

Mississippi Department of Human Services

# Annual Report

**2023**

# Help today. Hope tomorrow.

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# A letter from the Executive Director

It is a pleasure to present to you the 2023 Mississippi Department of Human Services Annual Report. Our design is emblematic of the work that we do each day as an agency helping to connect the dots for our clients so that they may receive the assistance that provides a clearer picture of hope for their lives.

I recall as a grade schooler, those Dot-to-Dot worksheets that helped me learn structural order, sequence of numbers, and how to process the big picture by drawing connections between smaller pieces. Viewing this annual report as a dot-to-dot helps us connect pieces of information from a myriad of different spaces of service to process into patterns of support for Mississippians young and old.

MDHS is working within existing structures to identify opportunities for service that others may have missed. By evaluating our numbers from the bigger picture of interconnected dots, MDHS has begun to identify opportunities to strengthen our work.

In 2023, MDHS began the process of rebuilding two critical technical pieces that help our clients connect to the programs we administer. These new advances will also provide the agency with a clearer picture of who we serve, how we serve, what we can do better, and why Mississippians are turning to us for support.

First, the agency has rebuilt our website. Our new website has been designed with our clients and partners in mind. It is purposefully designed to move clients to the systems and services that they utilize. New pages provide a clearer picture of programs that wrap around those we serve.

In addition, the website works to help our external partners understand the procurement and service delivery constructs of MDHS so that we can more effectively reach underserved populations. Helping our subgrantees submit better proposals, clients connect to programs, and the public connect to a greater level of transparency helps Mississippi connect the dots to the need for MDHS in their community.

Secondly, MDHS has begun the process of redesigning our eligibility systems to integrate and streamline the eligibility process for all of our clients. This three-year process will result in case managers seeing the full service portfolio available for clients, while also connecting our staff to greater accountability in supporting clients who are eligible for all of the supportive services MDHS has to offer.

Far from a grade-school activity, connecting the dots is about how we take the special culture of service inherent to human services and begin to see the bigger picture of support in order to meet our mission of “offering Mississippians, young and old, tangible help today to create lasting hope for tomorrow.” As I share each month with new employees joining the MDHS team, we are truly in the hope business.

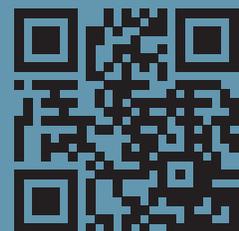


Robert G. “Bob” Anderson  
Executive Director



A lifetime of service and a commitment to protecting the citizens and integrity of the State of Mississippi has led Bob Anderson to his role as the Executive Director of the Mississippi Department of Human Services (MDHS). Governor Tate Reeves appointed Anderson to the post on March 4, 2020.

As executive director, Mr. Anderson oversees an agency responsible for providing a wide range of public assistance to children and families throughout Mississippi. Under his leadership, agency staff helps Mississippians move from a state of crisis to self-sufficiency through targeted state assistance programs. This assistance makes a profound difference to these families and improves the quality of life within the state. With more than \$1 billion in economic contributions per year, MDHS is one of the largest economic drivers in the state.



to visit our new website,  
scan QR code

# Division of Aging and Adult Services

Helping older Mississippians connect to the services they need.

## Services and Programs

### Adult Protective Services

Adult Protective Services investigates allegations of abuse, neglect, and exploitation of vulnerable adults residing in private home settings and connects vulnerable adults to needed services.

### Mississippi Access to Care (MAC) Network

MAC Centers help older Mississippians and people with disabilities, along with their families and representatives, find long-term care services and supports to keep them living well and independently.

### State Health Insurance Assistance Program (SHIP)

Whether it is Medicare, Medicaid, supplemental insurance or other coverage, SHIP volunteers are trained to answer questions, compare policies, organize paperwork and help with claims and filing appeals.

### Transition to Community Referral

When a long-term care resident expresses interest in transitioning back to living in the community, nursing facility staff complete a Transition to Community Referral to get the resident connected to available community services that can help them make a smooth transition.

### Legal Assistance & Advocacy Services

Legal assistance and advocacy services are available to older adults to help them protect their rights, secure benefits, and promote a higher quality of life.

