

ANNUAL REPORT

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES



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ABOUT THE MISSISSIPPI DEPARTMENT OF HUMAN SERVICES



MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

Offering Mississippians Young and Old Tangible Help Today to Create Lasting Hope for Tomorrow

The Mississippi Department of Human Services has its origins in legislation passed in 1935 during the closing days of Governor Mike Conner's administration 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 five-member State Welfare Board, 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 disabled, 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 the passage of the "Mississippi Old Age Security Act." The Emergency Relief Administration, which had only functioned for five months, was abolished. The law provided for the creation of a State Board of Public Welfare, a 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 more than 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 which was formerly within the Division of Federal/State Programs, Office of the Governor [Mississippi Code Annotated, 1972, §43-1-6].

The Mississippi Department of Human Services is a respected partner in a healthy, safe, interconnected community where the basic needs of all are met in an environment of independence and dignity that affords opportunities for a better quality of life while promoting responsibility and accountability in an atmosphere of respect.

The Mississippi Department of Human Services was renamed and established by the legislature in 1989 as part of the state government's reorganization.

A LETTER FROM THE **EXECUTIVE DIRECTOR**



On behalf of the many men and women at the Mississippi Department of Human Services who serve the citizens of Mississippi, it is my distinct pleasure and honor to present the 2020 MDHS Annual Report.

When Governor Reeves appointed me to lead this great agency, he charged me with taking every measure possible to provide tangible help to the people who need it most while being good stewards of taxpayer money. This has been our focus, even in the face of great adversity.

Throughout this year, MDHS has worked diligently to ensure benefits were available to Mississippians who need and qualify for them.

I realize that in order to effectively provide tangible help today to create lasting hope for tomorrow, we first must build trust.

As part of this, I've implemented an initiative called Operation Restore Trust, focusing on the areas of Integrity, Compliance, and Excellence in all we do. With dedicated and deliberate execution, we will regain the trust of our clients and stakeholders.

I'm proud to serve as the Executive Director at MDHS and to represent the men and women who work here. These dedicated public servants are the true "hidden figures" behind the success of MDHS. I trust that you will find the information contained in this annual report useful and informative, but mostly I hope it demonstrates our commitment to service. We are committed to working with our partners and serving with integrity and honesty as we strive to change the lives of the most vulnerable in our society. As our name states, we are committed to Human Service.

A handwritten signature in black ink that reads "Robert G. Anderson". The signature is written in a cursive, flowing style.

Robert G. "Bob" Anderson
Executive Director

2020 HIGHLIGHTS

DISBURSED MORE THAN
\$315 MILLION
 DURING THE PAST FISCAL YEAR

68,455

BETWEEN MARCH 16 &
 APRIL 7, 2020, WE RECEIVED
 68,455 APPLICATIONS



*1 icon represents 11,409.17 applications

The following table shows the amount of SNAP benefits distributed statewide by month since the pandemic began:

MONTH	CASES	PAYMENTS
MARCH	342,094	\$72,540,784
APRIL	216,287	\$81,919,654
MAY	226,823	\$84,520,787
JUNE	214,626	\$76,854,091

We provided personal protective equipment (PPE) and other supplies to the 12 hardest hit counties in Mississippi, with another \$3 million dedicated to providing more supplies, to include PPE, in the coming weeks.

PROCESSED AS MANY AS
24,000
 APPLICATIONS EACH WEEK

Our employees were working 12-hour days 6 days a week. When the Shelter in Place order was in effect and many businesses couldn't open, this money was critically needed as an influx to the state's economy.

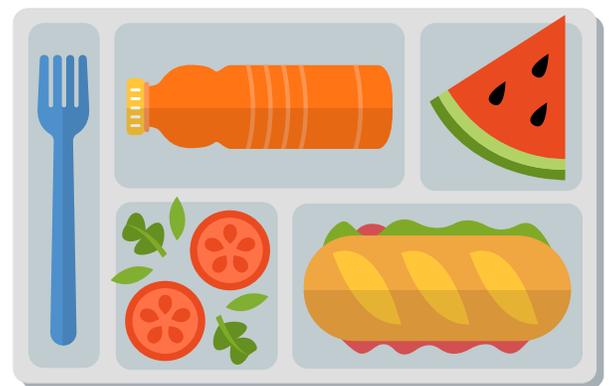
585 CCAIR GROWS UP



*1 icon represents 100 childcare centers

Licensed childcare centers that have completed CCAIR training

We trained 585 childcare centers on the Childcare Crisis Assistance in Isolation Response (CCAIR) Plan, which was designed to train providers to serve as temporary, emergency childcare facilities during this crisis period for families listed as essential workers in Executive Order 1463 but was requested by traditional childcare centers also. Our Division of Early Childhood Care and Development joined with the Mississippi State Department of Health to provide the most current training available on how to provide their services in the safest environment possible under extremely difficult circumstances.



\$100 MILLION

We approved a plan to provide more than \$100 million to provide Pandemic Electronic Benefit Transfer (P-EBT) benefits to SNAP and non-SNAP households for children who had temporarily lost access to free or reduced-price school meals due to pandemic-related school closures. For the 2019-2020 school year, Mississippi had approximately 357,000 children eligible for free and reduced-priced lunch, or about 74% of children in participating schools. This was a first for the agency, and employees worked tirelessly to ensure those eligible received their benefits.

\$47 MILLION
 CARES ACT FUNDING
 TO ASSIST CHILDCARE CENTERS

This was used to help parents afford childcare during challenging economic times and provide much-needed financial assistance to struggling childcare centers.

AGING & ADULT SERVICES

OLDER AMERICANS MONTH 2020

Every May, the Division of Aging and Adult Services (DAAS) leads our state in observance of Older Americans Month. The theme for 2020 is “Make Your Mark.” This theme was selected to encourage and celebrate countless contributions that older adults make to our communities. Their time, experience, and talents benefit family, peers, and neighbors every day. Communities, organizations, and individuals of all ages are also making their marks. This year’s theme highlights the difference everyone can make – in the lives of older adults, in support of caregivers, and to strengthen communities.



CANNED GOODS DRIVE

No Aging Adult should have to choose between buying food, paying bills, or refilling prescriptions. As a way to support our local Area Agencies on Aging (AAA) across the state, AAS held its annual canned goods drive at the MDHS State Office this year. This food drive was a great way for us to be able to provide those Aging Adults meals who are unable to afford all of their necessities this year.



COLLECTED
1610
CANNED GOODS &
SHELF STABLE MEALS



4 BOXES OF
FOOD TO EACH AAA

LIFESPAN RESPITE PROGRAM

The Mississippi Lifespan Respite Program has expanded and enhanced the awareness and access to respite information and services across the age and disability spectrum. Mississippi has built an organized respite network to address the comprehensive array of reliefs needed to assist in caring for caregivers statewide. Respite is a short and temporary break from continuous hands-on care for a loved one. It is designed to provide relief to the caregiver of a dependent person of any age with a significant disability, or chronic illness. Mississippi’s original Lifespan Respite Grant achieved the following outcomes:

- The Division of Aging and Adult Services has recruited and trained more than 70 Respite Education and Support Tools (REST) Companion volunteers across the state and has identified respite service providers who are equipped to provide needed care
- Identified individuals to fulfill the role of Master Respite Trainer for the state
- Working with the Mississippi Family Caregiver Coalition (MFCC), we have fostered partnerships with state and local providers who serve individuals and families across the lifespan

JACKSON COUNTY SENIOR COMPANION PROGRAM

Although our program was greatly affected by the Covid-19 pandemic from the end of March 2020 through May 2020, we resumed most of our volunteer services on June 1, 2020. The volunteers were armed with masks, hand sanitizer, and gloves to protect themselves and their clients from Covid-19 exposure. We have 21 volunteers that go into the homes of homebound older adults of Jackson County and assist them with their daily Activities of Daily Living (ADLs). They also provide companionship by talking and listening to older adults. They provide medication reminders, help them fix a light meal, do laundry and help them get to and from doctors' appointments. This helps these seniors remain independent in their own homes and delays institutionalization. We also have 16 volunteers that volunteer at two senior centers and at the Plaza Community Living center. Since Covid-19 has these sites closed, these volunteers are participating in a teleservice/wellness check program, a meal delivery program and a pen pal program to help ease loneliness and combat social isolation for these clients that have been unable to come to the centers. We also started a canned goods program in January and if we see an older adult that needs food, we have it on hand to take to them.



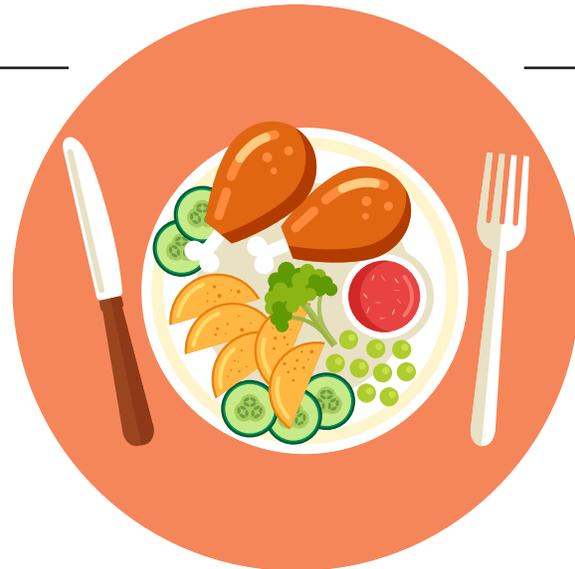
NUTRITION PROGRAM

568,216

CONGREGATE MEALS

3,961,217

HOME DELIVERED MEALS



TRIO RIDE ALONG



Our “ride-along” with the TRIO home delivered meal (HDM) program drivers gave us the opportunity to actually engage the older Mississippians that we serve through the Older Americans Act nutrition program. We got a chance to “meet and greet” these wonderful people and interact with the industry that supplies nutritious meals to our aging population.

This experience was one of community engagement at its best. Both TRIO drivers were very pleasant and seemed to have a relationship with members of the families whom we had the pleasure to meet. They greeted each family with warmth and were rewarded with the same. As we were introduced to each family, they embraced us into their circle of comradery.

BEWELL KITCHEN

At TRIO Community Meals, we recognize the impact food makes on health and wellness. TRIO leverages the role of nutrition education to improve an older adult's willingness to try, buy and eat more healthy foods. Through our BeWell Kitchen, TRIO combines nutrition education with a hands-on learning workshop that connects food to health. This approach is known as a Teaching Kitchen, as established by the Culinary Institute of America and the Harvard T.H. Chan School of Public Health. BeWell Kitchen benefits older adults with an opportunity to socialize and gain knowledge to improve their health and wellness. TRIO designed each workshop to connect a food's ability to prevent a specific health issue that impacts older adults, such as brain health, heart health, muscle builder, and immune boost. At these events, attendees are led by TRIO's Corporate Chef to help prepare a recipe using fresh ingredients. TRIO's Registered Dietitian provides impactful nutritional information for the ingredients, thus connecting food to health. It is truly a special event that participants enjoy.



