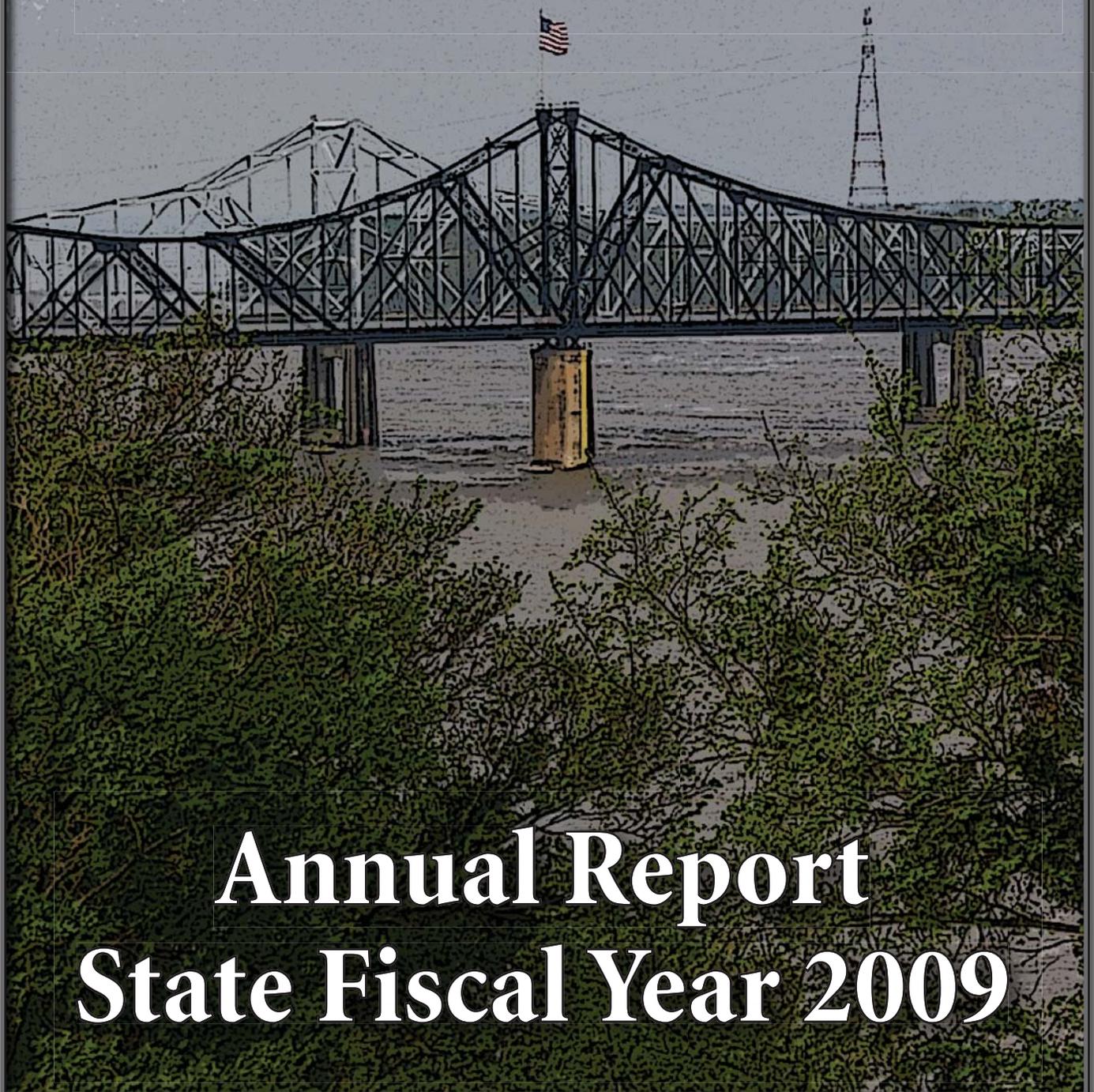
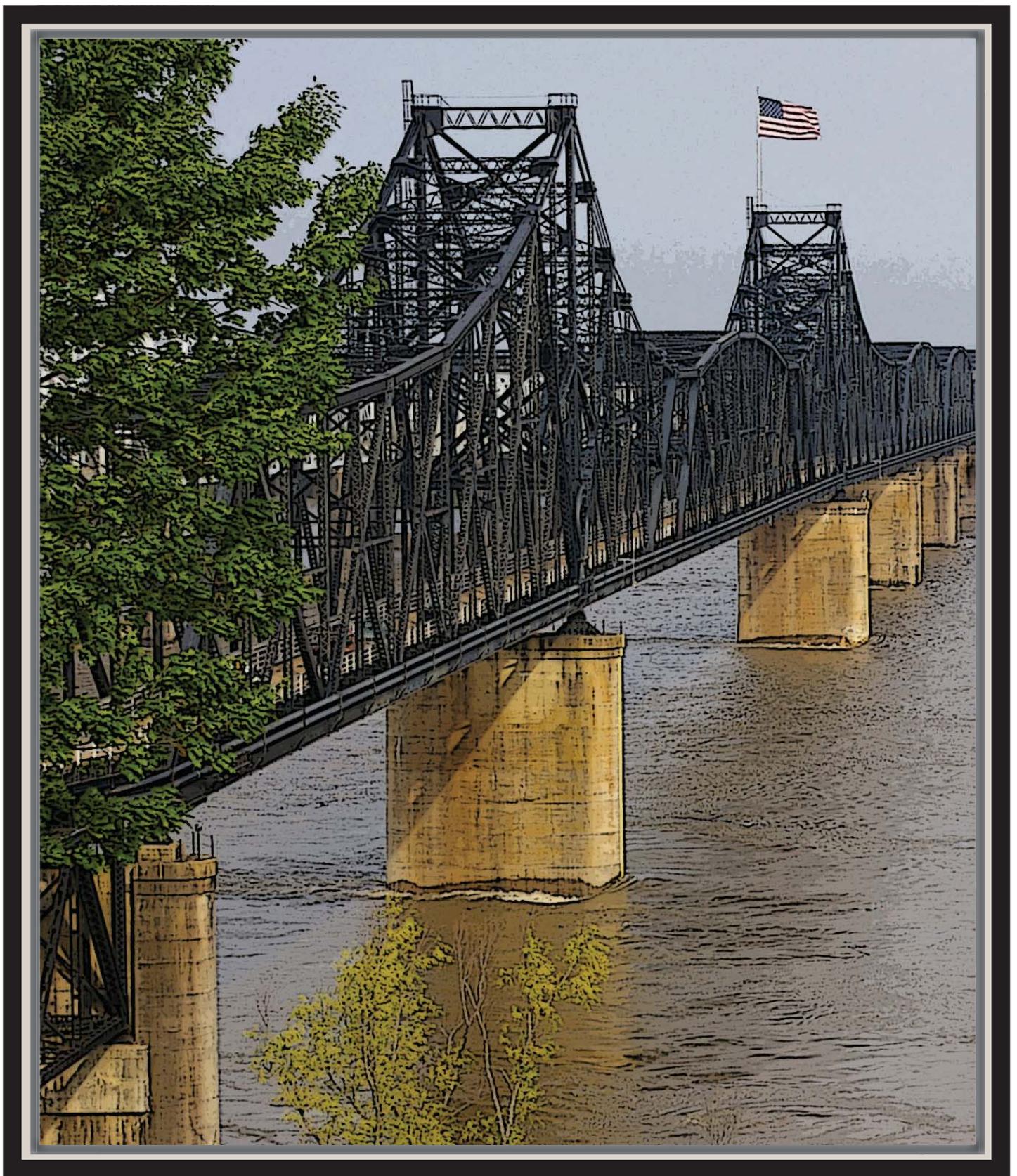


MISSISSIPPI DEPARTMENT OF HUMAN SERVICES



**Annual Report
State Fiscal Year 2009**



Spring floods in April, 2008, caused serious property damage all along the Mississippi River. Its effects were felt from the Midwest all the way down through Vicksburg, Mississippi. The cover photo and the photo above were taken at the height of flooding in Vicksburg at the Mississippi River Bridge. Numerous shelters were opened in Warren County to accommodate area residents as they waited for the flood waters to recede. Photos by Julia Bryan.

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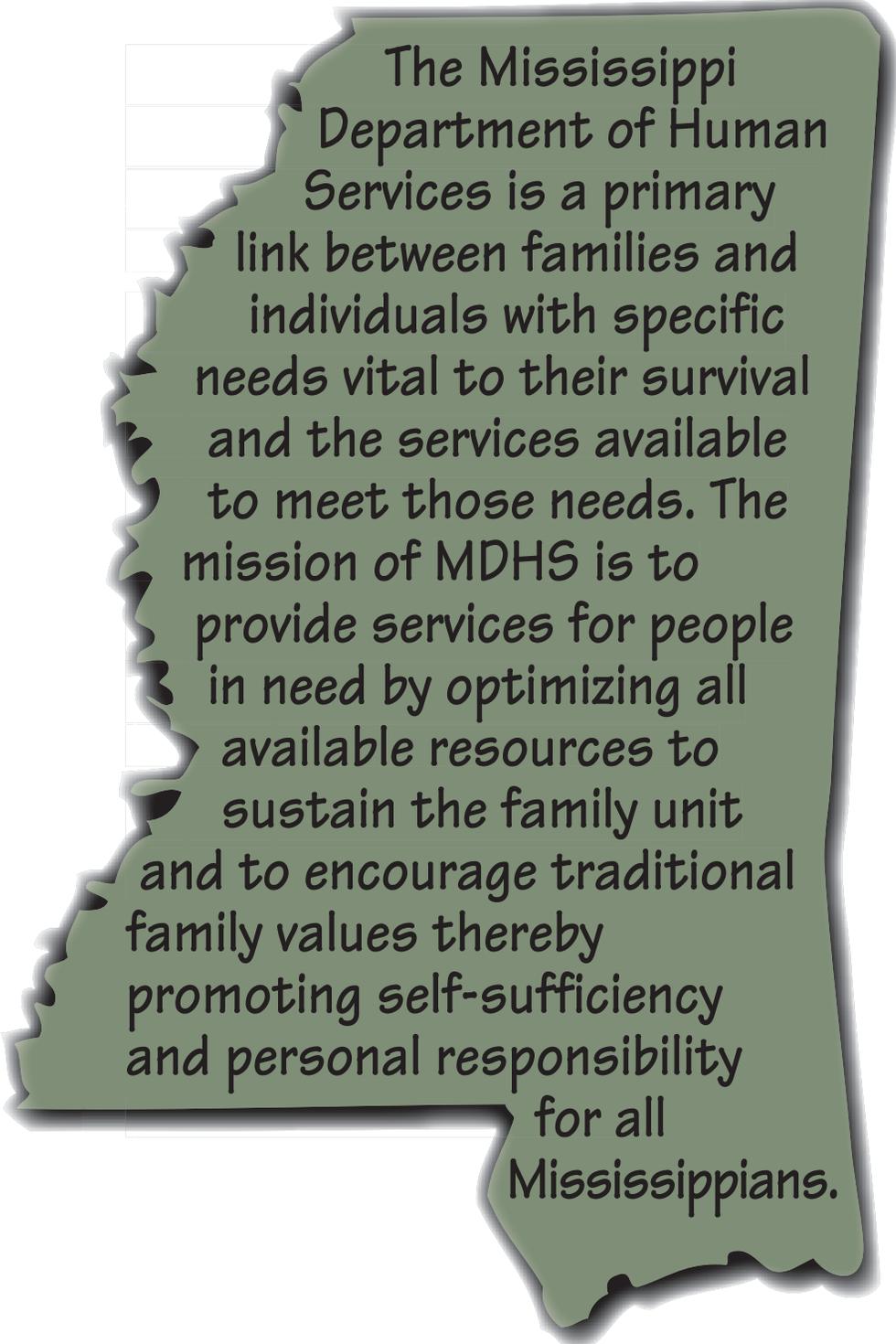
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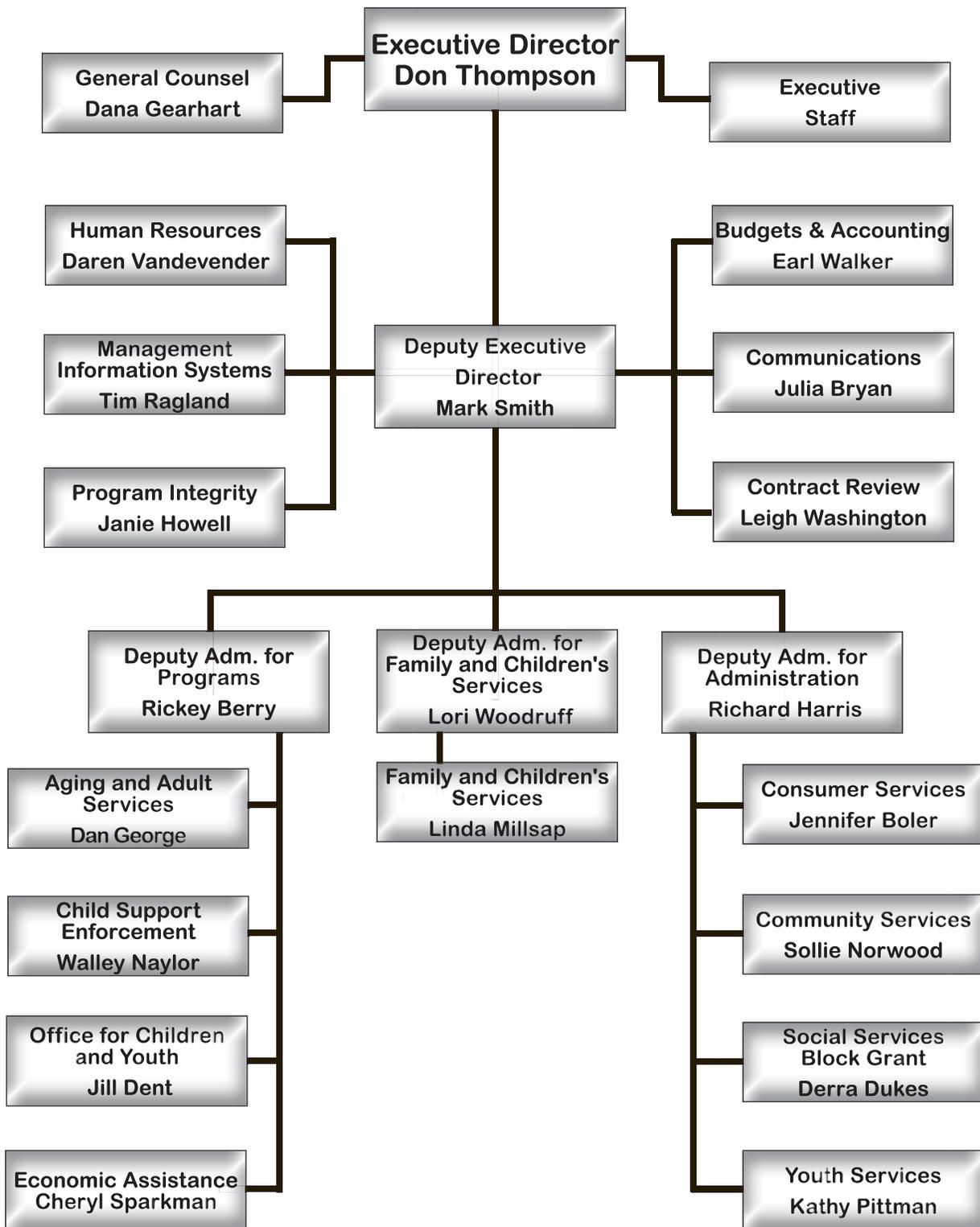
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MISSION STATEMENT



The Mississippi Department of Human Services 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.

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES ORGANIZATIONAL CHART



AGENCY HIGHLIGHTS

Division of Aging and Adult Services

- 549,856 meals were served in congregate settings.
- 1,789,508* meals were home-delivered using Older American Act funds. (*Number does not include Medicaid waiver meals.)
- Over 2.3 million meals were served to seniors and eligible family members.

Division of Child Support Enforcement

- Collections totaled \$286,696,080.83.
- 9,558 licenses were suspended which resulted in \$2,232,819.69 being collected on behalf of the children of Mississippi.
- Tax Offset Program intercepted over \$38 million in SFY 2009.

Office for Children and Youth

- To date, 8,700 child care providers received distance training and 7,713 received face-to-face training.
- As of June 30, 2009, there were only 90 children on the waiting list for child care services.

Division of Community Services

- DCS helped over 9,200 Mississippians claim more than \$17 million through the Earned Income Tax Credit Program (EITC), which is a refundable federal income tax credit for low to moderate income working individuals and families. To qualify, taxpayers must meet certain requirements and file a tax return, even if they did not earn enough money to be obligated to file a tax return.
- Through funds from the Low-Income Home Energy Assistance Program 166,280 homes were served.
- The Low-Income Weatherization Assistance Program weatherized 687 homes in the state.

Division of Economic Assistance

- In SFY 2009, the Supplemental Nutrition Assistance Program (SNAP) issued over \$630.7 million in benefits to recipients representing an average of almost 485,000 persons, up from about \$484.5 million in SFY 2008 and 441,000 citizens.
- In SFY 2009, surplus food items valued at \$6,723,769 were distributed to 1,374,567 eligible recipients through the Emergency Food Assistance Program (TEFAP).

Division of Family and Children's Services

- A total of 5,760 children received foster care services, with an average of 3,550 foster children served on a daily basis.
- There were 19,631 investigations of child abuse and neglect in the State of Mississippi.

Division of Social Services Block Grant

- SSBG awarded \$359,505 for ten summer programs throughout the state and through the Governor's Discretionary Fund, funded the Communities in Schools of Greenwood Leflore, Inc.

Division of Youth Services

- A total of 1,819 clients have received services through 82 AOP programs.
- DYS provides probation and after care services to juveniles referred by Mississippi Youth Courts.

State of Mississippi Public Health and Welfare/Human Services Legislative Committee Members 2009 Session

Senate

Hob Bryan, Chairman
Alan Nunnelee, Vice-Chairman
Terry Burton
Eugene S. Clarke
Bob M. Dearing
Joey Fillingane
Hillman T. Frazier
William G. Hewes III
W. Briggs Hopson III
John Horhn
Cindy Hyde-Smith
Gary Jackson
Kenneth Wayne Jones
Tom King
Chris McDaniel
Nolan Mettetal
Willie Simmons
Bennie L. Turner
Jeremy Lee Yancey

House of Representatives

Steve Holland, Chairman
Omeria Scott, Vice-Chairman
Toby Barker
Sidney Bondurant
Billy Broomfield
Cecil Brown
Bryant W. Clark
Mary H. Coleman
Becky Currie
Dirk D. Dedeaux
Blaine Eaton
Chuck Espy
James Evans
George Flaggs, Jr.
Frances Fredericks
Frank Hamilton
John Wesley Hines
Bobby B. Howell
Michael Janus
John Mayo
Bobby Moak
Billy Nicholson
Diane C. Peranich
John Read
Thomas U. Reynolds
Jeffrey C. Smith
Greg Snowden
Jessica Sibley Upshaw
Percy Watson

DIVISION OF AGING AND ADULT SERVICES

The vision statement for the Division of Aging and Adult Services (DAAS) is, "Every older Mississippian living the best life possible." This statement mirrors the division's mission statement, "Protecting the rights of older Mississippians while expanding their opportunities and access to quality 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.
- Funding Area Agencies on Aging (AAA) within the state (see map, page 9).
- Training the Aging Network staff.
- Coordinating Resources.
- Leadership in service provision management and administration.
- Protecting vulnerable adults.

Access Services

In partnership with the Central Mississippi AAA, the **Aging and Disability Resource Center (ADRC)** integrates state systems offering information, referrals, benefits, options, counseling services and publicly and privately financed long term care services. The ADRC empowers older adults and adults with disabilities to make informed choices, streamlines access to long term care support and is a single point of entry for access to public long term support programs and benefits. The public website, MississippiGetHelp.org, offers useful information and a direct connection to assistance.

Information and Assistance is the entry point into the Aging Service delivery system. This service informs seniors of available resources, links them to resources and provides follow-up mechanisms to record the type of assistance rendered and how needs were met.

Outreach Coordinators seek out seniors who may need a service and help them obtain it. Many older persons have no knowledge of the resources or services available to them.

Transportation Services include transporting older persons for medical appointments, running errands and organized recreational activities. Transportation services consist of vans that provide door-to-door pick-up and delivery for clients.

Adult Protective Services

Effective July 2006, legislation passed which funded positions to create the Adult Protective Services (APS) Unit within the division to investigate reports of suspected abuse, neglect and exploitation of vulnerable adults. Guided by the Mississippi Vulnerable Adults Act, the APS unit provides for the protection of at-risk vulnerable adults age 18 and older residing in private home settings through direct delivery or referral to resources within the community. With only a few workers to cover the state, mobile technology, such as cellular phones with digital camera and email capabilities, became an important tool in conducting investigations. Contractual case investigation services assisted agency social workers with large caseloads statewide. Contractual services that began April 2008 in North Mississippi counties ended in December 2008, due to the depletion of the funding source. Additional supplemental disaster funding was awarded which allowed contractual investigation services to continue in the Katrina affected counties.

**CONTACT
INFORMATION:
Aging & Adult Services**
601-359-4500
800-948-3090
888-240-7539

**Adult Protective
Services Hotline**
800-222-8000

Prescription Assistance
www.SenioRxMs.org

**Aging & Disability
Resource**
www.MississippiGetHelp.org

Employment

Title V Senior Community Service Employment provides employment training through local community service agencies to persons who are 55 years of age and older. Persons meeting income eligibility requirements are provided training opportunities to help achieve unsubsidized employment.

Medicare Counseling

State Health Insurance Program (SHIP) provides information, counseling and assistance to consumers on health insurance benefits as changes to the Medicare program unfold.

Senior Medicare Patrol (SMP) - The Mississippi SMP is an educational outreach program designed to recruit and train volunteers to review and analyze medical statements and report suspicious claims, aiding in the fight to prevent and/or reduce fraudulent practices in the Medicare system.

VISTA

The AmeriCorps **Volunteers In Service To America (VISTA)** Program is designed to improve health services, create businesses and strengthen community groups to help bring individuals and communities out of poverty. VISTA volunteers commit to serve for one year.