### State Long-Term Care Ombudsman

For residents in long-term care facilities, the State Long-Term Care Ombudsman provides services that protect the health, safety, welfare, and rights of residents through leadership, oversight, and monitoring.

### Family Caregiver Support & Respite

Caring for an older adult is an important responsibility. Respite care vouchers can give a caregiver an opportunity for a break.

### Area Agencies on Aging

Every community in Mississippi is served by one of the state's Area Agencies on Aging (AAA).

Visit [mdhs.ms.gov](https://mdhs.ms.gov) to find your local AAA

### Senior Centers

Senior Centers offer older Mississippians the opportunity to socialize, engage in recreational activities, and maintain an active lifestyle.

### Home Delivered Meals

Homebound older Mississippians who are unable to prepare food for themselves and who are potentially at risk for early institutionalization may be eligible to receive home-delivered meals.

### Community Meals for Seniors

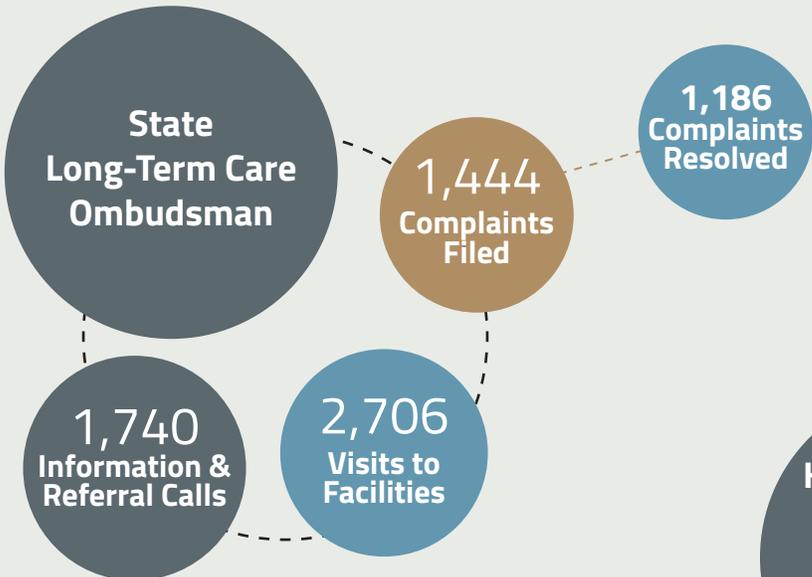
Older Mississippians can find nutritionally sound meals, fellowship with other older members of the community, and engaging activities at senior nutrition sites throughout the state.

### Homemaker Services

Sometimes older adults need a little help with daily activities to be able to continue living at home. Homemakers can assist with activities like personal hygiene, light housekeeping, or other chores.

### Transportation Assistance

Many of the state's AAAs coordinate transportation services to help older Mississippians get to medical appointments, run errands, and even make social visits.



**Expenditures**  
**\$466,777**



Use your smart phone to scan and learn more about our programs, find your local AAA, and find contact information for programs



# Division of 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 and Programs

### State Parent Locator Unit

Federal & state law require the agency to attempt to locate parents who owe support for child support purposes using all appropriate local, state, federal, and interstate sources. 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.

### Paternity Establishment

Establishing paternity gives a child born outside of marriage the same legal rights as a child born to married 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 and/or medical 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.

## ENFORCING COURT ORDERS FOR CHILD SUPPORT

### Income Withholding

The employer of a parent who owes child support should 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 the federal, state, or local government.

### 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. This collection method is used to collect past due child support, spousal support, and medical support.

### License Suspension Program

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

### Intercepting Unemployment Benefits

A parent who owes child support may have support withheld from their unemployment benefits.

### Liens

A parent who has a past due child support obligation and has a worker's compensation claim or a personal injury claim (car accident, etc.) may have to pay all or a portion of any award or settlement related to these claims to satisfy a child support obligation.

### Accounts Frozen and Seized

A parent who owes a child support arrearage may have their account(s) from financial institutions, such as banks and credit unions, frozen and seized to satisfy any outstanding child support owed.

