



WELCOME TO
MISSISSIPPI

**Mississippi Department of
Human Services
Annual Report
State Fiscal Year
2012**

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Message from the Executive Director, Mississippi Department of Human Services



On behalf of the Mississippi Department of Human Services (MDHS), I invite our clients, friends and elected officials to review our Annual Report for State Fiscal Year 2012 (SFY12). Although MDHS has been a big part of my life for 22 years, SFY12 is my first year as executive director. I am humbled and honored to have been selected by Governor Phil Bryant to lead this wonderful organization that touches the lives of one-in-four Mississippians each and every day. This report has an abundance of charts, graphs and statistics, but the true mission of MDHS is about people not numbers.

Our ability as an agency to provide services with timeliness and accuracy, in spite of increased demand and reduced resources, speaks volumes to the dedication, integrity and quality of our people, the MDHS workforce. Under my leadership at MDHS, rest assured that we will not lose sight of our mission which is to serve all the citizens of this great state: children and youth; the elderly; families who are suffering from the downturn in the economy; and those who are working diligently to obtain self-sufficiency.

We will also be conscious that our resources are provided by the hard work of others and we willingly accept the responsibility to be good stewards of these precious tax dollars. Our core values reflect this commitment. First, we will strive to provide excellent program delivery. This means being technically proficient in the provision of our services. Second, we will operate with the highest degree of integrity and provide excellent customer service. Being technically proficient is a lofty goal; however, treating people with respect, listening to their concerns and recognizing the value of human dignity is also what we are about as an organization.

Our final core value is self-development. SFY12 ushered in a renewed interest and emphasis on character development, professionalism and training. Programs are in place to reach every employee from the executive staff to our people in the county offices.

By adhering to these core values, we can continuously improve our processes and services and better support families, help people become self-sufficient and protect the vulnerable from abuse and neglect.

A few brief highlights from SFY12 include: bringing the child care certificate program in-house to better utilize our resources; implementation of Governor Bryant's teen pregnancy prevention initiative, Healthy Teens for a Better Mississippi; developing a cohort program with Mississippi Universities resulting in 63 Family and Children's Services supervisory personnel receiving their Master of Social Work; increased child support collections; greater emphasis on SNAP claims recovery and fraud reduction; and remaining at or near the top of the nation in our TANF Work Program Participation Rate, SNAP Payment Accuracy and Negative Error Rate.

From all the staff of MDHS, we thank you for allowing us to serve you, the citizens of the Great State of Mississippi.

Respectfully submitted,

Richard A. Berry
Executive Director

History of the Mississippi Department of Human Services and Mission Statement

History of the Agency

The Mississippi Department of Human Services has its origins in legislation passed during the closing days of the administration of Governor Mike Conner in 1935 and the early days of the administration of Governor Hugh White in 1936. Governor Conner called a special session of the Mississippi Legislature in October 1935 to consider ways to financially assist certain groups of needy Mississippi residents. The Legislature responded by passing the “Emergency Relief Act,” which created a state department of emergency relief consisting of a State Welfare Board of five members, a State Commissioner and not more than ten additional workers. The law also provided for the creation of county welfare or relief boards and appropriated \$700,000 to be given to the needy, aged, blind, crippled or otherwise handicapped and dependent children under certain conditions [Laws, 1935, Ch. 18].

The State Department of Public Welfare, the predecessor of the Department of Human Services, was created by the Legislature in April 1936 as part of its passage of the “Mississippi Old Age Security Act.” The Emergency Relief Administration, which had only functioned for five months, was abolished and the law also provided for the creation of a State Board of Public Welfare, a State Commissioner of Public Welfare and county boards of public welfare. It accepted the provisions of the federal Social Security Act as applicable to needy persons over 65 years of age and appropriated \$1,000,000 to fund the program, an amount to be matched by the federal government [Laws, 1936, Ch. 175].

The Mississippi Department of Human Services (MDHS) was renamed and established by the legislature in 1989 as part of the state government's reorganization [General Laws of the State of Mississippi, 1989, Ch. 544]. The new department assumed the responsibilities of the State Department of Public Welfare and the State Board of Public Welfare. The agency also absorbed the Office of Energy and Community Services, the Juvenile Justice Advisory Committee and the Mississippi Council on Aging formerly within the Division of Federal-State Programs, Office of the Governor [Mississippi Code Annotated, 1972, §43-1-6].

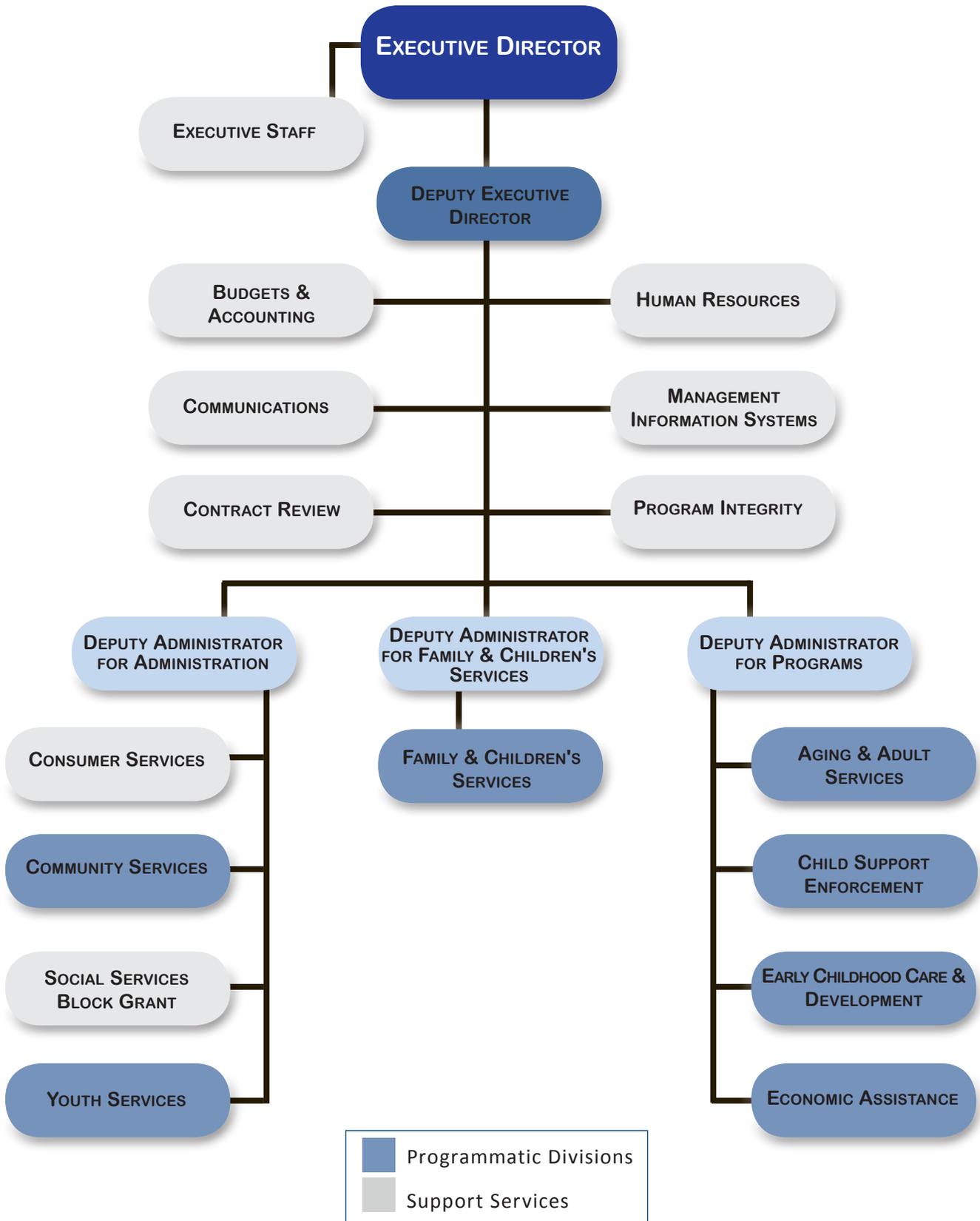
The agency has seven programmatic divisions including the Divisions of Aging and Adult Services, Child Support Enforcement, Community Services, Early Childhood Care and Development, Economic Assistance, Family and Children’s Services and Youth Services. MDHS maintains offices in all 82 counties of the state and employs about 3,400 Mississippians.



Agency Mission Statement

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

Organizational Chart



Programmatic Highlights

Aging and Adult Services

- 534,933 meals served in congregate settings.
- 1,872,105 meals served in home settings.
- Over 2.4 million meals served to seniors and eligible family members.

Child Support Enforcement

- Child support collections totaled over \$332 million.
- Tax Offset Program intercepted over \$35.6 million.
- Paternity establishment percentages equaled 90% of cases where children were born out of wedlock.
- 11,578 licenses were suspended.

Community Services

- The Low-Income Home Energy Assistance Program (LIHEAP) served over 49,295 Mississippi homes.
- The Low-Income Weatherization Assistance Program (WAP/WX) weatherized 1,898 homes in the state.

Early Childhood Care and Development

- 45,390 children were served through the Child Care and Development Fund (CCDF).
- 536 licensed facilities statewide are participating in the Quality Rating System (QRS).
- The Child Care Partnership Grant Program (CCPG) served over 1,200 children through community-based organizations, business partnerships and Head Start organizations.

Economic Assistance

- The Supplemental Nutrition Assistance Program (SNAP) issued over \$957.7 million in benefits to recipients, representing an average of over 648,000 persons receiving about \$123.12 each or \$275.55 per household.
- Surplus food items valued at \$4,558,041 were distributed to 2,504,281 eligible recipients through the Emergency Food Assistance Program (TEFAP).

Family and Children's Services

- As of June 30, 2012 there were 3,950 children in MDHS custody who received foster care services.
- The 24-hour Hotline for reports of child abuse and neglect processed 46,567 calls.

Youth Services

- 1,316 youth received services through Adolescent Opportunity Programs (AOPs) serving Mississippi counties.

Public Health & Human Service Committee Members

Senate

Dean Kirby, Chair
Hob Bryan, Vice Chair
David Blount
Terry Burton
Nancy Collins
Merle Flowers
Hillman Frazier
Alice Harden
Josh Harkins
Briggs Hopson
Gary Jackson
Kenneth Wayne Jones
Rita Potts Parks
Willie Simmons
Tony Smith
Melanie Sojourner
Gray Tollison
Bennie Turner
Brice Wiggins

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Toby Barker, Vice Chair
Brian Aldridge
Cecil Brown
Kimberly Campbell Buck
Bryant Clark
Mary H. Coleman
Carolyn Crawford
Becky Currie
Dennis DeBar
James Evans
George Flaggs
Eugene Forrest Hamilton
John Hines
Joey Hood
Kevin Horan
Bobby Howell
Hank Lott
Brad Mayo
Kevin McGee
Tom Miles
Bobby Moak
John Read
Randy Rushing
Bobby Shows
Jeffrey C. Smith
Jessica Sibley Upshaw
Percy Watson
Linda Whittington

PROGRAMMATIC DIVISIONS

Aging and Adult Services

Child Support Enforcement

Community Services

Early Childhood Care and Development

Economic Assistance

Family and Children's Services

Youth Services



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 the 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.
- Training the Aging Network staff.
- Coordinating resources.
- Protecting vulnerable adults.
- Leadership in service provision management and administration.



Access Services

In partnership with Central and Southern Mississippi AAAs, the Aging and Disability Resource Center (ADRC) integrates state systems offering information, referrals, benefits counseling, 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 to educate and connect them with available services. The service is essential to many older persons who may not have knowledge of resources or services available to them.

Transportation Services include conveyance for medical appointments, errands and organized recreational activities via vans that provide door-to-door pick-up and delivery for clients.

Adult Protective Services

Legislation was passed in 2006 to fund and create the Adult Protective Services (APS) Unit within the Division of Aging and Adult Services. APS investigates reports of suspected abuse, neglect and exploitation of vulnerable adults. Guided by the Mississippi Vulnerable Persons Act, APS provides for the protection of at-risk vulnerable persons age 18 and older residing in private home settings through direct delivery or referral to resources within the community. The APS program was expanded to 18 staff dedicated to protecting vulnerable adults by investigating suspected and reported claims of abuse, neglect and exploitation in local communities and homes.

Aging and Adult Services

601-359-4929

800-948-3090

888-240-7539

APS Hotline

800-222-8000

Aging and Disability Resource Center:

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. Statewide, 146 seniors were served through this program.

Medicare Counseling

The State Health Insurance Program (SHIP) provides information, counseling and assistance to consumers about Medicare as changes to the program develop. Services were provided to over 20,000 persons through presentations, workshops and health fairs.

The Mississippi Senior Medicare Patrol (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 programs help individuals continue to function in their homes and communities while maintaining their dignity and self-worth. Programs include:

- 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 provides 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 a break from their caregiving responsibilities. 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 ensures that nutritionally complete meals are available in congregate settings or through home delivery to Mississippi's elderly population. In SFY 2012:

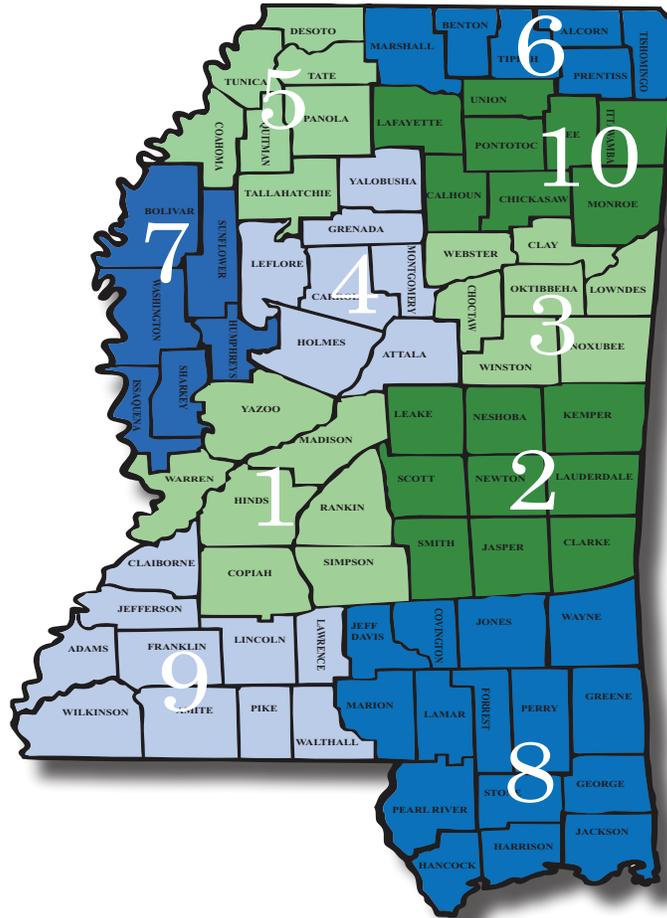
- 534,933 meals were served in congregate settings.
- 1,872,105 meals were served in home settings.
- Over 2.4 million meals were served to seniors and eligible family members.
- The DAAS provides a comprehensive system of home and community-based services to persons age 60 and older. Through the AAAs, community-based resources are coordinated to provide services to over 75,000 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 during SFY 2012:

- The division provided the Chronic Disease Self-Management Program, developed by Stanford University, to 668 seniors and their caregivers to facilitate involvement in the management of their chronic disease.
- DAAS expanded the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services and grandparent counseling services.
- DAAS partnered with the U.S. Department of Treasury to assist with the Go Direct public awareness campaign to educate the Aging network that starting March 1, 2013, all federal benefits, including Social Security, will be issued electronically.