Legal Assistance and Advocacy

Legal Assistance and Advocacy services protect the elderly and assist them in securing their rights and benefits and promote a higher quality of life. These services include:

- Legal Assistance for older persons who need legal advice, a consultation and/or representation. Referrals are made to legal service providers and pro bono attorneys.
- The Ombudsman Program provides a "voice for residents." The ombudsman supports the highest possible quality of life for the resident, serves as a resident's advocate 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 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

Home and Community Based Services help individuals continue to function in their homes and communities while maintaining their dignity and self worth.

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

Homemaker Services provide assistance to older persons in their home who have no one to assist them with daily activities such as personal hygiene, light housekeeping or other chores.

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 community-based program is designed to meet the individual needs of functionally and/or cognitively impaired adults.

The **Older Adults Nutrition Program** includes the Congregate Meals Program and the Home-Delivered Meals Program. The Congregate Meals Program gives older persons an opportunity to go to a local senior center and enjoy a meal, fellowship with others and participate in fun activities. The Home-Delivered Meals Program delivers meals to home-bound seniors unable to prepare food for themselves and who are at risk for early institutionalization.

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

Respite Services are designed to give caregivers an opportunity to take a break from their caregiving responsibilities. The respite time varies based on the caregiver's need.

The Family Caregiver Support Program provides 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 for caregivers about available services.
- Assistance to caregivers in gaining access to supportive services.
- Counseling assistance.
- Respite services.
- Supplemental services.

Older Adults Nutrition Program

The **Older Adults Nutrition Program** works to ensure that nutritionally complete meals are available in congregate settings or through home delivery to Mississippi's elderly population. In SFY 2009:

- 549,856 meals were served in congregate settings.
- 1,789,508* meals were home-delivered using Older American Act funds. (*Number does not include Medicaid waiver meals.)
- Over 2.3 million meals were served to seniors and eligible family members.

The DAAS provides 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 45,000 older Mississippians at the local level.

Special Initiatives

DAAS is committed to helping seniors and their caregivers access services. The following are some of the special projects completed and/or ongoing for SFY 2009.

- Implemented the agency's APS program with 14 staff dedicated to protecting vulnerable adults by investigating suspected and reported claims of abuse, neglect and exploitation in local communities and homes.
- SHIP provided insurance counseling to over 100,000 persons through presentations, workshops and health fairs.
- DAAS created the Medicare Part D Outreach electronic calendar for statewide event planning and promotion located on the internet at: <http://calendar.mdhs.state.ms.us/>.
- The Senior Medicare Patrol (SMP) recruited and trained volunteers to spot and report fraud, error and abuse in the Medicare System.
- DAAS expanded the Mississippi ABC Coalition to provide a helpful resource for older Mississippians to access Medicare and other benefits.
- The division provided a chronic disease self-management program, developed by Stanford University, to seniors and their caregivers to facilitate involvement in the management of their chronic disease.
- The division supported the prescription assistance program for seniors and indigent people through the SenioRxMS website, offering free and low cost prescription medication options.
- DAAS co-sponsored ten public hearings with AAAs.
- DAAS expanded the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services and grandparent counseling services.
- Services were provided through the AAAs to over 44,000 persons. Services included meals, transportation, legal assistance, ombudsman advocacy, elder abuse prevention activities, housing counseling, homemaker services, adult day care, senior companions, respite services, emergency services, case management, outreach, employment and Medicare/Medicaid counseling.
- The Senior Community Services Employment Program provided on-the-job training opportunities for 146 persons statewide.
- The division sponsored the 26th Annual Governor's Snowflake Ball for residents of long term care facilities.

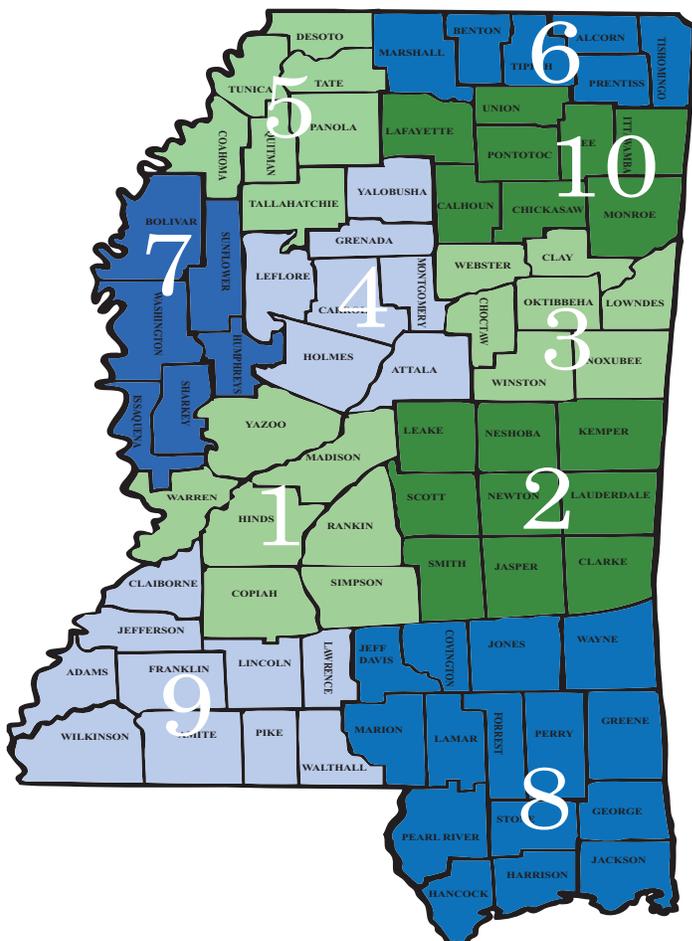
DAAS Federal Fiscal Year 2008 Funding Chart

Grant	Funding	Federal Allocation	State Match
Older Americans Act	Title III & VII	\$10,961,204	25% Admin, 5% Services
Social Services Block Grant	Title XX	\$6,520,413	25% Admin
Senior Community Service Employment Program	Title V	\$1,279,914	10% Admin
Nutrition Services Incentive Program	NSIP	\$1,901,968	No Match Required
Child and Adult Care Food Program	CACFP	\$164,642	No Match Required
MS State Health Insurance Program	SHIP	\$558,620	No Match Required
Senior Medicare Patrol Program	SMP	\$175,000	25% Admin
Medicare Improvements for Patients and Providers Act	MIPPA	\$373,692	No Match Required
Senior Companion Program	NCVS	\$225,629	25% Admin
Aging/Disability Resource Center	AoA/CMS	\$311,625	5.67%
Americorps/VISTA	NCVS	\$336,367	No Match Required
Adult Protective Services	SSBG	\$523,000	No Match Required
APS – General Funds	\$443,300		n/a

MDHS DAAS APS Program

<i>Staff and Investigations</i>	<i>Number</i>
<i>APS Program Administrator – State Office</i>	<i>1</i>
<i>APS ASWSs – Located in 2 MDHS County Offices</i>	<i>2</i>
<i>APS Workers – Located in 11 MDHS County Offices</i>	<i>11</i>
<i>Intake Reports Received and Screened – Annual</i>	<i>3,385</i>
<i>Intake Reports Screened Out for Investigation</i>	<i>1,149</i>
<i>Intake Reports Screened In for Investigation/Assigned</i>	<i>2,236</i>
<i>Total Investigation/Reports Completed</i>	<i>2,087</i>
<i>Investigation Reports Evidenced</i>	<i>451</i>
<i>Investigation Reports Not Evidenced</i>	<i>1,636</i>
<i>Victim Findings as a result of Investigations</i>	<i>3,547</i>
<i>Victim Findings Evidenced as a result of Investigations</i>	<i>599</i>
<i>Victim Findings Not Evidenced as a result of Investigations</i>	<i>1,798</i>
<i>Total Victim Findings Completed as a result of Investigations</i>	<i>2,397</i>

DIVISION OF AGING AND ADULT SERVICES SERVICE AGENCIES



AREA AGENCIES ON AGING	
<p>1. CENTRAL MS AAA Betty Burgess bburgess@cmpdd.org 601-981-1511</p>	<p>6. NORTHEAST AAA Linda Presley lpresley@nempdd.com 662-728-7038</p>
<p>2. EAST CENTRAL AAA Rosie Coleman rjcoleman@ecpdd.org 601-683-2401</p>	<p>7. SOUTH DELTA AAA Sylvia Jackson sdaaa@hotmail.com 662-378-3831</p>
<p>3. GOLDEN TRIANGLE AAA Bobby Gann bgann@gtpdd.com 662-324-4650</p>	<p>8. SOUTHERN MS AAA Robert Moore rmoore@smpdd.com 228-868-2326</p>
<p>4. NORTH CENTRAL AAA Darlena Allen ncagingdir@bellsouth.net 662-283-2675</p>	<p>9. SOUTHWEST MS AAA Yolanda Campbell smo@cableone.net 601-446-6044</p>
<p>5. NORTH DELTA AAA Ann Marie Ross amross@ndpdd.com 662-261-4100</p>	<p>10. THREE RIVERS AAA Cleveland Joseph cjoseph@trpdd.com 662-489-2415</p>

DIVISION OF BUDGETS AND ACCOUNTING

The Division of Budgets and Accounting (DBA) provides complete, accurate and timely financial management information to program divisions and other support divisions of the Mississippi Department of Human Services (MDHS). DBA's successful delivery of this financial information enables MDHS to make decisions that can optimize use of revenue sources and derive maximum benefit from fund expenditures. To insure the intended results, DBA finds it essential to maintain an adequate group of highly competent and professionally-trained staff members and provide them with ample tools and resources needed to do their jobs. This team of dedicated staff has a passion for supporting the delivery of superior customer service and optimum benefits to those individuals who are served by MDHS.

Division Offices

The Office of Budgets, Grant Management, Cost Allocation and Research and Statistics provides fiscal support to program staff. Major responsibilities include:

- Preparation and submission of the agency's annual budget request. MDHS has a budget of which over \$115 million is general funds.
- Preparation of federal financial reports.
- Maintenance of the agency's Cost Allocation Plan.
- Preparation of subgrantee fiscal reports.
- Monitoring expenditures and budget authority.
- Developing and administering the various time studies and random moment samples or surveys.
- Preparation of the five-year strategic plan.
- Compiling, reporting and monitoring performance measurement indicators for MDHS program divisions.

The Office of General Accounting, Purchasing and Property serves as the liaison between MDHS and Mississippi Management and Reporting Systems (MMRS). Major responsibilities include:

- Handling all orders for goods or services that require the issuance of a purchase order.
- Coordinating and finalizing the Generally Accepted Accounting Principles (GAAP) package.
- Receipting and depositing agency funds.
- Reconciling MDHS bank accounts.
- Maintenance by the Property Unit of detailed records of fixed assets and management and control of the physical inventory of all equipment owned by MDHS. The agency owns approximately 15,000 equipment items with a value of approximately \$21,000,000.

The Office of Payroll and Payables is responsible for payroll accounting and processing payments to vendors and employees. Major responsibilities include processing and delivering payroll for over 3,000 MDHS employees and handling payment of invoices for: office supplies and equipment, utilities, adoption and foster care clothing, county office expenditures, child support court costs and paternity testing and contractual obligations. Additionally, client checks such as Temporary Assistance for Needy Families (TANF), foster care and adoption are approved for mailing by this office.

Accomplishments

- Initiated several salvage sales of various property items for which the agency received approximately \$7,000.
- Established areas at Oakley Training School to secure electronic equipment and inventory items.
- Enhanced the agency property tracking system, Protégé, to include additional identifying data (room number, building, responsible employee), making the physical inventory process more efficient.
- Began rollout of the time card data entry process to county offices and other remote locations, to eliminate mailing of time cards to the State Payroll Office and make payroll processing more efficient.

**CONTACT
INFORMATION
Budgets and
Accounting
601-359-4500**

DIVISION OF CHILD SUPPORT ENFORCEMENT

The Division of Child Support Enforcement (DCSE) offers services to Mississippi's children and families that help ensure the families' financial, medical and emotional support from both parents. This mission empowers families to become self-sufficient so that every child is able 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:

- Location of noncustodial parents.
- Establishment of paternity.
- Establishment of orders for child support and medical support.
- Collection and distribution of child support payments.
- Enforcement of child support orders.
- Review and adjustment of orders.
- Working in conjunction with other states to collect and disburse child support.

The services provided by DCSE have contributed to a decrease in Mississippi's public assistance rolls which reduces expenditures for Temporary Assistance for Needy Families (TANF) or other government assistance.

Consistent receipting and distribution of child support to children and families builds the capacity of families to become self-sufficient and less dependent upon government benefits. During SFY 2009, DCSE made a positive impact upon children and families in Mississippi and had a number of significant accomplishments.

- Child support collections totaled \$286,696,080.83.
- Paternity establishment percentages equaled 89% of cases where children were born out of wedlock.
- The division was recognized nationally when Division Director Walley Naylor received the Administration for Children and Families, Office of Child Support Enforcement's Commissioner's Award for Exemplary Leadership.

Last year the legislature passed three bills that will greatly assist the division to achieve its mission and improve the child support program.

- Employers are now required to report lump sum payments to child support obligors which will allow DCSE to withhold the payment and apply it to child support arrears.
- In order to comply with Federal requirements, legislation was passed which required all wage withholding orders issued in the State of Mississippi to be paid through the MDHS, Central Receipting and Distribution Unit (CRDU).
- Legislation was passed which gives an alleged father 60 days after execution of a voluntary acknowledgement of paternity to request DNA testing through MDHS.

Programs or Initiatives

The **Tax Offset Program** is a federally mandated program that intercepts state and federal taxes from noncustodial parents who are delinquent in making their child support payments. These funds are either distributed to the custodial parent or recovered as repayment for expended TANF benefits. In SFY 2009, \$38,432,641.14 was collected through this program.

The **License Suspension Program** is a federally mandated program which allows the suspension of driver's, professional and recreational licenses for non-payment of child support. During SFY 2009, 9,558 licenses were suspended which resulted in \$2,232,819.69 being collected on behalf of the children of Mississippi.

Immediate Income Withholding is the process whereby the employer of a noncustodial parent withholds from the income due the noncustodial parent, an amount for payment of the current support obligation and additional amounts to be applied towards any past due

**CONTACT
INFORMATION:
Child Support
Enforcement
601-359-4500
866-388-2836**

support and fees owed if applicable. Immediate Income Withholding is the federally mandated standard and requires that the wages of the obligated parent be subject to Income Withholding unless there is good cause or a written agreement between the parties for an alternative arrangement.

Automatic Income Withholding - DCSE sends withholding orders automatically to the noncustodial parent's employer/payor when there is a match in the New Hire Directory. This may be suppressed with good cause or a written agreement between the parties for an alternative arrangement.

Central Receipting and Disbursement Unit (CRDU) exists as a centralized location to provide employers/payors and customers with a centralized location to make payments and processing and disbursing child support payments to custodial parents.

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) 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 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, then forwards the cases to the local child support office. They also provide some assistance on interstate cases.

The **Help Desk** assists local child support staff with problems involving cases which cannot be resolved locally by making adjustments, updating system data 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 timely action may be taken on a child support case.

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 provision 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 custodial parent and child and noncustodial parent live in different states. All states 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) is a federally mandated automated nationwide communication network linking child support agencies which 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) is Mississippi's voluntary paternity establishment program which 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 legal effect as if the father and mother were married at any time between conception and birth and provides for the addition of the father's name to the child's birth certificate.

Collections have Soared over the last Ten Years.

1999.....	\$145,191,817
2000	\$165,097,357
2001.....	\$178,496,714
2002	\$191,423,391
2003	\$197,330,011
2004	\$206,596,005
2005	\$218,293,613
2006	\$230,206,702
2007	\$242,768,697
2008	\$264,727,367
2009.....	\$286,696,080

License Suspensions

Licensing Agency	Suspensions
Department of Public Safety	8,307
Department of Wildlife, Fisheries and Parks	1,204
Board of Education	7
Board of Cosmetology	11
Board of Medical Licensure	2
Professional Licensure (MSDH)	2
Insurance Commission	25
Total	9,558

Mississippi Access and Visitation Program (MAV-P) - Federal grants are provided to states to establish and administer programs to support and facilitate nonresidential parents' access to and visitation of their children. Pro se Clinics, led by DCSE legal staff, are an important part of the MAV-P, teaching parents how to represent themselves in child support court. In addition, MAV-P offers mediation, counseling, conflict-stress classes, parenting classes, monitored visitations and supervised visitations. The outreach area for paternity establishment was further enhanced and staff was added to cover hospitals, clinics, doctor offices and state offices for assistance with testing and information.

Web Site - (www.mdhs.state.ms.us/csemdhs.html) - The DCSE home page outlines the services provided by the division. The website enables potential clients to view or print an application and noncustodial parents are able to view payment options. In addition, it provides a direct avenue for a personal response through email. The website also provides employers a direct link to the State New Hire Directory.

The **Financial Institution Data Match (FIDM)** 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 the delinquent obligor to collect past due support.

Key Project Summaries

Central Receipting and Disbursement Unit (CRDU) - Scanning and imaging equipment is used to increase business operations and improve customer service. The equipment helps to process payments in a shorter period of time with fewer errors.

The Federal Reliability Audit for Federal Fiscal Year 2008 resulted in ratings ranging from 87% to 100% for 2008. This audit is conducted to assess completeness, reliability and accuracy of data. In addition, it also assesses the system used to process the data and determines the accuracy of financial and case management in the state's child support or IV-D Program. The Division of Child Support is authorized by Title IV-D of the Social Security Act to collect child support. The cases referred to as IV-D cases are those that the division enforces, receives and distributes the payments to the custodial parent. Non-IV-D cases are those that DCSE only receives and distributes the payments.

Field Operations - With the second lowest staff in the nation per case, DCSE continues to increase collections and paternity establishment. A special emphasis on paternity establishment was completed by Field Operations. Field Operations also started a scanning project to be rolled out during the next year. The Division was recognized as being the "*Most Improved Program*" in the nation with an award presented in September 2009.

The **Program Compliance Unit** completed the State Assessment Report for Federal Fiscal Year 2008. This report measures state compliance with federal requirements for distribution, paternity/support establishment, enforcement, expedited process, medical support, case closure and review and adjustment. METSS, Mississippi's certified child support system, extracts a random sampling of cases from within the system for review. A total of 1,277 cases were extracted for the audit during FFY 2008.

DCSE Auditors along with the Division of Management Information System (MIS) developed **Mississippi Self Assessment Audit Software** to review cases based on the federal criteria and the automated system to ensure that county staff are complying with state and federal guidelines and time frames for processing child support cases.

Child Support Collections by County for SFY 2009

Adams	\$2,607,378.00	Lincoln	\$2,403,607.98
Alcorn	\$1,640,227.64	Lowndes	\$4,751,579.12
Amite	\$859,998.90	Madison	\$2,064,759.74
Attala	\$1,514,461.87	Marion	\$1,971,375.60
Benton	\$523,702.97	Marshall	\$2,474,240.53
Bolivar, East	\$3,336,739.85	Monroe	\$2,319,657.56
Bolivar, West	\$996,090.58	Montgomery	\$923,345.11
Calhoun	\$1,274,589.41	Neshoba	\$2,754,953.46
Carroll	\$575,270.35	Newton	\$1,256,005.52
Chickasaw, East	\$517,485.58	Noxubee	\$1,356,400.70
Chickasaw, West	\$1,017,989.07	Oktibbeha	\$2,755,497.34
Choctaw	\$556,538.83	Panola	\$3,181,867.69
Claiborne	\$982,912.80	Pearl River	\$1,930,471.53
Clarke	\$1,372,891.75	Perry	\$888,032.47
Clay	\$2,055,722.93	Pike	\$3,355,694.01
Coahoma	\$2,881,558.06	Pontotoc	\$1,539,979.41
Copiah	\$1,647,561.72	Prentiss	\$1,034,608.13
Covington	\$1,862,674.07	Quitman	\$981,521.32
Desoto	\$6,534,484.77	Rankin	\$3,527,641.52
Forrest	\$3,521,053.19	Scott	\$2,097,008.28
Franklin	\$731,943.98	Sharkey	\$687,089.87
George	\$1,705,816.31	Simpson	\$2,212,203.20
Greene	\$994,494.42	Smith	\$963,341.44
Grenada	\$1,817,240.74	Stone	\$974,561.29
Hancock	\$1,599,459.86	Sunflower	\$2,800,067.51
Harrison	\$7,595,803.20	Tallahatchie	\$1,246,564.27
Hinds	\$11,402,921.69	Tate	\$1,545,102.07
Holmes	\$2,130,880.21	Tippah	\$1,299,253.69
Humphreys	\$974,341.05	Tishomingo	\$844,150.98
Issaquena	\$94,330.01	Tunica	\$1,213,892.88
Itawamba	\$991,730.70	Union	\$1,391,570.15
Jackson	\$6,077,540.14	Walthall	\$1,084,623.26
Jasper	\$1,571,510.41	Warren	\$2,487,608.96
Jefferson	\$845,378.87	Washington	\$5,284,788.54
Jefferson Davis	\$1,286,457.74	Wayne	\$1,812,222.03
Jones	\$3,205,466.57	Webster	\$718,763.47
Kemper	\$992,476.45	Wilkinson	\$726,029.01
Lafayette	\$1,500,448.42	Winston	\$1,666,271.70
Lamar	\$1,754,437.52	Yalobusha	\$1,011,334.61
Lauderdale	\$4,647,347.16	Yazoo	\$1,832,534.92
Lawrence	\$953,766.01	CRDU	\$293,414.74
Leake	\$1,650,461.84	Tax Offset	\$38,720,012.68
Lee	\$4,676,829.62	State Office	\$73,938,328.35
Leflore	\$2,893,688.94	Total for the State	\$286,696,080.84

Pro Se Workshops Offer Solutions

- Are you having problems seeing your children?
- Have you tried working out a solution with the co-parent through Mississippi's Access & Visitation Program (MAV-P)?
- Are you paying child support, but visitation has not been legally established?
- Has visitation been legally established, but you continue to experience problems seeing your children?

If you answered yes to these questions, then you should attend our FREE Pro Se Workshop!

Call 1-866-388-2836 for more information.

OFFICE FOR CHILDREN AND YOUTH

High quality, consistent and developmentally appropriate child care is important for young children. The Office for Children and Youth (OCY) makes it possible for Mississippi families to obtain and retain employment by providing child care assistance through federal funds awarded to the state under the Child Care and Development Fund (CCDF) program. The United States Department of Health and Human Services (HHS) increases the amount available under CCDF by transferring 20% of the funding available to the state from federal Temporary Assistance for Needy Families (TANF) funding — 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. 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.