### Bankruptcy

Child support payments generally cannot be discharged in bankruptcy. This means that a parent who owes child support cannot extinguish their arrearage through a bankruptcy claim.



Use your smart phone to scan and learn more about the Division of Child Support Enforcement.

**\$366,245,005**

total amount of child support collected

**234,279**

Child Support Cases

**48,967**

absent parents  
located

**\$270,594,999**

collected from income  
withholding

**\$48,440,101**

collected from tax offsets  
during the fiscal year

**\$2,791,586**

collected from account  
seizures

**\$3,331,336**

collected from liens

**7,109**

licenses suspended  
for nonpayment of  
child support

**\$2,045,981**

collected from  
unemployment benefits

**\$548,066**

collected from  
bankruptcy

# Division of Community Services

Community Services provides an array of services for elderly, disabled, low-income individuals and families, and families with children in local communities.

## Services and Programs

### Community Action Agencies

The Community Services Division partners with Community Action Agencies (CAAs) to administer funds to their local communities. CAAs are made up of local community members who complete local strengths & needs assessments to help guide their work. MDHS partners with seventeen (17) Community Action Agencies and Human Resource Agencies to enable low-income Mississippians to rebuild their lives, nurture their families, revitalize their communities and become self-sufficient.

### PROGRAMS

#### Low-Income Home Energy Assistance Program (LIHEAP)

The LIHEAP program provides financial assistance to eligible households to help with:

- Home Energy Bills
- Energy Crisis
- Weatherization

#### Home Weatherization Assistance Program

The Weatherization Assistance Program improves the energy performance of dwellings to decrease monthly energy expenditures while ensuring a families health and safety. The program specifically focuses on assisting the elderly, disabled, and low-income families with young children. Services provided may include:

- Ceiling, wall, and floor insulation
- Energy conservation education
- Air filtration reduction
- Heating duct improvements

#### Community Services Block Grant (CSBG)

CSBG funding supports projects that:

- Reduce poverty in communities
- Address the needs of low-income individuals including the homeless and elderly
- Provide services addressing employment, education, housing, nutrition, and health services

Use your smart phone to scan and find your local Community Action Agency.



**\$3,756,762**

spent on CSBG Services

CSBG served  
**3,744**  
clients

**\$2,167,343**

allocated for  
home energy saving measures

Weatherization  
Assistance Program  
served  
**139**  
homes

**\$31,239,910**

spent on  
LIHEAP Services

LIHEAP  
served  
**40,461**  
clients

**\$4,571,481**

spent on  
Energy Crisis  
Intervention Program  
Services

ECIP served  
**9,777**  
clients

# Division of Early Childhood Care and Development

Investing in Mississippi's future by supporting the care and development of young children in the state.

## Services and Programs

### Child Care Payment Program (CCPP)

The CCPP is designed to provide child care tuition assistance to qualifying parents or guardians. Parents may choose from a list of participating child care providers.

#### For Parents

Parents who qualify for CCPP will be responsible for paying their child care provider a monthly co-payment fee which will be based on family size and income.

#### For Providers

Participating CCPP child care providers are eligible to receive CCPP certificates from Mississippi parents and guardians for child care services.