STATE HEALTH INSURANCE PROGRAM (SHIP)

MISSISSIPPI STATE HEALTH INSURANCE ASSISTANCE PROGRAM

Mississippi SHIP strives daily to better serve those aging into the Medicare program. Our close relationship with the Mississippi Aging Network positioned us to meet our program goal to ensure Medicare eligible Mississippians are receiving the unbiased and needed information to properly counsel them and to save them money. This year we achieved three major objectives:

- Effectively and efficiently shared SHIP resources
- Obtained partners who will share our message to incoming Medicare beneficiaries
- Intensified statewide volunteer base expansion

OUTREACH

Mississippi SHIP has engaged in outreach throughout Mississippi's rural and urban communities, collaborating with organizations that advocate for our aging population. Working with our SHIP/Mississippi Improvements for Patients and Providers (MIPPA) partners (Area Agencies on Aging, United Way of East Meridian, and Mississippi Industries of the Blind) and other champions of senior advocacy organizations, SHIP has impacted all ten regions of Mississippi by raising Medicare awareness among 14,359 Medicare beneficiaries by helping them optimize their ability to make good choices as it pertains to health care. We participated in 13 community

outreach events before the Covid-19 pandemic shut everything down in March.

Between the dates October 1 - December 18, 2019 SHIP State office staff and volunteers participated in numerous open enrollment events with Senior American Day at the State Fair, Mississippi Industries for the Blind, Fresenius Kidney Care in Madison and Yazoo counties, health fairs hosted in various counties throughout the state, City of Canton Community Resource Fair, Triad SALT community meetings, and Council meetings held in various counties. At these engaging events we disseminated more than 3,000 in cost saving materials, SHIP brochures, and open enrollment flyers. Mississippi SHIP presented to groups and participated in events it had not been able to reach in the past.

SHIP COMMUNITY EDUCATION AND PROGRAM SUPPORT

SHIP's faith-based initiative "I Care So I Share" initiated a plan to engage relevant communities to share Medicare informational resources. Recognizing that these communities present a great opportunity to reach our aging population, SHIP reached out to the heads of religious conventions asking them to share Medicare information among their congregations.

We were successful in establishing a relationship with the General Missionary Baptist State Convention of Mississippi, Inc. John Robinson, SHIP Volunteer Program

Manager, was invited to be a presenter at their winter conference in Greenville. They had a 130 pastors in attendance to hear how establishing SHIP volunteers at each church would benefit their churches aging members. We were also invited to be a presenter and vendor at their statewide conference in March 2020.

SHIP continues to educate prospective partner advocates through community educational programs like Medicare University. Using Medicare University as a recruitment tool; North Mississippi Rural Legal Services, (NMRLS) which has four offices located in Oxford, West Point, Clarksdale and Greenville, serving 35 counties, has committed to have staff members in each office become certified SHIP counselors.

During the State Unit on Aging conference September 2019, SHIP hosted a one-day training. This training focused on understanding beneficiaries' needs, keeping in compliance with ACL, stars system updates, developing a beneficiaries enrichment plan, and coping with daily challenges. Speaker Jeffery Harris PMP Methodist Hospital, Certified Grief Specialist, spoke about the importance of self-care and empathizing with the population we serve.

In February 2020, SHIP hosted a training for its staff and community partners focused on the disabled perception of Medicare in our state. Our guest speakers included Erin Turner with the Social Security Administration, Joe Spicer with Mississippi Industries for the Blind, Brian Strickland with Disability Determination Services- Mississippi Department of Rehabilitation.

SHIP state staff traveled to the University of Mississippi Oxford campus on February 25, 2020, where we met with Department of Applied Gerontology Interim Chair, Teresa Carithers, PhD and Professor of Gerontology Marcia

Cole, and Academic Advisor Je'Lisa Hairston to discuss SHIP and the Medicare Improvements Patient Provider Act (MIPPA) of 2008. Candace Washington, SHIP and MIPPA Administrator, had the pleasure of engaging and presenting to staff and students. We are in the process of extending our volunteer platform to the Department of Applied Gerontology; however, due to the University's concerns amid the COVID-19 pandemic, we are engaging in conversations about the future of this partnership.

VOLUNTEER RECRUITMENT



SHIP's volunteer recruitment has taken the path of recruiting one individual at a time to enrolling whole organizations as volunteer groups. This method of volunteer recruiting accomplishes two things: the organization being recruited is already serving our aging population and the staff acting in the volunteer role can easily incorporate Medicare awareness into their daily work. These organizations have agreed to join us in volunteer endeavors: North Mississippi Rural Legal Services, Feeding the Gulf Coast, Indian and Jackson Run apartments.

ADULT PROTECTIVE SERVICES (APS)

During SFY '19, Adult Protective Services (APS) program received and investigated 3,237 reports of abuse, neglect, and exploitation of vulnerable adults in Mississippi. Out of the 3,237 reports, 892 report findings were substantiated, and 1,721 report findings were unsubstantiated. The outcomes of substantiated investigations can range from risk reduced, risk unchanged, risk increased, or unknown. APS receives an average of 325 investigations per month. From January-July of 2020, APS received 1,906 reports. The APS program has had to shift gears and re-adjust to the new normal due to the pandemic. APS reports began a slight decline in April and took a bigger dip in May due to the precautions and guidelines from the CDC. The APS program has had to be innovative and creative in getting the job done such as taking advantage of technology to include video calls to the Alleged Victim (AV) (when possible), arranging for a virtual interviews for AV's in the hospital, and when conducting interviews in the home using PPE and following the social distancing rule. The APS Call Center added the COVID-19 questions on reports as an added safety measure to help keep the APS worker safe before entering the home. Many don't realize that APS Front-line Workers are Essential Workers because our clients are in the home.

APS is very proud of our newly acquired APS Posters that were designed with a QR code (very innovative) for reporting to be distributed throughout the state to hospitals, clinics, DHS county offices, law enforcement, colleges, etc. The posters will help to educate the public about our program.

CHILD SUPPORT ENFORCEMENT

Every child needs financial and emotional support from both parents. Even when parents do not live together, it is important they work together to support their child(ren). Services provided by the Child Support Enforcement program include, but are not limited to, paternity establishment, location and enforcement services, and obtaining and modification of court orders. The Division of Child Support Enforcement exists to provide these services, while also contributing to the family's ability to become self-sufficient and maintain self-sufficiency.



266,914

**OPEN & ACTIVE
CHILD SUPPORT CASES**
for the fiscal year

*One folder represents 50,000 cases

SERVICES

STATE PARENT LOCATOR UNIT

Location services are provided as part of each full service child support case. However, you can complete an application for locate only services free of charge. Federal regulations require the agency to attempt to locate parents who owe child support using all appropriate local, state, federal, and interstate sources as authorized by state law. Mississippi law also requires the agency to establish a state parent locator service for the purpose of locating parents who owe support and alleged parents, which will utilize all appropriate public and private locator sources. All information is confidential and shall not be used or disclosed for purposes as for specified by law.

5,473



Successful Locate Only Cases



236,742

of Children, Paternity Establishment

95.7%

% of Children out of Wedlock
Paternity Establishment

PATERNITY ESTABLISHMENT

Establishing paternity gives a child born outside of marriage the same legal rights as a child born to married parents. A child with a legal father or mother is entitled to benefits through their legal parents. These benefits include Social Security benefits, veterans' benefits, and inheritance rights. Children may also benefit by knowing their family's biological, cultural, and medical history

ESTABLISHING COURT ORDERS FOR CHILD SUPPORT AND MEDICAL SUPPORT

For child support to be enforceable by the agency, there must be a court order which requires the payment of support. For a child support order to be entered, a complaint for support or a stipulated agreement of support must be filed with the court.



83.5%

of cases have a
Current Support Order

*One folder represents 50,000 cases | 222,865 out of 266,914 Child Support Cases have a Current Support Order.

ENFORCING COURT ORDERS FOR CHILD SUPPORT*

INCOME WITHHOLDING

The employer of a parent who owes child support may withhold support from the employee's wages. Income includes, but is not limited to, wages, salary, commission, compensation as an independent contractor, workers' compensation, disability benefits (SSA), annuity benefits, retirement benefits, and any payments made by any person or private entity, as well as federal, state, or local governments.

\$276,393,452

Income Withholding Collections



\$99,903,503

Tax Offset Collections



TAX OFFSET PROGRAM

Tax Offset is the interception of the federal and/or state income tax refunds of a parent who is responsible for paying child support. It is a primary method for the collection of delinquent child support payments. This collection method is used to collect past due child support, spousal support, and medical support.

\$14,909,501

Collected from Unemployment Benefits



INTERCEPTING UNEMPLOYMENT BENEFITS

A parent who owes child support may have support withheld from their unemployment benefits. There was an increase in the collection of unemployment benefits based on the additional emergency funds provided in response to COVID-19, which resulted in a significant difference between this year's amount and the amount from the previous year.

\$439,663,791

Total Amount of Child Support Payments Collected

(*Enforcement methods not included: liens, credit bureau reporting, accounts frozen and seized, passport revocation, contempt hearing)

LICENSE SUSPENSION PROGRAM

A parent who owes back child support may have any state-issued license suspended for non-payment.



3,571 Licenses suspended for nonpayment of child support during the fiscal year

- Department of Public Safety: 3,312
- Department of Wildlife: 249
- Insurance Commission: 5
- Board of Cosmetology: 2
- Board of Education: 2
- Board of Funeral Services: 1

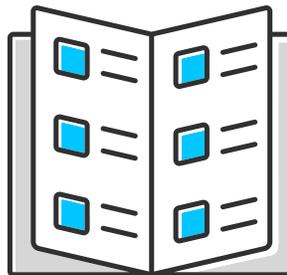
COLLABORATING WITH OTHER STATES, COUNTRIES, AND TRIBAL NATIONS TO ESTABLISH/ENFORCE SUPPORT



CHILD SUPPORT ENFORCEMENT NETWORK

Automated nationwide communication network linking child support agencies which allows information to flow electronically.

CENTRAL REGISTRY FOR INTERSTATE CASES



3,824
Cases Sent to Other States

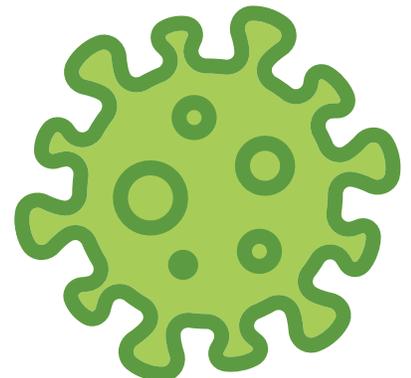
1,327
Received From Other States

The point of contact for other state child support agencies redirects the information to the appropriate office.

COVID-19

HOW COVID-19 AFFECTED THE CHILD SUPPORT PROGRAM

As a result of the passage of the Coronavirus Aid, Relief, and Economic Security (“CARES”) Act, economic impact payments were authorized to be made to eligible individuals. These payments are subject to be offset to recover past due child support. In order to provide MDHS clients with information regarding these payments, a FAQ document was created to address commonly-asked questions regarding all aspects of the payments and how they are affected by past due child support. These economic impact payments also contributed to a significant increase in collection of child support on behalf of clients despite other interruptions/delays to services caused by emergency orders by federal, state, and judicial officials.