Direct Services

Child Care Certificate Program - OCY subgrants with nine designated agents who are responsible for specific counties in their region to administer the Child Care Certificate Program (see page 18). Each designated agent issues certificates for child care services to TANF participants, parents transitioning off TANF, low-income working parents or parents in a full-time approved education or training activity. Parents may take these certificates to the provider of their choice that meets the needs of their family. The provider may be a licensed child care center, licensed group home or an individual who keeps children in their home or in the child's own home.

Under the Child Care and Development Block Grant (CCDBG) Amendment of 1996, the funding focus is to assist income-eligible parents with subsidized child care. OCY administers the federally-funded CCDF grant to provide for child care services which are available to the children of parents following these priorities:

1. Child care for Temporary Assistance for Needy Families (TANF) recipients.
2. Child care for Transitional Child Care (TCC) recipients.
3. Children of very low-income working parents whose income is at or below the 50% State Median Income (SMI), who are at risk of going on TANF, in the following order:
 - a. Children in protective services or foster care;
 - b. Children with special needs;
 - c. Children of parents deployed in the Mississippi National Guard and Reserve;
 - d. Children of teen parents currently enrolled in school full-time;
 - e. Children of all other eligible parents at this income level.
4. Based upon the availability of funding, children of parents working the required 25 hours per week whose income falls above 50% of the SMI and at or below 85% of the SMI.
5. Based upon the availability of funding, children of parents in an approved full-time educational or training program and working less than 25 hours per week regardless of whether the family income reaches up to 85% of the SMI.
6. Based upon the availability of funding, children of parents in approved full-time education or training and not working.

**CONTACT
INFORMATION:**
**Office for Children &
Youth**
601-359-4555
800-877-7882

- **The Child Care Partnership Grant Program (CCPG)** - is a special initiative developed by OCY to encourage partnerships that address employee and community child care needs. This federal matching grant program encourages 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 governments, state agencies and municipalities. Current partnerships include the cities of Jackson, Starkville, Vicksburg, Bolton, and the Hancock County Human Resource Agency and Hinds Community College. CCPG also includes direct grants to purchase child care slots. This year 1,519 children were served through community-based organizations, business partnerships and Head Start organizations through a non-competitive process to provide child care services.

Quality Training Initiatives

- **Mississippi State Department of Health (MSDH)** – OCY provides \$1 million in CCDF funds to the MSDH Child Care Licensure Branch to assist in funding activities associated with the administration of child care licensure within the state.
- **Nurturing Home Initiative, Mississippi State University (MSU) Extension Services** provides educational training and technical assistance to unlicensed in-home childcare providers that offer full-day, full-year child care services to eligible families. This initiative is a statewide effort to improve the quality of care being provided at “in-home” child care settings. The training and evaluation activities delivered through this initiative will have a measurable impact on the improvement and enhancement of quality care. In the past nine years, 1,070 Mississippi in-home providers have been served.
- **Partners for Quality Child Care, MSU Early Childhood Institute (ECI)** provides quality technical assistance and assessments for caregivers in licensed child care settings throughout the state and identifies the high level of quality child care through the use of nationally recognized environmental rating scales. The Infant/Toddler Environmental Rating Scales (ITERS) and the Early Childhood Environmental Rating Scales (ECERS) are used to assess the development and enhancement of licensed facilities. During SFY 2009, 804 licensed centers were served.
- **OCY Director’s Credentialing Program, Mississippi Forum on Children and Families** provides child care center directors and staff 120 hours of module training. The training is designed to evaluate the knowledge and skills of child care professionals for successful completion of the Child Care Management Best Practices, and further supports quality throughout Mississippi’s child care system with professional development that offers quality age-appropriate developmental activities in child care settings. This initiative promotes the development of language, literacy, pre-reading and numeracy skills of children. Since its inception, 2,414 child care professionals have successfully completed the training.
- **MSU Extension Services** provides training for the Mississippi Early Learning Guidelines, three and four-year-old programs, in addition to providing training in other appropriate curriculum topics, administration issues and business issues relating to child care. The resource and referral center provides training and information for caregivers who provide educational programs in a variety of settings. The initiative offers face-to-face training through workshops and distance-training through a centralized location via a satellite link. The Early Learning Guideline Training is an essential tool used to prepare Mississippi’s youth for “Ready To Learn.” To date, 8,700 child care providers received distance training and 7,713 received face-to-face training.
- **WIN Job Center/OCY Collaboration** – OCY, in conjunction with Friends of Children of Mississippi, Inc., implemented a one-stop shop on-site project in Canton, Mississippi that provides child care services to support parents who are accessing educational resources and employment training at the WIN Multi-Purpose Center. This project provides year-round child care for 12 children age eight weeks to five years old.
- **Child Care Development Associate Credential OCY/Mississippi State University (MSU)** provides training and support to child care workers in licensed child care settings statewide so they may obtain the Child Development Associate Credential (CDA) through the National Association for the Education of Young Children (NAEYC) for Professional Recognition. The CDA is a nationally recognized credential which documents an individual’s training to provide quality child care services. Students may receive assistance for the cost of training, applications and assessments. Students are trained to work with parents and other adults to nurture children’s physical, social, emotional and intellectual growth in a child development framework.
- **Project IMPACT (Improving and Maximizing Professional Development for Childcare Teachers), Jackson State University** provides statewide training and evaluation activities for childcare educators/providers to improve the quality of care for children in licensed and/or unlicensed childcare settings. To date, Project IMPACT has provided training to 641 childcare educators/providers.

- **Project Prepare** is an evaluation-based training and technical assistance initiative for licensed child care center directors and providers in the use of best practice to serve all children, including those with high risk factors such as disabilities, chronic health impairments and special needs due to environmental factors. To date, 4,422 child care staff have been provided inclusion training.
- **Voices for Mississippi's Children, Inc.**, provides training and evaluation activities in the field of early childhood education for child care providers, administrators, parents, licensed centers and family home providers that offer full-day and full-year child care services and promote age-appropriate developmental activities. Three mini-conferences were offered through this initiative where participants could earn up to 10 contact hours. The mini-conferences were held in the East Central, Delta and Southern regions.
- **Consumer 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. OCY also provides the latest information on ways to improve the quality of child care through the distribution of publications and further maintains a video lending library with more than 200 topics that can be viewed by child care staff for professional development.
- **The United Way** – The purpose of the Child Care Partnership Grant Program with United Way is to encourage local commitment to child care through community generated financial resources that are matched with Child Care and Development Funds for families seeking emergency and/or protective services assistance.
- The **Annual Pine Belt Childcare Directors Network Conference** provided training for approximately 400 child care providers to enhance their services for Mississippi's children.

Highlights

Governor Haley Barbour issued a signed proclamation to recognize April as “**Month of the Child**” in the state of Mississippi. The Governor's office, MDHS, OCY and the Division of Family and Children's Services gathered in the Capitol Rotunda to kick off activities for “Month of the Child” and promote the united goal of protecting children in Mississippi. The press conference marked the start of National Child Abuse Prevention Month and recognized the “Week of the Young Child” and National Immunization Week.

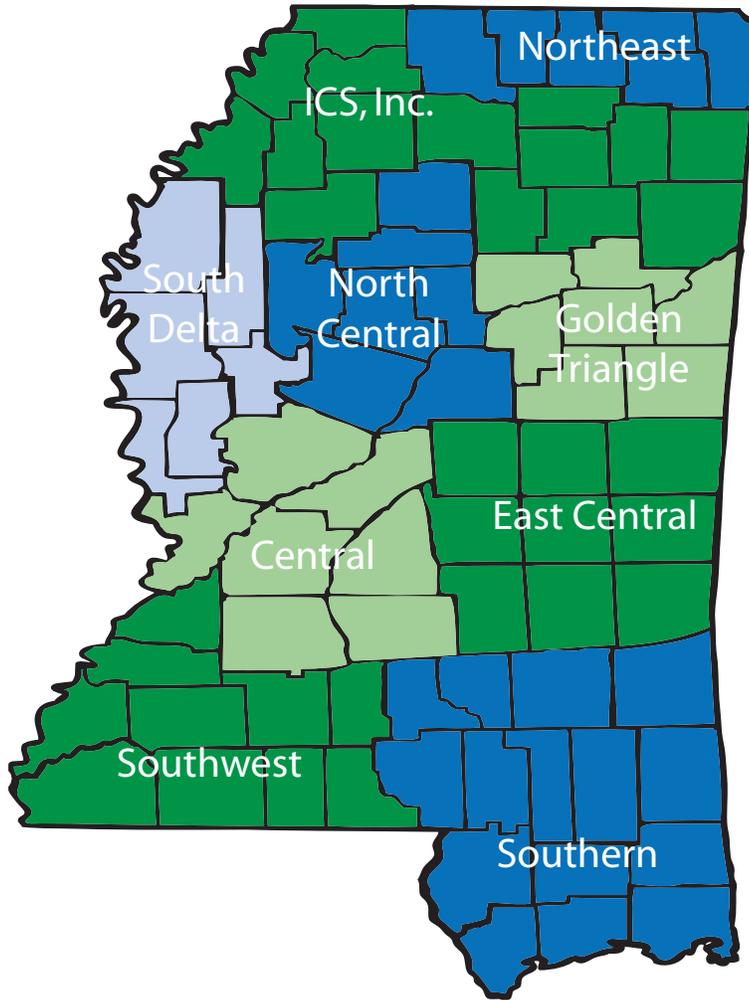
The **Week of the Young Child** was observed April 20-24 and emphasized the theme, "Bringing Communities Together for Children." During the week, the OCY Quality Unit visited centers in the heart of the Mississippi Delta in the towns of Clarksdale, Mound Bayou, Robinsonville, Shelby and Tunica. Each center received supplies for their facility and gifts for the children. Activities promoted responsible, informed parenting, quality child care and early childhood education to help reduce child abuse and neglect.

OCY implemented the **Mississippi Child Care Quality Step System (MCCQSS)** as a system to assess, improve and communicate the level of quality in licensed early child care and education settings. MCCQSS has five components: Administrative Policy, Professional Development, Learning Environments, Parental Involvement and Evaluation. Mississippi adopted the motto “Step Up to Star Quality.”

As licensed child care providers advance to higher “Star Step” levels of quality care, they receive an ongoing Quality Bonus ranging from 7% to 25% if they serve subsidized families participating in the CCDF Childcare Certificate program. MCCQSS was launched in the East Central Planning and Development District (ECPDD) as a pilot project serving nine counties in SFY 2007. Currently 337 licensed facilities are participating in the Quality Rating System (QRS). As of July 1, 2009 the MCCQSS was offered statewide.

Number of Unduplicated CCDF Children Served in:		OCY Child Care Statistics	Number of Children on Waiting List for Child Care Services as of	
SFY 2009	46,342		June 30, 2009	90
SFY 2008	39,788		June 30, 2008	8,998
SFY 2007	45,022		June 30, 2007	2,392
SFY 2006	41,242		June 30, 2006	330

OFFICE FOR CHILDREN AND YOUTH PROVIDER MAP



DESIGNATED AGENTS		
CENTRAL MS PDD 601-981-1511 866-981-1511	EAST CENTRAL PDD 601-683-7409 800-258-9873	GOLDEN TRIANGLE PDD 662-324-7860 888-286-1193
ICS, Inc. 662-252-1582 888-905-2681	NORTH CENTRAL PDD 662-283-2675 888-283-5832	NORTHEAST PPD 662-728-6248 800-939-3489
SOUTH DELTA PDD 662-378-3831 866-876-2218	SOUTHERN MS PDD 501-545-2137 888-867-6733	SOUTHWEST 601-446-6044 800-471-9738

DIVISION OF COMMUNITY SERVICES

The Division of Community Services (DCS) provides a wide range of services to Mississippi's elderly, disabled and low-income families with children. DCS' objective is to address the immediate and long-range challenges faced by low-income citizens by alleviating the causes and effects of poverty. The services are provided through a network of 18 Community Action Agencies (CAAs), two Human Resource Agencies (HRAs) and one local unit of government which covers all 82 counties of the state (see map on page 20). By using the case management approach for delivery of services, clients are prepared to focus on obtaining an education and/or employment in order to become self-sufficient. The division works to assist clients achieve self-sufficiency through activities such as education, employment, nutrition, housing, health services, community affairs and transportation. For eligible homeowners, the division provides home energy bill assistance and home improvements to reduce the cost of home heating and cooling and improve energy efficiency. The division also actively promotes responsible fatherhood to train Mississippi's men to become successful fathers for their children.

Budget

The Division of Community Services is entirely federally funded through the:

- Community Services Block Grant (CSBG) = \$10,342,254; clients served - 61,501.
- Low-Income Home Energy Assistance Program (LIHEAP) = \$16,448,158; households served – 166,280.
- Low-Income Weatherization Assistance Program (WAP/WX) = \$1,640,948; homes weatherized - 687.

Significant Accomplishments

- DCS helped over 9,200 Mississippians claim more than \$17 million through the Earned Income Tax Credit Program (EITC), which is a refundable federal income tax credit for low to moderate income working individuals and families. To qualify, taxpayers must meet certain requirements and file a tax return, even if they did not earn enough money to be obligated to file a tax return.
- The division has one of the top client-tracking and data collection systems in the country, Mississippi Results Oriented Management and Accountability (MS ROMA) System; DCS staff has provided training at the state and federal level.
- DCS provided fans and air-conditioners to low-income citizens in Mississippi during summer months.
- DCS sponsored "A Pitch for Responsible Fatherhood" at Trustmark Park with the Mississippi Braves to further promote fathers taking an active role in their children's lives.

Programs

Community Services Block Grant Program (CSBG) funds are used to provide a range of services and activities designed to eliminate the causes and effects of poverty. These services help clients obtain an adequate education, secure and retain meaningful employment, obtain and maintain adequate housing, pursue health and nutrition services and access community resources and transportation.

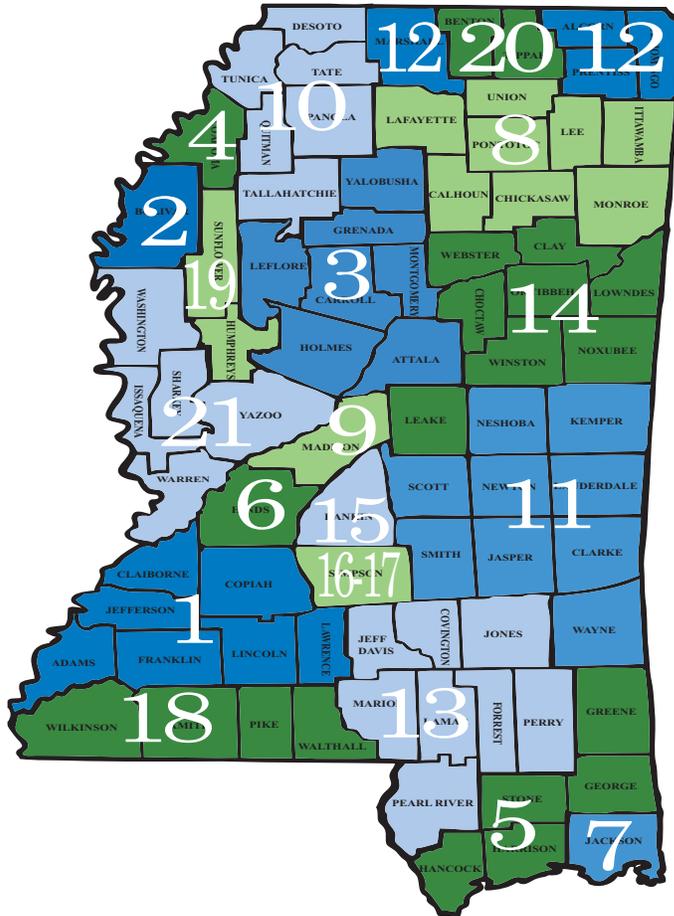
The Low-Income Home Energy Assistance Program (LIHEAP) provides financial assistance to eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program (ECIP)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

Low-Income Weatherization Assistance Program (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 and wall insulation (dense packing), installing smart thermostats and lighting retrofits and refrigerator replacement.

To promulgate 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 used for client tracking by all CAAs. MS ROMA has become an integral part of the day-to-day CSBG case management.

**CONTACT
INFORMATION:
Community Services
601-359-4768
800-421-0762**

DIVISION OF COMMUNITY SERVICES SERVICE AGENCY MAP



SERVICE AGENCIES		
1. AJFC CAA 601-442-8681 866-243-0041	8. LIFT, INC. 662-842-9511 800-844-5438	15. RANKIN COUNTY HRA 601-825-1309
2. BOLIVAR CAA 662-846-1491	9. MADISON COUNTY CSA 601-407-1056	16. SOUTH CENTRAL CAA 601-847-5552
3. CENTRAL MS, INC. 662-283-4781 800-898-0410	10. MID-STATE CAA 662-647-2463 800-523-6683	17. SIMPSON COUNTY HRA 601-847-4611
4. COAHOMA OPPORTUNITIES 662-624-4887	11. MULTI-COUNTY CSA 601-483-4838 800-898-0659	18. SOUTHWEST MS OPPORTUNITIES 601-684-5593 800-250-7730
5. GULF COAST CAA 228-896-1409 888-603-4222	12. NORTHEAST MS CS 662-728-2118 877-728-2118	19. SUNFLOWER-HUMPHREYS, INC. 662-887-5655 888-677-1461
6. HINDS COUNTY HRA 601-923-3930 601-923-3950	13. PRVO 601-736-9564 866-736-9564	20. UNITED CAA 662-224-8912 888-744-4407
7. JACKSON COUNTY CAC 228-769-3292	14. PRAIRIE OPPORTUNITY 662-323-3397 888-397-5550	21. WWISCAA 662-378-5857 800-820-8204

DIVISION OF ECONOMIC ASSISTANCE

The Division of Economic Assistance (DEA) is responsible for programs which ensure nutrition, healthcare and other basic needs are met for low and medium-income individuals and families in Mississippi. The division administers the Supplemental Nutrition Assistance Program (SNAP), formerly known as the food stamp program, and the Temporary Assistance for Needy Families (TANF) Program which provides employment, training and support services for clients such as transportation and child care, which are intended to promote self-sufficiency. DEA has staff located in offices in every county in the state under the guidance of a county director who has both programmatic and administrative responsibilities. The counties are divided into seven regions with a regional director who has oversight responsibility for the counties within the region. At the state office, staff provides support services for policy, procedures, training and technical assistance needed for program administration.

The major accomplishments of the division are indicative of the dedication to service delivery and fiscal integrity.

- In Federal Fiscal year (FFY) 2008, Mississippi collected \$4,660,064.71 in SNAP over-issuance dollars, achieving the highest percentage of monies collected for established claims in the region. Currently the state is on track to collect in excess of \$5 million for FFY 2009.
- Mississippi completed the year with a payment accuracy rate of 97.36% in SNAP for federal fiscal year (FFY) 2008.
- The state reported TANF participation rate was 70.02% for FFY 2008.
- QC Star Award: The 2008 annual award, given to only one state in each region, was presented to DEA by USDA/FNS. The award was determined by weighing measurable standards of excellence in quality control with rating criteria to include transmission timeliness, case completion rate, case review accuracy and validity of data transmitted to USDA/FNS.
- Excellence in Nutrition Education: The 2008 award presented to DEA focused on quality standards for program and fiscal integrity and effectiveness in administration of SNAP Education. Criteria included clarity of goals and objectives, timeliness and innovation. Special consideration for the award is given to programs that document positive behavior changes and show effective community collaborations and partnership.
- Excellence in Initial Budget Projection: DEA was presented recognition in 2008 as the state with the most accurate projection of its funding needs.
- Approximately 6,000 youth, community, state government officials and faith-based leaders attended and participated in the day long Abstinence Summit at the Mississippi Coliseum.
- Over 400 individuals participated in the Second Annual Healthy Marriage Luncheon that encouraged and promoted the institution of marriage and helped couples develop the skills and knowledge to form and sustain a healthy marriage. The theme for the event was "Building Solid Relationships in Mississippi."

Field Operations/Administrative Unit

The Bureau of Field Operations is responsible for the administration of economic assistance programs in the 82 county offices, five branch offices and seven regional offices. Staffing, personnel transactions, grant management, grievance and disciplinary issues, as well as inventory control and other administrative support issues related to Economic Assistance field staff, are handled in this unit. The document imaging initiative that will result in electronic files for claims records, SNAP and TANF case files across its 82 counties continues to be a priority.

Customer Service

Client inquiries and resolutions of concerns are coordinated by the Customer Service Unit. Fraud tips are referred to the county for investigation and forwarded to investigators within the Division of Program Integrity. Customer Service Surveys are available in every field office and surveys are monitored and reviewed to ensure professional service is provided to the general public.

CONTACT INFORMATION:

**Economic
Assistance
601-359-4810**

**Client Inquiry:
800-948-3050**

**Foundation for
Families
800-590-0818**

Quality Assurance

The Office of Quality Assurance is responsible for measuring and reporting on program performance for the DEA assistance programs. Recipient case sampling reviews are conducted and information needed for program assessment, planning and corrective action is provided to field staff. Management Evaluation staff conduct reviews to assess the administration of programs at the county level focusing on federal target areas. The current focus is on program access and payment accuracy.

State Operations

The Bureau of State Operations is responsible for services which support administration of programs by staff in the field. The unit provides policy dissemination, interpretation and clearances, training, reviews, audits and other technical assistance.

Claims Management

County Eligibility Staff identify and prepare claims for program benefits improperly received. Claims are normally either agency errors, inadvertent household errors or suspected intentional program violations. Suspected intentional program violations are reviewed and approved by the Claims Management Unit and referred to the Division of Program Integrity, Office of Administrative Hearings or the Office of Fraud Investigations for possible court action. The Claims Management Unit is responsible for collecting all over issuances.

The Treasury Offset Program (TOP) is one tool used by the Claims Management Unit to collect delinquent claims debts owed to the State. These debts are collected through the offset of federal retirement payments, federal income tax refunds, vendor payments, and some federal salary.

Training Unit

Federal regulations governing SNAP and TANF are interpreted and conveyed to the field to ensure compliance. Policies and procedures are updated as federal regulations change. Newly hired staff members, such as eligibility workers and case managers, are trained in policies, procedures, TANF, SNAP, related work programs and computer systems. Time management, customer service and interview techniques are also included in the curriculum. New clerical staff is trained in policies, procedures, computer systems, customer service and time management. New supervisors and county directors attend one week of administrative training. Specialized training is provided as needed.