AREA AGENCIES ON AGING

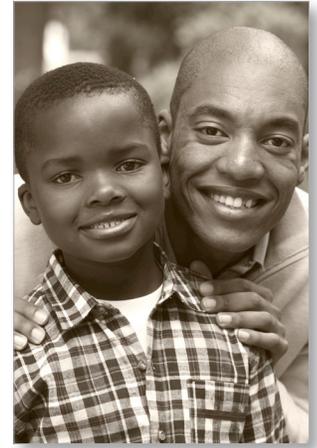


AREA AGENCIES ON AGING

1. CENTRAL MS AAA Chelsea B. Crittle ccrittle@cmpdd.org 601-981-1511	6. NORTHEAST MS AAA Linda Presley lpresley@nempdd.com 662-728-7038
2. EAST CENTRAL AAA Rosie Coleman rjcoleman@ecpdd.org 601-683-2401	7. SOUTH DELTA AAA Sylvia Jackson sjackson@sdpdd.com 662-378-3831
3. GOLDEN TRIANGLE AAA Bobby Gann bgann@gtpdd.com 662-324-4650	8. SOUTHERN MS AAA Robert Moore rmoore@smpdd.com 228-868-2326
4. NORTH CENTRAL AAA Darlena Allen dallen@ncpdd.org 662-283-2675	9. SOUTHWEST MS AAA Yolanda Campbell yolanda@swmpdd.com 601-446-6044
5. NORTH DELTA AAA Roderick Gordon rgordon@ndpdd.com 662-561-4100	10. THREE RIVERS AAA Cleveland Joseph cjoseph@trpdd.com 662-489-2415

Division of Child Support Enforcement

The Division of Child Support Enforcement (DCSE) offers services to Mississippi's children and families that help ensure the financial, medical and emotional support are received 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 reduce expenditures for Temporary Assistance for Needy Families (TANF) and other government benefits.

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 2012, DCSE made a positive impact upon children and families in Mississippi and had a number of significant accomplishments.

- Child support collections totaled \$332,298,518.09.
- Paternity establishment percentages equaled 90% of cases where children were born out of wedlock.

2012 Legislation

House Bill 1157 included minor changes to Miss. Code Ann. Section 43-19-34(3) to comply with the three-year review of MDHS cases as required by the U.S. Department of Health and Human Services for purposes of modifying existing child support orders. HB 1157 also amended 43-19-101(6) to refer to an "obligated" rather than "noncustodial" parent for purposes of enforcing medical support orders.

Finally, HB 1157 amended Section 43-19-103(i) to add new criteria that may be used by courts for overcoming the rebuttable presumption of the child support award guidelines. The new criteria include "payment by the obligee of child care expenses in order that the obligee may seek or retain employment, or because of the disability of the obligee."

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 2012, \$35,649,359.27 was collected through this program.

The **License Suspension Program** allows for suspension of driver's, professional and/or recreational licenses for non-payment of child support. During the fiscal year 2012, 11,578 licenses were suspended.

**Child Support
Enforcement**
601-359-4093
877-882-4916

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 any existing child support case.

Immediate Income Withholding is the process whereby the employer of a noncustodial parent withholds an amount for payment of the current support obligation with any additional amounts to be applied toward past due support and fees if applicable. Immediate income withholding is federally mandated and requires that wages of the obligated parent be subject to income withholding.

Automatic Income Withholding - DCSE sends withholding orders automatically to the noncustodial parent's employer/payer when there is a match in the New Hire Directory.

The Central Receipting and Disbursement Unit (CRDU), located at the MDHS State Office in downtown Jackson, provides a convenient place to make child support payments. Scanning and imaging equipment is used to increase business operations, improve customer service and process payments in a shorter period of time with fewer errors.

Credit Bureau Reporting - Mississippi Enforcement and Tracking of Support System (METSS) automatically reports noncustodial parents with a delinquent balance of 60 days or more to the Credit Bureau.

State Parent Locator Unit (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. Central Registry receives all out-of-state cases requiring assistance, processes the information and forwards the cases to the appropriate county office.

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 other 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 the Mississippi Enforcement and Tracking Support System (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, birthing facilities, the State Department of Health, county health departments and DCSE. This procedure carries the same legal effect as if the parents 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. 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.

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 with 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 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

The Federal Reliability Audit for Federal Fiscal Year 2011 resulted in no deficiencies found. 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 Title IV-D Program. The division 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 one the lowest number of staff positions in the nation per case, DCSE continues to increase collections and paternity establishments. This year Field Operations fully implemented a scanning project to facilitate better communication with offices and clients throughout the state. Also a major paternity establishment project was initiated for Field Operations to establish 30,000 paternities in six months. The goal was fully realized in six months and one week. This resulted in one of the major incentive totals being the highest it has ever been. The Customer Call Center continues to operate assisting clients in all 82 counties.

The Program Compliance Unit completed the State's Self Assessment Report for Federal Fiscal Year 2011. This report measures state compliance with federal requirements for distribution, paternity/support establishment, enforcement, expedited process, medical support, case closure and review and adjustment. For the review, 1,790 cases were randomly extracted from within the METSS system. DCSE Auditors, along with the Division of Management Information Systems (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.

Collections have Increased Significantly over the last Ten Years.

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
2010.....	\$291,569,900
2011.....	\$314,027,548
2012.....	\$332,298,518

License Suspensions

<i>Dept. of Public Safety</i>	10,235
<i>Dept./Wildlife, Fisheries/Parks</i>	1,302
<i>Board/Education</i>	4
<i>Board/Cosmetology</i>	6
<i>Prof. License MSDH</i>	5
<i>Board ABC</i>	2
<i>Board Medical</i>	3
<i>Board/Funeral Services</i> ..	1
<i>Insurance Comm</i>	20
Total	11,578

Pro Se Workshops

- Are you having problems seeing your children?
- Have you tried working out a solution with the co-parent through Mississippi's Access & Visitation Program?
- 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?

Call 1-601-359-4861 for information on a free Pro Se Workshop.

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 to address their immediate and long-range challenges by helping to alleviate the causes and effects of poverty. The services are provided through a network of 18 Community Action Agencies (CAAs), one Human Resource Agency (HRA) and one local unit of government which covers all 82 counties of the state. 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 help clients achieve self-sufficiency through activities such as education, employment, nutrition, housing, health services, community affairs and transportation. For eligible homeowners, energy bill assistance is available. Homeowners may also qualify for weatherization assistance for their homes to reduce the cost of heating and cooling while improving energy efficiency.

Budget

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

- Community Services Block Grant (CSBG) - \$10,723,501; clients served - 23,077.
- Low-Income Home Energy Assistance Program (LIHEAP) - \$31,530,942; households served - 49,295.
- Low-Income Weatherization Assistance Program (WAP/WX) - \$1,249,929; (ARRA/WX) - \$49,421,193; homes weatherized - 1,898.

Programs

Community Services Block Grant Program (CSBG) funds are used to provide a range of services and activities designed to help alleviate 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.

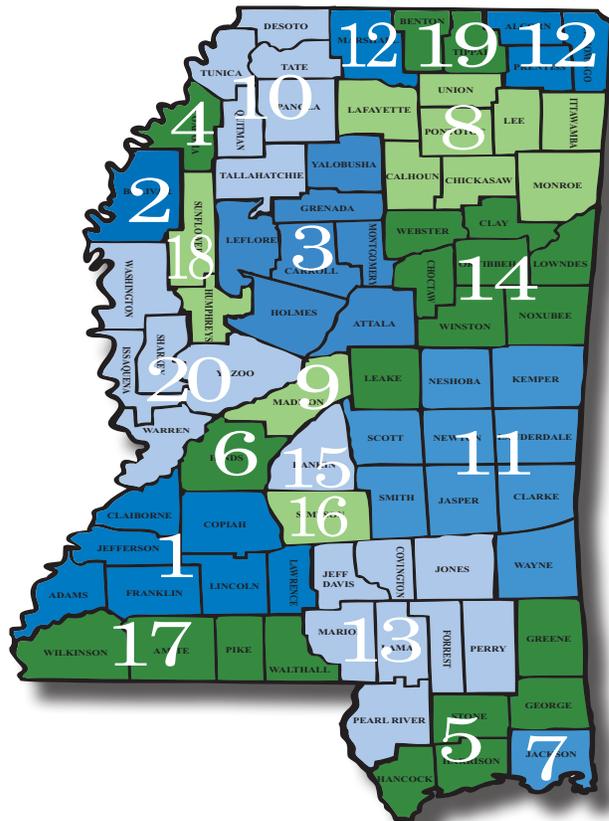
The Low-Income Home Energy Assistance Program (LIHEAP) provides financial assistance to eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program (ECIP) 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 energy audits, air sealing, adding attic and wall insulation (dense packing), installing smart thermostats, lighting retrofits and replacement refrigerators.

**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	6. HINDS COUNTY HRA 601-923-3930	11. MULTI-COUNTY CSA 601-483-4838 800-898-0659	16. SOUTH CENTRAL CAA 601-847-5552
2. BOLIVAR CAA 662-846-1491	7. JACKSON COUNTY CAA 228-769-3292 866-255-9987	12. NORTHEAST MS CS 662-728-2118 877-728-2118	17. SOUTHWEST MS OPPORTUNITY 601-684-5593 800-250-7730
3. CENTRAL MS, INC. 662-283-4781 800-898-0410	8. LIFT, INC. 662-842-9511 800-844-5438	13. PRVO 601-736-9564 866-736-9564	18. SUNFLOWER-HUMPHREYS, INC. 662-887-5655 888-677-1461
4. COAHOMA OPPORTUNITIES 662-624-4887	9. MADISON COUNTY CSA 601-855-5710	14. PRAIRIE OPPORTUNITY 662-323-3397 888-397-5550	19. UNITED CAA 662-224-8912 888-744-4407
5. GULF COAST CAA 228-896-1409 888-603-4222	10. MID-STATE CAA 662-647-2463 800-523-6683	15. RANKIN COUNTY HRA 601-825-1309 866-724-7284	20. WWISCAA 662-378-5857 800-820-8204

Early Childhood Care and Development



High quality, consistent and developmentally appropriate child care is important for young children. The Division of Early Childhood Care and Development (ECCD) 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) increased 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, ECCD cannot limit the type or quality of child care available to parents.

ECCD is committed to quality in all forms of child care. ECCD invests CCDF dollars in professional development initiatives proven to improve the quality of child care and increase the school-readiness of enrolled children. Consequently, ECCD 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 - ECCD administers the Child Care Certificate Program. DECCD 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 who meets the needs of their family. An eligible 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. In SFY 2012, 45,390 children were served with 8,050 additional children eligible for child care.

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. ECCD 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.

**Early Childhood
Care and
Development**
601-359-4555
800-877-7882

The Child Care Partnership Grant Program (CCPG) is a special initiative developed by ECCD 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, the Hancock County Human Resource Agency and Hinds Community College. CCPG also includes direct grants to purchase child care slots. This year over 1,200 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

Allies for Quality Care Program – This ECCD funded program serves eligible, randomly selected child care centers located in Hinds and Rankin counties. The focus of this effort is to address the programmatic needs of child care centers through evaluation and intense on-site technical assistance. The program provides direct assistance to participating centers in an effort to improve the learning environment in each classroom through increased ITERS and ECERS scores; improve the nutritional quality of food provided to children; develop an operating budget for the program; and identify cost saving opportunities.

Mississippi State Department of Health (MSDH) – ECCD 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.

MSDH trains child care staff in the Color Me Healthy curriculum. Color Me Healthy is a developmentally appropriate curriculum to teach children about a healthy diet that includes fruits and vegetables. The program is highly visual and interactive and uses color, music, dance and imaginary play to teach its principles. MSDH has trained 681 child care centers and over 1,805 staff to use the curriculum in preschool classrooms.

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 eleven years, 1,515 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 2012, 950 licensed centers were served.

ECCD Director's Credentialing Program, MSU Extension Services provides child care center directors and staff 120 hours of module training which evaluates the knowledge and skills for successful completion of the Child Care Management Best Practices and supports quality throughout Mississippi's child care system with professional development that offers quality age-appropriate developmental activities in child care settings. The initiative promotes the development of language, literacy, pre-reading and numeracy skills of children. Since its inception, 3,958 child care professionals have successfully completed the training.

Mississippi Early Learning Guidelines Training, MSU Extension Services, promotes the pre-kindergarten standards for use by early childhood centers in Mississippi. These guidelines help teachers ensure that all children are prepared for success in kindergarten. To date, 9,976 child care providers received distance training and 17,564 received face-to-face training. The Early Learning Guidelines Training is an essential tool used to prepare Mississippi's youth for "Ready To Learn."

Child Care Development Associate Credential ECCD/MSU Extension Services, provides training and support to child care workers in licensed child care settings 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 work with parents and other adults to nurture children's physical, social, emotional and intellectual growth in a child development framework.

WIN Job Center/ECCD Collaboration – ECCD, in conjunction with Friends of Children of Mississippi, Inc., implemented a one-stop shop on-site project in Canton to provide child care services for 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 ages eight weeks to five years old.