HIGHLIGHTS

A NEW WAY TO COLLECT CHILD SUPPORT



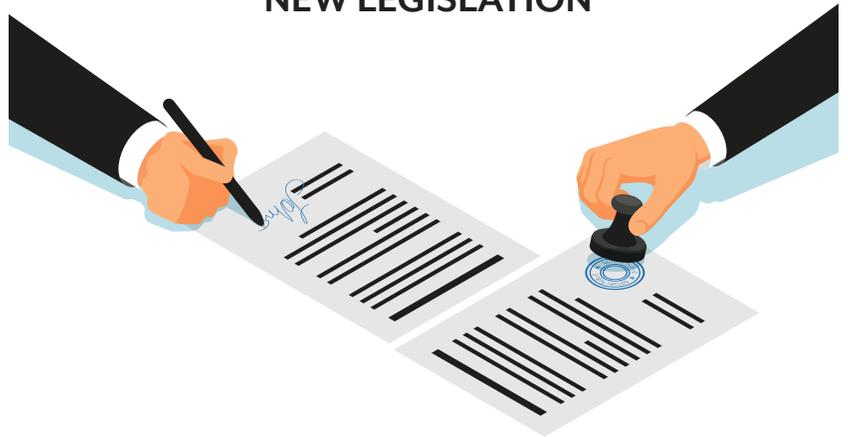
With the creation of the Mississippi Lottery, a new method of enforcement became effective this year: the interception of lottery winnings.



PROVIDING SAFER SERVICES

MDHS Child Support Enforcement staff has previously collaborated with the Mississippi Coalition Against Domestic Violence in order to provide more efficient, safer services to our clients. In the past, we have worked with MCADV to promote awareness and provide training to our staff. This year, we have made several internal changes including revising forms to enhance protection of the custodial parent's personal information, enacting new policy regarding good cause cases, and creating improved system changes to better indicate when family violence is a potential factor in a child support case.

NEW LEGISLATION



Senate Bill 2877 amended multiple code sections to remove the requirement that affirmations and admissions of paternity be notarized. This change will provide clients with an alternative to visiting the District Offices or elsewhere for notarial services. This change will also allow for the completion of necessary casework without requiring clients to meet with staff to avoid unnecessary delays despite the ongoing pandemic.



GENBOT

This year also brought the introduction of a new resource for Mississippi families seeking more information regarding the child support program. Genbot or Gen, provides immediate automatic responses based on keywords entered into a chat window that now appears on the MDHS website.

COMMUNITY SERVICES

SUCCESS STORIES

SUNFLOWER-HUMPHREYS COUNTIES PROGRESS, INC. (SHCPI)

SHCPI conducted a two-month (August and September) program for 60 participants 14-18 years of age. The Teach & Go program titled "Project L.I.S.T.E.N" provided real world experience for teenagers in these counties. Teens were educated on the following: communication skills, conflict resolution, financial literacy, ethics, work habits, professional dress and etiquette, career and education possibilities. Teens, along with instructors, aids, volunteers, parents and staff, traveled across the state to academic and cultural sites. The group visited the Mississippi State Capitol and were able to meet Senators and Representatives. They also toured universities and colleges like; Alcorn State University, Delta State University and Coahoma Community College. The exposure allowed the participants to try and do new things that they may not have been able to do if they were not able to participate in Project L.I.S.T.E.N. Participants were given a pretest and post-test to determine the success of the program. The participants who were upcoming seniors found that they were able to make more informed decisions about college and potential careers. Additionally, the program sparked the interest of some participants who went on to participate in their schools' mock trial.

LOVE, INVESTING (financial literacy), SETTING GOALS (long-term/short-term using Vision Boards), TEAMWORK, EDUCATING and teaching the importance of NEVER GIVING UP



MULTI-COUNTY COMMUNITY SERVICE AGENCY, INC.

Multi-County Community Service Agency was contacted in regards to families in the Daleville community of Kemper County that were without water and had no means or resources to obtain running water. Multi County worked diligently to find resources to assist these clients in this community. These families needed to have their water well fixed in order to restore running water to their homes. There were six families in this community that were affected by the failure of the well and did not have access to running water. One of the households was an 87-year-old female who had never received any services with the agency prior to this. The Department of Child Protection Services contacted the agency on behalf of one of their foster families. CPS stated that they had to remove the foster children from the home due to health and safety concerns with the family not having access to water. Multi-County Service Agency contacted multiple companies in regard to estimates and work needed to restore water to this community. West Water Well Drilling in Laurel was the only company that was willing to provide the services to restore water to this community. After receiving approval from the State to move forward with the project, West Water Well Drilling began working on the project. The project was completed and water was restored to the community. Community Services Block Grant funds were utilized in the amount of \$1,198.40



“Gregory Altman learned how to eliminate debt and budget his income to meet his household expenses.”

GREG ALTMAN

is a 72 year old, single male who lives alone. He is a retired Veteran with a high school diploma and attended some college courses. Mr. Altman enrolled in the case management program to receive assistance with income management. Mr. Altman manages his household with SS Benefits, SNAP, and VA Health Insurance. He lives in income-based housing and relies on public transportation. Mr. Altman has received one LIHEAP payment totaling \$67.85 and two CSBG payments for rental assistance totaling \$345.00.

His case manager assisted him with creating a plan of action to eliminate some debt and decrease the amounts of outgoing funds. Mr. Altman had a history of creating reoccurring title loans to maintain his household. Through this plan of action, Mr. Altman paid off the title loan and decreased the overdraft amounts to maintain his household. After eliminating some debt, Mr. Altman was pleased with the financial counseling, budgeting strategies, as well as other non-monetary case management services provided by this agency. Due to these accomplishments, Mr. Altman’s case was terminated successfully.

Mr. Altman learned how to eliminate debt and budget his income to meet his household expenses. Mr. Altman is aware of how to access resources available in his community.

EARLY CHILDHOOD CARE & DEVELOPMENT

The Division of Early Childhood Care and Development (DECCD) serves as the policy-making and service-delivery agent for the Child Care and Development Fund (CCDF) and Maternal, Infant, and Early Childhood Home Visiting program (MIECHV) funding allocated to the State of Mississippi. DECCD is an integral component in the overall goal of breaking the cycle of poverty and dependency by providing child care subsidy and home-visiting support for eligible Mississippi families. CCDF funding is used to assist low-income parents with subsidizing the cost of child care tuition and to support the provision of high quality child care services across the state. MIECHV funding is used to provide home visiting and parenting education services to eligible families in counties with the highest number of risk factors as defined by MIECHV. Both programs support the family stability and self-sufficiency needed to stop and prevent the cycle of poverty for Mississippi families with young children.

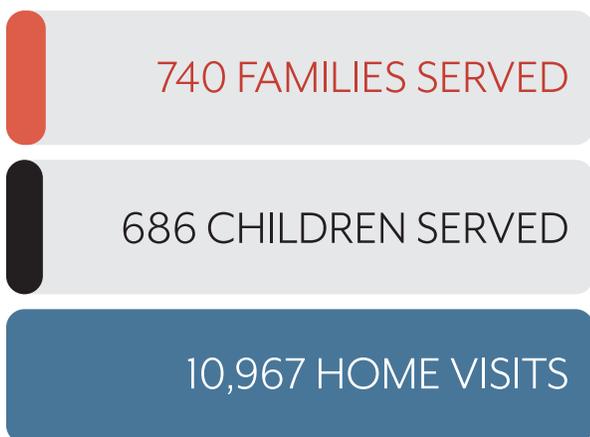
CHILD CARE PAYMENT PROGRAM (CCPP)

The CCPP program provides child care subsidies and support for the provision of quality child care to families receiving TANF, families experiencing homelessness, families caring for foster children, working poor families, students, or individuals with special needs. Eligible parents include low-income working parents, or parents who are enrolled in an approved education or training activity. Parents may use these certificates with a child care provider that meets the needs of the family and has been approved by DECCD to provide child care services. CCPP is funded through the Child Care Development Fund (CCDF).

DECCD utilizes a program known as the Child Care Payment System (CCPS), a statewide automated network, to administer the Child Care Payment Program. CCPS processes applications for the program and collects required federal reporting data on families, children, and dollars spent for child care. The information collected in this database ensures that all child care dollars available to the State of Mississippi are fully maximized.

31,605
CHILDREN
SERVED BY CCPP

HEALTHY FAMILIES MISSISSIPPI (HFM)



Healthy Families Mississippi provides home visiting services to assist families with parenting skills, access to community supports and services, financial planning, and the building of healthy social support networks. HFM serves pregnant mothers, low income families with children up to three years of age, and families with a history of substance abuse, domestic violence, incarceration, and families with children who are diagnosed with developmental delays.

HFM implements the Healthy Families America home visiting model and the Partners for a Healthy Baby parenting curriculum. This program is federally funded through the Maternal, Infant, Early Childhood Home Visiting (MIECHV) program and serves 14 of the poorest counties in Mississippi.

CHILD CARE QUALITY IMPROVEMENT

DECCD uses CCDF dollars to support the increase of quality child care services available to all families in Mississippi. To achieve this, DECCD does the following: 1) providing funding and support for research-based evaluation, professional development training opportunities, and technical assistance offered to child care providers; 2) providing funding and support for training to child care providers on the 12 federally-mandated health and safety topics; 3) providing funding and support for all activities associated with the child care licensure program administered by the Mississippi State Department of Health; and 4) providing funding for a statewide child care resource and referral system.

COVID-19 RESPONSE PLAN “CCAIR”

The Novel Coronavirus COVID-19 Pandemic represented a critical point in time for public health and how we as a society respond to crises like these. During this time, many were called on to self-quarantine and work from home. However, there were those that could not do so because they were deemed as “essential” personnel. These individuals included, but were not limited to, healthcare providers, public safety officials, power generation and utility personnel, food retail personnel and more. It was crucial that MDHS provide support for these essential workers, which included care and education.

Child care centers provide the backbone for workforce support. These centers are established to provide both care and education for our children. To support child care centers in their efforts to serve children and families during the COVID-19 pandemic, DECCD designed and developed the Childcare Crisis Assistance in Isolation Response Plan (CCAIR) was created in partnership with the Mississippi State Department of Health. It was designed at the onset of the pandemic as a plan to establish temporary, safe child care options for emergency and essential personnel, but grew into an essential resource, for all child care providers.

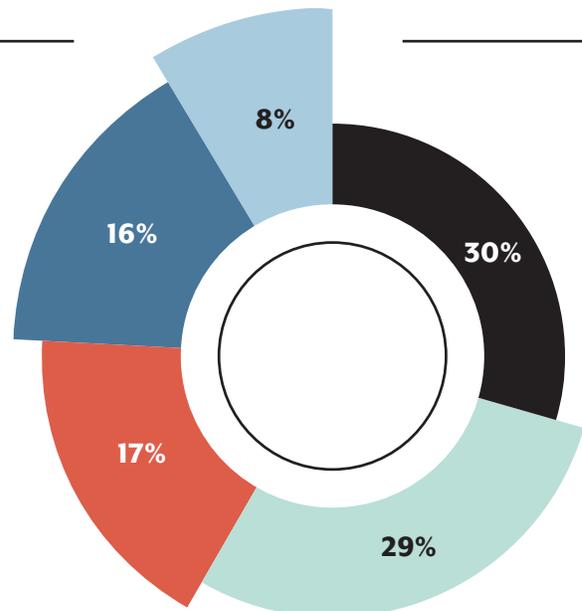
1,756
CCAIR TRAINING PARTICIPANTS

The CCAIR Plan was comprised of three elements:

- A CCAIR manual was created to offer recommended guidelines to child care providers on how to provide the safest possible care and education during the pandemic.
- CCAIR training gave child care providers further guidance on preventing the spread of COVID-19, creating a safe and warm environment in the child care setting, and staying healthy during play at the child care center.
- Additional financial support to child care providers and families using Coronavirus Aid, Relief, and Economic Security (CARES) Act funding.