### Child Care Resource and Referral Centers (R&Rs)

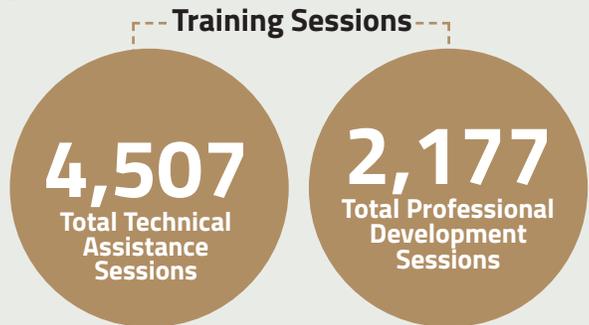
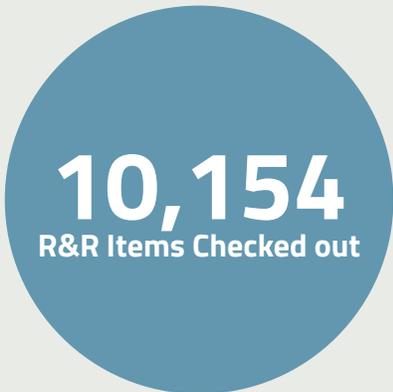
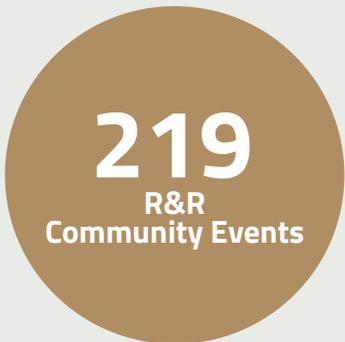
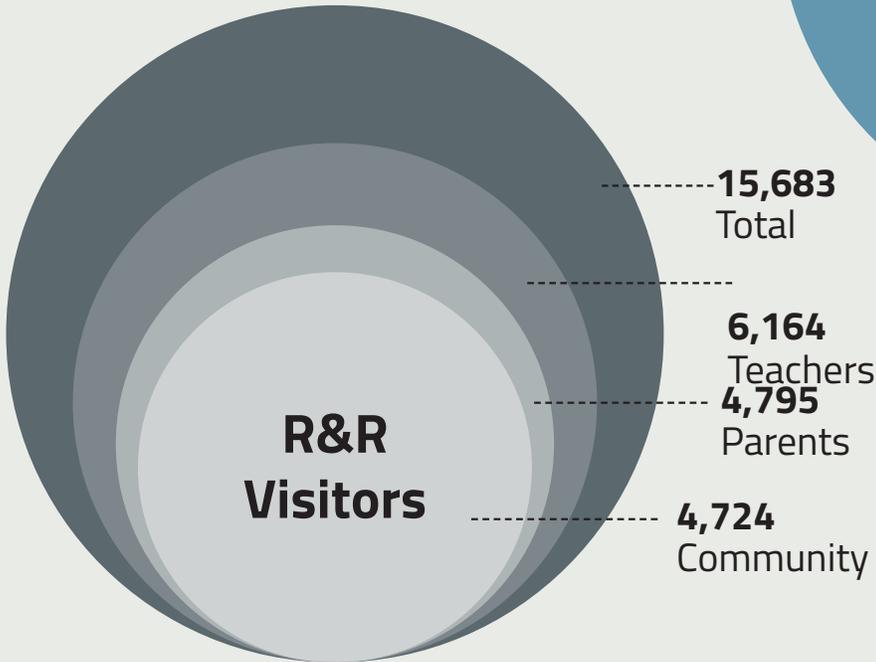
R&Rs help parents find childcare by referring them to local childcare providers around the state. R&Rs also help Child Care Providers by providing training and resources to the providers at no cost.

The Services provided from R&Rs are:

- Lending libraries that allow families and providers to access age-appropriate learning materials.
- Helping families and caregivers in identifying high quality services.
- Providing developmental screening to children ages 0-5.
- Offering assistance and professional development to child care providers.



Use your smart phone to scan and find your local R&R Center.



# Division of Economic Assistance

Helping Mississippians gain self-sufficiency and lead better lives.

## Services and Programs

### FOOD ASSISTANCE

#### Supplemental Nutrition Assistance Program (SNAP)

SNAP provides monthly benefits that help low-income households buy the food they need. SNAP is a federal program operating at a local level through MDHS. Benefits are provided on an easy to use Electronic Benefits Transfer (EBT) card that can be swiped at the store.

#### The Emergency Food Assistance Program (TEFAP)

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. Through TEFAP, the United States Department of Agriculture purchases a variety of nutritious, high-quality USDA Foods, and makes those foods available to State Distributing Agencies including MDHS.

#### Commodity Supplemental Food Program (CSFP)

CSFP provides a monthly food package tailored for older adults age 60 or above that can help stretch their food dollars and add nutritious foods to their diet.