In SFY 2009, staff training sessions were conducted as follows: County Director Training, Supervisor Training, Case Management Training, Eligibility Worker Training, Case Review Training, Corrective Action Training (CAT) for select staff.

Foundation for Families Unit

The Abstinence Initiative addresses the issues of out-of-wedlock births and teen pregnancy in the state by providing information and coordinating activities with public and private organizations, schools, churches and other interested community groups. The initiative provides positive activities and outlets for teens, and values and sexuality training to encourage teens to make responsible decisions. A public service campaign is conducted to publicize and support the message of abstinence outside of marriage. Each year in May National Teen Pregnancy Prevention Month is observed.

The Healthy Marriage Initiative promotes the positive well-being of children in Mississippi by encouraging each parent to be involved in their lives. The initiative encourages stable family formation and healthy marriages. The Healthy Marriage Unit collaborates with community organizations, educational institutions and faith-based

Division of Economic Assistance

Field Staff Offices

County Offices82
Branch Offices5
Regional Offices7

Field & Admin Staff

County Directors82
Assoc. Directors.....2
Supervisors99
Case Managers..... 156
Eligibility Workers...493
Clerical Workers/CSR..
209
Admin Staff.....108

Caseload/Monthly Payment Totals

TANF Average Monthly Caseload

Families. 11,195
Recipients 23,151
Adults 5,539
Children. 17,612

TANF Average Monthly Payments

Statewide. . . \$1,548,149
Per Family . . . \$138.29
Per Recipient.....
\$87.90

Value of SNAP Issued

Total SFY 2009
\$630,709,665

Average Number of Recipients Receiving SNAP in SFY 2009

204,435 Households
484,941 Persons

Average Monthly Benefit Value of SNAP in SFY 2009

\$235.02 Household
\$106.66 Person

groups to provide the appropriate skills-based relationship education and services to youth and unmarried couples and support healthy marriage and family development and formation.

TANF and SNAP Work Programs

The TANF Work Program (TWP) serves all 82 counties in the state with emphasis on providing assistance to needy families with children and providing parents with job preparation, work and supportive services to enable them to become self-sufficient. The state operates the SNAP Employment and Training Program in Hinds County and each household is offered an opportunity for adult members to engage in the program. Referrals are made to the project coordinator who places candidates in available and appropriate work settings.

The Emergency Food Assistance Program (TEFAP)

TEFAP is a federal program which helps supplement the diets of low-income Americans 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 and homeless shelters. In SFY 2009, surplus food items valued at \$6,723,769 were distributed to 1,374,567 eligible recipients.

SNAP-Ed

The goal of SNAP-Ed is to improve the likelihood that SNAP participants and applicants will make healthy food choices within their limited budget and will choose physically active lifestyles consistent with the current Dietary Guidelines for Americans and the Food Guide Pyramid. SNAP-Ed classes are taught to eligible participants in various settings such as school classrooms, TANF classes, public housing sites, food banks and pantries, Head Start Centers and Women, Infant and Children (WIC) locations. In FY 2009, SNAP-Ed expenditures were approximately \$6,221,926.00

Disaster Relief Efforts

DEA assumes leadership, on behalf of MDHS, in the Mississippi Emergency Management Agency's (MEMA) Comprehensive Emergency Management Plan (CEMP) Emergency Support Function (ESF) 6 - Mass Care, Housing and Human Services. As such, DEA coordinates all state efforts to staff and maintain statewide shelter operations, provide sheltering/temporary housing, feeding and other human needs following a catastrophic earthquake, hurricane or other significant disaster requiring state mass care assistance. Efforts include working with other state departments and agencies, (i.e., Division of Medicaid, American Red Cross (ARC), Voluntary Organizations Active in Disaster (VOAD), Salvation Army) for activities relating to potential or actual States of Emergency declared by the Governor. County DEA offices are responsible for specific disaster functions as determined by the CEMP as they relate to a disaster.

Claims Establishments for SFY 2009

4,017 claims were established for SNAP benefits improperly received. SNAP collections totaled \$4,660,064.71

200 TANF claims were established for TANF benefits improperly received. TANF claims collections totaled \$45,510.10



The Emergency Operations Center (EOC) at the Mississippi Emergency Management Agency (MEMA) has state-of-the-art equipment to help track storms and disasters. DHS and the Division of Medicaid share a work area on the EOC floor. During a disaster, the EOC hums with activity 24 hours a day. A number of teams work through the State EOC, including the Mississippi National Guard, Search and Rescue teams and First Responders. MEMA also activates a Joint Information Center (JIC) that includes public information officers from many of the state agencies to assist with calls from the public and the media.

DIVISION OF FAMILY AND CHILDREN'S SERVICES

Mission Statement

The mission of the Mississippi Department of Human Services (MDHS), Division of Family and Children's Services (DFCS) is to lead Mississippi in protecting children from abuse, neglect and exploitation by providing services to promote safe and stable families.

Vision Statement

Our vision is that children grow up in families safe from harm without fear of constant disruption and that they have the opportunity to experience continuity of relationships. We desire that children have stability and a sense of belonging. We want no child to experience abuse or neglect and we strive for a positive change in families as a result of our intervention.

Organizational Structure

DFCS is administered at the state level and services are provided through 84 county offices. Oversight is provided through 13 regional directors. A central strength to this system lies in the flexibility afforded each region to determine how best to meet the needs of children and families. The regions, in conjunction with service providers and community-based organizations, provide a wide variety of services designed to reduce the risk of child abuse and neglect and to support, strengthen and preserve families.

Under the umbrella of MDHS, DFCS is the agency authorized by state statute to promulgate regulations, policies and procedures necessary to implement the state's child welfare system and to ensure the safety, permanency and well-being for Mississippi's families and children. DFCS is responsible for the Title IV-B Subpart 1 (Child Welfare Services), IV-B Subpart 2 (Promoting Safe and Stable Families), Title IV-E (Foster Care and Adoption Assistance), Child Abuse Prevention and Treatment Act (CAPTA), Chafee Foster Care Independence Program (CFCIP) and Educational Training Vouchers (ETV).

DFCS Organization

DFCS implemented a major reorganization plan in the fall of 2008 in cooperation with the MDHS, Division of Human Resources and the State Personnel Board. The following positions were created and filled by personnel with vast knowledge and experience:

- Deputy Administrator of Family and Children's Services
- Director of Family and Children's Services
- Two Directors of Field Operations (Northern and Southern Region)
- Bureau Director of Performance Quality and Improvement
- Bureau Director of Finance and Administration
- Director of Child Welfare Professional Development
- Council of Accreditation (COA) Coordinator
- Thirteen Regional Directors

The Deputy Administrator oversees the entire operation of DFCS with emphasis on the COA, the *Olivia Y. vs. Barbour* Lawsuit Settlement Agreement, professional development, policy, communications and administration. The division director oversees staffing and has administrative oversight of the various programs within DFCS including the Permanency Planning/Placement Unit and the Prevention/Protection Unit.

In SFY 2009, the division was further reorganized into 13 regional areas covering the state. Regional directors were hired or promoted from within the agency and additional child welfare workers and supervisors were hired to improve service delivery to families and children.

**CONTACT
INFORMATION:
Family & Children's
Services
601-359-4500**

**Child Abuse Hotline:
800-222-8000
Adoption:
800-821-9157
Foster Care:
800-345-6347**

Five units covering different areas of services were formed to ensure that the needs of families and children are met. Accountability is paramount and policy, practice and service delivery are monitored in order to obtain the best possible outcomes for our clients.

Field Operations

DFCS has two directors of Field Operations who coordinate and supervise the programs and activities of professional, technical and support staff and assist the division director with issues requiring overall leadership and management. They work with DFCS staff and staff from other MDHS divisions to appropriately budget resources and implement overall agency initiatives to ensure that practices and outcomes meet quality standards set by the agency.

Regional and county-based child welfare workers provide the following services at a local level: Prevention, Protection (includes investigations of reports of abuse, neglect and exploitation of children), Placement Services and Reunification Services. Regional resource workers recruit, train and support resource families across the state.

Performance Quality Improvement (PQI)

PQI is comprised of three distinct units: Foster Care Review, Mississippi Automated Child Welfare Information System (MACWIS) and Evaluation and Monitoring.

- The **Foster Care Review Unit** carries out the mandated agency review of foster care cases through records review and follow-up. During SFY 2009, 4,446 foster care cases were reviewed.
- The **MACWIS Unit** operates and maintains the MACWIS Case Management and Data System.
- The **Evaluation and Monitoring Unit** supports the mandates resulting from the *Olivia Y. vs. Barbour* Lawsuit Settlement Agreement and associated COA requirements.

Finance and Administration Unit

The Finance and Administration Unit synchronizes financial strategies with intended services through the management of financial transactions, budgets, asset management, contracts, sub-grants, eligibility and relationships with DFCS leaders to ensure resources are aligned with goals.

Permanency Planning/Placement Unit

The Permanency Planning/Placement Unit is responsible for placement services, which include foster care, adoption, congregate care, permanency planning, interstate placement of children, independent living services, termination of parental rights, licensing of facilities and agencies, residential/therapeutic placement and unaccompanied refugee minors. This year, a total of 5,760 children received foster care services, with an average of 3,550 foster children served on a daily basis. Mississippi had 843 children eligible for adoption. Of those, 320 adoptions were finalized, 359 children were placed in adoptive homes, 93 needed an adoptive placement and 71 chose not to be adopted.

- **The Interstate Compact for the Placement of Children (ICPC)** assures the safety of children being placed across state lines, both those going out of state as well as those coming into the state. During SFY 2009, there were 796 ICPC requests handled. ICPC is also the point of contact for all requests for placements across state lines for agency adoptions, private adoptions and international adoptions. During SFY 2009, ICPC approved placements for 111 adoptions and 105 international adoptions.
- **The Independent Living Program (ILP)** services offer adolescents, in agency custody, the opportunity to acquire basic life skills as they move toward self-sufficiency. In SFY 2009, of the 1,093 eligible youth, 1,045 actively participated in ILP.
- **The Licensure Program** develops and revises licensure standards for (currently) 92 licensed residential child caring facilities and child-placing agencies. Currently there are 14 shelters, 42 residential facilities and 36 child-placing agencies licensed in Mississippi.
- **The Unaccompanied Refugee Program** provides services to refugee children who are eligible for resettlement in the United States, but do not have a parent or a relative available and committed to providing long-term care. Upon arrival in the U.S., these children receive foster care services and benefits. In SFY 2009, 15 children were placed in the Unaccompanied Refugee Minors Program.

Prevention/Protection Unit

The Prevention/Protection Unit is comprised of the Primary Prevention, Secondary Prevention and Protection Programs. The overall goal of the unit is to safely keep children with their families, whenever possible, through the development and administration of child abuse prevention/protection services across the state.

- **The Primary Prevention Program** is responsible for the identification and development of community based prevention resources. Through public awareness campaigns, the Prevention Program works to educate the public on how and where to report suspected child abuse and how to support families to prevent abuse from occurring. The unit is further responsible for the oversight of the Citizen's Review Board, Children's Justice Act Task Force and the Children's Trust Fund. These advisory boards allow community members and stakeholders an opportunity to be involved with child welfare practices.
- **The Secondary Prevention Program** oversees the Family Preservation Services Program (FPSP), which is an intensive home-based program that provides therapeutic services to families whose children have been targeted for removal because of abuse or neglect. This program is designed to safely keep children in their home, reunite children with their families and prevent further abuse and neglect. Intensive services were provided to 332 families which included 835 children in SFY 2009.

The Protection Program is responsible for the oversight of the Central Registry Unit, Fingerprinting Program and the Child Abuse Hotline.

- **Central Registry** processed 53,633 registry checks in SFY 2009.
- **The Fingerprinting Program** is responsible for ensuring all DFCS employees, resource parents and children over the age of 14 in resource homes have had appropriate background checks performed prior to working with children or having children placed in their home.
- **The Child Abuse Hotline** receives reports of alleged abuse, neglect or exploitation of children and vulnerable adults. Beginning November 1, 2009, all reports of abuse, neglect or exploitation will be routed through the newly formed Mississippi Centralized Intake System to ensure consistency of practice throughout the state. The phone number for Centralized Intake will remain 1-800-222-8000.

Professional Development Program

The mission of the Professional Development Unit is to provide quality staff development to promote safety and well-being of families and children in Mississippi and give DFCS personnel opportunities for educational and skills enhancement. Newly hired staff receive orientation training within the first three months of employment through the Division of Human Resources and all direct service staff receive Child Welfare Professional Development training. In addition, each DFCS staff member is provided at least one training opportunity annually that relates to their specific job function. Plans are underway to develop web-based training for DFCS staff.

Council on Accreditation (COA)

As a requirement of the *Olivia Y. vs. Barbour Lawsuit Settlement Agreement*, Mississippi was required to secure accreditation by the Council on Accreditation (COA). COA is the largest independent accrediting body for organizations that provides social and behavioral healthcare services to children, youth, seniors and families in the U.S. and Canada. COA partners with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards. Accreditation is designed to be a framework that an organization can measure its achievements, ensure quality improvement of services across the state and ensure the safety, permanency and well-being of its children.

As a requirement of the Settlement Agreement, MDHS has taken the initial steps of a Five Year Accreditation Plan to become accredited by COA. Each period of the implementation plan encompasses one year of planning, reviewing, documenting and implementing policies, practices and procedures. DFCS has an accreditation goal of January 2013.

CHILD ABUSE/NEGLECT STATISTICS

COUNTY	SEXUAL ABUSE	PHYSICAL ABUSE	PHYSICAL NEGLECT	MEDICAL NEGLECT	EMOTIONAL ABUSE	EXPLOITATION	TOTAL EVIDENCED	TOTAL INVESTIGATIONS	COUNTY	SEXUAL ABUSE	PHYSICAL ABUSE	PHYSICAL NEGLECT	MEDICAL NEGLECT	EMOTIONAL ABUSE	EXPLOITATION	TOTAL EVIDENCED	TOTAL INVESTIGATIONS
ADAMS	5	10	40	1	5	0	61	171	LEE	36	40	88	8	17	0	189	649
ALCORN	26	12	39	1	0	0	78	392	LEFLORE	5	12	15	3	0	0	35	103
AMITE	10	5	7	1	1	0	24	79	LINCOLN	15	5	12	2	28	0	62	263
ATTALA	5	5	4	0	0	0	14	108	LOWNDES	9	12	21	3	3	0	48	214
BENTON	2	7	22	0	2	0	33	86	MADISON	17	12	21	0	2	0	52	269
BOLIVAR EAST	21	0	18	2	2	0	43	276	MARION	14	12	24	0	3	0	53	182
BOLIVAR WEST	7	2	11	0	0	0	20	61	MARSHALL	8	13	32	3	0	0	56	232
CALHOUN	10	13	17	0	0	0	40	160	MONROE	29	25	112	3	2	0	171	423
CARROLL	4	5	4	0	2	0	15	63	MONTGOMERY	1	4	7	0	2	0	14	40
CHICKASAW EAST	4	2	10	1	0	0	17	54	NESHOBA	7	25	36	4	3	0	75	253
CHICKASAW WEST	6	14	38	4	6	0	68	157	NEWTON	3	6	22	1	1	0	33	107
CHOCTAW	4	6	5	1	2	0	18	41	NOXUBEE	4	8	7	1	0	0	20	48
CLAIBORNE	0	2	1	2	0	0	5	37	OKTIBBEHA	8	9	9	4	5	0	35	151
CLARKE	3	13	12	0	5	0	33	151	PANOLA	2	14	21	0	6	0	43	183
CLAY	7	18	22	0	1	1	49	144	PEARL RIVER	29	42	57	12	13	0	153	539
COAHOMA	5	12	15	0	2	0	34	163	PERRY	5	5	16	1	1	0	28	81
COPIAH	10	13	26	0	2	0	51	169	PIKE	24	43	61	2	17	0	147	294
COVINGTON	3	4	7	2	0	1	17	68	PONTOTOC	11	16	42	2	5	0	76	285
DESOTO	29	55	80	3	4	1	172	851	PRENTISS	8	18	28	0	10	0	64	275
FORREST	21	28	36	10	8	0	103	493	QUITMAN	3	2	3	0	1	0	9	30
FRANKLIN	3	7	3	1	1	0	15	38	RANKIN	33	27	94	2	5	0	161	704
GEORGE	9	19	9	1	6	0	44	145	SCOTT	10	13	35	5	0	0	63	247
GREENE	6	3	10	0	1	0	20	60	SHARKEY	1	2	1	0	0	0	4	19
GRENADA	9	12	13	2	0	0	36	216	SIMPSON	14	21	13	2	19	0	69	261
HANCOCK	13	20	40	5	20	0	98	292	SMITH	4	15	7	0	0	0	26	105
HARRISON	45	130	202	31	71	0	479	1624	STONE	10	14	24	0	6	0	54	191
HINDS	168	88	118	7	2	0	383	1666	SUNFLOWER	9	11	18	1	2	0	41	170
HOLMES	1	3	5	0	0	0	9	82	TALLAHATCHIE	3	3	6	1	0	0	13	45
HUMPHREYS	6	7	8	0	1	0	22	79	TATE	2	5	12	1	1	0	21	92
ISSAQUENA	0	0	1	0	0	0	1	2	TIPPAH	24	12	40	3	11	0	90	224
ITAWAMBA	10	8	28	0	1	0	47	207	TISHOMINGO	13	9	28	0	0	0	50	250
JACKSON	43	86	130	11	13	1	284	692	TUNICA	6	7	7	2	0	0	22	53
JASPER	3	8	8	2	1	0	22	92	UNION	18	27	90	1	5	1	142	387
JEFF DAVIS	5	1	3	0	0	0	9	39	WALTHALL	9	8	15	1	1	0	34	102
JEFFERSON	9	0	7	0	2	0	18	42	WARREN	5	9	25	3	0	0	42	162
JONES	19	17	33	4	9	1	83	383	WASHINGTON	58	27	116	7	6	0	214	557
KEMPER	2	3	8	0	1	0	14	43	WAYNE	8	13	33	1	3	0	58	210
LAFAYETTE	10	21	25	0	4	0	60	184	WEBSTER	6	13	21	0	5	0	45	111
LAMAR	12	22	28	0	3	0	65	278	WILKINSON	3	1	4	1	2	0	11	42
LAUDERDALE	24	46	126	15	15	0	226	688	WINSTON	5	7	11	1	0	0	24	112
LAWRENCE	7	5	5	1	1	0	19	81	YALOBUSHA	1	3	2	0	1	0	7	60
LEAKE	5	4	19	4	3	0	35	139	YAZOO	2	6	7	1	3	0	19	110
TOTALS	1073	1312	2486	194	386	6	5457	19631									

19,631 reports of child abuse or neglect were investigated in Calendar Year 2008.

5,457 of the 19,631 reports of abuse and neglect were evidenced.

Evidenced Reports
 Physical Neglect 2,486
 Physical Abuse 1,312
 Sexual Abuse 1,073
 Emotional Abuse 386
 Medical Neglect 194
 Exploitation 6
 Total Evidenced Reports 5,457

DIVISION OF HUMAN RESOURCES

The Division of Human Resources (HR) facilitates the effective and efficient delivery of vital services to MDHS clients and beneficiaries across the state by providing managerial and support services to divisions within MDHS.

Primary functions of the division are fulfilled through the Personnel and Administrative Services Unit. The Personnel Unit works to meet staffing needs for the agency and provides training services for agency personnel to ensure the highest degree of competency. The Administrative Services Unit oversees housing, maintaining, securing and protecting the department and its statewide staff. The Administrative Services Unit additionally provides mail services, printing, publications, wired telecommunications and a state office vehicle fleet.

The Division of Human Resources is responsible for ensuring all employees with documented disabilities are afforded workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA). This is accomplished through division staff interacting with employees, supervisors, healthcare providers and the retirement system, where disability retirement may be an option. In addition, the division is responsible for the maintenance and monitoring of the MDHS Leave Reporting System, public information requests, personal services contract processing, benefit administration and the processing of payroll direct deposit requests.

The division implemented three new programs during SFY 2009: a compressed work schedule, drug testing and an employee assistance program. The compressed work schedule program was implemented on October 1, 2008, and allows employees to elect to work eight nine-hour days and one eight-hour day in exchange for one day off every two weeks. The drug testing program was implemented on May 1, 2009 and post-offer testing has begun for all new employees. Random testing will begin soon. The employee assistance program was begun in August 2009.

Personnel Management/Administration Unit

The Personnel Management/Administration Unit is responsible for processing all personnel transactions involving new hires, promotions/demotions, separations due to resignation, dismissals and/or retirements, transfers, relocations, reclassifications, conducting salary surveys (when applicable), recruitment, certificate of eligibles requests, promotional opportunities and open recruitment listings 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 assisting in the preparation of the fiscal year personal services budget.

Further, this unit is responsible for monitoring the MDHS Performance Appraisal Review System, overseeing the Fringe Benefits Committee, monitoring the agency's cafeteria plan and insurance enrollment for all MDHS employees.

Contracts Management/Corrective Discipline and Grievance Unit

The Contracts Management/Corrective Discipline and Grievance Unit is responsible for reviewing and monitoring all personal, professional and legal services contracts for MDHS to ensure compliance with the Personal Services Contract Review Board (PSCRB) 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 (SPAHRIS) 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 and grievance process and provides a liaison between the State Personnel Board and Office of the Attorney General on the Employee Appeals Process.

The unit also monitors the MDHS Leave Reporting System, processes workers' compensation and tort claims and ensures all documented disabilities are accompanied by workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA).

**CONTACT
INFORMATION:
Human Resources
601-359-4500
800-433-1210**

Staff Development and Training Unit

The Staff Development and Training Unit supports professional growth by providing training for all MDHS staff. This unit develops training programs based on the specific needs of MDHS. The 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.

All the programs offered through Staff Development are at no cost to the employee, offering the best in training opportunities. New employees with a hire date of three months or less are given an opportunity to learn about the agency's policies and procedures through a New Hire Orientation Program. Staff Development further oversees the Certified Public Manager's Program (CPM), the Agency's Educational Assistance Program and the Agency Lending Library. The unit also offers workshops with Continuing Education hours approved by the Mississippi Chapter of the National Association of Social Workers (NASW).