Project Prepare, University of Southern Mississippi, provides 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. During SFY 2012, 844 providers received training and/or resources/support through workshops or On-Site Technical Assistance.

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 assistance.

The Hazlehurst Project helps the Hazlehurst community focus on continuity of education with the Department of Education, Head Start centers and child care centers. ECCD is working with agencies and community partners to improve the educational opportunities for children and families.

Midtown Partners, Project Innovation included the "I Too Can Fly" Aviation Program. Students work in groups on community initiatives and receive individual assistance with science fair projects, character development, problem solving, developing skills, physical activities, career exploration, money management and recycling through a project approach curriculum.

Consumer Information, Publications and Videos – ECCD operates a toll-free statewide child care information hotline (1-800-877-7882) to assist parents with various questions and issues regarding child care. ECCD also provides the latest information on ways to improve the quality of child care through the distribution of publications and maintains a video lending library with more than 200 topics that can be viewed by child care staff for professional development.

Highlights

- ECCD implemented the Mississippi Child Care Quality Star System (MCCQSS) to assess, improve and communicate the level of quality in licensed early child care and education settings. Components of MCCQSS include: Administrative Policy, Professional Development, Learning Environments, Parental Involvement and Evaluation. Currently 536 licensed facilities statewide are participating in the Quality Rating System (QRS).
- 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.
- ECCD added over 1,000 children to the Child Care Certificate Program since administration of the program was brought in-house.

Division of Economic Assistance

The Division of Economic Assistance (DEA) is responsible for programs which ensure nutrition, health care 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 offices in each county of the state under the guidance of a county director who has both programmatic and administrative responsibilities. The offices are divided among four regions with a regional director who has oversight responsibility for the counties within the region. At the State Office, staff provide support for policy, procedures, training and technical assistance needed for program administration.



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

- Mississippi completed the year with a payment accuracy rate of 98.12% in SNAP for federal fiscal year (FFY) 2012.
- The state reported TANF participation rate was 70.87% for FFY 2012.
- Effective July 16, 2012, recipients statewide may subscribe to receive email notification of electronically posted notices instead of having notices mailed to them by the U.S. Postal Service. This serves to reduce administrative costs and allow clients to receive and view time-sensitive requests more quickly.

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 four 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.

Customer Service

Client inquiries and resolution 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.

Quality Assurance

The Office of Quality Assurance is responsible for measuring and reporting on program performance. Recipient case sampling reviews are conducted through Quality Control Staff Reviews 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.

Economic Assistance
601-359-4093
Client Inquiry
800-948-3050
Foundation for Families
800-590-0818

**PAYMENT
TOTALS
SFY 2012**

**TANF
TANF AVERAGE
MONTHLY
CASELOAD**

Families: 11,640
Persons: 24,829
Adults: 6,877
Children: 17,951

**TANF AVERAGE
MONTHLY
PAYMENTS**

Statewide: \$1,639,785
Family: \$140.88
Person: \$66.84

SNAP

**TOTAL VALUE OF
SNAP ISSUED
\$957,794,837**

**AVERAGE NUMBER
OF RECIPIENTS
RECEIVING SNAP**

Households: 289,460
Persons: 648,279

**AVERAGE MONTHLY
BENEFIT VALUE OF
SNAP**

Household: \$275.55
Person: \$123.12

CLAIMS

4,008 claims were established for SNAP benefits improperly received.

SNAP collections totaled \$4,910,100.15.

198 TANF claims were established for TANF benefits improperly received.

TANF claims collections totaled \$98,171.

Claims Management

County eligibility staff identify and prepare claims for program benefits improperly received. Claims are categorized as agency errors, inadvertent household errors or suspected intentional program violations (SIPV). SIPV claims 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 collects over-issuances through programs such as the Treasury Offset Program (TOP) which deducts funds from federal retirement payments, federal income tax refunds, vendor payments and some federal salaries.

Policy/Training Unit/System Help Desk

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.

Training is continuous for the staff of DEA. 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 are trained in policies, procedures, computer systems, customer service and time management. New supervisors and county directors attend a week of administrative training. Specialized training is provided as needed. Staff training sessions include: County Director Training, Supervisor Training, Case Management Training, Eligibility Worker Training, Case Review Training and Corrective Action Training (CAT) for select staff. System support is provided through the Help Desk to ensure technical issues are addressed in a timely manner and within regulatory requirements.

Foundation for Families Unit

The Foundation for Families Unit encompasses the Abstinence and Healthy Marriage Initiatives and works with public and private organizations, schools, churches and other interested community groups to address the issues of out-of-wedlock births and teen pregnancy. The unit provides information to encourage teens to make responsible decisions and promotes and encourages stable family formations and healthy marriages.

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 assisting parents with job preparation, work and support 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, the USDA makes commodity foods available to local state food banks for distribution to approved soup kitchens, food pantries and homeless shelters. In SFY 2012 surplus food items valued at \$4,558,041 were distributed to 2,504,281 eligible recipients.

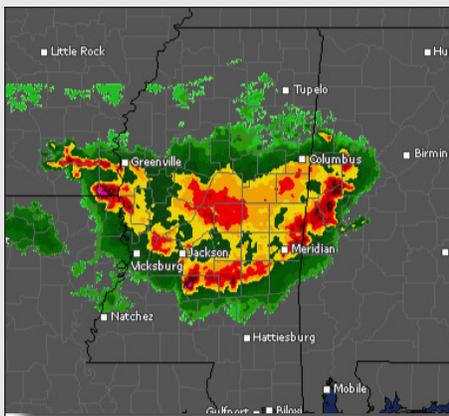
SNAP-Ed

The goal of SNAP-Ed is to improve the likelihood that SNAP participants and applicants will make healthy food choices on their limited budgets and choose physically active lifestyles consistent with the current Dietary Guidelines for Americans, the Food Guide Pyramid and MyPlate. 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, Infants and Children (WIC) locations. In SFY 2012, SNAP-Ed expenditures were approximately \$2,840,183.



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], the Salvation Army, the Mississippi National Guard) 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.



The Emergency Operations Center (EOC) at the Mississippi Emergency Management Agency (MEMA) has state-of-the-art equipment to help track storms and disasters. MDHS 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 and disseminate information regarding shelters and evacuation routes.

Division of Family and Children's Services



Mission Statement

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

Vision Statement

Our vision is for children to grow up in a loving family environment, safe from harm, without fear of disruption and with the opportunity to experience continuity of relationships, with all children having stability and a sense of belonging. Our goal is that no child experiences abuse or neglect and that the families we serve improve their abilities to protect and nurture their children as a result of our interventions.

Organizational Overview

The DFCS state-administered child welfare system is administered at the local level through 84 county offices, supervised by 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. Regional directors take an active part in the operations of the county offices within their regions. Each region provides a wide variety of services to children and families designed to strengthen families, reduce the risk of child abuse and neglect and support and preserve families. Services are provided through county offices and local service providers, such as contractors and community-based organizations.

Under the umbrella of MDHS, DFCS is authorized by state statute to promulgate regulations, policies and procedures necessary to implement the state's child welfare system and 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 [CWS]), 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).

Field Operations

The Field Operations director coordinates and supervises the programs and activities of DFCS professional, technical and support staff and assists the office director with issues requiring overall leadership and management. The Field Operations director also works with other MDHS divisions to appropriately budget resources and implement initiatives that will ensure division practices and outcomes meet quality standards set by the agency.

Regional and county-based child welfare workers provide prevention, protection (i.e., investigations of reports of abuse, neglect and exploitation of children), placement and reunification services at the local level. Regional resource workers recruit, train and support resource families across the state.

**Family and
Children's Services**
601-359-4999
Child Abuse Hotline
800-222-8000
Adoption
800-821-9157
Foster Care
800-345-6347

Accountability is paramount and policy, practice and service delivery are monitored in order to obtain the best possible outcomes for our clients.

DFCS UNITS

Nine units covering different service areas ensure that the needs of families and children are met and include the: Continuous Quality Improvement Unit (CQI), Finance Unit, Administration Unit, Permanency Planning/Placement Unit, Prevention/Protection Unit, Professional Development Unit, Resource Development Unit, Policy Unit and Eligibility Unit.

Continuous Quality Improvement (CQI) Unit

The CQI program is comprised of three distinct units: Foster Care Review, which carries out the mandated agency review of foster care cases through records review and follow-up; Mississippi Automated Child Welfare Information System (MACWIS), which operates and maintains the MACWIS Case Management and Data System; and Evaluation and Monitoring, which supports the mandates resulting from the Olivia Y. vs Barbour Lawsuit Settlement Agreement and associated COA requirements.

Administration Unit

The Administration Unit manages contracts, sub-grants, space planning, requisitions of equipment and supplies, personnel transactions, court improvement program and property inventory.

Finance Unit

The Finance Unit is the fiscal hub for the division and is responsible for providing basic information and guidance to all programmatic units within DFCS concerning the establishment, revision, reporting and administration of the division's annual budget, including continuous monitoring of financial transactions and federal grants. In conjunction with DFCS leaders, this unit synchronizes financial strategies with intended services in order to ensure the best possible outcome as good stewards of federal and state funding.

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.

- As of June 29, 2012, there were 3,950 children in MDHS custody who received foster care services. Children are placed in licensed foster homes, therapeutic foster homes, group homes, residential treatment facilities or with relatives.
- The Adoption Unit serves children with Mississippi Medicaid who were adopted in this state, as well as in other states. During SFY 2012, 452 adoptions were finalized. Adoption assistance payments provides monthly assistance for eligible special needs children who have been legally adopted. In SFY 2012, there were 2,386 children who received adoption assistance benefits: 1,449 received federal IV-E benefits and 937 received state CWS benefits.
- 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 and provides out-of-state placement and supervision for dependent children. One of the major purposes of the ICPC is to protect children from placement in dangerous or inadequate situations across state lines. During the SFY 2012 there were 903 ICPC cases handled either for placement of children from other states into Mississippi or placement of Mississippi children in other states with relatives. This number includes closures, approvals, Regulation 7 Priority Placements (expedited referrals that must be complete in 20 workdays), disruptions and residential treatment facility placements. There were 386 ICPC adoption cases handled and 129 international adoptions processed for adoptive purposes.
- The Independent Living Program (ILP) offers services for adolescents in agency custody the opportunity to acquire basic life skills as they move toward self-sufficiency. In SFY 2012, of the approximately 1,756 youth in custody age 14 and up, 1,107 actively participated in the program.

Prevention/Protection Unit

The Prevention/Protection Unit is comprised of programs designed to protect children who have been abused or neglected and safely keep children with their families, whenever possible, through the development and administration of child abuse prevention/protection services across the state. Community-based prevention

resources are identified and developed. Through public awareness campaigns, the community is informed on how and where to report suspected abuse or neglect of a child or vulnerable adult, as well as how to support families to prevent abuse from occurring.

- In April, the Annual Picnic for Prevention was held at Lefleur’s Bluff State Park in Jackson which helps raise awareness during Child Abuse Prevention Month.
- Blue Ribbon activities were sponsored throughout the state to promote prevention of abuse and neglect.
- The Prevention Unit is responsible for the oversight of the Community Based Child Abuse Prevention federal grant, compliance with the Child Abuse Prevention and Treatment Act, 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 Comprehensive Family Support Services Program provides Family Preservation and Reunification Services. This intensive home-based program for families provides therapeutic services so children can remain safely in their own home or be reunited with their families with an overall goal of preventing further child abuse and/or neglect.

The Protection Unit is responsible for the oversight and management of the Mississippi Centralized Intake program, the CAN Central Registry and the Fingerprinting program. Beginning in 2009, DFCS implemented the Mississippi Centralized Intake to receive and electronically record and document all reports of child and vulnerable adult abuse/neglect statewide. The program is administered by an independent provider with oversight from the Prevention/Protection Unit and utilizes a standardized decision-making process. Mississippi Centralized Intake also serves as point of contact for division communication during natural disasters.

- In SFY 2012, Mississippi Centralized Intake received a total of 46,567 calls.
- All reports of child or vulnerable adult abuse are referred to the Mississippi Centralized Intake at 1-800-222-8000 or made online at www.msabusehotline.mdhs.ms.gov.

DFCS maintains a central registry of perpetrators of abuse and neglect who have been identified through “evidenced” investigations by DFCS. Since July 1, 2002, listing of an individual’s name on the MDHS Central Registry requires criminal prosecution or an order from the Youth Court. Names of prospective applicants submitted by child care providers and placement organizations for employment in child-related fields, as well as foster and adoptive parents, are checked against the registry free of charge.

- During SFY 2012 there were 57,112 names processed through Central Registry.
- The Fingerprinting Program is responsible for ensuring all DFCS employees, resource parents and children over the age of 14 in resource homes, have appropriate background checks performed prior to working with children or having children placed in their home.

Professional Development Unit

The Professional Development Unit provides quality staff development and gives DFCS personnel opportunities for educational and skills enhancement. Orientation for newly hired staff is provided within the first three months of employment through the Division of Human Resources. Additionally, Child Welfare Professional Development training is offered to all direct service staff and every DFCS staff member is provided at least one training opportunity annually as it relates to their specific job function. Plans are underway to develop web-based training modules to enhance training opportunities.

Resource Development Unit

The Resource Development Unit is a newly created program within the division that is designed to ensure the delivery of an adequate array of protection and prevention services within the state. Achieving this goal requires maximizing the use of existing services, developing new services through contracts, collaborating

with other agencies and service providers, as well as coordinating service/resource related work within DFCS and the state as a whole. The Resource Development Unit ensures the compatibility of existing services and newly created services with the principles and practices required by the Olivia Y. Settlement Agreement, the Administration for Children and Families (Children's Bureau), Council on Accreditation (COA) standards and the Mississippi Child Welfare Practice Model.

Policy Unit

The Policy Unit was created to coordinate the revision of all sections of the DFCS Policy Manual and ensure that policies address necessary federal and state mandates along with the safety, permanency and well-being of children through the outlining of a strong Family Centered Practice Policy. Inclusion of the principles and practices of the Olivia Y. Settlement Agreement, COA standards and the Practice Model are essential. The manual is available to all staff online via the DFCS Connection Intranet.