### SNAP-Ed Nutrition Education

SNAP-Ed helps people make their SNAP dollars stretch, learn how to cook healthy meals, and lead physically active lifestyles.

### FINANCIAL ASSISTANCE

#### Temporary Assistance for Needy Families (TANF)

Provides cash assistance and services to families with children under the age of 18. TANF helps parents and caretaker relatives find jobs and job training while meeting the family's most basic needs.

The TANF program:

- Serves very low-income families with at least one child under 18 living at home.
- Provides up to 60 months of benefits to help with expenses when parents or caretaker relatives are out of work.
- Helps recipients build job skills and find a job through the TANF Work Program (TWP).
- Can offer help paying for child care and transportation.



Use your smart phone to scan and learn about applying for SNAP.



Case Type	Total Number of Cases	Total Number of Individuals/ Recipients	Total Dollar Amount
<b>SNAP</b>	202,368	400,293	\$837,985,044
<b>TANF</b>	1,656	2,902	\$4,511,352

# Division of Workforce Development & Partnership Management

Connecting Mississippians with the support they need to build their skills, participate in the workforce, and strengthen their families.

**The Division of Workforce Development and Partnership Management engages community partners to improve workforce participation across the state and connect job seekers to the resources they need for success.**

The division also works with partners throughout the state to support the development of the state's future workforce by providing funding to after school programs and initiatives that help parents develop their parenting skills.

## Services and Programs

### Skills2Work

Mississippi's SNAP Employment & Training program connects Mississippi SNAP recipients who want to build their career skills to organizations that provide education, training, and support services. The program also connects organizations that serve low-income clients through education, training, and support services with funding so they can strengthen and grow their services.

### TANF Work Program (TWP)

The goal of TWP is to move Mississippians to self-sufficiency by helping them prepare for a job through job skills training, vocational training, and other educational programs. Applicants for TANF are referred to the TANF Work Program to help them find or keep a job.

### Workforce Training and Educational Programs

Partner agencies receive funding through MDHS to provide workforce training and education programs that help stabilize families by providing opportunities for program participants to engage in adult education, career and technical education, and workforce training.

### Afterschool and Parenthood Initiatives

Community partners throughout the state provide afterschool and summer programming to children to support their safety, learning, and growth.

over  
**1,000**  
Skills2Work Participants through  
partnerships with Hinds Community  
College and Refill Jackson Initiative

**20**  
subgrantees providing Afterschool  
Program Activities, Parenthood Initiative  
programs, and Workforce Training &  
Education Programs

over  
**31,000**  
children participated in  
Afterschool Program  
Activities

over  
**11,000**  
individuals received  
Workforce Training &  
Education

nearly  
**11,000**  
families participated in  
Parenthood Initiatives



Use your smart phone to scan and  
learn more about the Division  
of Workforce Development &  
Partnership Management.

# Division of Youth Services

Helping families of at-risk or delinquent youth.

The Division of Youth Services administers probation, aftercare services, and institutional programs for youth who have been adjudicated delinquent in Mississippi Youth Courts or are at risk of becoming delinquent.

## Services and Programs

### Community Services and Programs

Social science research highlights the effectiveness of youth remaining in their local community leading to positive outcomes of future behavior. These services help decrease crime and produce productive citizens. Social Services Specialists provide:

- Individual, group, and family counseling
- Initial pre-court assessment
- Case management
- Linkage and referral services

### Probation & Aftercare Services

The primary goals of Probation & Aftercare services are to:

- Provide probation and monitoring services that address the needs of youth.
- Foster community-based programs aimed at reducing recidivism and commitments to state custody.
- Establish multi-agency, cooperative partnerships within local communities to keep youth on a path towards building a brighter future for themselves.
- Help court-involved youth choose individualized paths to success.

### Rehabilitation and Treatment for Adjudicated Youth

Youth in Mississippi who are adjudicated delinquent on one or more felony-level offenses may be committed to the Oakley Youth Development Center (OYDC).

OYDC focuses on rehabilitating youth by emphasizing education, individual therapy, group therapy and medical services.