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

The unit acts as a consultant to programmatic training staff in the development and enhancement of new training. The training staff has encouraged development of criterion-referenced instruction methodologies in all training efforts. MDHS continues to work closely with the staff of the Department of Finance and Administration (DFA), Mississippi Management and Reporting System (MMRS) to provide in-service training to staff and maintain an educational/training database. As a result, MDHS employees are now able to go online and utilize the new Mississippi Enterprise Learning Management System (MELMS) which gives state employees access to all the training opportunities offered and allows supervisors to track employee training.

Office of Administrative Services

The Office of Administrative Services provides quality service and professional assistance to the employees and clients of the Mississippi Department of Human Services. Administrative Services is organized into the following units: Telecommunications, Publications and Forms Management, Mail Services (AIMS Unit, Mail Room, Shipping, Receiving, and Printing), State Office Lease, Safety/Health, Facility and Vehicle Maintenance.

The **Telecommunications Unit** is responsible for purchasing, maintenance, monitoring and billing of all telephonic services. In SFY 2009, the unit bid out and purchased much needed telephone systems for five county locations at a cost of \$66,580.53 allowing county offices to provide clients with better service. The unit obtains authorization codes for agency personnel to ensure phone usage accountability and processes phone invoices.

The **Publications and Forms Management Unit** provides printing and duplication services to all county offices for agency forms, business cards, pamphlets and brochures. The unit oversees revision and maintenance of over 250 agency forms and works with agency personnel and vendors to ensure proper pricing for duplication needs.

The **Mail Services Unit** provides all mail related services for MDHS, including mass mailings (checks, notices, I.D. cards, etc.), shipping, receiving, in-house mailroom, and the Print Shop. The unit is in constant interaction with, and provides continuous support to, all of the divisions within MDHS. The unit dispersed 5,189,321 pieces of mail using an in-house mail sorter which saved the agency over \$521,500 in postage costs, shipped 7,024 items and made 1,819,044 million copies to support the agency.

The **State Office Leasing Unit** has the responsibility of administering and applying federal and state laws and regulations to assist MDHS personnel in acquiring and maintaining adequate office space. The unit helps staff with the submission of the appropriate documents to the Office of Building, Grounds and Real Property Management to obtain approval for leased office space. In addition, the unit processes janitorial contracts for leased office space and county offices. State and 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. The unit analyzes and processes FACT sheets to determine each division's share of expenses at county offices and determines the amount and proportional application of disbursements to county boards of supervisors. The unit also works with lessors and county boards of supervisors to reduce lease costs for facilities and increase the quality of work environments.

The **Safety Unit** oversees safety issues at the agency by monitoring, evaluating and reducing safety risks to clients, visitors and employees. It seeks to: provide a safe environment for employees and the public; preserve state property; and coordinate, develop and review safety programs, policies and procedures. The unit also conducts regular fire drills and provides regular testing and preventive maintenance of the fire alarm system and other fire suppressant equipment. Further responsibilities of the unit are to: maintain the accident reporting program; provide general and departmental safety education; maintain administrative and engineering controls, where appropriate, to prevent accidents; and facilitate efforts to correct safety problems as they occur. This unit also coordinates and sponsors events related to the Healthy Mississippi Worksite Wellness Program. The unit coordinates an annual health fair, sponsors health and nutrition seminars and distributes health education materials to MDHS employees.

The **Facility Maintenance Unit** is responsible for the day-to-day maintenance of the MDHS State Office. The unit works closely with the Director of Administrative Services and the facility owner to ensure that the building is safe, clean and operational at all times. Responsibilities of the unit include routine repairs and grounds maintenance. This unit also maintains the state owned vehicles assigned to the MDHS state office.

DIVISION OF MANAGEMENT INFORMATION SYSTEMS

The Division of Management Information Systems (MIS) is responsible for providing information technology services to the Mississippi Department of Human Services (MDHS). The primary objectives for MIS include automation and conversion of paper forms, reports and documents into electronic data which can be stored and retrieved for online viewing; securing all electronic data to maintain the highest level of data integrity and ensuring consistent availability of the data when needed. The value of the MIS staff is in their ability to deliver quality, reliable service and technology to all divisions and clients, regardless of their position or location.

One of the primary goals for the division is to deliver functionality to the more than 3,700 employees in all 82 counties of the state via the internet browser. The technology, which supports text, high quality graphics, audio and video, is sent to remote locations via Wyse "thin clients" or "smart terminals" on desktops rather than personal computers. Smart terminals increase efficiency and greatly reduce overall cost, mainly because most technology and data is contained at the main office data center in Jackson. Through these technologies, the explosive growth of the internet can be harnessed to provide information and support to MDHS employees quickly and securely.

Equally important is our goal to establish and maintain the highest levels of integrity, security and availability for the data entrusted. MIS makes every effort to answer questions and resolve issues in an expedient manner and treat coworkers and clients like customers.

MIS continues to have a long, successful partnership with the Mississippi Information Technology Services (ITS) which operates the agency's mainframe and maintains network connectivity for remote offices statewide. This gives users access to the mainframe and supports the procurement of information system hardware, software and services for the agency.

The MIS division has spearheaded a campaign to eliminate paper wherever possible and for those documents we must keep, scan them into electronic file folders so they're available online to anyone with remote access, provided they have authority to view them. This effort has already generated huge savings by eliminating scores of filing cabinets and freeing up floor space required to store the documents. It also allows the scanned documents to be retrieved electronically rather than an exhaustive manual search through filing cabinets for paper files. Electronic files eliminate misfiled documents that require extensive time and effort to locate. Once the documents are scanned and indexed, they are shredded so physical storage space can be recovered immediately. The electronic images are stored on the Storage Area Network (SAN) at ITS, who is responsible for any data recovery issues that could occur in the event of a disaster.

Current MIS Projects

- County office scanning pilot programs with BCS Systems for the Divisions of Economic Assistance (DEA), Child Support Enforcement (DCSE), Youth Services (DYS) and Family and Children's Services (DFCS).
- Development of the electronic time card process (e-Time).
- Procurement (rebid) of Electronic Benefit Transfer (EBT) services.
- Establishment of Automation Committees for the legacy applications.
- Creation of data retention policies for each division. Policies will be stored on a DB2 relation database which can be easily viewed through the MDHS intranet with proper authority.
- Research a new contract and procurement system to automate the manual approval and tracking process.
- Implement and test the 8.5.1 release upgrade for Lotus Notes Domino Web Access, the e-mail system, and provide support and training.
- Research a new system and processing platform for the MACWIS application from a Natural/ADABAS platform to VB.Net and Java/DB2.
- Build an Archive database in DB2 for the Mississippi Automated Child Welfare Information System (MACWIS), the Mississippi Enforcement and Tracking of Support System (METSS), the Mississippi Applications Verification Eligibility Reporting Information and Control System (MAVERICS) and the Jobs Automated Work System (JAWS).
- Virtualization of 129 MDHS servers and SAN to be located at ITS.

**CONTACT
INFORMATION:
Management
Information
Systems
601-359-4566**

- Implement a Voice Response System and Call Center solution for DCSE.
- Complete the Central Intake System for the MACWIS application which includes the 24-hour Child and Adult Abuse Hotline.
- Relocation of the Divisions of Community Services (DCS), Youth Services (DYS), Social Services Block Grant (SSBG), Office of Consumer Services and some Executive Management staff from the State Office to the new 666 North Street location in Jackson.

Redefining MDHS with Emerging Technology

As MDHS positions itself to take advantage of technological opportunities, the following key areas have our focus: modernization and reengineering of our four legacy systems to new platforms; utilizing "virtualization" technology for our servers, SAN and possibly our desktops and laptops; increase worker connectivity and collaboration across division and organizational boundaries by exploiting LOTUS DWA e-mail; creating an Intranet and utilizing Portal for website development and maintenance; and working smarter and doing more with less by utilizing technology and tools already procured. For example, plans are underway to develop a Data Warehouse and populate it with key information from all legacy applications, then train the user community to use the WebFocus product to write their own queries and ad-hoc reports by going against the Data Warehouse.

MIS has continuously worked in partnership with various division personnel to provide the overall direction and technical leadership enabling the agency to successfully meet its goals, objectives and to achieve the overall mission. The MIS management team understands how technology fits into broader government goals. As such, MIS at various levels, depending upon the level of complexity and existence of their computer operations and related systems, supports all divisions within MDHS. MIS provides information technology support in the following areas:

- Mainframe application systems.
- Mainframe computer operations.
- Network services, infrastructure/resource management and systems security.
- Systems support and administration to include such services as, wireless technology, IT planning, IT procurement, system interfaces, feasibility studies, needs assessments and Project Management.
- Electronic payments and related transaction services.
- Database administration.

MDHS is part of a global evolution where federal and state policy leaders along with chief information officers from across the country are converging and integrating technology into their operation models. The agency has a technology vision designed to transform service integration while boosting customer satisfaction and operating efficiency. The vision includes the delivery of information electronically via internet browsers and thereby place real-time information at the fingertips of the decision-makers and front-line employees.

Division Goals

- Maintain a responsive information processing environment to support existing systems and daily business objectives for all divisions within the agency.
- Comply with state and federal mandates for reporting and information processing.
- Secure and maintain sensitive and confidential data, ensuring all security policies, procedures and guidelines are consistently enforced.
- Build, train and retain a strong, professional, technical staff of state employees to ensure MDHS is successful in carrying out its functions through the use of technology. With adequate training, MDHS will be able to limit the use contractors and consultants to a "short-term" versus permanent basis.
- Provide vision, leadership and direction in defining where MDHS wants to go with technology and related services.
- Align business and technology requirements to capitalize on the industry's best practices.
- Provide leading-edge technology solutions to enable MDHS to increase its efficiency and effectiveness, while enhancing customer service for the agency's clients.
- Achieve the necessary funding for growth, to build an adequate team with the tools required to achieve success in managing all MDHS' systems.

- Operate in a cost-effective manner to realize long-range savings through the effective application of technology.
- Strive to maintain, enhance and implement system software with zero defects.
- Capitalize on our Portal tool, which will allow MDHS to make easy and timely website changes.
- Vigorously employ Geographical Information Systems throughout the MDHS programs to show pertinent information regarding service providers and clients.
- Continue to employ the use of the Mississippi Debit Card – ePayment solution for Mississippi's recipients.

Division Objectives

- Continue the Document Scanning and Workflow Process Reengineering project for all 82 counties in Mississippi.
- Implement the ERMS (Enterprise Report Management System) for all locations of MDHS, allowing for a significant reduction in paper consumption as well as manual storage and retrieval.
- Maintain successful support operations and management of MDHS' existing systems.
- Support our customers' business needs through automated solutions wherever possible.
- Proactively develop technical solutions to ensure the highest system performance with timely, accurate and reliable data.
- Align the long-range technology planning process with the strategic planning process for MDHS.
- Aggressively deploy email, web-based and internet technologies throughout the agency.
- Initiate efforts to determine the feasibility of re-engineering MDHS' legacy systems, including MAVERICS, JAWS, METSS, MACWIS, the Case Management System (CMS) and EBT Program.
- Provide ongoing technical support for the agency's computerized applications and related systems.
- Establish a NOC (Network Operation Center) to facilitate monitoring the statewide network and make adjustments in a timely manner.
- Plan and implement required network upgrades and network management tools.
- Standardize and modernize software platforms to DB2 and Java where feasible.
- Develop and implement a SDLC (System Development Life Cycle) for the entire agency (MDHS) to follow.
- Initiate staff training for customer service, professional courtesy and System Development Life Cycle (SDLC).
- Implement a modern infrastructure platform to support the emerging technology and growing needs of the agency with integrated funding models.
- Implement the e-Leave and Automated Time Card system by March 2010, allowing the agency to utilize the online Statewide Payroll and Human Resources System (SPAHRs) entry in a real-time mode.
- Complete the implementation of the CCR (Consolidated Client Repository) to eliminate the need for separate name and address databases for each of the legacy applications.
- Provide an environment to support the total integration of all services with pertinent information delivered via internet technologies.
- Acquire necessary tools and training for the MIS technical staff to provide continuous coverage and protection against imminent virus and worm attacks on the corporate network and computers.
- Create a Data Warehouse (web-based) in a DB2 relational database structure populated with select information, via a daily interface with all legacy systems and utilize Web Focus and QMF (Query Management Facility) to produce ad-hoc queries and reports.
- Develop an Intranet for MDHS in a DB2 relational database structure populated with information for MDHS employees only. I.e. Employee Handbook, Data Retention Policies by division, etc
- Create an Archive Repository in a DB2 relational database structure populated with information from any production application that houses history records or transactions for extended periods of time.

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 the Mississippi Department of Human Services (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: Office of Fraud Investigations, Office of Special Investigations, Office of Investigative Audit, Office of Administrative Hearings and Office of Monitoring. Four key accomplishments for the division during SFY 2009 were:

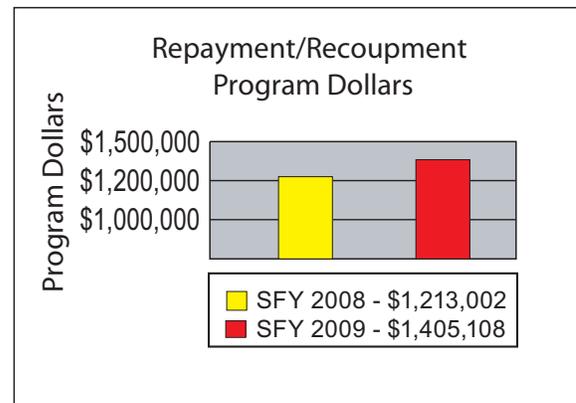
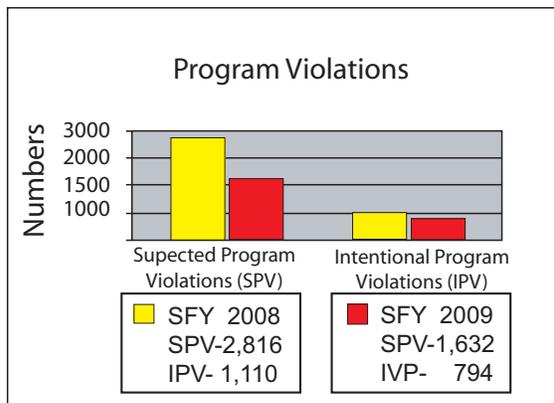
- Maintained current status of all SNAP and TANF claims.
- Set goals and made great strides to bring monitoring of subgrants current after the delay in monitoring activities in the aftermath of Hurricane Katrina.
- Had a successful annual Christmas Party for female cadets at Oakley Training School. Divisions from within MDHS contributed to the many gifts that were purchased for the students.
- Increased the number of arrests for SNAP trafficking made by the Special Investigations team who investigates SNAP trafficking by retailers and clients.

Office of Fraud Investigations

The Office of Fraud Investigations is charged with detection, investigation and verification of alleged fraud in federal public assistance programs administered by MDHS, primarily the SNAP and TANF programs.

During SFY 2009, the office received 1,632 suspected program violation claims from the Division of Economic Assistance. Of the 1,632 claims referred, the Office of Fraud Investigations determined that 794 claims were intentional program violations and were able to establish repayment and/or recoupment agreements for a total of \$1,405,108.

Office of Fraud Investigations Comparison of SFY 2008 Activities to SFY 2009



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 2009, 51 special investigations were conducted.

During SFY 2009, the office, in conjunction with the United States Department of Agriculture (USDA) and other law enforcement entities, conducted trafficking investigations involving 73 retailers. Trafficking investigations, ultimately, are aimed at preventing illegal use,

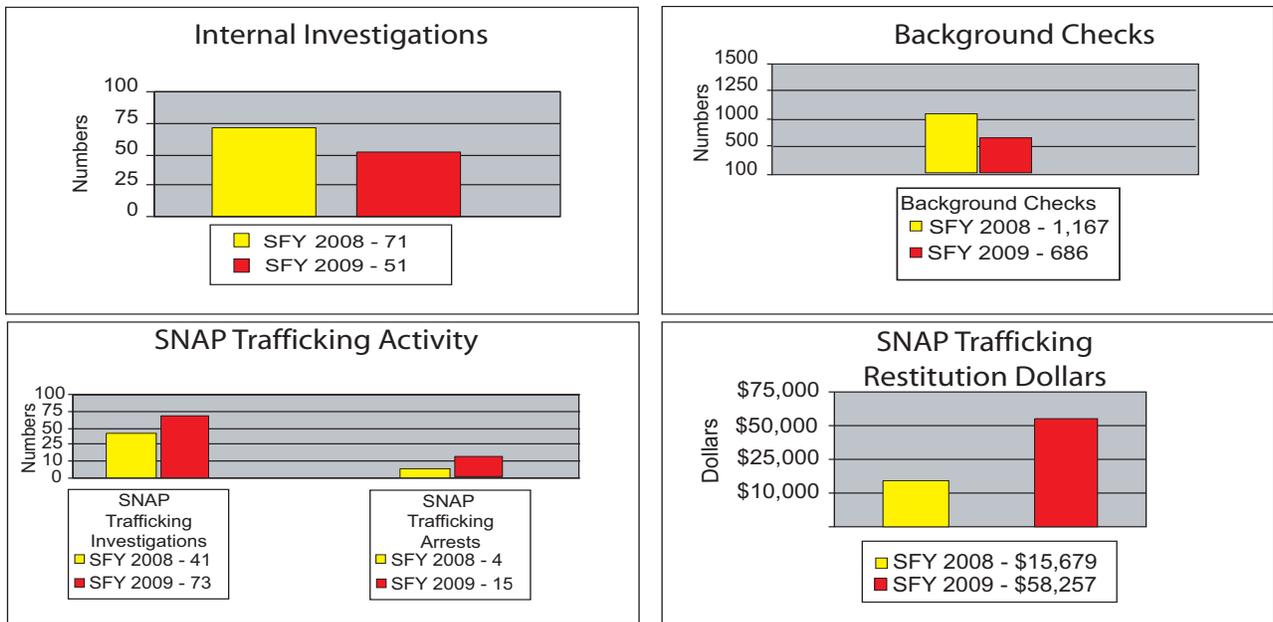
**CONTACT
INFORMATION:
Program
Integrity
Fraud Hotline
800-299-6905**

transfer and trafficking of SNAP benefits. Investigations focus on retailers that are authorized to accept and redeem SNAP and clients who sell SNAP benefits for cash and/or goods other than food items as defined by U.S. Department of Agriculture (USDA), Food and Nutrition Services (FNS). The office conducted fifteen arrests of retailers for a total restitution amount of \$58,257.

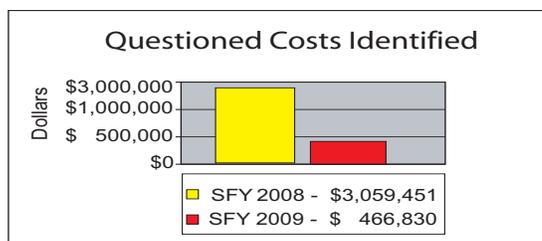
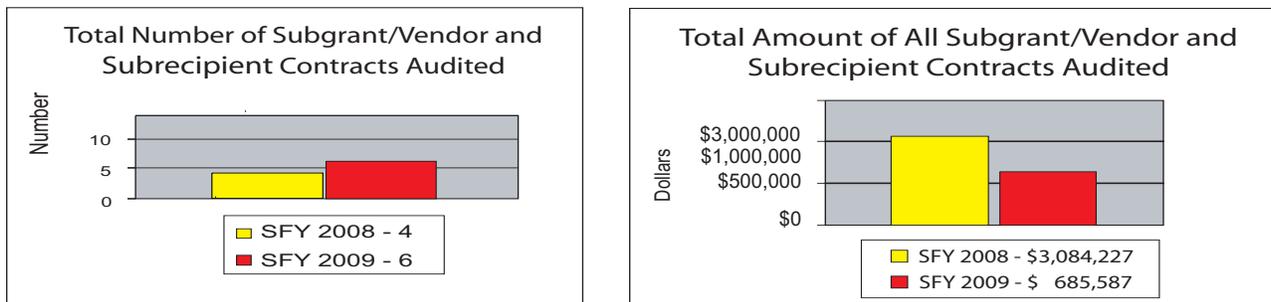
In addition, the Office of Special Investigations provides protective services for members of the executive staff and dignitaries who have business at the agency, conducts pre-employment and background investigations for the agency and provides specialized training for investigators.

During SFY 2009, the Office of Special Investigations performed 686 background investigations for the Divisions of Family and Children's Services and Youth Services. Specialized training includes biannual firearms training for 20 armed investigators within the agency.

Office of Special Investigations Comparison of SFY 2008 Activities to SFY 2009



Office of Investigative Audit Comparison of SFY 2008 Activities to SFY 2009



Office of Investigative Audit

The Office of Investigative Audit is responsible for reviewing, auditing and investigating allegations of fraud and/or other misappropriation 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. During SFY 2009, auditors with the Office of Investigative Audit devoted three months of time to assist monitors with the Office of Monitoring to bring monitoring current.

In SFY 2009, six subgrants were audited with an aggregate award of \$685,587.00. During the subgrant audits performed, the office identified \$466,830 of questioned costs. In addition, child care certificates issued to parents whose children attend five child care centers were audited and resulted in questioned costs of \$1,468,340.

The total amount of questioned costs recovered was \$206,380 and the amount resolved was \$1,292,511.35. One subgrantee requested an administrative hearing.

Office of Administrative Hearings

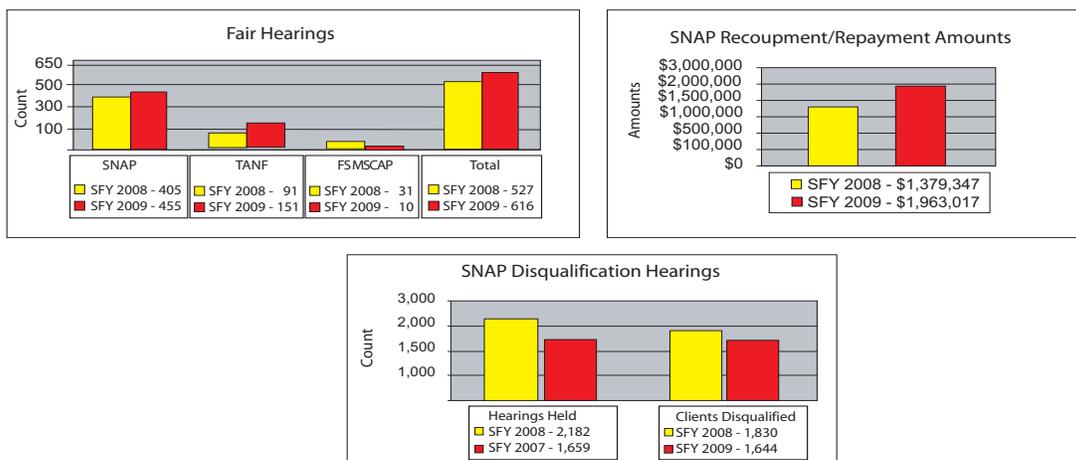
The Office of Administrative Hearings is charged with conducting Fair Hearings and Administrative Disqualification Hearings. A Fair Hearing provides an applicant or recipient an opportunity to appeal an agency action or its failure to act, in connection with the SNAP and TANF Work Programs. When an applicant 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.