Eligibility Unit

DFCS provides individual entitlement for qualified children, forms partnerships with universities to build social worker workforce and maximizes potential strategies to increase state and federal funding in support of Title IV-E. The Eligibility Unit implements existing and newly created services for qualified children throughout the state and assists state courts so that prompt permanency hearings are held and helps county judges concerning requirements of IV-E eligibility. The Eligibility Unit coordinates revisions with the Policy Unit concerning procedures required by the Olivia Y. Settlement Agreement and proposes strategies for short and long term funding actions that build and utilize vital services supporting Title IV-E.

Initiatives

Accreditation in Mississippi - As a requirement of the Olivia Y. vs Barbour lawsuit, Mississippi agreed to seek accreditation by the Council on Accreditation (COA) which is the largest independent accrediting body for organizations. COA provides high-quality social and behavioral health care services to children, youth, seniors and families in the United States and Canada and 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 within which an organization can measure a variety of its achievements, ensure quality improvement of services across the state and assure the safety, permanency and well-being of all Mississippi children. DFCS is in the fourth year of the 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.

Mississippi Child Welfare Practice Model - In February 2009, DFCS contracted with the Center for the Support of Families (CSF) to assist in developing a Child Welfare Practice Model for implementation in the state. DFCS' interest in developing a practice model stems from its current efforts to implement requirements associated with the Olivia Y. Settlement Agreement, COA standards and the Child and Family Services Review (CFSR) concurrently. While many of the requirements and outcome measures of the state's various mandates are similar, others are specific to the Settlement Agreement, the COA standards or the CFSR. The division is coordinating these efforts and multiple requirements in ways that are non-duplicative and clearly understood by staff statewide. This coordination will lead to the best and most efficient use of limited state resources, and will offer the most promise for improving outcomes for children and families and achieving the goals in place for the state's child welfare system.

Toward this end, the state decided to frame its many mandates within a model of child welfare practice that staff and providers in the field will easily understand, adapt to and incorporate into their interventions with children and families. The state recognizes that staff and providers in the field, who will ultimately be responsible for meeting the requirements, need a conceptual framework that is value-based and principle-driven that they can rely on to guide their work with children and families on a daily basis. Such a framework will help staff and providers understand the reasons and values behind their interventions as opposed to

being more compliance-driven in order to simply meet the terms of the current legal mandates before the state. The values and principles that provide the foundation for the practice model are the DFCS child welfare mission statement and the CFSR guiding principles which include family-centered practice, community-based services, individualized services and strengthening parental capacity to care for their children.

The **Atlantic Coast Child Welfare Implementation Center (ACCWIC)** is one of five centers established in 2008 by the Department of Health and Human Services, Administration for Children and Families (ACF), Children's Bureau. The ACCWIC works with child welfare agencies to implement strategies to achieve sustainable, systemic change that results in greater safety, permanency and well-being for children, youth and families.

DFCS was awarded an ACCWIC Technical Assistance Grant for a project term July 1, 2009-September 20, 2011. The division entered into a Memorandum of Understanding (MOU) with the ACCWIC to provide assistance for the purpose of executing the Mississippi Change Management Implementation Project to develop the organizational capacity to plan, implement and sustain the Mississippi Child Welfare Practice Model. The ACCWIC will provide coaching on best practices, foster systemic and lasting improvements, promote peer-to-peer learning and networking, create tool kits and develop resource manuals to document what works and under what conditions and ways, as well as design methodologies to develop findings that inform implementation and facilitate continuous quality practice. The MOU with ACCWIC was extended through September 30, 2012 in the interest of best preparing DFCS regions for implementation of the Mississippi Child Welfare Practice Model.

Casey Family Programs is working with the agency to implement Permanency Roundtables and deliver Permanency Values and Skills Training to stakeholders and staff participating in the Permanency Roundtables. In addition to the formal training, Casey Family Programs staff will coach DFCS staff during actual Permanency Round Table meetings and provide technical assistance to a develop performance based contracting system.

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 the 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 which affect children today, determine their quality of life tomorrow.

Community Service Programs

GOALS

- To ensure a balanced approach of accountability, competency development and community safety while providing quality services that address the needs of children, their families, individual victims and the community.
- To test the effectiveness of community-based programs on reducing commitments to institutional care.
- 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 all 82 counties in Mississippi. Individual, group and family counseling, intake, pre-court investigations, case management, referral and placement services are provided by Youth Services counselors.

The Interstate Commission for Juveniles [Delinquency and Child in Need of Supervision (CHINS)], along with the DYS, 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.

The 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 institutional care. The IACCII ensures that youth and their families can access necessary services available in their home communities. DYS currently supervises one IACCII program

Youth Services
601-359-4972
866-312-7215

to better serve youth with special needs. If proven successful, this program may be expanded to other areas of the state to provide appropriate treatment for eligible youth.

Adolescent Opportunity Program

The Adolescent Opportunity 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 youth and their families. Its purpose is to decrease criminal activity, improve school attendance and performance and inspire adolescents to become positive, goal-oriented individuals. It is designed to provide treatment within a therapeutic setting and a safe controlled environment in which counselors teach adolescents how to develop social and interpersonal relationship skills, self-control and insight.

SERVICES

Each program offers services primarily to non-Medicaid and non-billed Medicaid youth. These services are also available to Medicaid-eligible youth. During SFY 2012, 1,316 youth were served through the AOPs.

Within the existing programs, DYS provides the Responsible Fatherhood Program, Healthy Marriage Program, Evidence-Based Practices, Fast ForWord Cognitive Development Program and Investment in Excellence for Youth (PX2). 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. To this end, the AOP strives to bring treatments closer to the youth's home environment and family.

Institutional Programs

GOALS OF JUVENILE JUSTICE

- To provide rehabilitative services to at-risk youth and their families.
- To provide public safety to communities.
- To focus on reducing the risk of re-offending.
- To address the specific criminogenic factors causing delinquent behavior.

Oakley Youth Development Center, located in rural Hinds County, incorporates holistic, therapeutic programs to promote rehabilitation. Oakley 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 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.

INTAKE AND ADMISSIONS

Staff work through a diagnostic and evaluation protocol which gathers medical, dental, recreational, educational, vocational and psychological data on each student. Students receive a complete physical and full-scale psychological assessment which includes IQ testing, personality profiling, drug and alcohol abuse risk questionnaire, suicide risk assessment, achievement testing and a trauma risk assessment tool called the Trauma Symptom Checklist for Children.

MENTAL HEALTH AND REHABILITATIVE PROGRAMS

Individual and Group Therapy counseling provide Dialectical Behavior Therapy (DBT), social skills development, character education, anger management, sex education that includes information on sexually transmitted diseases and abstinence, drug and alcohol awareness, character education, sexual offender counseling and psycho-correctional skills.

The Honors Program (HP) is a voluntary program for eligible youth 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, engage in work projects both on the Oakley campus and the in local community and earn additional privileges, both on-campus and off.

ACADEMIC AND VOCATIONAL PROGRAMS

Students are placed in academic and vocational classes at Williams School on the Oakley campus according to their previous school placement and additional educational evaluation. This enables students to continue their educational advancement during their 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 can 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 provide remedial, job interest assessment and cognitive development, facilitated by the Fast ForWord Cognitive Development Program.
- Electronic classrooms allow students to experience "virtual" field trips and view satellite downlinks of various programs.
- Rooms are equipped as part of the STAR School Project through the Mississippi Educational Television Interactive Video Network (METIVN).
- Williams School has a licensed library/media specialist who provides instructional planning and delivery assistance to students and teachers.
- GED Preparation and Testing is offered to eligible students. Students tested have an average pass rate of 90%.
- ACT[®] preparation and testing is offered to students who have graduated or earned a GED.
- Vocational Technical Education funds and grants are used to provide programs such as Welding, Carpentry, Small Engine Repair, Basic Business Computer and Custodial Maintenance.
- The Mississippi Arts Commission, Community in Schools Grant Project uses licensed instructors from a nearby college to teach Creative Writing and Art classes.

Youth Offender Facts

YOUTH COURT STATISTICS

- 14,277 youth were served by Youth Courts
- 6,700 youth were warned and released
- 3,081 youth were placed on formal probation
- 4,262 youth were placed on informal supervision
- 234 youth were placed on parole following release from Oakley

OYDC OFFENDER STATISTICS

- The average youth is a 16-year-old male.
- The average population during the fiscal year was 65.
- 218 youth were committed to the facility during SFY 2012.
- 88% of youth were male.
- 80% of youth were African American with 20% White or Other.
- 71% of committed youth were felony offenders.
- The average length of stay for a felony offense was 16 weeks.
- The recidivism rate was 22%.

Settlement Agreement

In 2005, the State of Mississippi signed a settlement agreement with the Department of Justice after an investigation that alleged violations of acceptable confinement standards for youth. The settlement agreement was renegotiated in May 2010, reducing the number of facility provisions from 73 to 23, with one federal monitor. The state has made significant progress toward meeting full compliance. Of the 23 provisions remaining the state is in Substantial Compliance in 21 provisions and in Partial Compliance with the other two and is looking towards concluding this agreement by mid 2013.

DYS Administration/State Office

Repair and Renovation

DYS coordinates the immediate and future needs for capital improvements, repair and renovations by priority projects through the Department of Finance and Administration (DFA), Bureau of Building, Grounds and Real Property Management which 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 procures personal services contracts through competitive solicitation and negotiation. Services are provided through contracts which include: medical, psychological, psychiatric, dental, medical, waste collection, pest control, plumbing, asbestos control, speech and occupational therapy and nursing.

Subgrant Management

The Subgrant Management Unit secures 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.

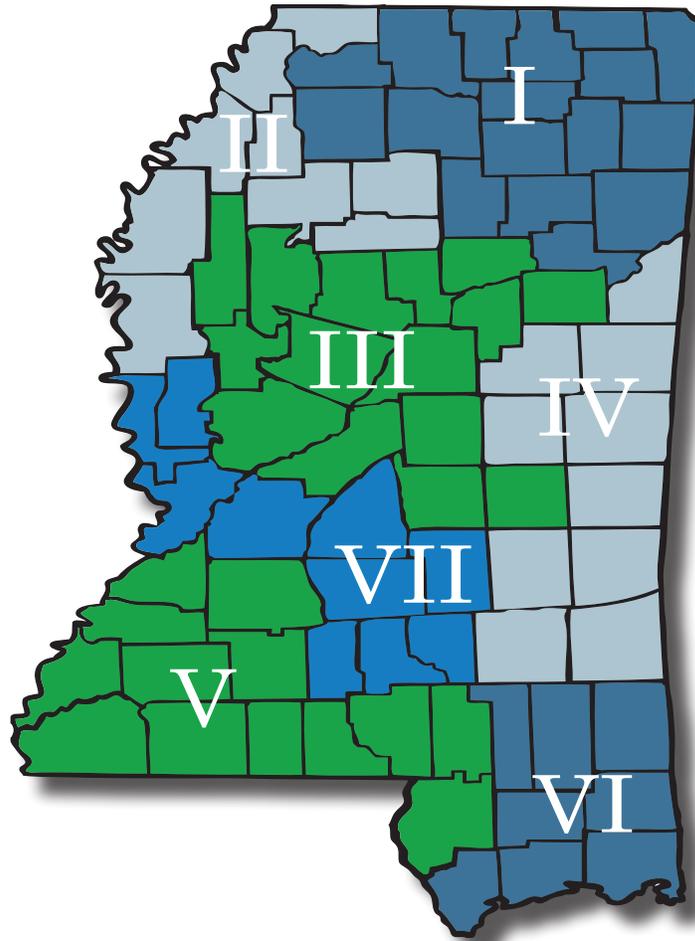
Finance Management

The Finance Unit is responsible for the fiscal management of the division's annual appropriated budget. DYS was appropriated a general fund budget of \$15.4 million and special funds (federal) of \$14.9 million for SFY 2012. The finance unit manages the allocation of funds in compliance with federal and state rules as established by DFA. These functions include the budget request, budget allocation, budget expenditure and state and federal fund maintenance.

Personnel Management

The Personnel Unit oversees the personnel transactions for 398 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 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	601-485-7880
Region V	601-823-9058
Region VI	228-696-6501
Region VII	601-985-3040

SUPPORT SERVICES

Budgets and Accounting

Human Resources

Management Information Systems

Program Integrity

Social Services Block Grant



Division of Budgets and Accounting

The Division of Budgets and Accounting (DBA) provides complete, accurate and timely financial management information for the agency. 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 ensure the intended results, DBA finds it essential to maintain a group of highly competent and professionally-trained staff and provide them with ample tools and resources needed to do their jobs. This team of dedicated employees strives to deliver superior customer service to the agency and the individuals served by MDHS.



Division Offices

The Office of Budgets, Grant Management, Cost Allocation and Research and Statistics provides fiscal management support to the agency's divisions. A project was completed to automate collection of cost allocation data to enhance the agency's ability to access federal grants. In addition to increasing labor productivity for the division, the project helps key staff at the county-level within the Divisions of Family and Children's Services and Economic Assistance work more efficiently. Major responsibilities for the unit include:

- Preparation and submission of the agency's annual budget request. MDHS has a budget of which over \$129 million is general funds. In addition to the general funds budget, the division provides financial management for over \$1.2 billion in special, primarily federal, funds which enables the agency to provide services to eligible Mississippians.
- Preparation of federal financial reports.
- Maintenance of the agency's Cost Allocation Plan.
- Accounting and reporting for subgrants awarded by the agency.
- Monitoring actual expenditures versus budget authority.
- Administering the Random Moment System Survey application.
- Compilation of the agency's five-year strategic plan.
- Compiling, reporting and monitoring performance measurement indicators for MDHS program divisions.
- Federal grant management and cash management.

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.
- Handling miscellaneous cash receipts.
- Fixed asset management. The agency owns approximately 11,400 equipment items with a value of approximately \$17,100,000.

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 and travel reimbursements for almost 3,400 MDHS employees.
- Handling payment of invoices and contracts to various third party vendors.

**Budgets and
Accounting**
601-359-4662

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 human resources and administrative support services to the various divisions within the agency. The division duties are fulfilled through: Personnel Management/Administration, Contracts Management/Corrective Discipline and Grievance, Staff Development and Training and Administrative Services.

Personnel Management/Administration Unit

The Personnel Management/Administration Unit processes personnel transactions, posts recruitment information and promotional opportunities and serves as liaison between the Mississippi State Personnel Board, MMRS and various DHS agencies. The unit monitors the Performance Appraisal Review System and oversees the Supplemental Insurance Committee who handles the cafeteria and insurance plans. The unit maintains the agency's organizational charts, works to meet staffing needs and provide training services for personnel to ensure the highest degree of competency.