MDHS CARES ACT FUNDING ALLOCATIONS

- \$13,900,000 | Increased Rates ●
- \$13,600,000 | One-Time Cash Assistance ●
- \$8,200,000 | Emergency Certificates ●
- \$7,300,000 | Parent Co-Payment ●
- \$4,000,000 | PPE ●



ECONOMIC ASSISTANCE ELIGIBILITY

PROGRAMS

SNAP

The Supplemental Nutrition Assistance Program (SNAP) provides monthly benefits that help households buy the food they need for good health. Persons who have little or no income, who work for low wages, are elderly and/or disabled, or receive Temporary Assistance to Needy Families (TANF), SSI or other assistance payments, may qualify.



207,448
HOUSEHOLDS
440,296
PERSONS

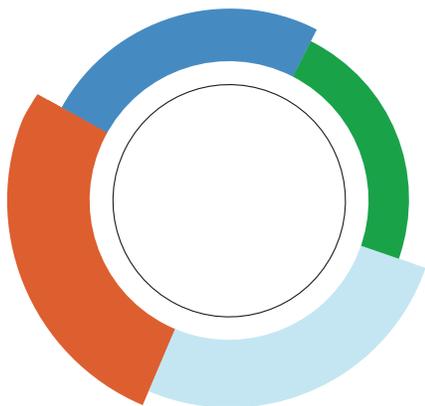
Average # of Recipients



\$285.01
HOUSEHOLD
\$134.28
PERSON

Monthly Average of Benefits

JULY 1, 2019 - JUNE 30, 2020



SNAP ALLOTMENT AMOUNTS

- March - \$72,540,784
- April - \$81,919,654
- May - \$84,520,787
- June - \$76,854,091

SNAP Allotment Amounts (including emergency and supplemental issuance)

3,524

SNAP OUTREACH

SNAP Outreach assists the agency by correcting myths and misconceptions about the Supplemental Nutrition Assistance Program (SNAP) and enables potentially eligible people to make an informed decision about whether or not to apply.

*Estimate of applications taken

SRAE

The Sexual Risk Avoidance Education (SRAE) program is designed to teach youth personal responsibility, self-regulation, goal setting, healthy decision-making and the prevention of risky behaviors such as drug and alcohol abuse without normalizing teen sexual activity.

786
YOUTH

of services provided
to youths and adults

413
PARENTS

TANF

Temporary Assistance to Needy Families (TANF) is a cash assistance program. The purpose of the TANF program is to:

- Provide assistance to needy families with children so that they can live in their own home or the homes of relatives;
- End the dependency of needy parents on government benefits through work, job preparation, and marriage;
- Reduce the incidence of out-of-wedlock pregnancies; and
- Promote the formation and maintenance of two-parent families.



2,867
HOUSEHOLDS

5,349
PERSONS

Monthly Average of Caseload



\$134.75
HOUSEHOLD

\$72.22
PERSON

Monthly Average of Payments

TEFAP

The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food assistance at no cost.



797,576
FAMILIES

2,014,636
INDIVIDUALS

of services provided



152,800

of food boxes provided to individuals 60 and older

CSFP

The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income elderly persons at least 60 years of age by supplementing their diets with nutritious United States Department of Agriculture (USDA) Foods. CSFP food packages do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of the beneficiary population.

SNAP-ED

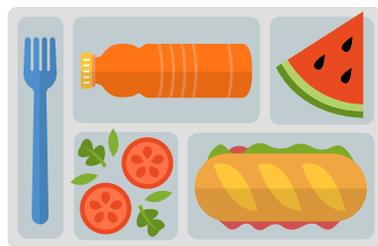
SNAP-ED provides educational information and classes to improve the likelihood that low-income families will make healthy food choices within a limited budget and choose active lifestyles that are consistent with the current MyPlate Dietary Guidelines for Americans.



* 1 Apple represents 1,000 participants

P-EBT

P-EBT Payments for the month of June



\$39,796,835

89,684 HOUSEHOLDS

148,640 PERSONS

YOUTH SERVICES

The Division of Youth Services (DYS) administers probation/aftercare services and institutional programs for juveniles who have been adjudged delinquent in Mississippi Youth Courts or are at-risk of becoming delinquent. Most importantly, we are charged with providing youth with the skills needed to be successful in life. In the words of a DYS Regional Director, "I think that we can all agree that 2020 has been horrible, but I believe that part of our job is to find the positive aspect in any bad situation."

YOUTH ACCOMPLISHMENTS

GRADUATES

Youth Receiving GEDs and/or HSE (High School Equivalency) Diplomas.

18 DIPLOMAS



1 HSE, 1 HSG, and 16 GEDs.

CERTIFICATIONS

21

Youth who received certifications (Career Technical Education CTE)



EDUCATION



Youth attending Job Corp program(s): 1
Youth attending Mississippi Community Colleges: 3
Youth accepted by Mississippi Community Colleges: 1

EMPLOYMENT

FULL-TIME
EMPLOYMENT

3

PART-TIME
EMPLOYMENT

4



HONORS, AWARDS, & CERTIFICATIONS



Youth who received academic/
school/special programs
(honors – awards-certifications)
Total Number: 7

COMPLETED REQUIREMENTS



Youth who completed
probation requirements/
cases closed
Total Number: 3

YOUTH ASSESSMENT



Youth who participated in
ACT Total Number: 12

STAFF ACCOMPLISHMENTS



FOOD SERVICES AT OAKLEY

- Passed administrative review audit and health inspection.
- Received recertification in Child Nutrition from the Mississippi Department of Education.

CERTIFICATIONS | LICENSURED

Ms. Sandra January became the 2nd person in Mississippi to become certified as a National Mental Health for Juvenile Justice Train the Trainer



DYS PARTNERSHIPS



Lamar County

Partnered with local police department to provide information to youth in the community on bullying, cyberbullying, peer pressure and making good choices.

Thankful Tidbits

Lamar County juveniles learned to give back to the community by making Thanksgiving cards for the elderly (Thankful Tidbits).

Caring with Cupcakes

Youth in DYS services and their parents were invited to the local community center in Purvis.

WORKFORCE DEVELOPMENT & PARTNERSHIP MANAGEMENT

WORKFORCE INNOVATION AND OPPORTUNITY ACT

MDHS strongly supports Governor Reeves opinion that Mississippi needs the next generation of workers to be equipped so they can take on any job. Through substantial transition during this program year, we continued to support Mississippi's strategic vision, held by both the former and current governor. By aligning with the Workforce Innovation Opportunity Act (WIOA) Combined State Plan we are continuing to develop partnerships with subject matter experts across the state who deliver educational as well as employment and training service opportunities to Mississippians. We partner with state and other community organizations through various workforce programs including the Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) Program, the Temporary Assistance for Needy Families (TANF) Work Program (TWP), and through other TANF funding opportunities that promote workforce training statewide.

SNAP EMPLOYMENT AND TRAINING (E&T)

The SNAP E&T program connects eligible SNAP recipients to work experience, short-term workforce skills training or career/technical pathways earning participants a living wage. Although participants can gain vital work skills through various work sites, MDHS has also partnered with Third-Party partners to provide education, training and barrier mitigation services through Skills2Work. Expenditures paid to SNAP E&T Skills2Work providers totaled: \$289,181.

386 | **458**
PARTICIPANTS SERVED | CREDENTIALS GAINED

Hinds Community College

An education and training program where a participant gained SmartStart, Career/Technical, or other Workforce Skills Training Credentials.

89 | **64**
PARTICIPANTS SERVED | DRIVING LICENSES GAINED

KLLM

A short-term workforce training program where participants gained a Commercial Driver's License (Class A), and Over the Road experience.

86 | **100**
PARTICIPANTS SERVED | CREDENTIALS GAINED

Goodwill of South Mississippi

A short-term workforce training program focused on customer service where participants gained Retail and Customer Service Credentials.

11 | **15**
PARTICIPANTS SERVED | CREDENTIALS GAINED

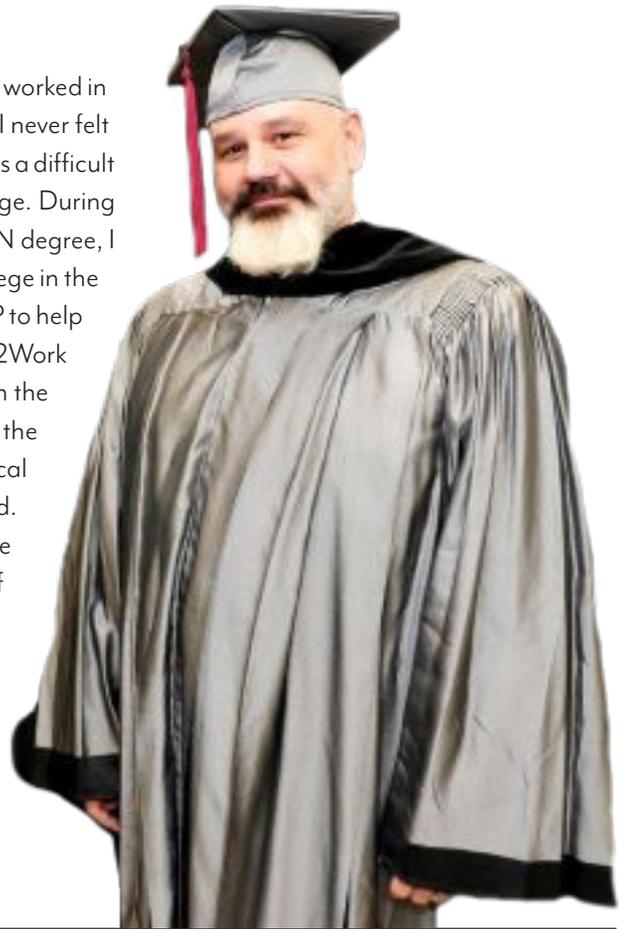
Refill Jackson Initiative (Refill Café)

A short-term workforce training program where participants gained SmartStart and ServSafe Credentials.

E&T SUCCESS STORIES

HINDS COMMUNITY COLLEGE

My name is Michael Ahner. Before I decided to go back to school. I worked in customer support for a software company. Even though I did my job well, I never felt as if I was making a difference for anyone. Deciding to go back to school was a difficult decision. Being an adult student, I knew it was going to be a very big challenge. During my second or third semester of taking academic classes required for the RN degree, I was introduced to Mrs. Felicia Jones who worked at Hinds Community College in the Single Stop program. It was through her that I was directed to get on SNAP to help with finances. I also received help from Mrs. Mitzi Thomas with the Skills2Work program. Both Mrs. Jones and Mrs. Thomas helped me immensely through the year and a half I was on SNAP including the year I was going through the Skills2Work program. Both stayed with me all the way through the Practical Nursing program making sure that I was doing well and got the help I needed. Without them, I do not think I would have been able to make it through the program. I was able to graduate in December of 2019 and in January of 2020 I was able to take the NCLEX and get my nursing license. Thanks to Mrs. Jones and Mrs. Thomas, helping me along the way, I am now a Licensed Practical Nurse. I am currently employed full time at a facility here in my hometown of Vicksburg and giving back to the community. I will be working on getting into a program to bridge to Registered Nurse next year and furthering my career. The help I was given when I needed it not only helped me but helped me to be able to help so many others.