This office initiates Administrative Disqualification Hearings when a SNAP over-issuance claim (suspected intentional program violation) has been referred from the Claim 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.

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

During SFY 2009, 616 Fair Hearings were handled which included 455 SNAP cases, 151 TANF cases and 10 FS MSCAP cases. Also, during SFY 2009, 1,659 Administrative Disqualification Hearing decisions were rendered in the SNAP program. As a result of these decisions, 1,644 persons were disqualified from the SNAP program for periods ranging from 12 months to permanent disqualification for fraudulent use of SNAP totaling \$1,963,017.

Office of Administrative Hearings Comparison of SFY 2008 Activities to SFY 2009



Office of Monitoring

The Office of Monitoring (OM) 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 subgrantees and subrecipients. These activities either directly or indirectly affect all programs administered by MDHS. These activities can be broadly grouped into four categories: monitoring subgrantees, subrecipients and vendors; reviewing independent audit reports; performing pre-award review procedures; and tracking the status of MDHS subgrant and vendor agreements.

During SFY 2009, \$2,193,223 in questioned costs was identified. During this period, questioned costs totaling \$239,174.97 were recovered and questioned costs totaling \$237,003 were resolved by subgrantees and subrecipients providing adequate documentation necessary to clear the findings.

Monitoring Subgrants and Vendor Contracts: The Governor designates MDHS as the lead agency for the state of Mississippi to administer various federal programs. As the lead agency, MDHS is required by federal regulations, state law and the MDHS Subgrantee/Contract Manual to monitor each of its subgrantees and subrecipients at least once during the subgrant period to ensure compliance with the fiscal and programmatic requirements of the subgrant.

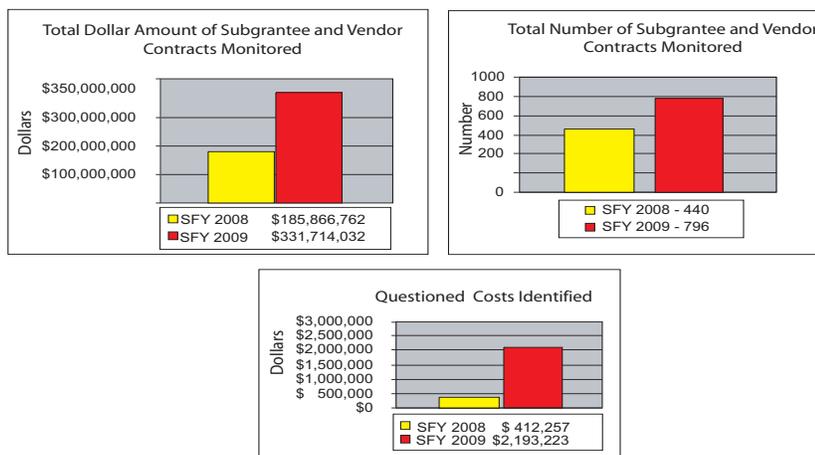
During SFY 2009, OM was referred 456 subgrants totaling \$252,223,994 which were required to be monitored prior to the end of the subgrant period. Monitoring reviews, including subsequent follow-up reviews, were completed for 796 subgrants that totaled \$331,714,032 during the state fiscal year which included subgrants awarded during prior fiscal years and were not monitored previously.

Reviewing Single Audits: The Single Audit Act requires MDHS, as a primary recipient, to review independent audit reports for each of its subgrantees and subrecipients to ensure that they are in compliance. During SFY 2009, OM reviewed 84 independent audit reports or Subgrantee Audit Information Forms from subgrantees and subrecipients and transmitted copies of the audits or other information to the MDHS funding divisions. OM also established procedures to identify noncompliant subgrantees and subrecipients and required them to have 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, OM researched its records to determine whether there are any unresolved monetary findings so that necessary corrective actions can be conducted prior to the issuance of subsequent subgrants/contracts. OM processed 865 Administrative Review Memorandums, which included both original agreements and any subsequent modifications.

Tracking the status of Subgrant and Vendor Agreements: OM developed and currently maintains a computer-based tracking system which determines the current status of any subgrantee, subrecipient or vendor that is being monitored. The system also enables OM to more efficiently coordinate monitoring reviews and thereby makes the best use of OM's resources.

Office of Monitoring Comparison of SFY 2008 Activities to SFY 2009



SOCIAL SERVICES BLOCK GRANT

Mission and Purpose

In 1981, Congress created a block grant for states to provide social services under the Omnibus Budget Reconciliation Act (Public Law 97-35). A wide range of community social services for individuals and families was authorized. These services were 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 (SSBG) in Mississippi is to protect vulnerable individuals and to assist individuals in becoming or maintaining self-sufficiency. Persons eligible for services are those 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 special projects or pilot projects that can be duplicated in other areas of the state and the remaining one percent is used for administration at the state level.

This program was created to help provide a variety of social services to assist needy citizens. The services provided are designed to reduce the dependency of Mississippi's vulnerable population and help them achieve and maintain self-sufficiency.

The objective of SSBG is to empower states so they may furnish social services that are best suited for their residents. Federal block grant funds may be used to provide services directed toward one of the following five goals specified in the law:

- To prevent, reduce or eliminate dependency.
- To achieve or maintain self-sufficiency.
- To prevent neglect, abuse or exploitation of children and adults.
- To prevent or reduce inappropriate institutional care.
- To secure admission or referral for institutional care when other forms of care are not appropriate.

SSBG allocates the one percent set-aside for special projects. These set-aside funds are used to advocate and establish quality programs during the funding year.

Administration

SSBG is designated by the Governor to be administered by the Mississippi Department of Human Services (MDHS), with four direct staff persons and the assistance of the MDHS Divisions of Budgets and Accounting and Program Integrity and the State Attorney General's Office.

Social Services Block Grant Highlights

SSBG awarded \$359,505 for ten summer programs throughout the state and funded the Communities in Schools of Greenwood Leflore, Inc. In addition to the regular programs administered through SSBG, the division received an additional \$28,000,000 in Supplemental Disaster Funds to continue restoration projects in hurricane-damaged areas throughout Mississippi.

Funds Allocated	Clients Served	Type Funds	Allocation
DMH	2,245	SSBG	\$3,542,277
MDHS, DAAS	9,863	SSBG	\$6,520,413
MDHS, DFCS	70,414	SSBG/TANF	\$11,389,202
MDHS, DYS	7,756	SSBG	\$3,835,000

SSBG Funding FY 2009	
SSBG Service Dollars	\$15,882,903
TANF Award	\$9,579,913
Cost Allocation	\$149,000
Total Administration	\$327,180

**CONTACT
INFORMATION:
Social Services
Block Grant
601-359-4778**

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.

Mission

The mission of DYS is to provide leadership to promote change for youth, family units and communities. It operates by creating legitimate, alternative pathways to adulthood through equal access to services that are least intrusive, culturally sensitive and consistent with the highest professional standards.

Vision

The vision of DYS is that every child experience success in caring families and nurturing communities that cherish children and teach them to value family and community. This vision is guided by the fact that decisions and actions affecting children today determine their quality of life tomorrow.

Community Services Programs

Goals

- To ensure a balanced approach of accountability, competency development and community safety while 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 school.
- To establish multi-agency, cooperative partnerships with local communities.
- To establish uniformity in DYS services, case management practices and procedures.

Services

Probation and After Care 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 **Interstate Compact on Juveniles [Delinquency and Child in Need of Supervision (CHINS)]** along with the Division of Youth Services provides for the welfare and protection of juveniles and the public. Its 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 that any two or more party states may find desirable.

Tony Gobar Individualized Assessment and Comprehensive Community Intervention Initiative (IACCII):

Established by statute in Senate Bill 2477, the Tony Gobar IACCII Program provides comprehensive strength-based services for certain youth who would otherwise be committed to the training school. The IACCII ensures that youth and their families can access necessary services available in their home communities. DYS currently supervises three pilot IACCII programs to better serve youth with special needs. If proven successful, these programs may be expanded to other areas of the state to provide appropriate treatment for eligible youth.

Adolescent Offender Program

The **Adolescent Offender Program (AOP)** is a community-based partnership with DYS, mental health agencies, community agencies and local multi-agency councils. The AOP provides a mechanism within communities to coordinate services, share resources and reduce the number of young offenders placed in state custody.

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.

**Contact
Information:
Youth Services**

601-359-4972

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

Services

Each program offers services primarily to non-Medicaid and non-billed Medicaid clients. These services are also available to Medicaid-eligible clients. A total of 1,819 clients have received services through 82 AOP programs.

Within the existing programs, DYS provides the Responsible Fatherhood Program Training, Healthy Marriage Program Training, Evidence-Based Practices, Fast ForWord Cognitive Development Program Pilots and Investment in Excellence for Youth (PX2) Pilots. According to social learning theory, the closer the treatment provided is to the environment in which the youth normally functions, the more effective treatment will be. The AOP brings treatment closer to their home environment and the family.

Therapeutic Group Home

The Bass Group Home is a 10 bed facility for boys 14 -16 years of age. The boys are transitioned from Oakley Training School (OTS) after they have been evaluated and are determined to be appropriate by training school and group home staff. This facility provides therapeutic services to youth with a special education ruling or emotional issues requiring long term care. A long range goal of DYS is to establish at least four additional group homes statewide for boys and girls to provide transitional and therapeutic care and services to eligible youth.

Institutional Programs

Oakley Training School (OTS), a multi-dimensional facility that incorporates holistic-therapeutic programs to promote rehabilitation, located near Raymond, Mississippi, serves boys and girls who were adjudicated as delinquent by the Youth Court, court ordered for commitment and are between the ages of 10 and 17. The psycho-educational program offered at the institution is designed to build basic concepts of self-discipline, self-worth, personal responsibility, attention to detail, a sense of urgency and respect for constituted authority. Students are placed in academic classes at Williams School, according to their previous school placement and additional educational evaluation. This enables the students to continue their educational advancement during their training school commitment. DYS' non-public school is accredited by the Mississippi Department of Education to provide a curriculum in conformity with the DYS mission and accreditation requirements.

Students participate in academic and sports competitions, such as, Spelling Bees, U.S. History Bowls, Geography Quizzes, basketball, baseball, football, chess and golf.

Local Area Network (LAN) Computer Labs are housed in Williams School. Three network labs provide remedial, job interest assessment and cognitive development, facilitated by the Fast ForWord Cognitive Development Program.

Interactive Video Network (IVN) allows students 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 other OTS staff by providing access to interactive video-conferences with staff counterparts. The rooms are equipped as part of the STAR School Project through the Mississippi Educational Television Interactive Video Network (METINV).

Library/Media Services are provided to all students. Williams School has a licensed library/media specialist. Teachers are assisted with instructional planning and delivery.

Character Education Training is being offered to students at the institution. The goal of the program is the development of responsible citizenship skills.

GED Preparation and Testing is offered to eligible students at Williams School. Students tested have an average pass rate of 80%.

ACT® preparation and testing is also 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. Vocational training programs include: Welding, Carpentry, Auto Body, Small Engine Repair, Brick Masonry, Basic Business Computer and Custodial Maintenance.

Individual and Group Therapy counseling emphasizes reality therapy; social skills development; anger management; sex education including STD's 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 full-scale psychological assessment which includes IQ testing, personality profiles, drug and alcohol abuse risk questionnaire, suicide risk assessment, achievement testing and a trauma risk assessment tool called the Trauma Symptom Checklist for Children.

The **Mississippi Arts Commission Community** in Schools Grant Project is currently serving students at Oakley Training School in Creative Writing and Art classes, taught by licensed instructors from a nearby college.

The **Honors Program (HP)** is a voluntary program for youth eligible to participate in programming at Unit II which combines specialized classes with work projects designed to benefit other youth at the facility and the public. The program allows youth to participate in the election process, contribute to the local community and learn to preserve the environment. Youth attend special classes, participate in the student government which helps direct the program activities within the program and engage in work projects both on the Oakley campus and the local community.

Resources

Repair and Renovation

State institutions and agencies are responsible for pre-planning their immediate and future needs of capital improvements, repair and renovations by priority projects. DYS coordinates these projects through the Department of Finance and Administration (DFA), Bureau of Buildings, Grounds and Real Property Management. The Bureau of Buildings, Grounds and Real Property Management submits these requests to the Legislative Budget Office, the House Public Buildings, Grounds and Lands Committee and the Senate Property Committee.

Personal Services and Legal Contracts

The Contract Unit of DYS is responsible for procuring personal services contracts through competitive solicitation and negotiation. In addition, the unit is responsible for managing the contracts which includes processing invoices for payment, as well as, securing appropriate documentation for contract files. The services provided through the contracts include: medical, psychological, psychiatric, dental, medical waste collection, garbage collection, pest control, plumbing, asbestos control, speech and occupational therapy and nursing.

Subgrant Management

The Subgrant Management Unit is responsible for securing various grants to implement new programs within the division or to supplement existing programs. Included in this unit are the AOP subgrants for which the unit handles preparation, subgrant management, program management, training and technical assistance for the programs.

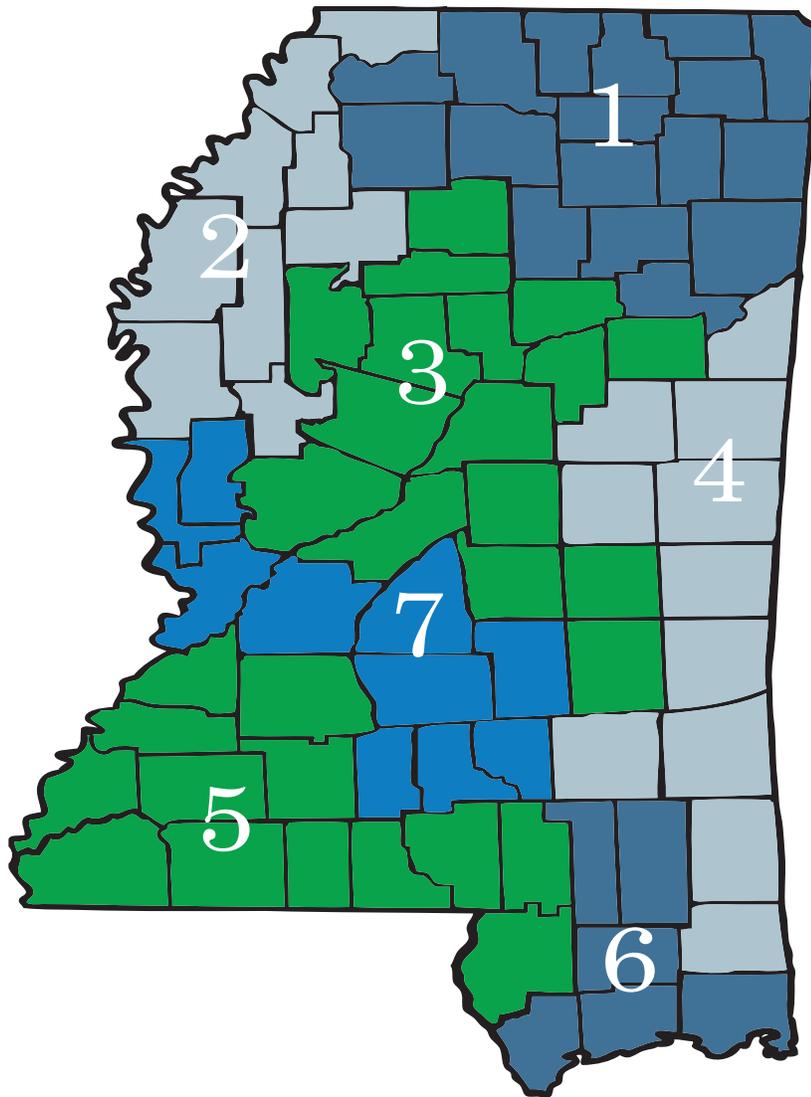
Finance Management

The Finance Unit is responsible for the fiscal management of the division's annual budget which was in excess of \$43 million. The finance unit manages the allocation of funds in compliance with federal and state rules as established by DFA. These functions include, but are not limited to the budget request, budget allocation, budget expenditure, state and federal fund maintenance.

Personnel Management

The Personnel Unit oversees the personnel transactions for approximately 600 authorized positions. This unit ensures that all personnel actions are processed in accordance with the Mississippi State Personnel Board Policies and Procedures. These functions include, but are not limited to: recruitment, selection, retention and separation.

DIVISION OF YOUTH SERVICES REGIONAL MAP

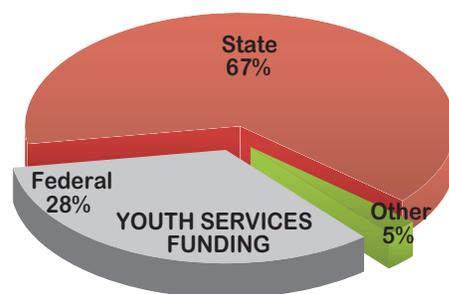
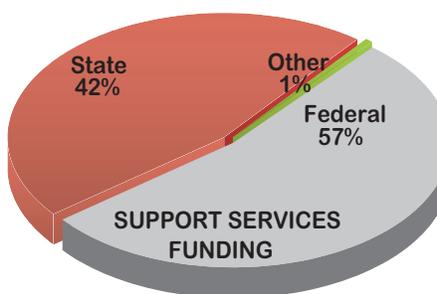
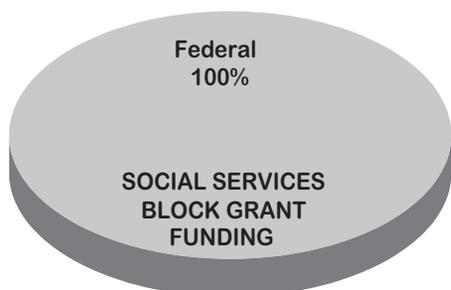
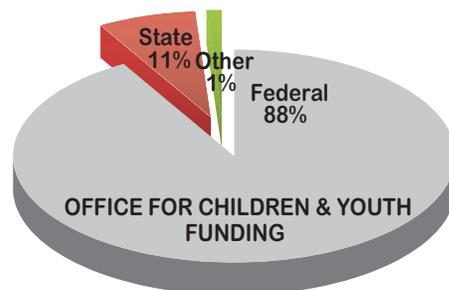
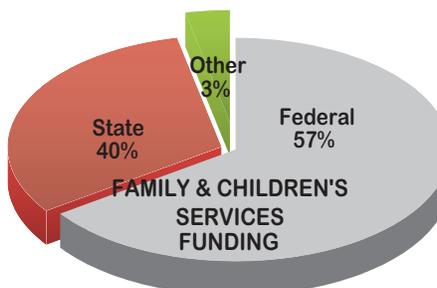
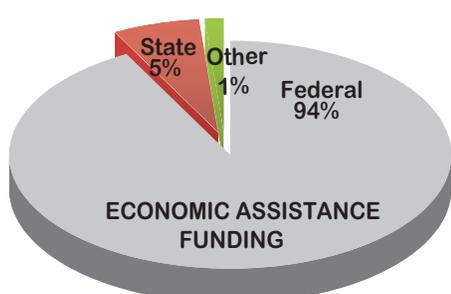
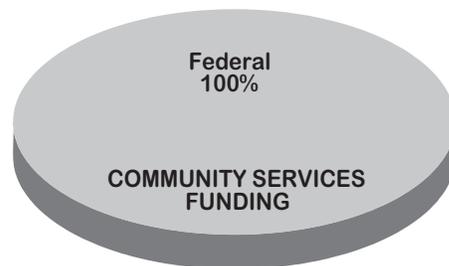
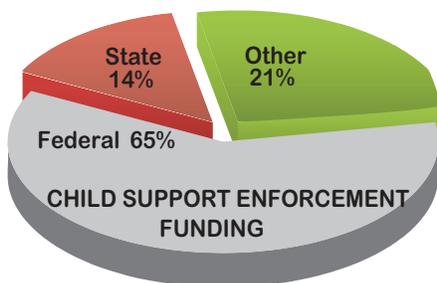
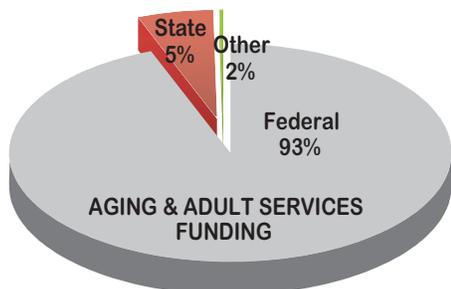


REGIONAL OFFICES	
Region I	662-252-6709
Region II	662-843-8556
Region III	601-859-1276
Region IV	601-485-7881
Region V	601-833-3311
Region VI	228-865-7028
Region VII	601-932-5766