Staff at OYDC, including Social Services Specialists and qualified mental health professionals, utilize effective approaches focusing on each youth's mental and emotional health and provide research-based strategies for individual behavioral management that promote positive outcomes.

### The Williams School

The Williams School is an accredited non-public school district that offers classes in grades 5-12 for youth at OYDC. It's mission is to provide a safe and orderly learning environment that affords students an opportunity to grow socially, emotionally, academically, and physically.

### Sexual Risk Avoidance Education Program (SRAE)

The SRAE Program teaches youth to voluntarily refrain from sexual activity. The program is designed to teach youth personal responsibility, self-regulation, goal setting, healthy decision-making, a focus on the future, and the prevention of youth risk behaviors such as drug and alcohol use without normalizing teen sexual activity. The program is currently operated as a partnership with the Mississippi Alliance of Boys & Girls Club.



Use your smart phone to scan and learn more

**5,492**

Youth Served in the community

**185**

youth served from 27 states  
through the Interstate  
Compact for Juveniles

**138**

students served at  
Oakley Youth Development Center

**43**

students  
obtained their  
GED

**76**

students  
obtained their  
High School  
Diploma

**4**

students joined  
the military

**3**

students  
graduated from  
Job Corps

# Office of Compliance

The Office of Compliance is comprised of four divisions: Internal Audit, Monitoring, Programmatic Quality Control (QC) and SNAP Quality Control. This office manages the processes of the Agency to ensure employees and the Agency as a whole abide by internal rules of conduct and external laws and regulations.

The Division of Internal Audit provides independent, objective assurance and risk assessments designed to add value and improve the Agency's operations. Internal Audit helps the Agency accomplish its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes. Our activities strengthen the Agency's performance through standard audits and other activities to promote the safeguarding and effective use of assets and resources.

The Divisions of Monitoring, Programmatic Quality Control, SNAP Quality Control and Internal Audit are support divisions whose work helps to ensure the Agency has effective internal controls, adheres to all laws and regulations, ensures processes are streamlined and all divisions work collaboratively and maintain communication. The Office of Compliance recognizes that a strong compliance program demonstrates the commitment of the Agency and its employees not only to adhering to the laws that govern our Agency but also to the values at the core of this Agency as a place of public trust and service.

## Accomplishments

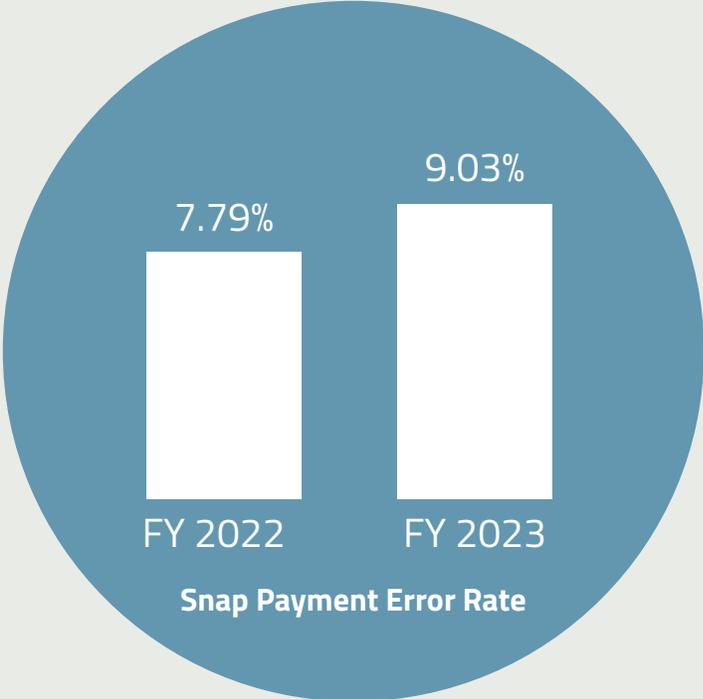
The Division of Programmatic Quality Control (QC) conduct reviews of the programmatic functions of MDHS.

