44	Stone.....	280.....	1,253.....	11
Harrison.....	3,113.....	15,634.....	309	Sunflower.....	1,362.....	5,325.....	17
Hinds .....	4,476.....	29,061.....	172	Tallahatchie.....	377.....	2,120.....	2
Holmes.....	1,387.....	3,727.....	24	Tate.....	427.....	1,985.....	32
Humphreys.....	675.....	1,903.....	3	Tippah.....	229.....	1,267.....	25
Issaquena.....	46.....	161.....	1	Tishomingo.....	170.....	842.....	5
Itawamba.....	214.....	949.....	9	Tunica.....	306.....	1,660.....	31
Jackson .....	1,816.....	10,939.....	491	Union.....	272.....	1,402.....	23
Jasper .....	287.....	1,871.....	23	Walthall.....	212.....	1,029.....	3
Jefferson.....	339.....	1,226.....	5	Warren .....	911.....	6,231.....	45
Jefferson Davis.....	562.....	2,564.....	23	Washington.....	2,547.....	9,770.....	24
Jones.....	1,270.....	6,319.....	204	Wayne.....	571.....	2,177.....	23
Kemper .....	236.....	1,086.....	10	Webster.....	211.....	770.....	7
Lafayette.....	334.....	2,321.....	27	Wilkinson.....	387.....	1,497.....	1
Lamar.....	393.....	2,530.....	9	Winston.....	633.....	2,228.....	5
Lauderdale.....	1,399.....	8,546.....	76	Yalobusha.....	330.....	1,339.....	10
Lawrence.....	280.....	1,536.....	8	Yazoo.....	954.....	3,947.....	9
Leake .....	247.....	2,221.....	9	CRDU <sup>2</sup> .....	1.....	9.....	9
				SPL <sup>3</sup> .....	0.....	9.....	2

<sup>1</sup>Includes IV-E Foster Care (FC) Cases<sup>2</sup>Centralized Receiving and Disbursement Unit<sup>3</sup>State Parent Locator

## MDHS 20 HIGHEST SALARIES SFY 2004

Rank	Title	Salary
1.	Executive Director	\$110,000
2.	Systems Information Officer Chief	\$93,000
3.	Administrator, Deputy	\$82,384
4.	Administrator, Deputy	\$82,384
5.	Office Director II	\$72,500
6.	Office Director II	\$70,000
7.	Office Director I	\$68,000
8.	Office Director I	\$67,115
9.	Office Director II	\$66,915
10.	Office Director II	\$66,915
11.	Systems Manager III	\$63,586
12.	Systems Manager III	\$62,686
13.	Bureau Director II	\$62,500
14.	Bureau Director II	\$61,500
15.	Office Director I	\$61,000
16.	Bureau Director I	\$59,328
17.	Personnel Director, Large Agency	\$59,133
18.	Bureau Director II	\$57,311
19.	Bureau Director I	\$56,707
20.	DHS-Social Services Regional Director	\$56,199

## TOTAL EXPENDITURES BY BUDGET UNIT JULY 1, 2003 - JUNE 30, 2004

Major Objects of Expenditure								
Budget Unit	Salaries	Travel	Contractual Services	Commodities	Capital Outlay-Other Than Equipment	Capital Outlay-Equipment	Subsidies, Loans and Grants	Total
Economic Assistance	\$45,994,327	\$450,686	\$31,028,450	\$533,832	\$0	\$64,191	\$425,336,185	\$503,407,671
Child Support Enf.	16,747,161	244,024	6,494,420	184,010	0	50,203	8,723,684	32,443,502
Fam. & Children's Svcs.	24,843,958	2,346,736	15,124,793	275,676	0	995,018	25,915,851	69,502,032
Children and Youth	700,875	10,176	266,587	36,126	0	2,330	76,152,051	77,168,145
SSBG	144,642	1,738	39,349	1,499	0	0	4,416,350	4,603,578
Aging & Adult Services	511,417	10,963	83,659	19,583	0	3,660	20,607,929	21,237,211
Youth Services	15,388,391	155,208	2,774,102	1,266,849	54,620	108,141	4,922,470	24,669,781
Community Services	493,685	32,387	181,175	82,585	0	0	26,888,853	27,678,685
Support Services	8,177,509	121,337	2,262,534	111,969	0	7,017	36,630	10,716,996
<b>Total</b>	<b>\$113,001,965</b>	<b>\$3,373,255</b>	<b>\$58,255,069</b>	<b>\$2,512,129</b>	<b>\$54,620</b>	<b>\$1,230,560</b>	<b>\$593,000,003</b>	<b>\$771,427,601</b>