FUNDING INFORMATION
STATISTICAL INFORMATION
FINANCIAL INFORMATION



FUNDING INFORMATION STATE FISCAL YEAR 2009



TANF APPLICATIONS RECEIVED, APPROVED AND DENIED JULY 1, 2008 - JUNE 30, 2009

County	Received	Approved	Denied	County	Received	Approved	Denied
StateTotal	31,942	10,854	17,222				
Adams	165	34	124	Leflore	359	100	229
Alcorn	299	122	169	Lincoln	454	128	280
Amite	70	20	49	Lowndes	959	286	480
Attala	209	79	123	Madison	914	218	543
Benton	77	28	38	Marion	342	70	169
Bolivar	772	392	296	Marshall	434	102	309
Calhoun	138	38	78	Monroe	337	147	178
Carroll	35	3	28	Montgomery	65	25	40
Chickasaw	309	134	154	Neshoba	167	70	93
Choctaw	70	36	27	Newton	152	50	92
Claiborne	122	50	61	Noxubee	196	135	47
Clarke	136	33	98	Oktibbeha	605	138	385
Clay	253	108	124	Panola	549	189	361
Coahoma	753	334	313	Pearl River	600	206	371
Copiah	237	69	145	Perry	87	30	44
Covington	180	37	136	Pike	457	136	288
DeSoto	754	200	526	Pontotoc	66	30	33
Forrest	514	134	332	Prentiss	180	65	110
Franklin	50	31	17	Quitman	97	47	41
George	137	36	105	Rankin	672	195	400
Greene	52	17	35	Scott	208	62	117
Grenada	233	62	149	Sharkey	70	31	34
Hancock	243	54	165	Simpson	459	111	268
Harrison	1,899	588	1,072	Smith	73	18	54
Hinds	4,415	1,509	2,124	Stone	109	21	56
Holmes	461	265	158	Sunflower	736	378	306
Humphreys	408	224	136	Tallahatchie	107	57	42
Issaquena	13	4	8	Tate	196	73	104
Itawamba	87	36	51	Tippah	145	33	102
Jackson	1,390	407	729	Tishomingo	137	38	98
Jasper	72	32	35	Tunica	40	17	23
Jefferson	100	32	50	Union	83	20	58
Jefferson Davis	115	34	68	Walthall	149	49	76
Jones	883	205	627	Warren	418	184	179
Kemper	79	24	44	Washington	1,408	728	483
Lafayette	166	24	115	Wayne	244	82	120
Lamar	316	62	225	Webster	65	21	34
Lauderdale	1,224	243	727	Wilkinson	74	28	35
Lawrence	111	42	65	Winston	194	115	64
Leake	229	75	131	Yalobusha	122	25	84
Lee	925	298	566	Yazoo	512	241	169

**TANF MONEY PAYMENTS, RECIPIENTS,
AMOUNT OF ASSISTANCE, MINIMUM/MAXIMUM GRANT
JUNE 2009**

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
State Total	11,070	17,331	5,621	\$1,527,238	\$10	\$314
Adams	68	108	4	8,391	43	218
Alcorn	113	181	42	15,210	51	218
Amite	41	63	5	5,159	60	194
Attala	74	104	37	9,891	45	194
Benton	25	39	10	3,331	24	194
Bolivar	440	628	275	60,505	19	242
Calhoun	38	54	9	4,861	87	170
Carroll	13	16	2	1,547	99	146
Chickasaw	127	215	65	17,894	34	242
Choctaw	32	55	21	4,489	24	242
Claiborne	53	92	28	7,695	31	242
Clarke	31	54	12	4,348	100	242
Clay	105	144	73	14,278	18	218
Coahoma	361	518	225	49,191	10	242
Copiah	89	142	38	12,306	28	218
Covington	39	65	14	5,159	26	218
DeSoto	218	377	126	32,121	33	242
Forrest	192	327	55	25,700	12	218
Franklin	20	30	9	2,506	49	194
George	29	41	13	3,913	79	170
Greene	16	24	8	2,220	110	194
Grenada	73	105	26	9,418	27	194
Hancock	46	70	16	5,981	21	194
Harrison	462	769	261	67,329	10	266
Hinds	1,457	2,480	815	209,116	11	314
Holmes	340	484	223	48,119	10	242
Humphreys	337	458	230	46,053	10	218
Issaquena	10	16	4	1,298	79	170
Itawamba	52	69	9	6,237	45	170
Jackson	282	501	188	41,900	32	242
Jasper	23	33	10	2,637	24	225
Jefferson	53	70	16	6,729	18	194
Jefferson Davis	45	59	15	5,369	10	194
Jones	200	334	63	26,472	34	289
Kemper	26	46	13	3,822	110	218
Lafayette	31	48	7	3,861	43	194
Lamar	60	91	13	7,697	58	242
Lauderdale	263	421	110	35,501	24	242
Lawrence	40	65	19	5,571	100	218
Leake	42	78	25	6,140	40	242
Lee	244	396	120	33,348	10	242

¹ Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

**TANF MONEY PAYMENTS, RECIPIENTS,
AMOUNT OF ASSISTANCE, MINIMUM/MAXIMUM GRANT.
JUNE 2009 CONTINUED**

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
Leflore	151	241	48	\$20,079	\$43	\$242
Lincoln	102	163	39	14,126	34	218
Lowndes	273	427	165	38,627	20	242
Madison	208	357	97	29,591	30	218
Marion	83	128	34	10,902	35	218
Marshall	107	168	54	14,969	57	242
Monroe	125	195	72	17,274	30	242
Montgomery	27	44	4	3,435	99	218
Neshoba	66	108	25	8,669	36	218
Newton	47	65	16	5,991	30	218
Noxubee	135	178	73	17,990	16	194
Oktibbeha	120	186	49	16,557	27	218
Panola	173	289	90	24,134	11	242
Pearl River	150	260	58	20,281	34	290
Perry	31	40	12	4,000	63	194
Pike	155	257	59	21,630	75	194
Pontotoc	35	60	3	4,602	68	218
Prentiss	59	90	19	7,715	25	194
Quitman	71	113	24	9,613	72	218
Rankin	166	273	80	23,699	16	218
Scott	66	104	35	8,875	21	194
Sharkey	50	72	19	6,805	99	194
Simpson	89	136	39	11,765	28	218
Smith	23	33	5	2,897	63	170
Stone	24	36	11	3,194	110	194
Sunflower	437	608	288	60,233	10	290
Tallahatchie	59	84	18	7,599	29	218
Tate	63	94	29	8,294	11	242
Tippah	47	79	14	6,444	43	218
Tishomingo	34	46	9	3,913	24	170
Tunica	25	41	3	3,362	110	194
Union	17	23	1	1,866	45	194
Walthall	55	87	20	7,228	11	218
Warren	161	296	66	23,586	43	266
Washington	902	1,292	569	124,291	14	242
Wayne	84	131	34	11,406	39	218
Webster	28	41	8	3,362	30	194
Wilkinson	63	92	11	7,450	11	218
Winston	87	131	51	11,943	30	218
Yalobusha	42	66	10	5,640	70	218
Yazoo	220	327	106	29,888	30	218

¹ Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

TANF AMOUNT OF MONEY PAYMENTS JULY 1, 2008 - JUNE 30, 2009

County	Payments	County	Payments
State Total	\$18,577,783		
Adams	130,860	Leflore	248,851
Alcorn	185,604	Lincoln	179,510
Amite	67,762	Lowndes	389,144
Attala	122,320	Madison	334,583
Benton	40,895	Marion	133,531
Bolivar	705,682	Marshall	172,446
Calhoun	64,926	Monroe	218,439
Carroll	22,031	Montgomery	45,490
Chickasaw	216,037	Neshoba	111,386
Choctaw	56,570	Newton	70,175
Claiborne	92,709	Noxubee	225,628
Clarke	60,167	Oktibbeha	205,169
Clay	165,905	Panola	290,096
Coahoma	581,946	Pearl River	264,795
Copiah	161,931	Perry	49,124
Covington	75,449	Pike	280,269
DeSoto	384,135	Pontotoc	59,125
Forrest	307,806	Prentiss	83,572
Franklin	35,375	Quitman	120,226
George	39,325	Rankin	311,676
Greene	30,352	Scott	91,199
Grenada	114,808	Sharkey	91,856
Hancock	71,623	Simpson	144,091
Harrison	723,270	Smith	44,221
Hinds	2,469,019	Stone	37,842
Holmes	611,266	Sunflower	728,975
Humphreys	600,182	Tallahatchie	89,742
Issaquena	18,402	Tate	110,872
Itawamba	72,403	Tippah	67,108
Jackson	503,986	Tishomingo	50,334
Jasper	46,964	Tunica	35,754
Jefferson	88,151	Union	36,295
Jefferson Davis	65,845	Walthall	81,679
Jones	322,984	Warren	297,357
Kemper	41,222	Washington	1,494,254
Lafayette	44,627	Wayne	146,300
Lamar	109,868	Webster	43,016
Lauderdale	456,604	Wilkinson	103,144
Lawrence	67,830	Winston	154,204
Leake	71,627	Yalobusha	62,004
Lee	391,141	Yazoo	434,692

SNAP PARTICIPATION JUNE 2009

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
State Total	222,581	522,353	\$64,328,183				
Adams	2,920	6,489	773,739	Leflore	4,741	10,722	1,290,388
Alcorn	2,613	5,885	665,199	Lincoln	2,593	5,831	699,964
Amite	1,049	2,376	264,380	Lowndes	5,344	11,857	1,507,010
Attala	1,663	3,797	435,325	Madison	3,947	9,384	1,177,955
Benton	979	2,186	260,258	Marion	2,135	5,044	603,412
Bolivar	5,652	11,644	1,458,541	Marshall	2,679	6,320	780,937
Calhoun	1,192	2,664	297,319	Monroe	2,880	6,452	764,739
Carroll	660	1,386	154,078	Montgomery	899	1,951	213,365
Chickasaw	1,691	3,804	425,792	Neshoba	2,139	5,760	675,665
Choctaw	846	1,751	206,575	Newton	1,353	3,333	368,968
Claiborne	1,427	3,353	426,293	Noxubee	2,142	4,313	499,265
Clarke	1,310	3,005	337,732	Oktibbeha	2,925	6,446	827,975
Clay	2,365	5,458	659,255	Panola	3,145	7,572	885,876
Coahoma	4,187	9,693	1,210,232	Pearl River	3,547	9,036	1,147,358
Copiah	2,984	6,597	802,337	Perry	939	2,195	263,326
Covington	1,405	3,492	391,786	Pike	3,694	9,140	1,112,341
Desoto	5,099	12,902	1,666,858	Pontotoc	1,645	4,154	475,684
Forrest	5,214	12,513	1,555,182	Prentiss	1,624	3,916	446,698
Franklin	596	1,311	143,461	Quitman	1,516	3,127	377,567
George	1,215	3,117	387,130	Rankin	4,587	11,668	1,500,167
Greene	793	1,856	216,085	Scott	1,883	4,793	556,483
Grenada	1,822	4,065	453,701	Sharkey	1,029	2,128	265,284
Hancock	2,327	5,589	699,160	Simpson	1,875	4,716	558,905
Harrison	11,002	25,997	3,410,716	Smith	948	2,439	281,643
Hinds	22,979	55,632	7,353,145	Stone	1,023	2,522	320,183
Holmes	3,444	7,654	911,253	Sunflower	4,912	10,252	1,325,583
Humphreys	2,029	4,326	524,643	Tallahatchie	1,462	3,608	397,906
Issaquena	155	351	41,106	Tate	1,735	4,362	545,277
Itawamba	1,169	2,956	338,296	Tippah	1,501	3,630	405,660
Jackson	6,567	15,885	2,060,598	Tishomingo	980	2,313	246,154
Jasper	1,407	3,172	350,554	Tunica	1,438	3,484	423,206
Jefferson	920	2,097	233,598	Union	1,072	2,819	314,499
Jefferson Davis	1,253	2,808	324,057	Walthall	1,167	2,832	330,547
Jones	3,807	9,607	1,112,089	Warren	3,572	9,009	1,124,055
Kemper	912	1,948	217,201	Washington	8,816	19,589	2,536,667
Lafayette	1,612	3,774	460,910	Wayne	1,833	4,300	506,115
Lamar	2,281	5,812	742,754	Webster	900	2,007	228,983
Lauderdale	6,493	15,160	1,873,125	Wilkinson	1,123	2,367	286,805
Lawrence	919	2,025	233,491	Winston	1,903	4,330	506,872
Leake	1,369	3,480	386,144	Yalobusha	1,257	2,848	330,625
Lee	5,520	13,655	1,657,162	Yazoo	3,831	8,512	1,096,811

SNAP BENEFIT VALUE JULY 1, 2008 - JUNE 30, 2009

County	Benefit Value	County	Benefit Value
State Total	\$620,709,665		
Adams	7,823,437	Leflore	12,717,020
Alcorn	6,328,183	Lincoln	6,935,898
Amite	2,694,750	Lowndes	14,409,056
Attala	4,200,900	Madison	11,271,126
Benton	2,500,419	Marion	5,602,103
Bolivar	14,446,132	Marshall	7,232,130
Calhoun	2,867,198	Monroe	7,318,352
Carroll	1,496,502	Montgomery	2,065,095
Chickasaw	4,210,351	Neshoba	6,295,163
Choctaw	1,964,815	Newton	3,477,617
Claiborne	4,162,104	Noxubee	5,075,602
Clarke	3,232,144	Oktibbeha	7,944,917
Clay	6,379,510	Panola	8,534,443
Coahoma	12,116,312	Pearl River	10,892,605
Copiah	7,713,450	Perry	2,574,538
Covington	3,632,303	Pike	11,064,553
DeSoto	15,005,559	Pontotoc	4,475,244
Forrest	15,088,327	Prentiss	4,040,252
Franklin	1,397,049	Quitman	3,786,904
George	3,703,697	Rankin	14,392,263
Greene	2,107,812	Scott	5,246,569
Grenada	4,166,483	Sharkey	2,720,448
Hancock	6,463,282	Simpson	5,503,556
Harrison	31,423,401	Smith	2,608,408
Hinds	73,012,773	Stone	2,941,962
Holmes	9,208,654	Sunflower	13,462,413
Humphreys	5,252,364	Tallahatchie	3,883,337
Issaquena	420,413	Tate	5,208,618
Itawamba	3,136,527	Tippah	3,822,625
Jackson	19,263,675	Tishomingo	2,190,544
Jasper	3,325,742	Tunica	4,138,525
Jefferson	2,438,297	Union	2,882,439
Jefferson Davis	3,120,102	Walthall	3,145,363
Jones	10,098,999	Warren	11,016,809
Kemper	2,098,252	Washington	25,587,402
Lafayette	4,206,955	Wayne	4,761,546
Lamar	6,986,241	Webster	2,243,051
Lauderdale	18,349,195	Wilkinson	2,936,105
Lawrence	2,258,710	Winston	4,756,853
Leake	3,601,215	Yalobusha	3,172,933
Lee	15,602,616	Yazoo	10,870,428

**SNAP PROGRAM APPLICATIONS
RECEIVED, APPROVED AND DENIED
JULY 1, 2008 - JUNE 30, 2009**

County	Received	Approved	Denied	County	Received	Approved	Denied
State Total	205,396	142,141	48,016				
Adams	1,865	1,338	434	Leflore	3,089	2,259	693
Alcorn	2,303	1,628	550	Lincoln	2,528	1,763	589
Amite	767	532	201	Lowndes	3,786	2,833	767
Attala	1,152	820	261	Madison	3,819	2,487	1,056
Benton	709	581	113	Marion	2,002	1,349	480
Bolivar	3,558	2,704	720	Marshall	2,770	1,708	1,029
Calhoun	898	663	206	Monroe	2,438	1,775	551
Carroll	519	341	126	Montgomery	778	477	247
Chickasaw	1,386	993	321	Neshoba	1,849	1,370	386
Choctaw	655	520	116	Newton	1,224	878	284
Claiborne	895	679	180	Noxubee	1,021	843	175
Clarke	1,184	831	281	Oktibbeha	3,354	2,076	891
Clay	1,691	1,244	363	Panola	2,593	1,726	728
Coahoma	2,824	2,043	677	Pearl River	3,647	2,510	902
Copiah	2,223	1,651	415	Perry	969	707	200
Covington	1,296	905	290	Pike	3,120	2,052	776
DeSoto	6,813	4,339	2,109	Pontotoc	1,836	1,213	480
Forrest	6,041	4,111	1,457	Prentiss	1,867	1,259	469
Franklin	476	367	94	Quitman	1,002	803	173
George	1,766	1,157	447	Rankin	5,542	3,698	1,382
Greene	866	606	193	Scott	1,807	1,123	519
Grenada	1,697	1,149	421	Sharkey	517	454	54
Hancock	2,954	1,991	682	Simpson	2,070	1,464	506
Harrison	13,173	9,329	3,023	Smith	887	637	223
Hinds	20,915	14,782	5,061	Stone	1,213	847	304
Holmes	1,991	1,478	393	Sunflower	3,177	2,442	630
Humphreys	1,117	890	198	Tallahatchie	792	651	118
Issaquena	94	68	21	Tate	1,746	1,092	472
Itawamba	1,250	861	311	Tippah	1,527	1,063	421
Jackson	8,102	5,290	2,199	Tishomingo	1,084	719	266
Jasper	991	747	202	Tunica	1,133	848	219
Jefferson	589	339	187	Union	1,401	896	425
Jefferson Davis	1,055	709	277	Walthall	1,091	722	260
Jones	4,562	2,909	1,241	Warren	3,377	2,400	757
Kemper	544	362	129	Washington	5,222	4,068	874
Lafayette	2,310	1,448	608	Wayne	1,531	1,115	354
Lamar	3,017	2,025	725	Webster	610	502	98
Lauderdale	5,485	3,902	1,192	Wilkinson	700	525	119
Lawrence	759	581	138	Winston	1,489	1,143	296
Leake	1,364	845	373	Yalobusha	1,105	784	213
Lee	5,335	3,870	1,196	Yazoo	2,481	1,976	409
				MSCAP ¹	4,011	1,256	90

FOSTER HOME CARE PAYMENTS JULY 1, 2008 - JUNE 30, 2009

County	Payments	County	Payments
State Total	\$21,042,670.50		
Adams	573,706.78	Lee	187,945.75
Alcorn	287,438.28	Leflore	158,147.62
Amite	39,728.48	Lincoln	210,875.43
Attala	3,866.81	Lowndes	432,829.08
Benton	14,282.12	Madison	99,830.24
Bolivar, E.	73,806.32	Marion	51,445.85
Bolivar, W.	109,843.88	Marshall	137,461.48
Calhoun	95,732.03	Monroe	451,883.86
Carroll	70,502.82	Montgomery	46,461.76
Chickasaw, E.	38,195.51	Neshoba	185,277.83
Chickasaw, W.	116,672.04	Newton	41,844.50
Choctaw	62,987.00	Noxubee	17,880.40
Claiborne	34,608.00	Oktibbeha	40,616.50
Clarke	39,148.41	Panola	162,209.04
Clay	178,220.95	Pearl River	927,450.41
Coahoma	149,703.66	Perry	57,502.87
Copiah	656,783.64	Pike	365,003.74
Covington	85,305.00	Pontotoc	236,003.43
DeSoto	496,738.10	Prentiss	272,821.09
Forrest	1,101,536.34	Quitman	28,117.05
Franklin	60,102.98	Rankin	480,568.69
George	35,219.00	Scott	176,623.26
Greene	20,767.00	Sharkey	0.00
Grenada	44,878.88	Simpson	106,518.20
Hancock	302,744.29	Smith	23,298.49
Harrison	1,315,253.03	Stone	545,209.85
Hinds	2,836,333.25	Sunflower	125,729.51
Holmes	52,171.00	Tallahatchie	58,163.44
Humphreys	120,717.08	Tate	54,583.50
Issaquena	0.00	Tippah	174,445.02
Itawamba	187,282.58	Tishomingo	260,417.30
Jackson	1,924,814.67	Tunica	170,496.04
Jasper	111,707.03	Union	418,584.36
Jefferson	59,260.15	Walthall	109,239.28
Jefferson Davis	110,421.86	Warren	684,331.35
Jones	180,329.54	Washington	311,186.16
Kemper	15,219.56	Wayne	95,255.05
Lafayette	61,609.05	Webster	135,364.22
Lamar	154,761.42	Wilkinson	26,011.12
Lauderdale	520,997.35	Winston	100,422.00
Lawrence	31,211.87	Yalobusha	47,084.63
Leake	23,493.00	Yazoo	429,430.34

CHILD SUPPORT CASES JUNE 2009

County	TANF/FC ¹ IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases	County	TANF/FC ¹ IV-D Cases	Non-TANF IV-D Cases	Non-V-D Cases
Adams	787	5,665	18	Lee	1,085	7,299	81
Alcorn	284	2,023	35	Leflore	734	6,314	7
Amite	179	1,401	1	Lincoln	536	3,312	9
Attala	315	2,431	7	Lowndes	1,126	6,214	208
Benton	118	680	9	Madison	623	5,819	30
Bolivar, E.	1,181	4,823	32	Marion	470	2,941	1
Bolivar, W.	352	1,309	2	Marshall	817	3,699	49
Calhoun	226	1,457	21	Monroe	642	3,291	31
Carroll	84	758	4	Montgomery	119	1,020	7
Chickasaw, E.	194	796	2	Neshoba	368	3,287	74
Chickasaw, W.	268	1,299	8	Newton	232	2,228	40
Choctaw	151	1,070	5	Noxubee	530	2,078	13
Claiborne	319	2,082	13	Oktibbeha	508	3,842	55
Clarke	260	1,794	25	Panola	869	4,716	6
Clay	400	2,503	28	Pearl River	639	4,320	13
Coahoma	1,093	5,403	12	Perry	141	980	3
Copiah	502	4,303	9	Pike	909	5,057	7
Covington	273	1,824	15	Pontotoc	216	2,070	17
DeSoto	1,007	7,577	319	Prentiss	254	1,760	13
Forrest	1,272	8,097	27	Quitman	278	1,304	2
Franklin	119	769	0	Rankin	708	8,475	68
George	156	1,246	34	Scott	318	3,287	72
Greene	105	667	11	Sharkey	200	962	1
Grenada	351	2,207	12	Simpson	429	2,514	18
Hancock	365	3,408	54	Smith	152	1,472	8
Harrison	2,229	15,650	285	Stone	200	1,176	4
Hinds	4,184	34,664	159	Sunflower	1,051	5,169	4
Holmes	894	3,560	27	Tallahatchie	273	1,951	3
Humphreys	594	2,165	1	Tate	410	2,691	38
Issaquena	23	130	0	Tippah	185	1,321	43
Itawamba	200	1,494	15	Tishomingo	155	900	9
Jackson	1,480	11,604	421	Tunica	263	1,994	16
Jasper	189	1,854	21	Union	230	1,557	28
Jefferson	262	1,398	3	Walthall	250	1,566	4
Jefferson Davis	241	1,540	2	Warren	742	7,502	60
Jones	973	7,602	169	Washington	1,972	10,231	48
Kemper	189	1,118	6	Wayne	505	2,693	24
Lafayette	265	2,284	32	Webster	145	729	10
Lamar	334	2,994	8	Wilkinson	293	1,677	4
Lauderdale	1,207	9,657	92	Winston	508	2,508	8
Lawrence	175	1,239	4	Yalobusha	214	1,375	12
Leake	211	2,499	8	Yazoo	775	5,130	13
				CRDU ²	0	0	0
				SPL ³	0	6	2