ANNUAL REPORT 2020

REFILL CAFÉ

Ke'Shai' Funches is a graduate of the Refill Jackson Initiative (RJI)'s workforce training program which trains disconnected young adults for success in work and in life. Prior to joining RJI, she was actively searching for employment and discovered the program through a family friend. During the eight-week training, she grew to appreciate her fellow members, classroom activities, and the experience component. Through Betsy Smith, RJI's Vice President of Social Services, she learned that she was eligible for SNAP E&T Skills2Work program. She applied and was approved for SNAP E&T.

After graduating from the program, Ke'Shai' began her internship as a dietary aide with Magnolia Senior Care. She is also continuing her education, at Hinds Community College in Raymond where she is studying biology in the hopes of a career in veterinary medicine.

Ke'Shai' notes that her experience in RJI's program prepared her for the workforce by teaching her teamwork and how to express herself more openly, skills that are helpful in any line of work. She is grateful for the assistance provided through SNAP E&T because she receives assistance for food, transportation, and education. She is now able to direct her limited resources to meet other needs for herself and her family.



PARTNERSHIP SUCCESS STORIES

TANF SERVICE PARTNERSHIPS-WORKFORCE TRAINING AND EDUCATION

In October 2019, MDHS also issued a competitive Request for Proposal (RFP) for activities to include workforce training and education that began in January 2020. Workforce Training and Education awards equaled \$7,832,364. Even though COVID-19 had an impact on service delivery for providers, some providers were able to quickly adapt, transition, and continue to serve individuals through alternate program delivery methods. Overall, in the six months that partners delivered services in FY 2019, providers were still able to expend a total of \$1,510,804 on workforce training and education activities.

MIBEST - JONES COLLEGE

Seth came to Jones seeking to complete a task he had started at the Youth Challenge program at Camp Shelby. His dad was in the Air National Guard, and he grew up going to air shows at Keesler Air Force Base and attending different kids' camps at Camp Shelby and had always been interested in the military and intended to make that his career. While at Youth Challenge, Seth completed the science and social studies portions of his GED, but he still needed to pass the math and reading portions to his high school equivalency to be eligible to join the military. When he got to the Jones Adult Education program, he had made his mind up that he was going to move through quickly, pass the remaining tests, and move on. However, about a month into classes, Seth heard about the MIBEST program. Getting to learn a trade while also working on his GED interested him, so he decided to check it out.

Since then, Seth has completed his goal of obtaining his GED, he has also completed the Smart Start course with a bronze score on his CRC test. He has completed a forklift training where the instructor said he excelled. He has completed a 10-hour OSHA course, and he is set to be finished with his welding course in December. He has taken full advantage of everything the MIBEST program and the Jones Workforce College have to offer, and he does not intend to stop there! He is still interested in joining the military as a military police officer in either the Army or the Air Force, but first, he intends to gain as many skills as possible. He is interested in completing a heavy equipment and Commercial Driver's License course at Jones before he starts his military journey.

Though Seth has earned many credentials and skills during his time in the Jones College MIBEST program, he said that it has also helped him personally. "It has helped me a lot. I've opened up more, made new friends," he said when asked what he liked about his experience at Jones. "I really enjoyed hanging out with the guys working on projects and learning new things." Though he's worked on several notable welding projects during his time at Jones including a homecoming float, a ramp for an elderly lady to gain better access to her home, and a steak flipper for Governor Tate Reeves, he said he could not choose a favorite. "They're all my favorite," he said, "You learn different things on different projects!"

He is thankful for the opportunity to learn welding, as it will be a skill that can serve him in finding employment if he ever finds himself between jobs and as a hobby in his downtime. Overall, he has enjoyed his time with Jones MIBEST. "The teachers are amazing," he said, "I'd definitely recommend it. It's a good program."



MIBEST - NORTHWEST COMMUNITY COLLEGE

Emma Freeman is a MIBEST student at Northwest Mississippi Community College in Senatobia. Although she is only 17 years old, she appears wise beyond her years. Emma is a very determined young lady. She grew up one of six children in a broken home. She went to seven different elementary schools and five different middle schools. Her father was abusive, and her mom struggled to make ends meet. Many months her mom had to choose between paying the utilities and buying groceries. Her family relied on public assistance. At the age of 14 and in the seventh grade for the second time, Emma dropped out of school and moved in with her aunt.

Emma got involved in a relationship that turned out to be abusive. She also found herself pregnant and was kicked out of her aunt's home. She had no choice but to move in with the abusive boyfriend and his family. When she decided she couldn't take it any longer, she left him and moved back in with her aunt. It was at this time that Emma decided to get her life back on track. Emma's aunt suggested she enroll in the Northwest Adult Education program. The adult education instructors recommended Emma for the MIBEST program. Emma jumped at the opportunity to get her high school equivalency and attend college. She also went to court and gained full custody of her daughter. Emma enrolled in the Gateway Out-Of-School youth program through the WIN Job Center. Finally, Emma was hopeful she and her daughter would have a better future.



“I wouldn't be where I am now without the help of my teachers and MIBEST.”

Less than two months into the fall 2020 semester, Emma earned her high school equivalency. She scored high enough on her HiSet test to be awarded the Howard Carpenter Foundation Scholarship, which will pay 50% of her tuition at Northwest. Emma successfully completed 6 hours of Medical Office Technology college classes through the MIBEST program. She also obtained her Smart Start Credential. She earned an IET credential through Northstar, a Forklift Certification through the Northwest Work Force department, and she passed her OPAC certification for Keyboarding.

Emma is registered as a full-time student at Northwest for the spring 2021 semester to continue her Medical Office Technology pathway. When asked how MIBEST has helped her, Emma stated, “This program has helped me get my life back on track. I wouldn't be where I am now without the help of my teachers and MIBEST. I am the first person in my family to get a high school diploma and the first person in my family to go to college. I am excited about my future working in a medical office and giving my daughter the childhood, I always wanted. Thank you so much to everyone who gave me this chance and has supported me.”

TANF WORK PROGRAM SUCCESS STORIES

TANF WORK PROGRAM (TWP)

MDHS has partnered with MS Department of Employment Security (MDES) since 2017 to provide case management and placement for TWP participants. The link that MDES has to Mississippi's workforce system has played a major role in getting participants back to work, leading to life-changing careers that provide a living wage.

TWP SUCCESS STORY

Ms. Bridgett Breedlove is a prime example of how this partnership is improving the lives of Mississippians. She is a single mother of two who worked as a sales associate and a carhop, both of which paid the minimum wage of \$7.25 an hour. She spent several years as a stay-at-home mom and then became a single parent with little to no experience and in need of the Temporary Assistance for Needy Families (TANF) program for assistance with training, childcare, and transportation.

Ms. Breedlove needed a career that would provide life-sustaining wages to support her family. She was referred to the local WIN Job Center by the George County MDHS Office where she expressed an interest in welding as she completed her initial assessment. Staff helped her create an Individual Employment Plan outlining the steps needed to attain her goal of becoming a welder, and she was referred to the welding program at MS Gulf Coast Community College. Ms. Breedlove chose the welding program that could lead to a degree and welding certification. She successfully completed that program and was hired for a Welding HA position with Huntington Ingalls earning \$16.42 per hour. Ms. Breedlove exemplifies what the TWP program is designed to do: provide training and assistance to single moms who need a career that will provide a sustainable wage. Ms. Breedlove now has a career that she loves and that enables her to support her family all by herself.

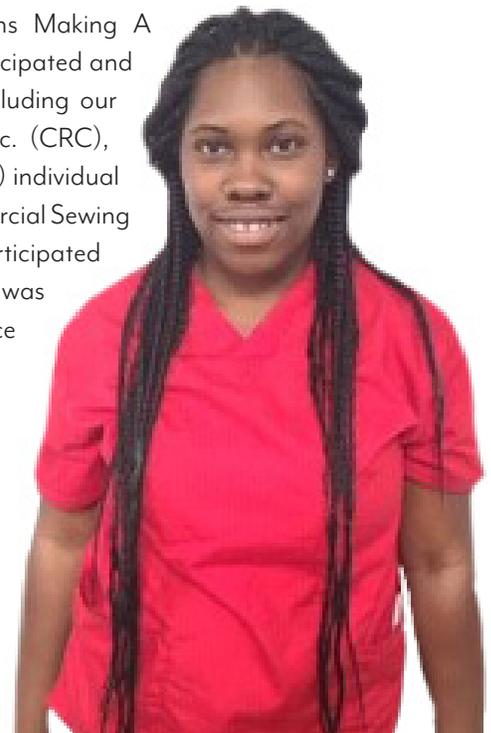


JULY 1, 2019 - JUNE 30, 2020

COMPURECYCLING CENTER, INC.

Ms. Redmond entered our CompuRecycling Center, Inc. (CRC), Deltans Making A Difference For TANF program. She is a single mother with a disabled child. She participated and completed our workforce training and educational program services platform, including our TANF Workforce Program. Ms. Redmond completed CompuRecycling Center, Inc. (CRC), Deltans Making A Difference For TANF workforce preparation training programs: (a) individual skills based client assessment, (b) Certified Business & Office Skills & Training, Commercial Sewing 101 program, and Professional Healthcare Personal Care Assistant program. She participated in our CRC "mock" interview, resume, and cover letter preparation and training. She was so committed to CompuRecycling Center, Inc. (CRC), Deltans Making A Difference For TANF program that she participated in all three (3) workforce apprenticeship programs: Computer Technician Service, Commercial Seamstress & Sewing, and Healthcare Personal Care Assistant (PCA), and being in attendance every day.

According to Ms. Redmond she has succeeded against the odds, with no family support in any form. She has been hired as a full-time Healthcare Personal Care Assistant (PCA). She has also started a home-based business in seamstress and sewing. She has her own Facebook Seamstress and Sewing page called Kim's Sewing. She has also started research into producing business printed documents such as obituaries, menus, etc.



MOORE COMMUNITY HOUSE WOMEN IN CONSTRUCTION

Christi Williams, a single mom, completed her 7-week General Industry Pre-Apprenticeship through Moore Community House's Women in Construction (WinC) program May 22, 2020, with NCCER Core Curriculum and OSHA 10hr General Industry credentials. On June 5, 2020, Christi went on to enroll in Ingalls Shipbuilding's HireUP ship-fitter program, which is unpaid craft training. WinC provided supportive services allowing for her participation in the HireUP program.

"I began the seven-week course at WinC in March 2020. I was having trouble finding a job, even with a degree in business, that would start out paying a living wage. I completed the course online because it was set to begin the same week quarantine began. I got a stipend by mail every Friday of \$50 since we weren't physically driving to class."

"Once I graduated the program, I received \$200 for help with buying boots needed for a job. I had help with the entire process of making a resumé, applying for jobs, getting information on what training programs were starting and when at Ingalls Shipbuilding. Once I started the training at Ingalls, I received a stipend of \$100 per week and WinC purchased my tools I needed for ship-fitting which would be about \$100 value."