Contracts Management/Corrective Discipline and Grievance Unit

The Contracts Management/Corrective Discipline and Grievance Unit reviews and monitors all personal, professional and legal services contracts to ensure compliance with the Personal Services Contract Review Board (PSCRB) regulations. The unit acts as a liaison between the divisions and the PSCRB to ensure that the appropriate contract information is presented at monthly PSCRB meetings for approval. The unit also enters data into the Statewide Payroll and Human Resources System (SPAHR) to ensure appropriate payment processing for all contractual services.

The unit administers and monitors the agency's Employee Discipline System, Employee Grievance System and the Employee Appeals Process for disciplinary matters. It also provides guidance and policy interpretation on employee discipline and grievance process and is a liaison between the State Personnel Board and Office of the Attorney General on the Employee Appeals Process. Additional responsibilities include monitoring the MDHS Leave Reporting System, processing workers' compensation and tort claims and ensuring all documented disabilities are accompanied by workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA).

Staff Development and Training Unit

The Staff Development and Training Unit supports professional growth by providing training programs and workshops based on the specific needs of the agency at no cost to employees. Staff Development oversees MDHS' involvement in SPB's Certified Public Manager Program (CPM), the Agency's Educational Assistance Program and the Agency Lending Library. Some workshops are approved for continuing education hours towards social work units (SWU) by the Mississippi Chapter of the National Association of Social Workers (NASW).

Office of Administrative Services

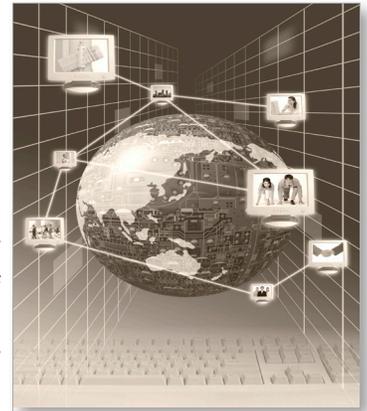
The Office of Administrative Services provides quality service and professional assistance to the agency and its clients. Administrative Services oversees housing, maintenance, security and protection and is organized into the following units: Telecommunications, Publications and Forms Management, Mail Services (AIMS Unit, Mail Room, Shipping, Receiving and Printing), State Office Lease, Health and Safety and Facility and Vehicle Maintenance.

Human Resources
601-359-4444
800-433-1210

Division of Management Information Systems

The Division of Management Information Systems (MIS) is responsible for providing information technology services to the agency. The primary objectives for MIS include securing all electronic information to maintain the highest levels of integrity, security and availability for the data entrusted to the agency.

One of the primary goals for the division is to deliver automation functionality to MDHS employees in all 82 counties of the state via the internet browser and "thin client" technology. Wyse "thin clients" or "smart terminals" are capable of supporting high quality graphics, audio and video, which can be routed to any of our remote locations and thereby, increase efficiency and greatly reduce overall cost by keeping the technology and data contained at the main office data center in Jackson. The MIS staff excels in their ability to deliver quality, reliable service and technology to all divisions and clients regardless of their position or location.



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 MDHS users access to the mainframe and supports the procurement of information system hardware, software and services for the agency.

Current MIS Projects

MIS has many ongoing projects including: scanning programs, building a data warehouse for each legacy system's data and training staff on how to access the data warehouse using COGNOS, IBM's Business Intelligence tool.

Redefining MDHS with Emerging Technology

As MDHS positions itself to take advantage of technological opportunities, the following are key areas:

- Modernization and re-engineering of the four legacy systems to new platforms.
- Utilizing "virtualization" technology for servers, SAN and possibly desktops and laptops.
- Increasing worker connectivity and collaboration across divisional and organizational boundaries by exploiting email.
- Working in partnership with Division of Medicaid to develop a centralized benefit review and determination system, which will enhance our fraud detection and expand the availability of services we can offer to our clients.
- Creating an Intranet and utilizing a Portal for website development and maintenance.
- Working closely with the DFA to interface with their new MAGIC system.
- Implementing network management tools to enable MIS to become more proactive and efficiently utilize current technology and knowledge.

MIS provides information technology support to all divisions within the agency including: Mainframe application systems and 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.

Division goals include building, training and retaining a strong, professional, technical staff of state employees to ensure MDHS is successful in carrying out its functions through the use of technology and support of the state's broadband efforts.

**Management
Information
Systems**
601-359-4600
800-345-6347

Division of Program Integrity



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

To accomplish this mission, PI is organized into five offices: Office of Fraud Investigations, Office of Special Investigations, Office of Investigative Audit, Office of Administrative Hearings and Office of Monitoring. Key accomplishments for the division include:

- Maintained current status of all SNAP and TANF claims and the monitoring of subgrants.
- Increased the number of arrests for SNAP trafficking made by the Special Investigations team who investigates SNAP trafficking by retailers and clients.
- Collaborated with the Division of Youth Services to have a Christmas Party for the youth at Oakley Youth Development Center. Divisions from within MDHS contributed to the many gifts that were purchased for students.

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 2012, the office received 468 suspected program violation claims and 42 suspected TANF program violation claims from the Division of Economic Assistance for a total of \$860,822. In addition, the Office of Fraud Investigations investigated 368 allegations of potential SNAP/TANF fraud received through the MDHS Fraud Hotline.

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 2012, 77 special investigations were conducted. The office, in conjunction with the United States Department of Agriculture (USDA) and other law enforcement entities, also conducted trafficking investigations involving 91 retailers. Trafficking investigations, ultimately, are aimed at preventing illegal use, 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 the USDA, Food and Nutrition Services (FNS). The office conducted 49 arrests of retailers for a total restitution amount of \$89,895.59.

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. Specialized training includes biannual firearms training for 20 armed investigators within the agency.

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.

In SFY 2012, one subgrant was audited with an award of \$2,923,440. During the audit, the office identified \$61,675 of questioned costs. In addition, child care certificates issued to parents whose children attend one child care center was audited and resulted in questioned costs of \$5,267. The total amount of questioned costs recovered was \$21,580 and the amount resolved was \$3,286,774 from a combination of current and previous audits.

In addition to subgrant/vendor audits, the Office of Investigative Audit performed internal reviews of 11 MDHS county offices, one internal review for DFCS and a required federal

**Program
Integrity**
601-359-4900

Fraud Hotline
800-299-6905

audit of improper authorizations for payment of child care certificates for ECCD. One audit resulted in the request for 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. During SFY 2012, 949 Fair Hearings were handled which included 660 SNAP cases, 272 TANF cases and 17 FS MSCAP cases. Also, 1,730 SNAP Administrative Disqualification Hearing decisions were rendered. As a result of these decisions, 1,705 persons were disqualified from receiving SNAP benefits for periods ranging from 12 months to permanent disqualification for fraudulent use of SNAP totaling \$2,317,964.

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 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 2012, \$12,680,844 in questioned costs were identified. During this period, questioned costs totaling \$219,147 were recovered and questioned costs totaling \$5,152,944 were resolved by subgrantees and subrecipients providing adequate documentation necessary to clear the findings.

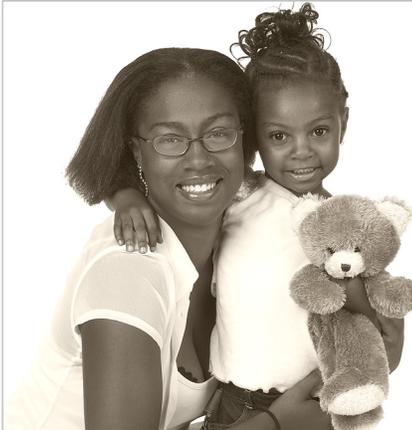
- **Monitoring Subgrants and Vendor Contracts:** The Governor designates MDHS as the lead agency for the state of Mississippi to administer various federal programs and monitor each of its subgrantees and subrecipients at least once during the subgrant period to ensure compliance with the fiscal and programmatic requirements of the subgrant.

During SFY 2012, OM was referred 429 subgrants totaling \$248,463,200 which were required to be monitored prior to the end of the subgrant period. Monitoring reviews, including subsequent follow-up reviews, were completed for 464 subgrants that totaled \$258,507,210 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 to review independent audit reports for each of its subgrantees and subrecipients to ensure that they are in compliance.
- **Completing Administrative Review Memorandums (ARM):** As a part of the Agency's pre-award review process applicable to all subgrants and vendor contracts, OM researches 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 854 ARMs, 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.

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]. In response, a wide range of community social services for individuals and families was authorized. 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, special projects or pilot projects that can be duplicated in other areas of the state and the remaining 2 percent is used for administration at the state level.

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 by 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 a one percent set-aside for special projects. These set-aside funds are used to advocate and establish quality programs during the funding year. Projects funded this fiscal year include: The Communities in Schools of Greenwood Leflore, Inc. and Willowood Developmental Center that served a total of 5,077 children with developmental disabilities, at-risk intervention and after school programs.

Administration

SSBG is designated by the Governor to be administered by MDHS with four direct staff persons, one volunteer and assistance from the State Attorney General’s Office and the Divisions of Budgets and Accounting and Program Integrity.

SSBG Funding SFY 2012	
Awarded Service Dollars	\$23,907,858
Administration	\$235,196
Cost Allocation	\$262,154
Special Projects	\$518,656
Total Federal Dollars *	\$24,923,864

SSBG Funds Allocated	Clients Served	Type	Allocation
MDHS, DAAS	15,273	SSBG	\$6,370,413
MDHS, DFCS	70,510	TANF/SSBG	\$13,476,184
MDHS, DYS	8,209	SSBG	\$3,635,000
Special Projects	5,077	SSBG	\$426,261

**Social Services
Block Grant**
601-359-4778

FUNDING, FINANCIAL AND STATISTICAL INFORMATION



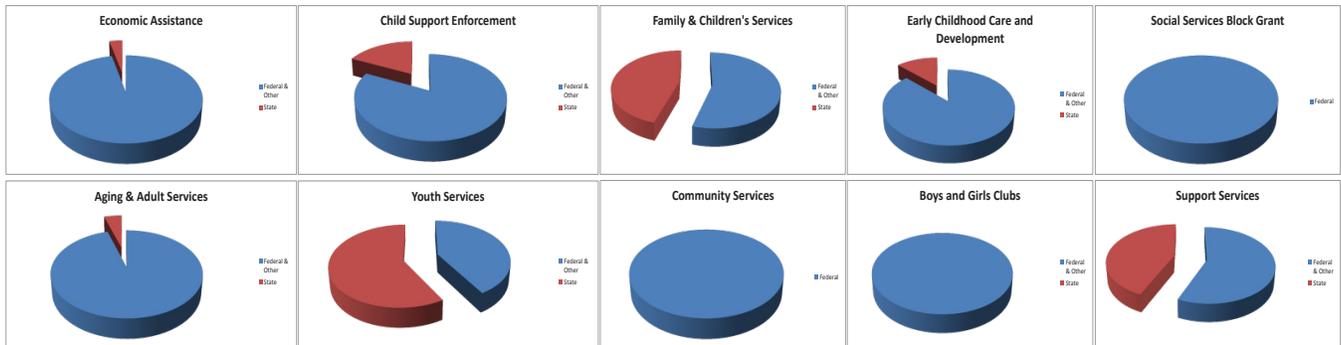
State Fiscal Year 2012 Funding and Expenditures

Total Expenditures by Budget Unit

DIVISION	Salaries	Travel	Contractual Services	Commodities	Capital Outlay Other Than Equipment	Capital Outlay Equipment	Total Vehicles	Wireless Communication Devices	Subsidies, Loans and Grants	Total Expenditures
Economic Assistance	40,115,873	422,243	11,031,074	458,681	\$0	265,584	0	0	1,012,172,491	\$1,064,465,946
Child Support Enforcement	18,047,478	189,983	13,312,799	194,996	0	236,212	0	0	1,653,190	33,634,658
Family & Children's Services	46,636,253	5,053,955	14,969,278	647,189	0	902,804	0	0	49,599,051	117,808,529
Early Childhood Care and Development	1,142,689	51,797	1,193,127	792,913	0	1,337,738	0	0	66,007,183	70,525,447
Social Services Block Grant	198,410	6,593	36,533	1,482	0	152,572	0	0	434,043	829,633
Aging & Adult Services	1,516,339	124,557	549,439	88,660	0	40,485	0	0	19,829,280	22,148,761
Youth Services	15,408,616	233,936	3,261,309	748,823	19,430	88,154	0	0	6,047,077	25,807,345
Community Services	1,086,533	153,028	356,560	301,190	0	55,005	0	0	59,996,218	61,948,534
Boys and Girls Clubs	0	0	0	0	0	0	0	0	1,000,000	1,000,000
Support Services	9,444,173	197,497	2,698,498	120,149	0	43,622	0	0	35,947	12,539,887
Total	\$133,596,363	\$6,433,591	\$47,408,616	\$3,354,084	\$19,430	\$3,122,176	\$0	\$0	\$1,216,774,481	\$1,410,708,740

Source of Funding by Budget Unit

	Federal & Other	State	Total
Economic Assistance	\$1,028,202,800	\$36,263,146	\$1,064,465,946
Child Support Enforcement	27,635,658	\$5,999,000	33,634,658
Family & Children's Services	64,470,529	\$53,338,000	117,808,529
Early Childhood Care and Development	61,685,447	\$8,840,000	70,525,447
Social Services Block Grant	829,633	\$0	829,633
Aging & Adult Services	21,116,541	\$1,032,220	22,148,761
Youth Services	10,716,047	\$15,091,299	25,807,345
Community Services	61,948,534	\$0	61,948,534
Boys and Girls Clubs	1,000,000	\$0	1,000,000
Support Services	7,103,552	\$5,436,335	12,539,887
Total	\$1,284,708,741	\$126,000,000	\$1,410,708,740



Aging & Adult Services Funding and APS Statistics

MDHS DAAS APS Program Chart	
APS Program Adm. State Office	1
APS ASWSs – Located in 3 MDHS County Offices	3
APS Workers – Located in 15 MDHS County Offices	18
Intake Reports Received and Screened	4,028
Intake Reports Screened Out for Investigation	1,247
Intake Reports Screened In for Investigation/Assigned	2,781
Total Investigation/Reports Completed	2,355
Investigation Reports Evidenced	574
Investigation Reports Not Evidenced	1,781
Victim Findings as a Result of Investigations	3,953
Victim Findings Evidenced as a Result of Investigations	802
Victim Findings Not Evidenced as a Result of Investigations	3,151
Total Victim Findings Completed as a Result of Investigations	3,953