## SOURCE OF FUNDING BY BUDGET UNIT JULY 1, 2003 - JUNE 30, 2004

Budget Unit	Federal	State	Other	Total
Economic Assistance	\$454,439,956	\$30,679,238	\$18,288,477	\$503,407,671
Child Support Enf.	17,094,996	4,389,470	10,959,036	32,443,502
Fam. & Children's Svcs.	47,338,855	17,849,141	4,314,036	69,502,032
Children and Youth	70,759,490	2,908,655	3,500,000	77,168,145
SSBG	4,603,578	0	0	4,603,578
Aging & Adult Services	20,416,482	820,729	0	21,237,211
Youth Services	9,028,855	15,125,312	515,614	24,669,781
Community Services	27,678,685	0	0	27,678,685
Support Services	6,330,624	4,323,655	62,717	10,716,996
<b>Total</b>	<b>\$657,691,521</b>	<b>\$76,096,200</b>	<b>\$37,639,880</b>	<b>\$771,427,601</b>

## OUT OF STATE TRAVEL FISCAL YEAR 2004 CONFERENCES

Employee's Name	Destination	Purpose	Cost
Dennis Adams	Nashville, TN	Juvenile Reintegration, Re-entry & Community Aftercare Meeting	\$479
Amanda Allred	San Antonio, TX	Laurel Ridge Hospital Planning and Treatment Conference	\$328
Ronza Anderson	Phoenix, AZ	2003 National Weatherization Conference	\$1,034
Ronza Anderson	Washington, DC	National Association for Community Services Programs Mid-Winter Conference	\$1,158
Ronza Anderson	Salt Lake City, UT	National Association for Community Services Programs Conference	\$1,286
Maxine Baggett	Scottsdale, AZ	Association of Juvenile Compact Administration Annual Meeting	\$1,147
Richard Berry	Washington, DC	American Public Human Services Association (APHSA) National Conference	\$728
Willie Blackmon	Little Rock, AK	Juvenile Justice Presentation/Columbia University of New York (Arkansas Department of Human Services)	\$138
Janis Bond	Sparks, NV	American Association of Food Stamp Directors Annual Conference	\$467
Georgia A. Branson	Round Rock, TX	Federal Acceptance Test for Electronic Payment Processing Information Control (EPPIC) Conference	\$168
Shirley Buford	Washington, DC	13th National Child Support Enforcement Training Conference	\$1,174
Vera Butler	Washington, DC	Conference on Temporary Assistance for Needy Families (TANF) Re-Authorization	\$236
Edna Caston	Gatlinburg, TN	Southeastern Association of Area Agencies on Aging 2003 Conference	\$902
John H. Christmas	Atlanta, GA	Food Stamp Program Nutrition Education Training Meeting	\$1,114
John H. Christmas	San Diego, CA	National Association for Welfare Research Statistics Meeting	\$538
Phoebe Clark	Atlanta, GA	Regional Roundtree Conference	\$846
Phoebe Clark	Washington, DC	National Association of State Adoption Program Managers (NASAPM) Annual Conference	\$707
Phoebe Clark	Seattle, WA	Nurturing Connection for Children, Families and Communities Conference	\$599
Jaqueline Coleman	Baton Rouge, LA	Parenting, Children and Custody Mediation Conference	\$444
Carolyn Cotton	San Antonio, TX	14th Annual Family Preservation Institute Conference	\$599
Dennis Daniel	Austin, TX	National Conference on Correctional Health Care	\$160
Debra Dixon	Dallas, TX	Senior Community Services Employment Program Regulations Training Conference	\$63
Barry Dixon	Atlanta, GA	Financial Administration on Aging Grants Meeting	\$412
William Douglas	Salt Lake City, UT	eFIND System Conference	\$201
Stanley Ellis	Austin, TX	National Conference on Correctional Health Care	\$173
Elizabeth Fort	Washington, DC	2003 State Child Care Administrators Meeting	\$1,131
Andrew Friday	Little Rock, AK	Juvenile Justice Presentation / Columbia University of New York (Arkansas Department of Human Services)	\$120
Andrew Friday	Washington, DC	Serious & Violent Offender Re-entry Initiative Meeting	\$689
Hazel L.Funches	New Orleans, LA	Health Insurance Portability and Accountability Acts Compliance for Employers (HIPAA) Conference	\$443
Wanda Gillom	Seattle, WA	Nurturing Connection for Children, Families and Communities Conference	\$662
Gloria Greene	Washington, DC	National Association for Community Services Programs Mid-Winter Conference	\$415
Gloria Greene	Salt Lake City, UT	National Association for Community Services Programs Conference	\$629
Betty Sue Greene	Dallas, TX	Senior Medicare Patrol Quad Regional Conference	\$683
Betty Sue Greene	Atlanta, GA	Train the Medicare Trainer Workshop	\$929