INSTITUTIONS OF HIGHER LEARNING

Cathy Cummings

At 21 years old, I decided to set aside my college career to be a stay-at-home mom (I am now a grandmother of three with a fourth one on the way) and traditional face-to-face classes were the only option at that time.

I am employed at Holmes Community College and decided I wanted to earn my bachelor's degree, but I needed assistance in which steps to take. My college advisor explained the Complete 2 Compete Program to me, and my colleagues at Holmes Community College showed me this was a goal I could achieve. Each generation needs to keep reaching for improvement and never stop learning. Since I work with college students and have family members working to attain their career goals, I thought, "What kind of influence do I have on others if I do not finish what I began?"

My biggest challenge stems from my own perceptions of my abilities. Internal fear can stop a person, or at least slow one down, presenting itself as a huge obstacle. But with perseverance, classes can be taken, and degrees can be earned while balancing work and family – with the right plan in place. It is worth the effort – one lesson, one grade, and one class at a time. It is possible to finish a degree if you keep trying, so do not give up and stay focused.

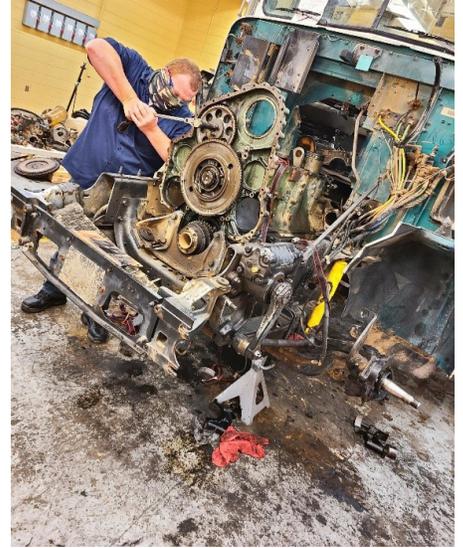
I have a great job! Earning my degree has given me greater insight to share with upcoming college students about setting goals, never giving up on those goals, and always striving to be a life-long learner.



SOUTHERN MS PLANNING & DEVELOPMENT DISTRICT

Christopher Morris is a single parent with two children, ages four and five. When he entered the Career STEP program, he was an unemployed TANF and SNAP recipient. Christopher joined the Career STEP Program in April 2020 and was accepted into a short-term training course for Diesel Mechanic. This choice would ultimately lead him to accept the challenge of joining the Heavy Equipment Maintenance Technology Program at Mississippi Gulf Coast Community College West Harrison Campus in Long Beach. Upon completion of the short-term training, Christopher earned 18 credit hours through MGCCC's Competency-Based Education assessment. He was so fascinated and motivated about this career path, that he enrolled in two more classes through the CARES Act ReSkill Program.

Christopher took the Work Keys Assessment at MGCCC and was awarded the National Career Readiness Certificate, earning a Silver credential. Through his training he was able to qualify and be hired at Auto Zone as a part-time clerk and driver.



SOUTHERN MS PLANNING & DEVELOPMENT DISTRICT

Angelia Howard is the single mother of a child with special needs. Her goals include advancing in the healthcare field, becoming financially stable, and becoming a homeowner.

Angelia was working part-time as a Certified Nursing Assistant (CNA), but she wanted more for herself and her son. She made the decision to work on her short-term career goals. She applied for the Certified Clinical Medical Assistance Program (CCMA) at Pearl River Community College (PRCC).

Unfortunately, as classes were to begin, the Covid-19 pandemic began in the United States. Circumstances surrounding the pandemic caused a decrease in the number of hours Angelia was able to work part-time as a CNA. This left Angelia uncertain as to how she would be able to pay tuition. She heard about the Career STEP Program and reached out to the Career STEP Career Coach assigned to PRCC. During this time, the WIN Job Center and PRCC were closed to the public. In response to Covid-19, PRCC was able to offer classes online. Angelia and the Career Coach worked together creatively to meet and complete all of Angelia's paperwork. Undeterred by the circumstances presented by the pandemic, Angelia worked hard to ensure that she completed the necessary steps to obtain help in reaching her goals, even going so far as to meet the Career Coach in parking lots to complete paperwork when necessary. She also participated in video chats. She was approved for the Career STEP Program, and with the relief of having tuition assistance, she was able to successfully complete and obtain a certificate of completion in the CCMA Program. Angelia received help in preparing a new resume and received assistance from the Career Coach in order to hone her interviewing skills.

The instruction and assistance she received was later utilized to obtain a full-time job and an increase over her previous wages.

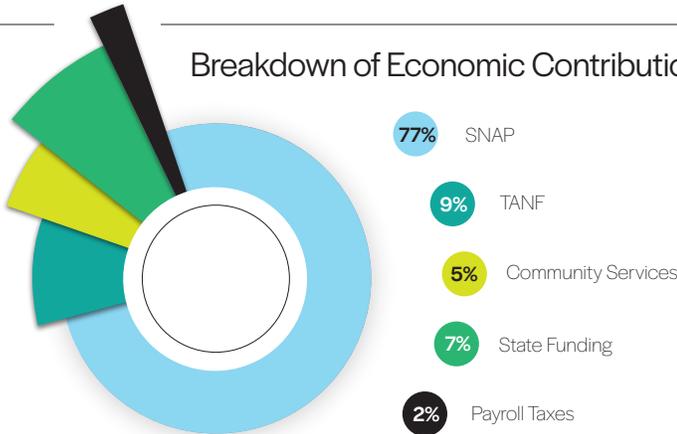
Angelia stated, "The Career STEP program really helped achieve my goals!" Not only was she able to gain knowledge that allows her to better care for her son, but that knowledge also allows her to care for others. "This program was a blessing financially because I didn't have to stress about paying for school. I wasn't eligible for unemployment, but with the help (from the Career STEP program) I was able to maintain bills and earn a great job, currently working in my field."



MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

ECONOMIC IMPACT INFOGRAPHIC

Breakdown of Economic Contribution



The State Legislature Allocated \$67,463,585.00



*Each Money Bag Represents 7 Million Dollars

The Federal Government

3 to 1

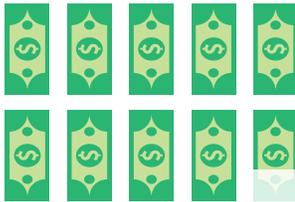
Matched Our State Dollars

MDHS Employs over

1500

MISSISSIPPIANS

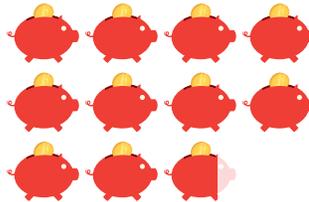
\$774,384,798.00



*Each Bill Represents 80 Million Dollars

SNAP Disbursements

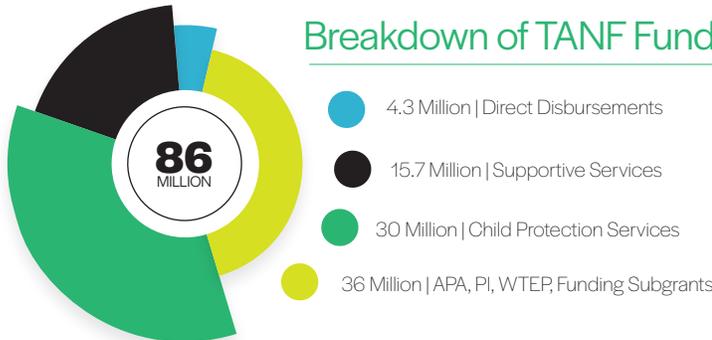
\$21,377,614.36



*Each Piggy Bank Represents 2 Million Dollars

MDHS Payroll Taxes

Breakdown of TANF Funds



\$50,239,418.00 COMMUNITY SERVICES

LIHEAP | WEATHERIZATION ASSISTANCE | CSBG

More Than \$1 BILLION

Economic Contribution to the State of Mississippi

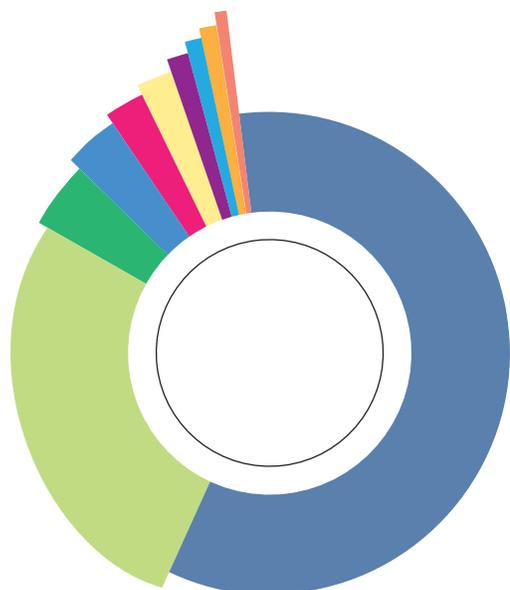
COMMUNICATIONS

PRESS RELEASES

- 7/31/19 MDHS Celebrates August as Child Support Awareness Month
- 9/27/19 Mississippi Department of Human Services receives \$1.4 million federal grant
- 10/2/19 MDHS issues request for proposals on \$36 million in services across Mississippi
- 12/5/19 MDHS statement concerning USDA revisions to waiver on SNAP benefits for ABAWD
- 12/18/19 MDHS program brings year-round holiday cheer to thousands of Mississippians
- 1/1/20 MDHS Executive Director to step down
- 1/14/20 MDHS statement on SNAP replacement benefits for counties affected by severe weather
- 1/31/20 MDHS program helps thousands of Mississippians stay warm during the winter
- 3/4/20 Governor announces appointment of new Executive Director
- 3/18/20 MDHS works to continue services during COVID-19 crisis
- 3/19/20 ICYMI: MDHS creates COVID-19 website to provide updates on services during crisis
- 3/30/20 MDHS announces emergency supplement benefits for SNAP recipients
- 4/7/20 MDHS puts \$72.5 million into Mississippi's economy during March 2020
- 4/14/20 MDHS and MSDH announce plans for providing childcare options for emergency and essential personnel
- 5/1/20 MDHS secures funding for new water well for Leflore County Residents who have been without water since July 2019
- 5/4/20 MDHS issues RFI for a forensic audit of the agency's TANF program
- 5/12/20 Federal Government releases directive that will affect Emergency SNAP benefits
- 5/28/20 ICYMI: Extension assists in food distribution, education
- 6/5/20 USDA approves Mississippi to receive Pandemic-EBT benefits
- 6/12/20 USDA approves Mississippi for Online Food Purchase Program for SNAP recipients

JULY 1, 2019 - JUNE 30, 2020

MEDIA



MORE THAN
4,000
NEWS STORIES

- MAY 2020: 2,341
- FEBRUARY 2020: 1,086
- MARCH 2020: 174
- JUNE 2020: 118
- APRIL 2020: 90
- JANUARY 2020: 87
- DECEMBER 2019: 46
- OCTOBER 2019: 40
- NOVEMBER 2019: 32
- SEPTEMBER 2019: 22

SOCIAL MEDIA

facebook
14,819
NEW FOLLOWERS

Instagram
725
NEW FOLLOWERS

twitter
790
NEW FOLLOWERS

1,281 NEW MESSAGING CONNECTIONS
New Messaging Connections: The number of people your Page added as connections in Messenger in the selected time period.