¹Includes IV-E Foster Care (FC) Cases

²Centralized Receipting and Disbursement Unit

³State Parent Locator

MDHS 20 HIGHEST SALARIES SFY 2009

Rank	Title	Salary
1.	Executive Director	\$130,000
2.	Director, DHS - Deputy	\$106,250
3.	Administrator, DHS - Deputy	\$98,065
4.	Administrator, DHS - Deputy	\$92,250
5.	Administrator, DHS - Deputy	\$89,357
6.	Systems Info Officer, Chief	\$85,000
7.	Office Director II	\$80,198
8.	Office Director II	\$80,010
9.	Office Director II	\$76,599
10.	Office Director I	\$72,741
11.	Office Director I	\$72,741
12.	Psychologist Licensed, Administrator	\$72,555
13.	Attorney, Senior	\$72,500
14.	Office Director I	\$71,991
15.	Chief Financial Officer	\$71,500
16.	Officer Director II	\$70,000
17.	Officer Director II	\$70,000
18.	Systems Manager III	\$68,291
19.	Bureau Director II	\$67,001
20.	Bureau Director II	\$67,001

SOURCE OF FUNDING BY BUDGET UNIT JULY 1, 2008 - JUNE 30, 2009

Source of Funding by Division				
Budget Unit	Federal	State	Other	Total
Economic Assistance	\$687,954,010	\$32,113,344	\$9,348,706	\$729,416,060
Child Support Enforcement	25,386,615	5,428,692	8,327,684	39,142,991
Family & Children's Services	52,098,067	37,301,243	2,827,257	92,226,567
Office for Children and Youth	73,764,780	9,398,473	963,118	84,126,371
SSBG	13,685,480	0	0	13,685,480
Aging & Adult Services	23,429,599	1,240,574	88,991	24,759,164
Youth Services	10,554,736	24,773,393	1,702,278	37,030,407
Community Services	44,153,152	0	0	44,153,152
Support Services	7,524,882	5,543,734	75,585	13,144,201
Total	\$938,551,321	\$115,799,453	\$23,333,619	\$1,077,684,393

TOTAL EXPENDITURES BY BUDGET UNIT JULY 1, 2008 - JUNE 30, 2009

Major Objects of Expenditure										
Budget Unit	Salaries	Travel	Contractual Services	Commodities	Capital Outlay Other Than Equipment	Capital Outlay- Equipment	Total Vehicles	Wireless Communication Devices	Subsidies, Loans and Grants	Total
DEA	\$42,008,172	\$655,623	\$12,334,557	\$733,206	\$0	\$80,477	\$0	\$0	\$673,604,025	\$729,416,060
DCSE	19,488,944	331,625	12,113,217	322,883	0	380,895	0	0	6,505,427	39,142,991
DFCS	35,247,911	4,307,873	13,971,283	742,359	0	528,612	0	1,185	37,427,344	92,226,567
OCY	793,074	5,079	272,369	24,105	0	4,129	0	205	83,027,410	84,126,371
SSBG	212,391	15,016	51,068	4,735	0	693	0	0	13,401,577	13,685,480
DAAS	1,371,836	96,644	867,664	52,076	0	12,324	0	3,900	22,354,720	24,759,164
DYS	20,175,647	297,887	5,132,934	1,732,321	48,360	319,444	98,496	300	9,225,018	37,030,407
DCS	630,093	48,896	426,817	149,907	0	29,843	0	100	42,867,496	44,153,152
Support Services	9,740,676	299,038	2,638,966	306,162	0	98,949	31,158	2,523	26,729	13,144,201
Total	\$129,668,744	\$6,057,681	\$47,808,875	\$4,067,754	\$48,360	\$1,455,366	\$129,654	\$8,213	\$888,439,746	\$1,077,684,393

OUT OF STATE TRAVEL FISCAL YEAR 2009

Employee's Name	Destination	Purpose	Cost
Anderson, Ronza	Dearborn, MI	National Association for State Community Services Program 2008 Annual Conference	\$1,300
Anderson, Ronza	Montgomery, AL	Peer Training and Technical Assistance Meeting for the State of Alabama	\$265
Anderson, Ronza	Myrtle Beach, SC	2008 Southeast Weatherization Training Conference	\$1,471
Anderson, Ronza	Washington, DC	2009 National Association for State Community Services Programs Mid-Winter Training	\$1,753
Andrews, Katrina	Baltimore, MA	Mandated Training for New State Health Insurance Program Directors	\$1,225
Ballard, Anita	Chicago, IL	19th Annual National Adult Protective Association Conference	\$919
Barnes, Helen	Kansas City, MO	Child Support Enforcement Financial Training Conference	\$994
Basden, Susan	Indianapolis, IN	Senior Service America's Annual Conference	\$901
Basden, Susan	Washington, DC	Title V Orientation for New State and National Grantees Directors	\$1,559
Benjamin, Martha	San Francisco, CA	57th Annual Child Support Enforcement Training Conference and Expo	\$1,847
Benoit, Wendy	Atlanta, GA	Child Abuse and Neglect Conference	\$1,014
Bridge, Nick	Atlanta, GA	Active Parenting Training Meeting	\$554
Brown, Autumn	Baton Rouge, LA	Foster Child Family Team Meeting	\$194
Brown, Mary	Atlanta, GA	Child Abuse and Neglect Conference	\$680
Brown, Sandra	Atlanta, GA	National Child Abuse Conference	\$507
Bryan, Julia	Denver, CO	Federal Emergency Management Agency Conference	\$578
Bryant, Kenneth	Myrtle Beach, SC	2008 Southeast Weatherization Training Conference	\$1,472
Bryant, Kenneth	Washington, DC	2009 National Association for State Community Services Programs Mid-Winter Training	\$1,753
Bryant, Wendy	Atlanta, GA	Child Welfare Skills and Knowledge Conference	\$1,878
Butler, Vera	Atlanta, GA	Active Parenting Training Meeting	\$545
Butler, Vera	Arlington, VA	National Abstinence Education Grantees Conference	\$1,513
Butler, Vera	Ft. Lauderdale, FL	Community Based Abstinence Education Grant Training	\$805
Chapman, Joi	Atlanta, GA	Child Abuse and Neglect Conference	\$507
Chapman, Joi	Atlanta, GA	Child Abuse/Neglect Conference	\$698
Christmas, Chris	Philadelphia, PA	29th Annual National Association of Program Information and Performance	\$1,204
Clark, Edna	Chicago, IL	19th Annual National Adult Protective Association Conference	\$919
Cole, Bobbye	Washington, DC	Technical Assistance Meeting	\$1,089
Cotton, Carolyn	Louisville, KY	IFPS Summit	\$178
Courtney, Dorothy	Atlanta, GA	Child Abuse and Neglect Conference	\$507
Courtney, Dorothy	Atlanta, GA	Child Welfare Skills and Knowledge Conference	\$1,359
Cupid-Jones, Rhonda	Atlanta, GA	21st Annual Conference National Staff Development & Training Association	\$563
Davenport, Jaworski	Washington, DC	National Youth in Transition Database Conference	\$1,488
Davis, John	Atlanta, GA	Supplemental Nutrition Assistance Program Director's Meeting	\$1,507
Davis, John	Tallahassee, FL	Supplemental Nutritional Assistance Program Disaster Meeting	\$1,105
Davis, John	Santa Fe, NM	Tri Regional Supplemental Nutrition Assistance Program Conference	\$1,138
Davis, Shirley	Memphis, TN	Monitoring Review of Grants with Youth Villages	\$100
Dennis Daniels	Detroit, MI	Observe operation of an Accredited Complaint Facility	\$1,008
Dent, Jill	Charlotte, NC	National Institute for Early Childhood Professional Development Conference	\$1,769
Dent, Jill	New Orleans, LA	9th National Conference on Child Sexual Abuse & Exploitation	\$695
Dixon, Tzatwanza	Detroit, MI	Observe operation of an Accredited Complaint Facility	\$1,134
Gallarno, Robert	Atlanta, GA	Department of Health and Human Services Federal Regional Staff Meeting	\$525
Gallarno, Robert	Atlanta, GA	Regional Court and State Agency Meeting	\$1,136
Gallarno, Robert	Atlanta, GA	Health & Human Federal Regional Staff Meeting	\$553
Gates, Kimberly	Memphis, TN	Investigation of Child Abuse	\$110
Gearhart, Dana	Arlington, VA	8th Annual National Aging and law Conference	\$1,697
Gee, Annie	Atlanta, GA	Child Abuse/ Neglect Conference	\$731
Grant, Deborah	Myrtle Beach, SC	Eastern Regional Interstate Child Support Association Conference	\$1,781
Green, Betty	Orlando, FL	Senior Medicare Patrol Conference	\$899
Griffis, Rick	Myrtle Beach, SC	2008 Southeast Weatherization Training Conference	\$1,244
Hamrick, Robert	Atlanta, GA	Regional Court and State Agency Meeting	\$599
Hickman, Patricia	San Antonio, TX	AAICPC 2009 Annual Conference	\$651
Hilliard, Wayne	Mobile, AL	Technology in Support of Emergency Response Gulf Coast Summit	\$473
Honeycutt, Julie	Palo Alto, CA	Chronic Disease Self Management Conference	\$1,127
Howell, Janie	Memphis, TN	Monitoring Review of Grants with Youth Villages	\$321
Hunter, Lorraine	Washington, DC	State Refugee Conference	\$710
Johnson, Mario	Washington, DC	National Youth in Transition Database	\$1,015
Johnson, Mario	San Diego, CA	National Pathway to Adulthood Conference	\$890
Johnson, Shirley	Washington, DC	National Youth in Transition Database	\$1,440
Kelley, Tish	Boston, MA	National Aging and Disability Resource Center Conference	\$1,662
Kinnel, Barbara	Philadelphia, PA	National Association of Program Information and Performance Measurement	\$846

SFY 2009 TRAVEL CONTINUED

Employee's Name	Destination	Purpose	Cost
Maccarone, James	Detroit, MI	Observe operation of an Accredited Complaint Facility	\$1,062
Malone, Tracy	New Orleans, LA	9th National Conference on Child Sexual Abuse & Exploitation	\$1,448
Mayberry, Carla	Atlanta, GA	Child Abuse and Neglect Conference	\$1,708
McAnally, Tonya	Memphis, TN	Foster Child Family Visit	\$272
McBeath, Nicole	Dearborn, MI	National Association for State Community Services Program 2008 Annual Conference	\$1,325
McCullough, Wilhelm	Silver Spring, MA	Mandated Training for New State Health Insurance Program Directors	\$1,216
McFarland, Johnny	Philadelphia, PA	Advance Planning Document Training	\$702
McLendon, Edna	Memphis, TN	Family Focus 2008, Adoption from the Inside Out Conference	\$547
Millsap, Linda	Washington, DC	2008 Policy to Practice Dialogue	\$1,649
Moffett, Rhonda	San Marces, TX	Quarterly Foster Child Visit	\$1,242
Naylor, Walley	Jackson Hole, WY	National Council of Child Support Directors Conference	\$2,154
Naylor, Walley	San Francisco, CA	57th Annual Child Support Enforcement Training Conference and Expo	\$1,860
Naylor, Walley	Washington, DC	18th National Child Support Enforcement Training Conference	\$1,249
Noble, John	Columbia, SC	Electronic Benefits Transfer Disaster Policy System and Document Imaging Training	\$769
Noble, John	Atlanta, GA	Supplemental Nutrition Assistance Program Director's Meeting	\$1,427
Noble, John	Tallahassee, FL	Supplemental Nutritional Assistance Program Disaster Meeting	\$1,219
Noble, John	Santa Fe, NM	Tri Regional Supplemental Nutrition Assistance Program Conference	\$729
Norwood, Sollie	Washington, DC	2009 National Association for State Community Services Programs Mid-Winter Training	\$1,358
Pittman, Kathy	Detroit, MI	Observe operation of an Accredited Complaint Facility	\$1,627
Powell, Bridget	Memphis, TN	Family Focus 2008, Adoption from the Inside Out Conference	\$289
Reed, Victoria	Charleston, SC	CWLA Southern Region Executives Retreat	\$1,668
Robinson, Sabrina	Detroit, MI	Observe operation of an Accredited Complaint Facility	\$872
Robinson, Taneda	Memphis, TN	Monitoring Review of YMCA	\$386
Rogillio, Tonya	Denver, CO	Scaling the Summit	\$682
Ruffin, Tina	Montgomery, AL	Peer Training and Technical Assistance Meeting for the State of Alabama	\$244
Rushing, Bryan	Atlanta, GA	National Child Abuse Convention	\$1,376
Sanders, Tiffany	Memphis, TN	Monitoring Review of YMCA	\$203
Savell, Joel	Columbia, SC	Electronic Benefits Transfer Disaster Policy System and Document Imaging Training	\$852
Shannon, Patricia	Washington, DC	Federal Grants Training Conference	\$915
Shannon, Patricia	Lexington, KY	Summit on Public/Private Partnership	\$1,585
Shields, Billy	Atlanta, GA	17th Annual Licensing Seminar	\$1,813
Simpson, Linda	Atlanta, GA	17th Annual Licensing Seminar	\$1,759
Smith, Mark	Atlanta, GA	Budget Reconciliation Meeting	\$1,711
Smith, Robin	Minneapolis, MN	Web-Based Tax Offset Training	\$1,602
Sparkman, Cheryl	Burlington, VT	Conference Workshop on Claims	\$1,951
Sparkman, Cheryl	Dallas, TX	Administration for Children and Families Tri-Regional TANF Child Care Forum	\$1,036
Sparkman, Cheryl	Atlanta, GA	Supplemental Nutrition Assistance Program Director's Meeting	\$1,293
Sparkman, Cheryl	Tallahassee, FL	Supplemental Nutritional Assistance Program Disaster Meeting	\$1,084
Sparkman, Cheryl	Santa Fe, NM	Tri Regional Supplemental Nutrition Assistance Program Conference	\$1,011
Steckler, Karla	Denver, CO	Scaling to the Summit	\$1,632
Sykes, Cathy	Santa Fe, NM	Tri Regional Supplemental Nutrition Assistance Program Conference	\$1,626
Taylor, Jennifer	Philadelphia, PA	29th Annual National Association of Program Information and Performance	\$1,146
Taylor, Sherry	Washington, DC	2009 Policy Forum and Training Conference	\$1,397
Thomas, Johnnie	Washington, DC	2009 National Association for State Community Services Programs Mid-Winter Training	\$1,754
Townsend, Christine	Boise, ID	2008 State Compact Administrators Annual Meeting	\$1,059
Tutor, Marion	Boston, MA	National Aging and Disability Resource Center Conference	\$1,739
Wedgeworth, Jeffery	Atlanta, GA	National Child Abuse Convention	\$2,005
Wiggins, George	Atlanta, GA	National Child Abuse Convention	\$1,555
Williams, LaToya	Fort Lauderdale, FL	Community Based Abstinence Education Grant Training	\$755
Williams, Pablo	Detroit, MI	Observe operation of an Accredited Complaint Facility	\$1,031
Williams, Rena	Atlanta, GA	National Child Abuse Convention	\$1,144
Williams, Roland	Atlanta, GA	National Child Abuse Convention	\$1,405
Williams, Ruth Ann	Washington, DC	18th National Child Support Enforcement Training Conference	\$1,081
Wilson, Robin	Washington, DC	11th National Child Welfare Data and Technology Conference	\$1,556
Wilson, Robin	Santa Fe, NM	Time and Effort: Perspective on workload	\$1,467
Winters, Jon	Memphis, TN	Monitoring Review of Grants with Youth Villages	\$140
Woodruff, Lori	Atlanta, GA	Department of Health and Human Services Federal Regional Staff Meeting	\$1,034
Wright, Lora	Atlanta, GA	National Child Abuse Convention	\$507
Wright, Lora	Atlanta, GA	11th National Child Welfare Data and Technology Conference	\$1,505
Young, Minnie	Atlanta, GA	National Child Abuse Conference	\$1,239
TOTAL			\$137,926

2009 VEHICLE REPORT

Vehicle Type	Model Year	Model	Use	Tag Number	Mileage 6/30/09	Avg Miles Per Yr
Truck	1998	Truck	CTS-Administrative	G-05765	34,833	1,686
Truck	1995	Truck	CTS-Maintenance	S-15456	70,779	4,378
Bus	1991	Chevy Bus	CTS-School	G-43421	42,610	508
Truck	1996	Sierra	CTS-Security	G-29141	170,899	6,681
Car	1997	Taurus	OTS-Administrative	G-01436	67,409	* 0
Car	1997	Taurus	OTS-Administrative	G-02284	72,271	1,523
Truck	2003	Truck	OTS-Administrative	G-26846	57,350	9,770
RV	2006	Mobile	OTS-Administrative	G-41205	3,444	977
*RV	2005	Mobile	OTS-Administrative	G-41206	3,661	1,556
Car	1996	Taurus	OTS-Clinic	S-16282	61,613	4,228
Truck	1996	Truck	OTS-Maintenance	S-16343	82,181	2,656
Truck	1998	Truck	OTS-Maintenance	G-05796	93,676	3,762
Car	1998	Taurus	OTS-Maintenance	G-07391	84,884	2,919
Truck	1999	Truck	OTS-Maintenance	G-10814	45,135	4,357
Van	1998	Windstar	OTS-School	G-06021	103,818	2,714
Bus	1989	Chevy Bus	OTS-School	G-35129	63,283	* 0
Van	2009	Caravan	OTS-School	G-49902	1,058	1,058
Van	2009	Caravan	OTS-School	G-49903	872	872
Car	1999	Wagon	OTS-Security	G-10813	108,920	16,955
Car	1999	Wagon	OTS-Security	G-10767	73,075	294
Truck	2001	Truck	OTS-Security	G-14432	50,589	4,981
Truck	2001	Truck	OTS-Security	G-14433	78,152	9,911
Van	2005	Econoline	OTS-Security	G-32971	90,293	9,983
Truck	2000	Econoline	OTS-Security	G-37671	159,702	13,092
Van	1997	Caravan	OTS-Warehouse	G-03455	50,271	862
Truck	1993	F-150	Property	G-42856	111,984	2,484
Truck	2001	Truck	Security-OTS	G-15481	45,146	5,442
Van	2000	Caravan	SO-Administrative	G-13898	99,740	8,473
Car	2005	Crown Vic	SO-Administrative	G-30630	71,807	8,401
Van	2008	Uplander	SO-Administrative	G-44809	34,664	24,566
Van	2008	Uplander	SO-Administrative	G-44807	32,894	21,332
Car	2008	Impala	SO-Administrative	G-45413	31,747	22,188
Car	2009	Impala	SO-Administrative	G-48301	16,849	16,849
Car	2009	Impala	SO-Administrative	G-48300	13,324	16,324
Car	2003	Taurus	SO-Youth Services	G-27186	93,493	12,021

* Odometers inoperable on the 1997 Ford Taurus G-01436 and Chevy Bus G-35129.

CONTACT INFORMATION

TOLL FREE NUMBERS



CONTACT INFORMATION

Don Thompson, Executive Director

Leah Buffington, Executive Administrative Assistant..... 601-359-4457
 Dana Gearhart, General Counsel..... 601-359-4535

Mark A. Smith, Deputy Executive Director

Jennifer Annison, Administrative Assistant..... 601-359-9669
 Julia Bryan, Public Information Officer, Office of Communications 601-359-4517
 Leigh Washington, Contract Review 601-359-4416
 Earl D. Walker, Director, Division of Budgets & Accounting 601-359-4690
 Daren Vandevender, Director, Division of Human Resources 601-359-4447
 Tim Ragland, Interim Director, Division of Management Information Systems 601-359-4566
 Janie Howell, Director, Division of Program Integrity 601-359-4900

Richard A. Berry, Deputy Administrator for Programs

Beth Handelman, Administrative Assistant..... 601-359-4458
 Dan George, Director, Division of Aging and Adult Services 601-359-4929
 Walley Naylor, Director, Division of Child Support Enforcement 601-359-4861
 Jill Dent, Director, Office for Children and Youth..... 601-359-4555
 Cheryl Sparkman, Director, Division of Economic Assistance 601-359-4424

Lori L. Woodruff, Deputy Administrator for Family & Children's Services

Beth Handelman, Administrative Assistant..... 601-359-4458
 Linda Millsap, Director, Division of Family & Children's Services..... 601-359-4999

Richard Harris, Deputy Administrator for Administration

Gail Smith, Administrative Assistant 601-359-4180
 Jennifer Boler, Office of Consumer Services..... 601-359-4414
 Sollie Norwood, Director, Division of Community Services..... 601-359-4768
 Derra Dukes, Director, Social Services Block Grant 601-359-4778
 Kathy Pittman, Director, Division of Youth Services 601-359-4972

DIVISIONS**TOLL FREE****DIRECT LINE****GENERAL INFORMATION**

Public Information (800-345-MDHS) 1-800-345-6347 601-359-4500
 TDD- Telephone Deaf Device 1-800-676-4154 601-359-2656

AGING & ADULT SERVICES

Client Assistance (Routing for AAAs) 1-800-948-3090 601-359-4929
 MICAP 1-888-240-7539

CHILD SUPPORT

Information Desk/Call Center 1-866-388-2836 601-359-4861
 Client Automated Voice Response 1-800-434-5437 601-354-6039
 METSS Help Desk 1-800-937-9803 601-359-4601
 EPPICard Customer Service 1-866-461-4095

OFFICE FOR CHILDREN & YOUTH

Child Care Express 1-800-877-7882 601-359-9672

COMMUNITY SERVICES

LIHEAP/WAP Programs 1-800-421-0762 601-359-4770

ECONOMIC ASSISTANCE

Client Inquiry 1-800-948-3050 601-359-4796
 Foundation for Families 1-800-590-0818 601-359-4688
 EBT Help Desk 1-866-449-9488 601-359-4419
 EBT Help Line-Retailers 1-866-598-1772
 EBT Help Line-Customers 1-866-512-5087 601-359-4429
 EPPICard Customer Service 1-866-461-4095

FAMILY & CHILDREN'S SERVICES

Child Abuse Hotline 1-800-222-8000 601-359-4991
 Foster Care 1-800-345-6347
 Adoption Resource Exchange 1-800-821-9157 601-359-4407

HUMAN RESOURCES

Personnel 1-800-433-1210 601-359-4444

PROGRAM INTEGRITY

Fraud Hotline 1-800-299-6905 601-359-4907

YOUTH SERVICES

Division of Youth Services 1-866-312-7215 601-359-4972

For more information, visit the Mississippi Department of Human Services on the web at:

www.mdhs.state.ms.us



**750 North State Street
Jackson, Mississippi 39202
(601) 359-4500
www.mdhs.state.ms.us**