## OUT OF STATE TRAVEL FISCAL YEAR 2004 CONFERENCES

Employee's Name	Destination	Purpose	Cost
Katherine Hardy	Atlanta, GA	Regional Roundtree Conference	\$472
Katherine Hardy	Washington, DC	National Association of Foster Care Managers Meeting	\$919
Patricia Hickman	Santa FE, NM	Association of Administrators of The Interstate Compact Placement of Children (AAICPC) Executive Committee's Mid-Term Meeting	\$81
Michael Howard	Austin, TX	National Conference on Correctional Health Care	\$156
Janice Huff	Seattle, WA	Nurturing Connection for Children, Families and Communities Conference	\$662
Nira Coleman Johnson	New Orleans, LA	33rd Black Child Development Institute Meeting	\$874
Cheryl Joiner	Columbus, OH	Statewide Automated Child Welfare Information System (SACWIS) Technical Assistance Workshop	\$778
Marilyn Jones	Memphis, TN	Mental Health Conference	\$54
Estell Kelly	Washington, DC	Healthy Child Care America Annual Project Director's Meeting	\$1,011
Georgia Lee	Chicago, IL	2003 National Association for the Education of Young Children Conference	\$1,391
Henrine Lovett	Washington, DC	National Refugee Program Consultation Conference	\$1,042
Alsee Mc Daniel	Washington, DC	13th National Child Support Enforcement Training Conference and Access & Visitation Meeting	\$1,033
Lori McElroy	Baton Rouge, LA	Parenting, Children and Custody Mediation Conference	\$545
Anniece McLemore	Arlington, VA	28th Annual National Ombudsman Training Conference	\$1,099
Tonya McNally	San Antonio, TX	Laurel Ridge Hospital Planning and Treatment Conference	\$648
Nancy Meaders	Columbus, OH	Statewide Automated Child Welfare Information System (SACWIS) Technical Assistance Workshop	\$966
John D. Noble	Round Rock, TX	Federal Acceptance Test for Electronic Payment Processing Information Control (EPPIC) Conference	\$168
Sollie Norwood	Salt Lake City, UT	National Association for Community Services Programs Conference	\$1,410
Sollie Norwood	Chicago, IL	Office of Community Services 21st Century Community Action Agency Leaders Meeting	\$692
Valerie L. O'Neal	New Orleans, LA	Transportation and Investigating Conference	\$94
Valerie L. O'Neal	New Orleans, LA	Health Insurance Portability and Accountability Acts Compliance for Employers (HIPAA) Conference	\$308
Linda C. Oatis	Round Rock, TX	Federal Acceptance Test for Electronic Payment Processing Information Control (EPPIC) Conference	\$168
Pat Oluade	Washington, DC	13th National Child Support Enforcement Training Conference and Access & Visitation Meeting	\$1,056
Arnette Owen	Tucson, AZ	Electronic Benefit Transfer (EBT) Next Generation Conference	\$718
Arnette Owen	Washington, DC	Electronic Benefit Transfer (EBT) Directors United States Department of Agriculture (USDA) / Food and Nutrition Services (FNS) Program Conference	\$740
Arnette Owen	Round Rock, TX	Federal Acceptance Test for Electronic Payment Processing Information Control (EPPIC) Conference	\$168
Mack J.Pendleton	Dallas, TX	Senior Community Services Employment Program Regulations Training Conference	\$46
Shirley Rainey	Gatlinburg, TN	Southeastern Association of Area Agencies on Aging 2003 Conference	\$856
Carolyn Roberts	Long Beach, CA	National Narcotics Conference	\$862