THE CHALLENGE

2020 has been a challenging year for the nation as well as the state, and the Mississippi Department of Human Services has had its share of trials as well.

On February 5, 2020, the Office of the State Auditor announced the arrests of six people for what was described as the largest embezzlement case in state history. These included John Davis, the former Executive Director of the Mississippi Department of Human Services (MDHS); former DHS employee Latimer Smith; Dr. Nancy New, owner and Director of the Mississippi Community Education Center (MCEC) and New Learning, Inc.; Zach New, Assistant Executive Director of MCEC; Anne McGrew, accountant for MCEC; and Brett DiBiase, a former employee of MDHS, in connection with the multi million-dollar embezzlement scheme.

Due to the nature of the violations and the people involved, along with the fact that the money being used was intended for needy families, the stories found a home in headlines around the state. Before having any hope of changing the narrative and bridging the trust deficit that had been created, the agency would first have to demonstrate the

positive steps being taken to right the ship and help Mississippi families.

On March 4, Governor Tate Reeves appointed Bob Anderson as Executive Director of the embattled agency and he immediately began placing an emphasis on separating the past from the present. With the appointment of Mr. Anderson, the agency had a new leader with a history of prosecuting fraud, a new leadership team, and a new vision to take the

agency forward. The agency also dramatically increased its earned media rate, going from 3 percent in July 2019 to 52 percent in June 2020. This allowed MDHS to flood the news cycle with positive stories, thereby taking negative coverage down to 2 percent by summer.

The agency no longer references what was done by previous administrations between 2016 and 2019. Instead, we focus on “Operation Restore Trust,” which is predicated on instilling a culture of integrity, compliance, and excellence in all that we do. In the coming months we will continue our rebranding efforts and a complete redesign of the website, so look for a new Mississippi Department of Human Services in 2021!

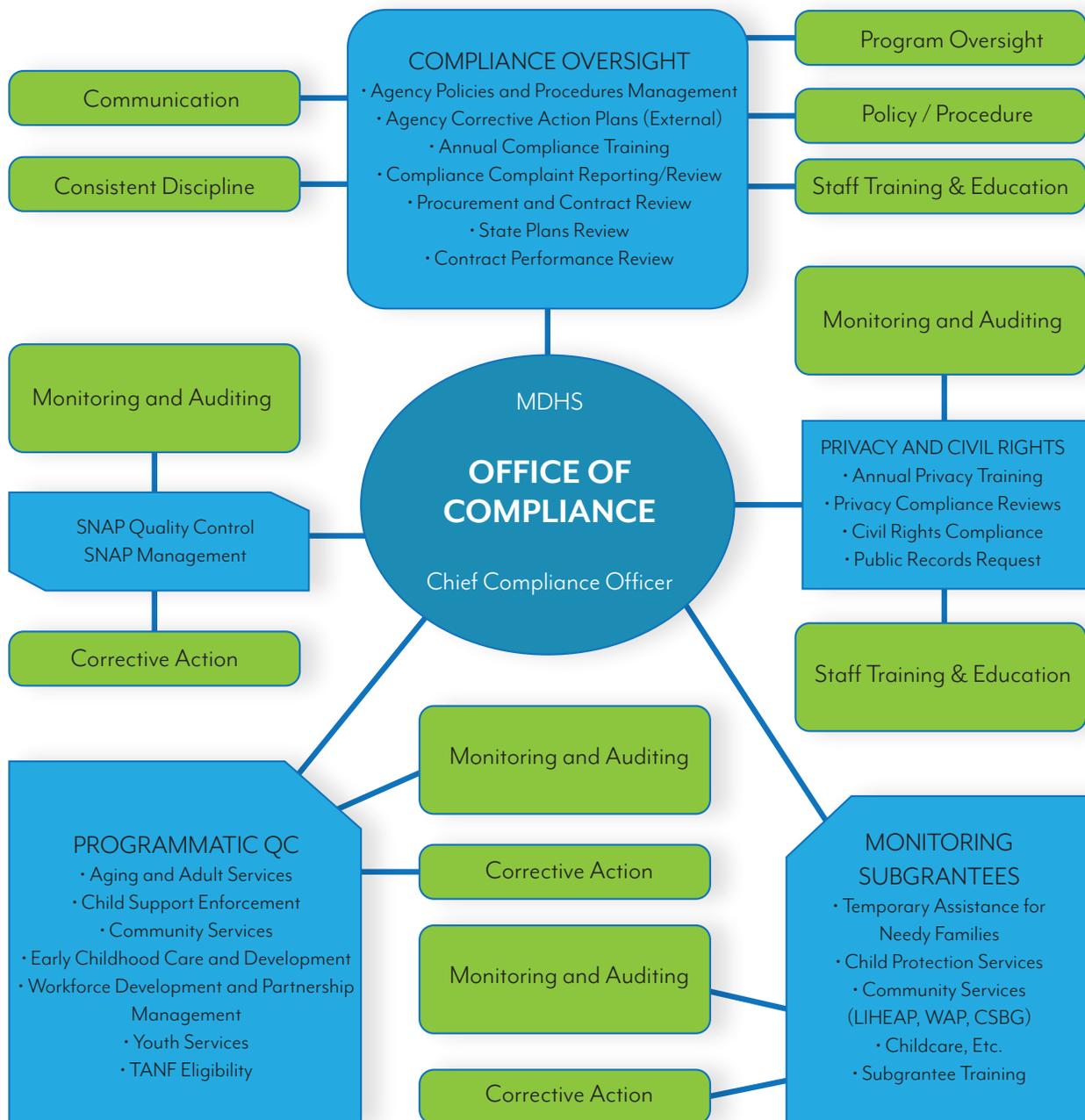
61% POSITIVE

SEPTEMBER 100%
OCTOBER 100%
NOVEMBER 100%
DECEMBER 100%
JANUARY 100%

FEBRUARY 52%
MARCH 99%
APRIL 97%
MAY 56%
JUNE 99%

OFFICE OF COMPLIANCE

The Office of Compliance is a newly formed office. Its mission is to promote a culture that encourages ethical conduct and a commitment to compliance with federal and state regulatory requirements and agency policies and procedures. This is accomplished through establishment of controls, quality reviews, fiscal and programmatic monitoring activities, education and training, transparency, accountability and reporting. The Office of Compliance will make a good faith effort to review and detect inappropriate business practices both internally and externally.

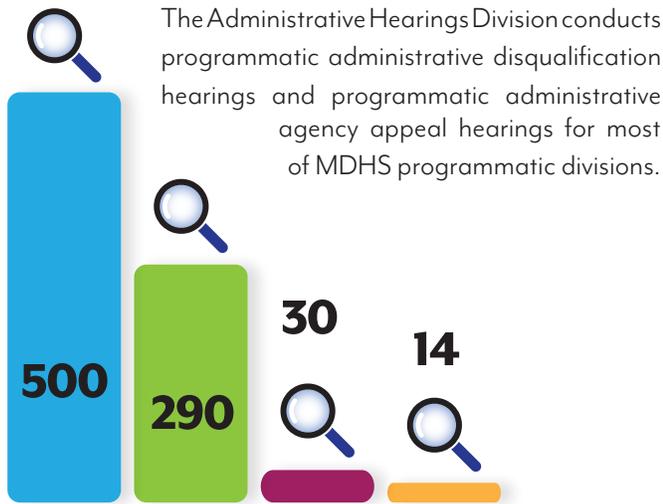


JULY 1, 2019 - JUNE 30, 2020

OFFICE OF INSPECTOR GENERAL

The purpose of the Office of Inspector General (OIG) is to detect and deter waste, fraud and abuse, and misconduct within MDHS programs and support services, while promoting efficiency for the agency. OIG's core values are comprised of integrity, independence, transparency, and accountability. Now in its third year, OIG consists of four divisions: Administrative Hearings, Benefit Recovery, Internal Audit, and Investigations.

ADMINISTRATIVE HEARINGS DIVISION



- Heard approximately 500 administrative disqualification hearings regarding SNAP
- Heard approximately 290 fair hearings regarding SNAP
- Heard approximately 30 administrative disqualification hearings regarding DECCD
- Heard approximately 14 administrative disqualification hearings regarding DECCD

INVESTIGATIONS DIVISION

The Investigations Division conducts in-depth investigations of all MDHS cases involving suspected fraud, misuse, and/or abuse preliminary to an administrative hearing or the initiation of a civil or criminal action.



- HAVE 800 OPEN SNAP INVESTIGATIONS.
- HAVE 1 SUBGRANT INVESTIGATION OPEN.
- HAVE APPROXIMATELY 40 OPEN CHILD CARE INVESTIGATIONS.

INTERNAL AUDIT DIVISION

The Internal Audit Division assists MDHS in accomplishing its objectives by evaluating and improving the effectiveness of the organization's governance, risk management, and internal controls. This unit is also responsible for being the liaison between the Office of the State Auditor and all external audits from our federal partners.



COMPLETED 9 internal audits of the Internal Audit Plan across programmatic and administrative functions of the agency.

COORDINATED WITH 8 external Federal auditing agencies.

BENEFIT RECOVERY DIVISION

The Benefit Recovery Division establishes, reviews, approves, and denies improper payments for MDHS programmatic divisions.

\$2,535,687

RECOVERED in SNAP



\$49,964

RECOVERED in DECCD

BUDGETS & ACCOUNTING

MAJOR OBJECTS OF EXPENDITURE

DIVISION	SALARIES	TRAVEL	CONTRACTUAL SERVICES	COMMODITIES	CAPITAL OUTLAY EQUIPMENT
Field Operations	34,224,774	897,621	19,648,266	922,065	420,303
Family Foundation and Support	1,610,569	33,656	41,212,053	123,536	37,433
Early Childhood Care and Development	4,716,253	224,748	2,996,606	122,592	31,449
Social Services Block Grant	70,867		366		
Aging & Adult Services	1,655,820	51,472	2,142,795	124,407	55,542
Youth Services	14,494,647	203,484	2,564,305	536,155	22,822
Community Services	483,865	26,351	1,111,620	39,427	9,863
Support Services	18,428,132	157,664	7,569,853	414,193	156,241
Total	\$75,684,926	\$1,594,996	\$77,245,863	\$2,282,376	\$733,652

MDHS OVERALL

JULY 1, 2019 - JUNE 30, 2020

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$75,153,855	\$0	\$0	\$0	\$531,071
Travel	\$1,573,551	\$2,944	\$18,502	\$0	\$0
Contractual	\$75,436,722	\$1,365,447	\$0	\$443,693	\$0
Commodities	\$2,119,713	\$162,663	\$0	\$0	\$0
Equip - Building	\$0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$575,154	\$158,498	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$877,233,470	\$0	\$0	\$0	\$0
Total	\$1,032,092,465	\$1,689,552	\$18,502	\$443,693	\$531,071

AGING & ADULT SERVICES

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$1,652,692	\$0	\$0	\$0	\$3,128
Travel	\$50,999	\$0	\$474	\$0	\$0
Contractual	\$1,920,764	\$222,031	\$0	\$0	\$0
Commodities	\$116,209	\$8,198	\$0	\$0	\$0
Equip - Building	\$0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$12,451	\$43,091	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$20,835,166	\$0	\$0	\$0	\$0
Total	\$24,588,281	\$273,319	\$474	\$0	\$3,128