DAAS FEDERAL FISCAL YEAR 2012 FUNDING CHART			
Grant	Funding	Federal Allocation	State Match
Older Americans Act	Title III & VII	\$10,874,558	25% Admin, 5% Services
Social Services Block Grant	Title XX	\$6,820,413	25% AAA Admin & Services
Senior Community Service Employment Program (SCSP)	Department of Labor	\$1,107,712	10% Admin & Services
Nutrition Services Incentive Program (NSIP)	Administration on Aging	\$1,365,451	No Match Required
Child and Adult Care Food Program	Department of Education	\$140,000	No Match Required
State Health Insurance Assistance Program (SHIP)	Centers for Medicare and Medicaid Services	\$1,068,682	No Match Required
Senior Medicare Patrol (SMP)	Administration on Aging	\$233,333	25% Admin
Senior Medicare Patrol Expansion Grant	Administration on Aging	\$100,000	No Match Required
Senior Companion Program	Corporation of National and Community Service	\$180,426	25% Admin
VISTA	Corporation of National and Community Service	\$50,000	No Match Required
State Funded Home Delivered Meals	State Funds	\$1,000,000	N/A
APS	Title XX	\$1,000,000	--

Child Support Cases, June 2012

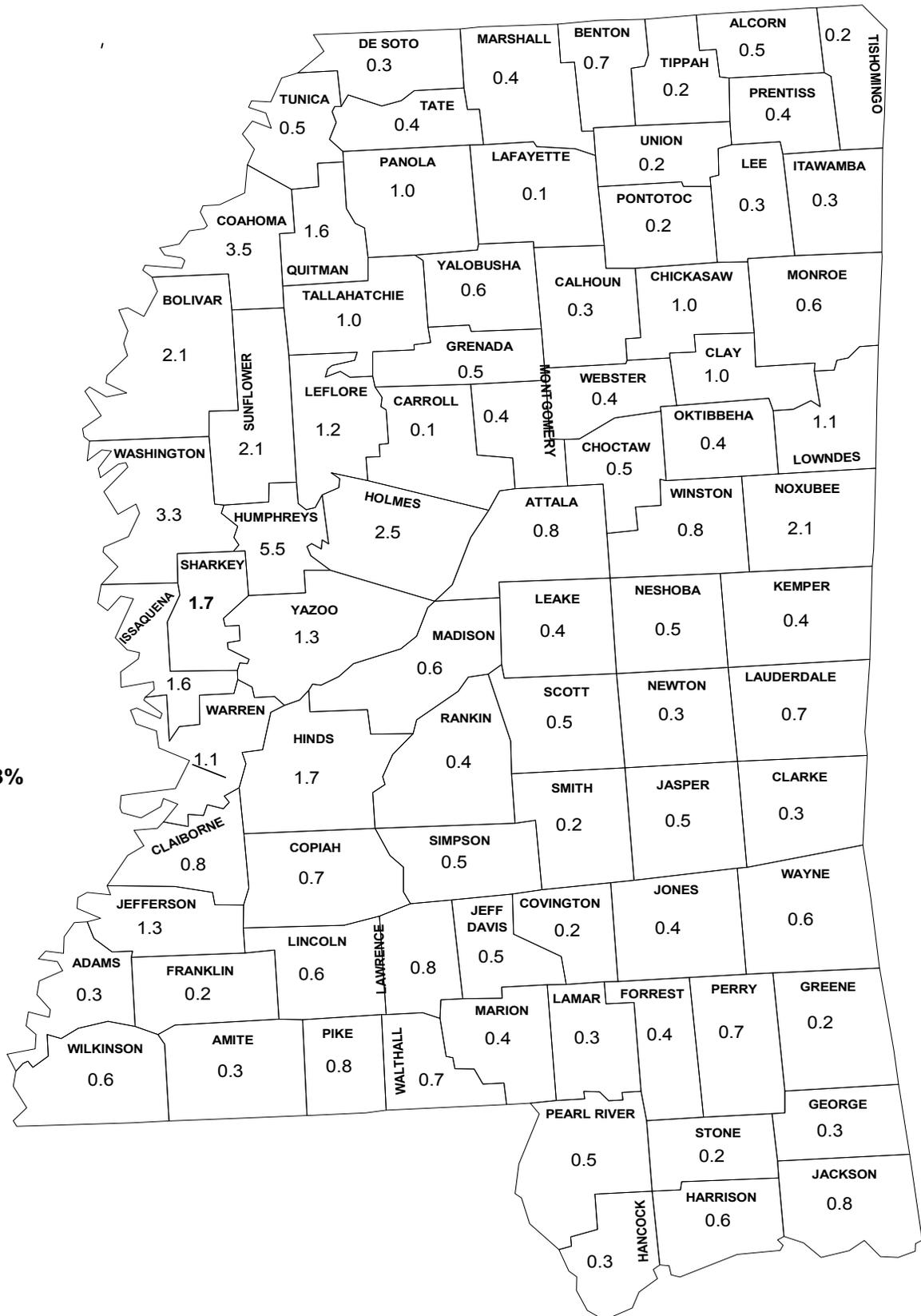
County	ARREARS	TANF/FC 1 IV-D Cases	Non- TANF IV- D Cases	Non-IV- D Cases	County	ARREARS	TANF/FC 1 IV-D Cases	Non- TANF IV- D Cases	Non-IV-D Cases
Adams	\$38,676.88	768	6337	17	Lee	\$68,302.68	970	8105	85
Alcorn	\$36,127.20	315	2438	35	Leflore	\$51,632.87	735	6429	4
Amite	\$10,503.91	147	1636	1	Lincoln	\$63,686.28	528	3809	17
Attala	\$15,848.56	345	2498	6	Lowndes	\$58,374.76	1244	6487	173
Benton	\$8,340.28	119	735	8	Madison	\$38,263.06	607	6499	24
Bolivar, E.	\$54,255.23	1141	5156	33	Marion	\$34,091.62	437	3333	9
Bolivar, W.	\$10,265.71	319	1268	0	Marshall	\$43,161.86	720	4204	43
Calhoun	\$20,238.57	202	1515	18	Monroe	\$31,494.33	611	3789	32
Carroll	\$9,774.72	52	823	10	Montgomery	\$10,157.50	105	1064	3
Chickasaw, E.	\$9,493.73	182	888	1	Neshoba	\$40,325.65	383	3909	68
Chickasaw, W.	\$10,305.99	247	1594	7	Newton	\$21,934.62	211	2405	32
Choctaw	\$5,183.94	110	1065	3	Noxubee	\$17,851.77	510	2040	9
Claiborne	\$11,179.03	302	2223	11	Oktibbeha	\$36,486.13	524	4220	36
Clarke	\$26,813.71	209	2069	35	Panola	\$45,015.50	864	5541	7
Clay	\$30,559.42	425	2643	22	Pearl River	\$35,453.92	669	5295	12
Coahoma	\$33,410.54	1196	5769	7	Perry	\$9,260.10	136	1232	2
Copiah	\$33,471.53	536	4632	11	Pike	\$51,628.37	870	5920	9
Covington	\$32,942.97	203	1940	15	Pontotoc	\$26,404.94	223	2506	17
DeSoto	\$120,768.02	1082	10187	323	Prentiss	\$16,277.28	256	2285	11
Forrest	\$59,629.76	1050	8934	23	Quitman	\$14,312.22	274	1259	2
Franklin	\$10,011.88	99	838	3	Rankin	\$99,299.18	826	9319	70
George	\$32,138.56	182	1734	27	Scott	\$23,606.11	314	3669	65
Greene	\$13,260.96	96	821	7	Sharkey	\$7,596.19	171	986	5
Grenada	\$21,927.15	315	2393	9	Simpson	\$27,417.01	449	3007	20
Hancock	\$32,087.96	412	4529	55	Smith	\$10,439.00	155	1646	8
Harrison	\$147,046.45	2279	19403	275	Stone	\$17,626.06	145	1174	3
Hinds	\$207,627.54	4422	37400	175	Sunflower	\$63,883.41	914	5253	4
Holmes	\$19,260.60	676	3552	19	Tallahatchie	\$15,969.55	296	1933	0
Humphreys	\$19,097.47	501	2050	0	Tate	\$33,507.79	405	3205	33
Issaquena	\$546.27	24	122	0	Tippah	\$19,425.21	136	1582	43
Itawamba	\$15,109.44	231	1851	13	Tishomingo	\$14,019.77	152	1071	8
Jackson	\$76,415.24	1617	14604	414	Tunica	\$20,203.81	240	2273	15
Jasper	\$19,977.09	175	1907	18	Union	\$23,107.86	214	1734	24
Jefferson	\$13,025.02	270	1565	3	Walthall	\$16,192.74	0	0	0
Jefferson Davis	\$41,323.00	472	3429	6	Warren	\$29,094.70	740	8375	67
Jones	\$45,884.64	910	9738	167	Washington	\$65,777.59	1840	10562	51
Kemper	\$17,279.92	162	1179	3	Wayne	\$17,400.52	462	3149	25
Lafayette	\$21,255.53	270	3038	27	Webster	\$8,380.90	127	688	4
Lamar	\$28,081.36	308	3679	10	Wilkinson	\$11,381.66	236	1629	6
Lauderdale	\$71,775.60	1239	10943	92	Winston	\$18,729.27	476	2624	10
Lawrence	\$10,414.43	200	1356	6	Yalobusha	\$10,764.73	171	1403	12
Leake	\$22,355.87	197	2983	5	Yazoo	\$24,722.37	762	5805	13
CRDU 2			9	2	TOTAL ARREARAGE			\$2,756,352.57	
					TOTAL CHILD SUPPORT CASES			392,009	

Child Support Collections, SFY 2012

County	Collections	County	Collections
Adams	2,611,391.34	Lincoln	2,849,569.11
Alcorn	1,789,892.60	Lowndes	4,576,210.92
Amite	981,344.74	Madison	3,026,959.35
Attala	1,681,664.78	Marion	2,060,285.39
Benton	689,704.51	Marshall	2,482,400.84
East Bolivar	2,963,960.86	Monroe	2,674,789.40
West Bolivar	896,950.88	Montgomery	989,860.83
Calhoun	1,394,657.75	Neshoba	3,239,215.20
Carroll	694,988.19	Newton	1,437,612.04
East Chicksaw	565,646.07	Noxubee	1,429,130.05
West Chickasaw	1,085,439.06	Oktibbeha	3,218,700.12
Choctaw	669,988.18	Panola	3,179,380.75
Claiborne	1,172,233.98	Pearl River	2,379,305.00
Clarke	1,475,655.45	Perry	901,692.00
Clay	2,251,498.66	Pike	3,487,535.39
Coahoma	2,949,014.61	Pontotoc	1,740,721.59
Copiah	1,827,935.70	Prentiss	1,198,900.62
Covington	1,859,241.25	Quitman	953,811.31
Desoto	7,515,206.98	Rankin	4,383,905.17
Forrest	4,309,758.37	Scott	1,995,160.07
Franklin	756,697.38	Sharkey	631,037.60
George	1,780,180.14	Simpson	2,312,445.49
Greene	1,044,037.20	Smith	1,075,882.88
Grenada	2,005,710.76	Stone	1,079,571.07
Hancock	1,920,328.03	Sunflower	2,732,664.31
Harrison	8,887,498.01	Tallahatchie	1,201,665.87
Hinds	13,700,449.15	Tate	1,644,598.63
Holmes	2,277,363.21	Tippah	1,615,516.89
Humphreys	1,001,966.88	Tishomingo	984,378.92
Issaquena	65,200.00	Tunica	1,201,535.37
Itawamba	1,040,287.39	Union	1,406,929.55
Jackson	6,254,548.93	Walthall	1,233,704.65
Jasper	1,723,212.97	Warren	2,507,943.61
Jefferson	941,537.36	Washington	4,831,261.17
Jeff Davis	1,195,518.42	Wayne	1,665,527.46
Jones	3,583,557.72	Webster	691,061.64
Kemper	1,092,873.93	Wilkinson	728,550.54
Lafayette	1,573,603.64	Winston	1,820,396.49
Lamar	2,132,999.53	Yalobusha	1,043,746.97
Lauderdale	4,658,979.94	Yazoo	1,776,704.95
Lawrence	990,278.91	CRDU	850,872.45
Leake	1,744,727.98	Tax Offset	40,678,752.80
Lee	5,213,500.07	State Office	102,267,925.54
Leflore	3,139,466.58	Total Collections	332,298,518.09

Percentage of Mississippi Population Receiving TANF June 2012

STATE: 0.8%



TANF Applications SFY 2012

State Total	18,227	485	16,307				
County	Received	Approved	Denied	County	Received	Approved	Denied
Adams	124	1	125	Leflore	230	2	227
Alcorn	116	1	98	Lincoln	206	4	205
Amite	17	0	17	Lowndes	410	17	340
Attala	110	1	105	Madison	494	14	481
Benton	40	0	17	Marion	189	7	162
Bolivar	284	6	250	Marshall	214	6	210
Calhoun	79	2	72	Monroe	163	1	162
Carroll	41	0	42	Montgomery	41	0	37
Chickasaw	79	0	71	Neshoba	70	0	64
Choctaw	25	2	21	Newton	90	1	78
Claiborne	63	0	58	Noxubee	68	0	53
Clarke	90	2	79	Oktibbeha	300	2	272
Clay	176	6	169	Panola	344	11	344
Coahoma	329	7	304	Pearl River	320	14	282
Copiah	189	5	179	Perry	58	0	49
Covington	68	1	73	Pike	267	6	246
DeSoto	683	17	647	Pontotoc	25	0	18
Forrest	244	4	208	Prentiss	68	1	62
Franklin	18	0	19	Quitman	63	0	62
George	178	14	153	Rankin	471	21	408
Greene	21	1	19	Scott	269	7	235
Grenada	132	1	116	Sharkey	34	0	29
Hancock	158	1	144	Simpson	261	3	226
Harrison	1,230	30	1,025	Smith	45	1	41
Hinds	2,639	139	2,284	Stone	78	1	67
Holmes	116	2	111	Sunflower	245	13	216
Humphreys	85	1	68	Tallahatchie	98	2	81
Issaquena	11	0	5	Tate	115	1	105
Itawamba	57	1	51	Tippah	48	1	44
Jackson	1,329	49	1,209	Tishomingo	68	0	65
Jasper	40	0	34	Tunica	53	0	58
Jefferson	77	2	55	Union	74	0	71
Jefferson Davis	73	0	60	Walthall	95	2	89
Jones	700	1	682	Warren	342	4	285
Kemper	29	0	26	Washington	434	19	350
Lafayette	129	1	105	Wayne	160	0	152
Lamar	207	1	181	Webster	45	0	41
Lauderdale	761	15	680	Wilkinson	30	0	29
Lawrence	73	0	65	Winston	59	2	55
Leake	125	2	100	Yalobusha	76	0	75
Lee	434	5	414	Yazoo	128	1	90