## OUT OF STATE TRAVEL FISCAL YEAR 2004 CONFERENCES

Employee's Name	Destination	Purpose	Cost
Lillie Robinson	Chicago, IL	2003 National Association for the Education of Young Children Conference	\$1,450
Gloria Salters	Columbus, OH	Statewide Automated Child Welfare Information System (SACWIS) Technical Assistance Workshop	\$975
Gloria Salters	Miami, FL	Child Welfare League of America 2003 Tools that Work Conference	\$1,152
Carolyn Sampson	Atlanta, GA	Train the Medicare Trainer Workshop	\$810
Carolyn Sampson	San Diego, CA	10th Annual State Health Insurance Conference	\$640
Lynn Sewell	San Antonio, TX	Laurel Ridge Hospital Planning and Treatment Conference	\$608
Pamela G. Simpson	Atlanta, GA	Food Stamp Program Regional Policy Meeting	\$1,023
Sarah Smith	New Orleans, LA	Zero to Three Early Childhood Education National Conference	\$1,024
Cheryl Sparkman	Baltimore, MD	Food Stamp Conference	\$739
Terrence Spears	Columbia, SC	Weatherization Assistance Program Peer to Peer Monitoring Conference	\$1,753
Terrence Spears	Washington, DC	National Association for Community Services Programs Mid-Winter Conference	\$415
Terrence Spears	Washington, DC	Residential Energy Assistance Challenge Option Program (REACH) Conference	\$553
Terrence Spears	Salt Lake City, UT	National Association for Community Services Programs Conference	\$1,363
Terrence Spears	Phoenix, AZ	2003 National Weatherization Conference	\$1,252
Vicki Stephenson	Washington, DC	National Refugee Program Consultation Conference	\$2,331
Vannie Sturgis	Atlanta, GA	Regional Roundtree Conference	\$596
Vannie Sturgis	Greenville, SC	Southeastern Exchange of United States Annual Board Meeting	\$160
Amandia Sullivan	Chicago, IL	Children's Trust Fund Prevention Conference	\$900
Donald Taylor	Washington, DC	APHSA National Conference	\$760
Donald Taylor	Annapolis, MD	United States Department of Agriculture (USDA) Food Stamp Program Leadership Meeting	\$448
Donald Taylor	Baltimore, MD	Food Stamp Conference	\$264
Jacqueline Terry	San Antonio, TX	14th Annual Family Preservation Institute Conference	\$664
Gloria Thornton	Washington, DC	Children's Justice Act Grantees Meeting	\$882
Eva Tisdale	San Antonio, TX	14th Annual Family Preservation Institute Conference	\$711
Dorothy Townsend	San Antonio, TX	Laurel Ridge Hospital Planning and Treatment Conference	\$1,082
Gwendolyn Walker	Long Beach, CA	National Narcotics Conference	\$732
Angela Warner	New Orleans, LA	Health Insurance Portability and Accountability Acts Compliance for Employers (HIPAA) Conference	\$542
Edna Watts	New Orleans, LA	Zero to Three Early Childhood Education National Conference	\$785
Morris Wynn	San Antonio, TX	14th Annual Family Preservation Institute Conference	\$673
Morris Wynn	Chicago, IL	Family Support America National Conference	\$775
Gail Young	Seattle, WA	Nurturing Connection for Children, Families and Communities Conference	\$742
<b>TOTAL</b>			<b>\$66,623</b>