SOURCE OF FUNDING BY DIVISION

SUBSIDIES, LOANS, & GRANTS	TOTAL EXPENDITURES	DIVISION	FEDERAL	STATE	OTHER	TOTAL
738,239,282	794,352,310	Field Operations	770,236,741	23,854,642	260,927	794,352,310
241,353	43,258,600	Family Foundation and Support	29,130,342	11,585,820	2,542,439	43,258,600
84,454,985	92,546,634	Early Childhood Care and Development	83,949,089	8,252,143	345,401	92,546,634
356	71,589	Social Services Block Grant	71,589			71,589
20,835,166	24,865,202	Aging & Adult Services	21,253,297	2,391,157	1,220,749	24,865,202
59,697	17,881,109	Youth Services	2,073,371	15,734,142	73,596	17,881,109
32,722,212	34,393,337	Community Services	34,393,337			34,393,337
680,419	27,406,501	Support Services	19,324,819	8,081,682		27,406,501
\$877,233,470	\$1,034,775,283	Total	\$960,432,585	\$69,899,587	\$4,443,111	\$1,034,775,283

All DHS numbers came from FY 2020 Actual Fund Split

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$75,684,926	\$55,691,048	\$19,806,778	\$187,100	\$75,684,926
\$1,594,996	\$1,324,857	\$266,464	\$3,675	\$1,594,996
\$77,245,863	\$58,471,901	\$16,322,429	\$2,451,533	\$77,245,863
\$2,282,376	\$1,605,368	\$666,657	\$10,351	\$2,282,376
\$0	\$0	\$0	\$0	\$0
\$733,652	\$636,813	\$94,143	\$2,697	\$733,652
\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0
\$877,233,470	\$842,702,598	\$32,743,117	\$1,787,755	\$877,233,470
\$1,034,775,283				
Total	\$960,432,585	\$69,899,587	\$4,443,111	

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$1,655,820	\$1,496,588.69	\$159,231.60	\$0	\$1,655,820
\$51,472	\$46,522.59	\$4,949.83	\$0	\$51,472
\$2,142,795	\$1,936,733.32	\$206,061.40	\$0	\$2,142,795
\$124,407	\$112,443.67	\$11,963.60	\$0	\$124,407
\$0	\$0.00	\$0.00	\$0	\$0
\$55,542	\$50,200.36	\$5,341.14	\$0	\$55,542
\$0	\$0.00	\$0.00	\$0	\$0
\$0	\$0.00	\$0.00	\$0	\$0
\$20,835,166	\$17,610,808	\$2,003,609.28	\$1,220,749	\$20,835,166
\$24,865,202				
Total	\$21,253,297	\$2,391,157	\$1,220,749	\$24,865,202

CHILD SUPPORT

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$1,608,097	\$0	\$0	\$0	\$2,471
Travel	\$33,656	\$0	\$0	\$0	\$0
Contractual	\$ 40,912,613	\$171,233	\$0	\$128,207	\$0
Commodities	\$123,211	\$325	\$0	\$0	\$0
Equip - Building	\$ 0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$37,433	\$0	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$241,353	\$0	\$0	\$0	\$0
Total	\$42,956,364	\$171,558	\$0	\$128,207	\$2,471

COMMUNITY SERVICES

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$480,157	\$0	\$0	\$0	\$3,708
Travel	\$26,351	\$0	\$0	\$0	\$0
Contractual	\$ 1,085,818	\$25,802	\$0	\$0	\$0
Commodities	\$38,090	\$1,337	\$0	\$0	\$0
Equip - Building	\$0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$7,634	\$2,229	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$32,722,212	\$0	\$0	\$0	\$0
Total	\$34,360,262	\$29,368	\$0	\$0	\$3,708

EA & WDPM

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$33,984,811	\$0	\$0	\$0	\$239,963
Travel	\$892,095	\$560	\$4,967	\$0	\$0
Contractual	\$19,070,481	\$303,271	\$0	\$274,514	\$0
Commodities	\$877,371	\$44,694	\$0	\$0	\$0
Equip - Building	\$0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$311,746	\$108,557	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$738,239,282	\$0	\$0	\$0	\$0
Total	\$793,375,785	\$457,082	\$4,967	\$274,514	\$239,963

JULY 1, 2019 - JUNE 30, 2020

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$1,610,569	\$1,084,557	\$431,354	\$94,658	\$1,610,569
\$33,656	\$22,664	\$9,014	\$1,978	\$33,656
\$41,212,053	\$27,752,196	\$11,037,699	\$2,422,157	\$41,212,053
\$123,536	\$83,189	\$33,086	\$7,261	\$123,536
\$0	\$0	\$0	\$0	\$0
\$37,433	\$25,208	\$10,026	\$2,200	\$37,433
\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0
\$241,353	\$162,527	\$64,641	\$14,185	\$241,353
\$43,258,600				
Total	\$29,130,342	\$11,585,820	\$2,542,439	\$43,258,600

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$483,865	\$483,865	\$0	\$0	\$483,865
\$26,351	\$26,351	\$0	\$0	\$26,351
\$1,111,620	\$1,111,620	\$0	\$0	\$1,111,620
\$39,427	\$39,427	\$0	\$0	\$39,427
\$0	\$0	\$0	\$0	\$0
\$9,863	\$9,863	\$0	\$0	\$9,863
\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0
\$32,722,212	\$32,722,212	\$0	\$0	\$32,722,212
\$34,393,337				
Total	\$34,393,337	\$0	\$0	\$34,393,337

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$34,224,774	\$33,164,208.98	\$1,027,780.42	\$32,785	\$34,224,774
\$897,621	\$869,805.57	\$26,955.84	\$860	\$897,621
\$19,648,266	\$19,039,400.94	\$590,043.42	\$18,821	\$19,648,266
\$922,065	\$893,491.63	\$27,689.89	\$883	\$922,065
\$0	\$0.00	\$0.00	\$0	\$0
\$420,303	\$407,278.30	\$12,621.82	\$403	\$420,303
\$0	\$0.00	\$0.00	\$0	\$0
\$0	\$0.00	\$0.00	\$0	\$0
\$738,239,282	\$715,862,555.67	\$22,169,551.05	\$207,175	\$738,239,282
\$794,352,310				
Total	\$770,236,741	\$23,854,642	\$260,927	\$794,352,310

EARLY CHILDHOOD CARE & DEVELOPMENT

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$4,688,139	\$0	\$0	\$0	\$28,114
Travel	\$218,427	\$2,384	\$3,937	\$0	\$
Contractual	\$ 2,971,274	\$24,074	\$0	\$1,258	\$
Commodities	\$115,073	\$7,519	\$0	\$0	\$
Equip - Building	\$0	\$0	\$0	\$0	\$
Equip - (Compu.,Fur. Etc)	\$31,449	\$0	\$0	\$0	\$
Equip - Vehicle	\$0	\$0	\$0	\$0	\$
Equip - Wireless	\$0	\$0	\$0	\$0	\$
SL&G	\$84,454,985	\$0	\$0	\$0	\$
Total	\$92,479,347	\$33,977	\$3,937	\$1,258	\$28,114

YOUTH SERVICES

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$14,384,275	\$0	\$0	\$0	\$110,371
Travel	\$197,816	\$0	\$5,668	\$0	\$0
Contractual	\$ 2,308,012	\$223,028	\$0	\$33,265	\$0
Commodities	\$468,771	\$67,383	\$0	\$0	\$0
Equip - Building	\$0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$22,822	\$0	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$59,697	\$0	\$0	\$0	\$0
Total	\$17,441,393	\$290,412	\$5,668	\$33,625	\$110,371

SUPPORT SERVICES

LINE ITEM	Y-T-D	ENCUMBRANCES	IN STATE TRAVEL	CONTRACTUAL	PAYROLL TERMINAL LEAVE
Salaries	\$18,284,817	\$0	\$0	\$0	\$143,315
Travel	\$154,207	\$0	\$3,457	\$0	\$0
Contractual	\$7,167,394	\$396,009	\$0	\$6,450	\$0
Commodities	\$380,987	\$33,206	\$0	\$0	\$0
Equip - Building	\$0	\$0	\$0	\$0	\$0
Equip - (Compu.,Fur. Etc)	\$151,619	\$4,621	\$0	\$0	\$0
Equip - Vehicle	\$0	\$0	\$0	\$0	\$0
Equip - Wireless	\$0	\$0	\$0	\$0	\$0
SL&G	\$680,419	\$0	\$0	\$0	\$0
Total	\$28,819,444	\$433,836	\$3,457	\$6,450	\$143,315

JULY 1, 2019 - JUNE 30, 2020

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$4,716,253	\$4,716,253	\$0	\$0	\$4,716,253
\$224,748	\$224,748	\$0	\$0	\$224,748
\$2,996,606	\$2,996,606	\$0	\$0	\$2,996,606
\$122,592	\$122,592	\$0	\$0	\$122,592
\$0	\$0	\$0	\$0	\$0
\$31,449	\$31,449	\$0	\$0	\$31,449
\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0
\$84,454,985	\$75,857,441	\$8,252,143	\$345,401	\$84,454,985
\$92,546,634				
Total	\$83,949,089	\$8,252,143	\$345,401	\$92,546,634

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$14,494,647	\$1,680,700	\$12,754,289	\$59,658	\$14,494,647
\$203,484	\$23,595	\$179,052	\$838	\$203,484
\$2,564,305	\$297,339	\$2,256,412	\$10,554	\$2,564,305
\$536,155	\$62,169	\$471,779	\$2,207	\$536,155
\$0	\$0	\$0	\$0	\$0
\$22,822	\$2,646	\$20,081	\$94	\$22,822
\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0
\$59,697	\$6,922	\$52,529	\$246	\$59,697
\$17,881,109				
Total	\$2,073,371	\$15,734,142	\$73,596	\$17,881,109

TOTAL	FEDERAL	GENERAL	OTHER	TOTAL
\$18,428,132	\$12,994,099	\$5,434,123	\$0	\$18,428,132
\$157,664	\$111,171	\$46,492	\$0	\$157,664
\$7,569,853	\$5,337,640	\$2,232,213	\$0	\$7,569,853
\$414,193	\$292,055	\$122,138	\$0	\$414,193
\$0	\$0	\$0	\$0	\$0
\$156,241	\$110,168	\$46,073	\$0	\$156,241
\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0
\$680,419	\$479,776	\$200,643	\$0.00	\$680,419
\$27,406,501				
Total	\$19,324,819	\$8,081,682	\$0	\$27,406,501



MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

HOT LINES

VULNERABLE PERSON ABUSE	844.437.6282
CHILD ABUSE	800.222.8000
CHILD SUPPORT CUSTOMER SERVICE	877.882.4916
REPORT SNAP FRAUD	800.299.6905
CHILD CARE PAYMENT PROGRAM	800.877.7882
SERVICES FOR SENIORS	800.948.3090

Disclaimer, Terms, & Conditions

All information provided in this report is believed to be correct. However, no liability is assumed for errors in substance or form of any of the information contained.

An electronic version of this document is available on the Mississippi Department of Human Services website at: <http://www.mdhs.ms.gov/publications/agency-annual-reports/>. Reports are available for viewing or download as a service to the public.

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Some names and identifying details have been changed to protect the privacy of individuals.

For more information, email: mdhs.communications@mdhs.ms.gov.