TANF for June 2012

County	Families	Children	Adults	Amount of Assistance	Minimum Grant	Maximum Grant	County	Families	Children	Adults	Amount of Assistance	Minimum Grant	Maximum Grant
State Total	10,840	16,581	6,230	\$1,505,483	\$10	\$314	Leflore	176	276	104	\$24,772	\$45	\$242
Adams	60	91	10	7,841	83	218	Lincoln	99	158	50	13,301	12	242
Alcorn	89	135	37	11,528	25	266	Lowndes	296	436	200	40,865	11	242
Amite	26	40	5	3,147	47	194	Madison	258	404	134	35,528	27	242
Attala	79	117	49	10,871	24	218	Marion	56	87	23	7,669	60	194
Benton	27	46	15	3,970	66	218	Marshall	77	107	42	10,720	88	236
Bolivar	355	490	218	48,786	16	242	Monroe	101	153	60	13,717	19	242
Calhoun	32	41	7	3,922	55	194	Montgomery	26	38	3	3,329	99	194
Carroll	8	10	0	952	110	146	Neshoba	71	108	33	9,542	77	266
Chickasaw	83	125	47	11,625	36	242	Newton	33	53	13	4,271	25	218
Choctaw	20	33	10	2,846	110	218	Noxubee	126	172	73	17,197	36	218
Claiborne	45	61	20	6,048	69	194	Oktibbeha	99	139	54	13,263	43	242
Clarke	23	41	11	3,237	99	266	Panola	172	268	93	23,389	25	266
Clay	93	128	70	12,464	24	194	Pearl River	140	217	52	18,808	14	266
Coahoma	420	607	320	59,807	12	242	Perry	44	60	23	5,974	43	218
Copiah	105	158	52	14,477	42	218	Pike	158	255	77	22,240	25	242
Covington	20	25	9	2,517	58	170	Pontotoc	26	46	5	3,327	14	218
DeSoto	183	317	95	25,909	43	290	Prentiss	55	76	24	7,345	42	194
Forrest	137	224	45	18,688	31	242	Quitman	71	93	39	9,821	110	194
Franklin	13	16	4	1,671	99	146	Rankin	250	419	155	35,994	13	242
George	38	58	15	5,282	110	218	Scott	64	117	35	8,722	14	242
Greene	16	26	6	2,086	38	170	Sharkey	44	63	23	5,988	48	242
Grenada	56	83	16	6,892	21	218	Simpson	66	101	28	9,061	87	290
Hancock	52	97	20	7,355	40	290	Smith	16	23	5	2,144	110	170
Harrison	528	846	307	75,421	10	266	Stone	20	29	10	2,618	11	218
Hinds	1,799	2,980	1,220	259,614	11	314	Sunflower	316	427	181	42,708	10	218
Holmes	240	324	154	31,970	33	290	Tallahatchie	80	109	39	10,772	70	242
Humphreys	264	329	190	36,619	12	218	Tate	54	85	28	7,211	19	218
Issaquena	11	16	6	1,422	70	146	Tippah	27	42	2	3,371	44	170
Itawamba	44	76	5	5,669	73	218	Tishomingo	23	32	3	2,803	25	170
Jackson	445	717	354	65,254	11	266	Tunica	24	41	8	3,290	37	242
Jasper	37	53	24	4,792	17	218	Union	26	39	4	3,381	110	194
Jefferson	54	67	30	7,153	25	194	Walthall	56	87	20	7,695	37	218
Jeff Davis	36	47	16	4,726	74	194	Warren	226	392	137	32,654	11	266
Jones	136	234	41	18,451	17	314	Washington	812	1,138	531	112,754	13	242
Kemper	15	31	6	2,064	90	218	Wayne	63	95	28	8,773	15	242
Lafayette	29	46	6	3,881	99	218	Webster	22	34	6	2,752	46	194
Lamar	79	119	39	10,702	24	194	Wilkinson	40	48	7	4,842	85	146
Lauderdale	270	439	142	37,946	28	266	Winston	81	112	49	10,884	60	218
Lawrence	55	78	27	7,598	110	194	Yalobusha	44	60	13	5,420	24	218
Leake	45	80	27	6,269	43	242	Yazoo	185	258	98	25,288	36	242
Lee	150	233	43	19,808	17	218	¹ Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].						

TANF Money Payments SFY 2012

County	Payments	County	Payments
State Total	\$19,677,418		
Adams	106,229	Leflore	305,397
Alcorn	146,491	Lincoln	192,842
Amite	44,502	Lowndes	550,750
Attala	152,658	Madison	430,797
Benton	51,700	Marion	118,518
Bolivar	676,309	Marshall	152,635
Calhoun	56,996	Monroe	184,163
Carroll	17,981	Montgomery	39,722
Chickasaw	173,103	Neshoba	114,139
Choctaw	45,777	Newton	51,697
Claiborne	75,911	Noxubee	209,043
Clarke	33,267	Oktibbeha	170,715
Clay	179,972	Panola	303,514
Coahoma	796,089	Pearl River	247,508
Copiah	169,059	Perry	70,114
Covington	44,380	Pike	305,070
DeSoto	388,222	Pontotoc	45,610
Forrest	232,157	Prentiss	87,642
Franklin	23,821	Quitman	119,265
George	85,084	Rankin	438,679
Greene	27,431	Scott	111,130
Grenada	86,652	Sharkey	77,999
Hancock	93,590	Simpson	137,835
Harrison	999,131	Smith	29,054
Hinds	3,279,955	Stone	33,508
Holmes	448,486	Sunflower	551,146
Humphreys	514,459	Tallahatchie	151,527
Issaquena	15,337	Tate	89,306
Itawamba	69,556	Tippah	47,680
Jackson	720,326	Tishomingo	43,905
Jasper	54,478	Tunica	40,417
Jefferson	84,936	Union	44,693
Jefferson Davis	56,783	Walthall	101,254
Jones	259,857	Warren	425,830
Kemper	29,492	Washington	1,524,260
Lafayette	53,523	Wayne	119,623
Lamar	142,944	Webster	38,327
Lauderdale	481,421	Wilkinson	68,542
Lawrence	106,503	Winston	149,860
Leake	76,338	Yalobusha	61,344
Lee	261,816	Yazoo	329,636

SNAP Participation, June 2012

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
State Total	297,993	659,241	\$81,320,962				
Adams	3,605	7,620	924,596	Leflore	6,164	13,136	1,618,522
Alcorn	3,279	7,221	813,199	Lincoln	3,432	7,407	907,082
Amite	1,312	2,696	308,292	Lowndes	6,734	13,875	1,756,876
Attala	1,909	4,274	481,558	Madison	5,303	11,936	1,510,619
Benton	1,168	2,468	293,712	Marion	2,849	6,423	773,163
Bolivar	6,528	12,757	1,601,227	Marshall	3,423	7,702	917,340
Calhoun	1,451	3,223	355,946	Monroe	3,341	7,164	826,792
Carroll	768	1,619	171,536	Montgomery	1,111	2,325	251,863
Chickasaw	2,010	4,330	484,464	Neshoba	2,940	7,522	905,619
Choctaw	1,013	1,990	221,964	Newton	1,939	4,581	511,642
Claiborne	1,766	3,804	483,696	Noxubee	2,481	4,631	536,583
Clarke	1,830	3,921	459,532	Oktibbeha	4,165	8,336	1,052,507
Clay	2,685	5,960	694,468	Panola	4,117	9,410	1,106,178
Coahoma	5,107	11,261	1,405,892	Pearl River	5,225	12,463	1,567,657
Copiah	3,847	7,945	972,946	Perry	1,201	2,635	321,569
Covington	1,875	4,369	483,046	Pike	4,858	11,352	1,400,081
Desoto	7,709	18,919	2,396,300	Pontotoc	2,018	5,097	568,083
Forrest	7,345	16,207	2,084,197	Prentiss	2,170	5,013	563,656
Franklin	720	1,515	164,999	Quitman	1,776	3,429	419,338
George	2,063	4,973	628,751	Rankin	6,625	16,159	2,015,444
Greene	1,048	2,313	271,813	Scott	2,788	6,658	791,271
Grenada	2,291	4,939	559,101	Sharkey	1,163	2,230	288,405
Hancock	4,166	9,307	1,192,961	Simpson	2,647	6,352	756,340
Harrison	19,343	41,942	5,537,376	Smith	1,173	2,886	320,324
Hinds	29,442	66,607	8,740,803	Stone	1,496	3,353	413,036
Holmes	3,956	8,335	978,636	Sunflower	5,787	11,105	1,452,875
Humphreys	2,462	4,778	587,201	Tallahatchie	1,867	4,034	445,440
Issaquena	185	362	44,231	Tate	2,368	5,684	694,606
Itawamba	1,539	3,780	438,550	Tippah	1,959	4,474	502,753
Jackson	10,504	23,637	3,092,024	Tishomingo	1,271	2,818	289,294
Jasper	1,817	3,881	436,428	Tunica	1,990	4,529	564,572
Jefferson	1,115	2,468	280,946	Union	1,563	3,954	414,061
Jefferson Davis	1,596	3,288	392,007	Walthall	1,527	3,478	400,699
Jones	5,470	13,169	1,523,316	Warren	5,396	12,118	1,530,198
Kemper	1,097	2,225	252,133	Washington	10,743	21,878	2,820,978
Lafayette	2,522	5,599	679,787	Wayne	2,464	5,448	659,811
Lamar	3,687	8,750	1,104,165	Webster	1,110	2,322	263,776
Lauderdale	8,382	18,601	2,346,348	Wilkinson	1,533	2,868	350,434
Lawrence	1,298	2,707	323,639	Winston	2,246	4,750	570,572
Leake	1,887	4,653	524,245	Yalobusha	1,672	3,412	384,880
Lee	7,015	16,382	1,941,487	Yazoo	4,546	9,499	1,198,505

SNAP Benefit Value, SFY 2012

County	Benefit Value	County	Benefit Value
State Total	\$957,794,837		
Adams	10,977,989	Leflore	18,701,582
Alcorn	9,613,740	Lincoln	10,824,361
Amite	3,656,713	Lowndes	20,517,335
Attala	5,737,066	Madison	18,106,693
Benton	3,483,764	Marion	9,214,072
Bolivar	18,859,904	Marshall	10,967,524
Calhoun	4,181,914	Monroe	10,130,519
Carroll	2,050,027	Montgomery	2,985,076
Chickasaw	5,942,079	Neshoba	10,334,074
Choctaw	2,695,473	Newton	5,929,008
Claiborne	5,745,341	Noxubee	6,492,007
Clarke	5,401,522	Oktibbeha	12,270,067
Clay	8,329,430	Panola	12,857,862
Coahoma	16,910,873	Pearl River	18,464,067
Copiah	11,433,970	Perry	3,773,960
Covington	5,732,418	Pike	16,285,308
DeSoto	28,061,988	Pontotoc	6,857,407
Forrest	24,566,262	Prentiss	6,842,829
Franklin	1,992,258	Quitman	4,930,506
George	7,549,446	Rankin	23,680,275
Greene	3,330,349	Scott	9,102,021
Grenada	6,504,278	Sharkey	3,425,069
Hancock	13,807,879	Simpson	8,691,475
Harrison	63,249,492	Smith	3,672,041
Hinds	103,179,902	Stone	4,771,259
Holmes	11,755,124	Sunflower	17,201,109
Humphreys	6,963,627	Tallahatchie	5,309,736
Issaquena	535,369	Tate	8,203,365
Itawamba	5,221,397	Tippah	6,111,146
Jackson	36,073,040	Tishomingo	3,627,376
Jasper	5,081,446	Tunica	6,658,505
Jefferson	3,321,361	Union	5,019,217
Jefferson Davis	4,616,700	Walthall	4,814,771
Jones	18,210,713	Warren	18,071,227
Kemper	3,021,360	Washington	33,362,918
Lafayette	7,722,511	Wayne	7,750,433
Lamar	12,803,934	Webster	3,135,257
Lauderdale	27,286,266	Wilkinson	4,193,524
Lawrence	3,888,470	Winston	6,931,487
Leake	5,936,852	Yalobusha	4,455,243
Lee	23,655,823	Yazoo	14,035,056

SNAP Program Applications, SFY 2012

State Total	182,143	131,755	43,042				
County	Received	Approved	Denied	County	Received	Approved	Denied
Adams	1,775	1,207	475	Leflore	2,603	2,076	480
Alcorn	1,968	1,423	466	Lincoln	2,146	1,591	468
Amite	645	481	131	Lowndes	3,335	2,610	613
Attala	937	723	209	Madison	3,427	2,441	781
Benton	507	386	111	Marion	1,869	1,415	367
Bolivar	2,520	1,938	540	Marshall	2,242	1,407	672
Calhoun	810	597	171	Monroe	1,880	1,358	406
Carroll	455	324	109	Montgomery	584	396	247
Chickasaw	409	310	82	Neshoba	1,651	1,292	356
Choctaw	518	418	87	Newton	1,095	770	300
Claiborne	779	613	144	Noxubee	921	795	125
Clarke	971	761	184	Oktibbeha	3,385	2,191	956
Clay	1,433	1,078	303	Panola	2,236	1,548	609
Coahoma	2,331	1,778	501	Pearl River	3,156	2,412	575
Copiah	2,052	1,606	409	Perry	820	554	200
Covington	1,187	846	303	Pike	2,713	1,847	866
DeSoto	6,721	4,349	2082	Pontotoc	1,497	1,005	405
Forrest	5,528	3,789	1363	Prentiss	1,420	1,003	303
Franklin	438	325	70	Quitman	754	579	182
George	1,513	1,136	339	Rankin	5,120	3,589	1,241
Greene	660	514	130	Scott	1,849	1,297	469
Grenada	1,343	911	347	Sharkey	415	371	86
Hancock	2,818	2,192	549	Simpson	1,843	1,374	405
Harrison	14,681	10,858	3103	Smith	742	508	192
Hinds	19,621	13,795	5462	Stone	1,291	924	311
Holmes	1,575	1,227	331	Sunflower	2,200	1,729	384
Humphreys	826	700	116	Tallahatchie	904	691	162
Issaquena	89	65	20	Tate	1,435	997	401
Itawamba	1,199	844	325	Tippah	1,183	848	274
Jackson	8,818	6,068	2299	Tishomingo	993	621	316
Jasper	924	700	195	Tunica	877	728	225
Jefferson	454	319	112	Union	1,189	842	272
Jefferson Davis	912	644	200	Walthall	791	587	164
Jones	4,136	2,937	1010	Warren	3,153	2,357	683
Kemper	453	323	111	Washington	4,364	3,461	701
Lafayette	2,345	1,389	738	Wayne	1,252	904	250
Lamar	3,026	2,164	690	Webster	489	399	99
Lauderdale	5,203	3,832	1120	Wilkinson	692	552	131
Lawrence	743	590	156	Winston	1,046	823	188
Leake	1,285	848	372	Yalobusha	955	745	165
Lee	5,124	3,653	1207	Yazoo	1,894	1,457	340