## VEHICLE REPORT

Agency Name: MDHS/DYS - Columbia Campus, Columbia, MS - State Office and Community Service (Transitional Living Center) - Division of Support Services

Vehicle Type	Model Year	Model	Use	Tag Number	Mileage 6/30/04	Average Miles Per Year	Replacement Proposed		Comments
							FY 2005	FY 2006	
Truck	1974	Ford	Maintenance	S-1045	80,662	955		X	Poor Condition
Truck	1982	Ford	Maintenance	S-9155	124,405	1,125		X	Poor Condition
Truck	1984	GMC	Forestry	S-11179	108,753	2,454	X		Poor Condition
Truck	1996	Ford	Maintenance	S-16343	48,280	7,000		X	Poor Condition
Bus	1984	GMC	Transport Students	N/A	101,998	450	X		Inoperable
Car	1997	Ford	Transport Students	G-02284	43,784	2,513		X	Inoperable
Car	1993	Ford	Patrol/Security	G-07015	112,631	12,000			Good Condition
Car	1991	Chevrolet	Patrol/Security	G-00444	131,196	3,854		X	Fair Condition
Van	1994	Ford	Patrol/Security	S-14859	88,351	7,339			Good Condition
Van	1995	Ford	Patrol/Security	S-15288	80,864	7,000			Excellent
Truck	1995	Ford	Maintenance	S-15456	45,233	4,790			Excellent
Car	1998	Ford	Duty Personnel, Administration, Staff	G-07391	32,177	8,329			Excellent
Station Wagon	1996	Ford	Transport Students	S-16282	43,784	416			Excellent
Van	1997	Dodge	Transport Students	G-02689	62,644	8,534			Excellent
Van	1997	Dodge	Patrol/Security	G-03455	27,435	3,826			Excellent
Truck	1998	Ford	Duty Personnel, Administration, Staff	G-05765	19,810	2,141			Excellent
Van	1998	Ford	Duty Personnel, Administration, Staff	G-06021	40,242	1,191			Excellent
Truck	2001	Dodge	Transport Students	G-19229	75,424	25,000			
Truck	2001	Dodge	Duty Personnel, Administration, Staff	G-15481	19,417	8,000			
Truck	1999	Dodge	Transport Students	G-10767	51,779	1,300			
Truck	1999	Dodge	Duty Personnel, Administration, Staff	G-10814	8,839	2,761			
Truck	1999	Dodge	Transport Students	G-10813	8,959	4,303			
Truck	1996	GMC	Forestry	G-29141	N/A	3,500			
Van	1994	Dodge	Transport Students	S-14735	250,824	0			
Truck	1993	GMC	Campus Maintenance	G-02073	81,075	3,000			
Car	1994	Oldsmobile	Medical Transportation	S-14496	112,221	2,100			
Car	1993	Ford	Administration/Security	G-07016	51,641	1,000			
Truck	1994	Ford	Delivery	S-14649	47,907	6,000			
Van	1994	Dodge	Administration/Security	S-14650	108,056	0			
Van	1995	Ford	Transport Students	S-16104	44,208	6,500			
Truck	2001	Dodge	Administration	G-14433	23,740	8,000			

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### VEHICLE REPORT

Agency Name: MDHS/DYS - Columbia Campus, Columbia, MS - State Office and Community Service (Transitional Living Center) - Division of Support Services