Family & Children's Services Abuse & Neglect Statistics SFY 2012

County	Sexual Abuse	Physical Abuse	Physical Neglect	Medical Neglect	Emotional Abuse	Exploitation	Total Evidenced Allegations	Total Investigations	County	Sexual Abuse	Physical Abuse	Physical Neglect	Medical Neglect	Emotional Abuse	Exploitation	Total Evidenced Allegations	Total Investigations
Adams	5	8	41	1	1	0	56	218	Lee	30	56	104	6	13	0	209	800
Alcorn	19	15	56	1	4	0	95	375	Leflore	1	7	7	3	2	0	20	188
Amite	2	4	8	0	1	0	15	55	Lincoln	12	10	31	0	6	0	59	364
Attala	2	3	3	0	0	0	8	142	Lowndes	12	25	32	1	1	0	71	375
Benton	2	6	4	0	0	0	12	73	Madison	4	9	16	0	1	0	30	318
East Bolivar	16	13	14	4	0	0	47	264	Marion	8	10	40	0	2	0	60	207
West Bolivar	2	5	4	2	1	0	14	69	Marshall	5	9	26	1	1	1	43	252
Calhoun	4	10	23	1	1	0	39	154	Monroe	17	23	64	2	5	0	111	351
Carroll	4	4	8	0	0	0	16	57	Montgomery	5	11	9	1	0	0	26	105
East Chickasaw	2	2	9	0	2	0	15	53	Neshoba	6	26	39	2	1	0	74	247
West Chickasaw	6	4	23	5	1	0	39	155	Newton	6	6	8	1	0	0	21	116
Choctaw	2	5	13	0	0	0	20	133	Noxubee	0	3	5	0	2	0	10	50
Claiborne	0	6	7	2	1	0	16	117	Oktibbeha	7	16	17	2	4	0	46	155
Clarke	7	3	10	1	1	0	22	256	Panola	8	6	23	1	1	1	40	251
Clay	2	13	6	0	2	0	23	269	Pearl River	17	32	46	2	5	0	102	441
Coahoma	7	11	23	3	0	0	44	202	Perry	9	2	17	2	1	0	31	114
Copiah	20	10	26	0	2	0	58	1,232	Pike	19	25	42	3	1	0	90	326
Covington	4	4	7	0	0	0	15	595	Pontotoc	24	24	50	2	11	0	111	428
Desoto	55	85	131	11	14	0	296	39	Prentiss	6	14	27	1	3	0	51	244
Forrest	12	20	37	0	4	1	74	262	Quitman	0	1	12	0	2	0	15	58
Franklin	5	2	6	0	0	0	13	89	Rankin	37	36	199	5	8	0	285	1,138
George	13	4	17	2	3	0	39	262	Scott	15	24	39	2	0	0	80	315
Greene	3	0	9	0	0	0	12	480	Sharkey	0	1	3	0	0	0	4	28
Grenada	17	15	30	2	0	0	64	2,005	Simpson	6	10	15	1	6	0	38	277
Hancock	14	25	77	1	12	0	129	2,111	Smith	3	5	2	0	0	0	10	92
Harrison	62	131	349	11	15	0	568	151	Stone	11	11	42	0	1	0	65	144
Hinds	124	92	153	7	8	0	384	82	Sunflower	17	31	35	4	2	0	89	257
Holmes	2	4	7	0	0	0	13	7	Tallahatchie	7	3	13	3	2	0	28	96
Humphreys	4	9	15	1	2	0	31	273	Tate	18	14	28	2	2	0	64	224
Issaquena	1	1	0	0	0	0	2	1,462	Tippah	11	11	67	1	1	0	91	253
Itawamba	7	15	44	0	5	0	71	95	Tishomingo	4	9	28	2	4	0	47	203
Jackson	66	135	202	12	38	2	455	49	Tunica	4	6	14	0	0	0	24	103
Jasper	8	7	12	1	1	0	29	59	Union	7	22	38	1	12	0	80	333
Jefferson	5	0	5	0	1	0	11	582	Walthall	4	10	11	2	1	0	28	122
Jefferson Davis	3	2	8	0	0	0	13	50	Warren	4	10	23	1	5	0	43	293
Jones	16	24	52	5	6	0	103	258	Washington	46	15	77	7	3	1	149	495
Kemper	1	4	9	0	2	0	16	367	Wayne	11	9	26	0	4	0	50	177
Lafayette	13	17	34	1	7	0	72	745	Webster	3	8	6	0	0	0	17	84
Lamar	7	36	39	1	1	0	84	107	Wilkinson	4	3	4	1	1	0	13	40
Lauderdale	9	25	82	3	5	0	124	151	Winston	9	6	9	0	1	0	25	107
Lawrence	8	2	10	0	1	0	21	65	Yalobusha	4	8	15	2	0	0	29	125
Leake	6	3	10	0	0	0	19	42	Yazoo	8	7	17	1	1	0	34	191

ABUSE AND NEGLECT REPORT SNAPSHOT

TOTALS

• 24,699 reports of child abuse or neglect were investigated in SFY 2012

• Of the 24,699 reports, 5,710 were evidenced.

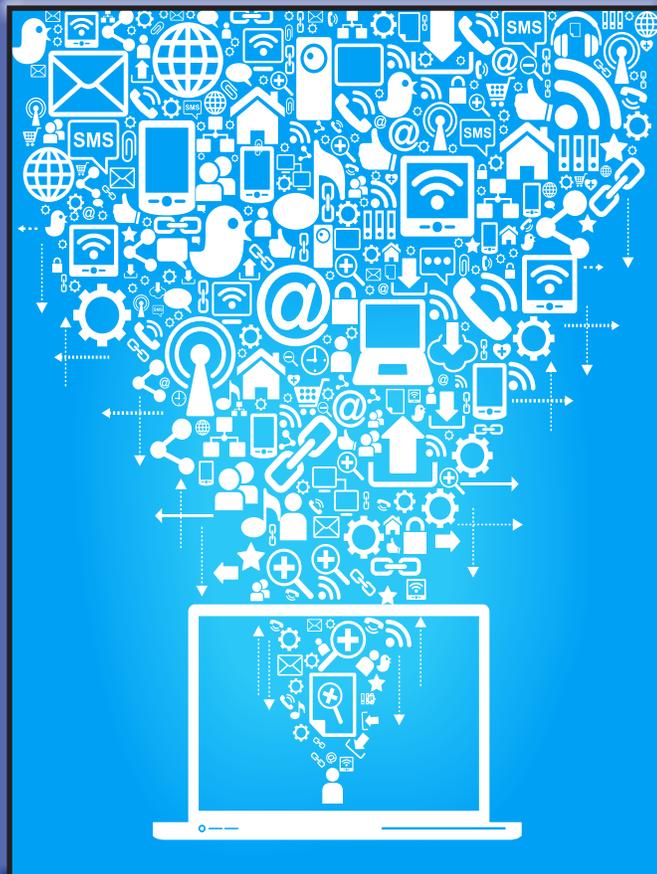
EVIDENCED REPORTS

Physical Neglect 2,949
 Physical Abuse 1,358
 Sexual Abuse 996
 Emotional Abuse 258
 Medical Neglect 143
 Exploitation 6
TOTAL EVIDENCED REPORTS 5,710

Foster Home Care Payments SFY 2012

State Total	\$ 29,005,664.48		
Adams	\$ 537,578.97	Lee	\$ 520,243.81
Alcorn	\$ 485,495.40	Leflore	\$ 129,994.08
Amite	\$ 86,020.47	Lincoln	\$ 412,928.30
Attala	\$ 26,862.00	Lowndes	\$ 467,448.60
Benton	\$ 25,460.08	Madison	\$ 462,511.55
Bolivar, E.	\$ 126,448.03	Marion	\$ 223,693.18
Bolivar, W.	\$ 83,740.59	Marshall	\$ 214,166.22
Calhoun	\$ 177,566.45	Monroe	\$ 506,040.59
Carroll	\$ 28,658.61	Montgomery	\$ 57,533.25
Chickasaw, E.	\$ 100,216.01	Neshoba	\$ 471,005.67
Chickasaw, W.	\$ 102,101.77	Newton	\$ 34,325.61
Choctaw	\$ 34,125.89	Noxubee	\$ 105,026.28
Claiborne	\$ 2,209.62	Oktibbeha	\$ 264,472.20
Clarke	\$ 13,146.81	Panola	\$ 342,536.84
Clay	\$ 215,071.72	Pearl River	\$1,023,565.15
Coahoma	\$ 119,898.88	Perry	\$ 53,430.49
Copiah	\$ 453,759.76	Pike	\$ 184,679.61
Covington	\$ 169,967.94	Pontotoc	\$ 446,630.50
DeSoto	\$ 741,021.23	Prentiss	\$ 204,759.57
Forrest	\$ 931,426.95	Quitman	\$ 36,858.47
Franklin	\$ 13,402.98	Rankin	\$ 701,731.12
George	\$ 34,020.32	Scott	\$ 446,354.61
Greene	\$ 11,138.35	Sharkey	\$ 42,163.17
Grenada	\$ 54,294.31	Simpson	\$ 256,696.57
Hancock	\$ 959,615.09	Smith	\$ 84,998.27
Harrison	\$ 1,776,878.39	Stone	\$ 809,694.24
Hinds	\$ 4,027,973.29	Sunflower	\$ 136,397.64
Holmes	\$ 92,188.03	Tallahatchie	\$ 34,182.51
Humphreys	\$ 182,718.51	Tate	\$ 121,776.95
Issaquena	\$ -	Tippah	\$ 346,873.00
Itawamba	\$ 274,214.80	Tishomingo	\$ 283,038.03
Jackson	\$ 2,614,188.63	Tunica	\$ 98,134.83
Jasper	\$ 82,156.11	Union	\$ 374,894.65
Jefferson	\$ 104,928.42	Walthall	\$ 175,515.51
Jefferson Davis	\$ 279,122.99	Warren	\$ 564,612.10
Jones	\$ 247,932.42	Washington	\$ 772,219.59
Kemper	\$ 56,423.82	Wayne	\$ 109,483.38
Lafayette	\$ 205,100.75	Webster	\$ 79,145.96
Lamar	\$ 211,539.29	Wilkinson	\$ 40,920.81
Lauderdale	\$ 665,879.46	Winston	\$ 190,156.25
Lawrence	\$ 154,884.39	Yalobusha	\$ 42,039.04
Leake	\$ 42,499.98	Yazoo	\$ 580,908.77

Contact Information



Contact Information

Executive Director Richard (Rickey) Berry.....	601-359-4457
Deputy Executive Director Mark Smith.....	601-359-9669
Deputy Administrator for Administration Will Simpson.....	601-359-4180
Deputy Administrator for Programs John Davis.....	601-359-4458
Aging and Adult Services Director Melinda Bertucci	601-359-4929
Budgets and Accounting Director Earl Walker.....	601-359-4662
Child Support Enforcement Director Walley Naylor.....	601-359-4861
Community Services Director Sollie Norwood.....	601-359-4768
Early Childhood Care and Development Director Jill Dent	601-359-4555
Economic Assistance Director Cathy Sykes	601-359-4424
Family and Children’s Services Director Mike Gallarno	601-359-4999
Human Resources Director Daren Vandevender.....	601-359-4444
Management Information Systems CSIO, Tim Ragland.....	601-359-4600
Program Integrity Director Laura Griffin	601-359-4900
Social Services Block Grant Director Derra Dukes	601-359-4778
Youth Services Director James Maccarone.....	601-359-4972
Office of Communications Julia Bryan	601-359-4517
Office of Consumer Services Jennifer Boler	601-359-4414

STATE OFFICE

Physical Address.....	750 North State Street, Jackson, MS 39202
Mailing Address	PO Box 352, Jackson, MS 39205
Public Information.....	(800-345-MDHS) 1-800-345-6347 or 601-359-4500
Telephone Deaf Device	(TDD) 1-800-676-4154 or 601-359-2656

WEB INFORMATION

Website	www.mdhs.state.ms.us
Twitter.....	http://twitter.com/MS_DHS
Facebook	http://www.facebook.com/msdhs

County and Regional Office information can be found on our website at: www.mdhs.state.ms.us

DIVISIONS	TOLL FREE	DIRECT LINE
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GENERAL INFORMATION

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

AGING & ADULT SERVICES

DAAS 1-888-240-7539 601-359-4929
 Client Assistance (Routing for AAAs)1-800-948-3090
 SHIP1-800-948-3090

CHILD SUPPORT

Information Desk/Call Center..... 1-877-882-4916 601-359-4861
 Client Automated Voice Response 1-800-434-5437.....
 METSS Help Desk..... 601-359-4311
 EPPICard Customer Service 1-866-461-4095.....

COMMUNITY SERVICES

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

EARLY CHILDHOOD CARE AND DEVELOPMENT

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

ECONOMIC ASSISTANCE

Client Inquiry 1-800-948-3050 601-359-4796
 Foundation for Families 1-800-590-0818 601-359-4668
 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
 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

**Mississippi Department of
HUMAN SERVICES
SFY 2012
Annual Report**



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www.mdhs.state.ms.us**