Vehicle Type	Model Year	Model	Use	Tag Number	Mileage 6/30/04	Average Miles Per Year	Replacement Proposed		Comments
							FY 2005	FY 2006	
Truck	1996	Ford	Delivery	S-15932	50,302	5,000			
Truck	2003	Ford	Administration	G-26846	4,221	8,000			
Truck	1997	Ford	Patrol/Security	G-01435	72,813	8,000			
Van	1997	Dodge	Delivery	G-01635	20,862	3,000			
Station Wagon	1997	Ford	Administration	G-01436	33,091	8,000			
Truck	1998	Ford	Patrol/Security	G-06014	52,035	7,000			
Truck	1998	Ford	Maintenance	G-05796	56,494	12,500			
Truck	2001	Dodge	Administration	G-14432	19,417	8,000			
Car	1999	Ford	Administration	G-10766	22,721	7,000			
Car	2003	Ford	Administration	G-27186	13,768.0	13,200.0			
Truck	1993	GMC	Transport Students	S-14756	203,093.0	1,500.0	X		
Car	1988	Ford	Administration	S-13560	188,527.0	0.0	X		No Title
Car	1991	Ford	Transport Students at Ironwood	S-15630	133,934.0	14,000.0		X	
Truck	1994	Ford	Maintenance	S-14649	30,850.0	4,528.0			
Van	1994	Dodge	Administration/Security	S-14650	65,212.0	2,750.0			
Van	1994	Ford	Security	No Tag	78,981.0	4,000.0			No Tag or Title
Van	1994	Ford	Nurses (Clinic)	No Tag	80,140.0	4,500.0			No Tag or Title
Truck	1995	Ford	Security	S-15932	40,780.0	2,100.0			
Truck	1996	Ford	Campus Maintenance	S-16343	20,194.0	14,500.0			
Truck	1997	Ford	Security	G-01435	20,265.0	20,000.0			
Van	1997	Dodge	Dining Hall	G-01635	4,388.0	4,000.0			
Station Wagon	1997	Ford	Administration	G-01436	5,356.0	4,000.0			
Truck	1998	Ford	Security	G-0694	2,398.0	12,000.0			
Truck	1998	Ford	Administration	G-05796	1,259.0	8,000.0			
Car	1996	Dodge	Administration	G-00186	105,330.0	6,000.0			
Car	1999	Dodge	Administration	G-09151	75,026.0	1,800.0		X	
Truck	1994	Jeep	Administration	S-14706	129,102.0	6,000.0		X	No Title
Car	2000	Ford	Administration	G-26617	83,900.0	9,600.0			X
Van	1995	Ford	Maintenance	G-08185	80,300.0	3,000.0			
Truck	1990	Dodge	Patrol/Security	G-12057	59,372.0	850.0			

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# Contacts

## Donald R. Taylor, Executive Director

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Tzatwanza "T" Dixon.....	359-4457
Leigh Robinson, Contracts.....	359-4416
Jackie Course, Consumer Services.....	359-4414
Jackie B. Pollack, Legislative Liaison .....	359-4509
Gerald L. Tomasovsky, Procurement and Asset Management.....	359-4993

### Office of Communications

Rick Whitlow, Media Director .....	359-4517
Janet Mobley, Graphic Designer.....	359-9669
Idetra Berry, Projects Officer.....	359-4517

## Richard "Rickey" Berry, Deputy Administrator for Programs

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Kathy Shipp.....	359-4458
Dr. Marion Dunn Tutor, Director, Division of Aging and Adult Services.....	359-5131
Julia Todd, Director, Office for Children and Youth.....	359-4551
Sollie Norwood, Director, Division of Community Services.....	359-4768
Cheryl Sparkman, Director, Division of Economic Assistance.....	359-4835
Billy Mangold, Director, Division of Family & Children's Services.....	359-4999
Derra Dukes, Director, Social Services Block Grant.....	359-4778

## Richard Harris, Deputy Administrator for Administration, Child Support and Youth Services

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Gail Smith.....	359-4180
Walley Naylor, Director, Division of Child Support Enforcement.....	359-4861
Kathy Pittman, Director, Division of Youth Services.....	359-4972
Peter Boulette, Director, Division of Budgets & Accounting.....	359-4690
Daren VanDevender, Director, Division of Human Resources .....	359-4447
Bud Douglas, Director, Division of Management Information Systems.....	359-4600
Renee Hood, Director, Division of Program Integrity.....	359-4908