The Division of Monitoring monitors the Agency's subgrant agreements to ensure compliance with applicable laws and to ensure subgrantee funds are used for the purposes for which they are awarded. For state fiscal year 2023, Monitoring assessed \$2.5 million in questioned costs across all agency programs. This amount is based on initial findings identified and is subject to change if additional documentation is submitted to clear questioned costs and/or any decisions as a result of administrative appeals.

The Division of SNAP Quality Control is responsible for conducting quality control reviews to measure how accurately the state determines eligibility and benefit amounts (SNAP Payment Error Rate). The Food and Nutrition Service (FNS) reported SNAP payment error rates for the first time since COVID for fiscal year 2022. Mississippi currently ranks 22 out of 53 state and territorial agencies reported.



Use your smart phone to scan and learn more about the Office of Compliance



# Office of the Inspector General

The Office of the Inspector General provides objective oversight to promote integrity and efficiency of MDHS programs and operations while ensuring appropriate due process.

## Divisions

### Investigations

The Investigations Division conducts in-depth investigations of all MDHS cases involving suspected fraud, misuse, and/or abuse. The division also supports the return of stolen SNAP benefits to MDHS clients.

### Administrative Hearings

The Administrative Hearings Division conducts two types of administrative hearings for program applicants or clients: fair hearings and disqualification hearings. The division also administers subgrant agency appeal hearings.

### Benefit Recovery Unit

The Benefit Recovery Unit (BRU) is responsible for establishing, monitoring, tracking, and recovering overpayments as a result of improper benefit payments found within programs at MDHS. BRU is also responsible for the recovery of subgrantee collections related to Monitoring Audits and OIG investigations.

## Benefit Recovery Unit Yearly Recoupment Data

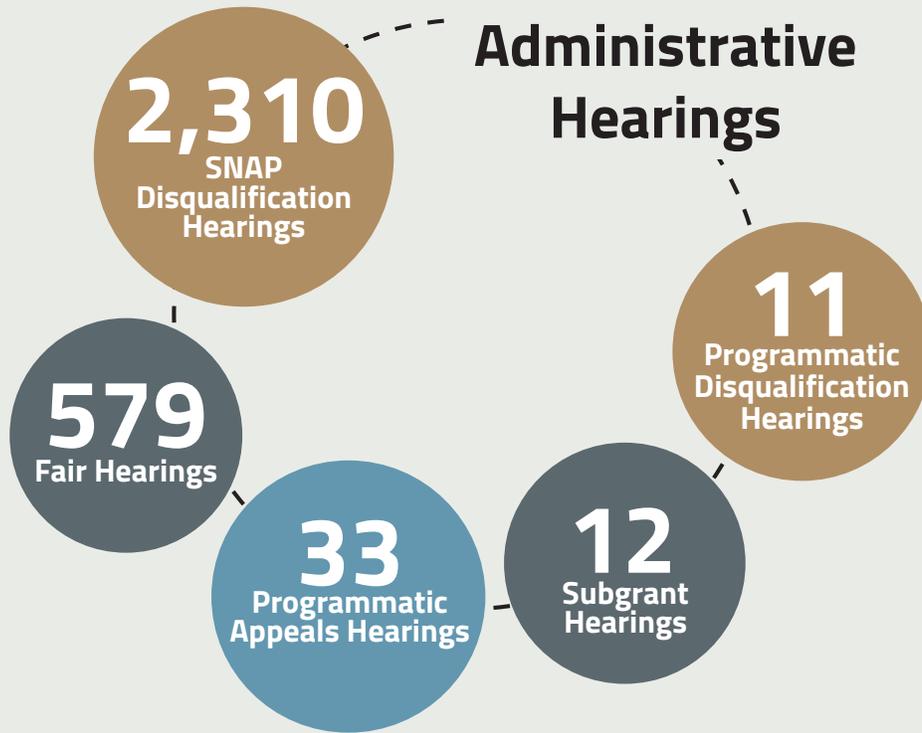
DECCD Recovery	SNAP/TANF Recovery	Subgrant Recovery	Cost Avoidance	LIHEAP Recovery
\$422,633.07	\$4,676,594.12	\$35,577.07	\$1,384.50	\$9,439.52

**Total: \$5,145,628.28**

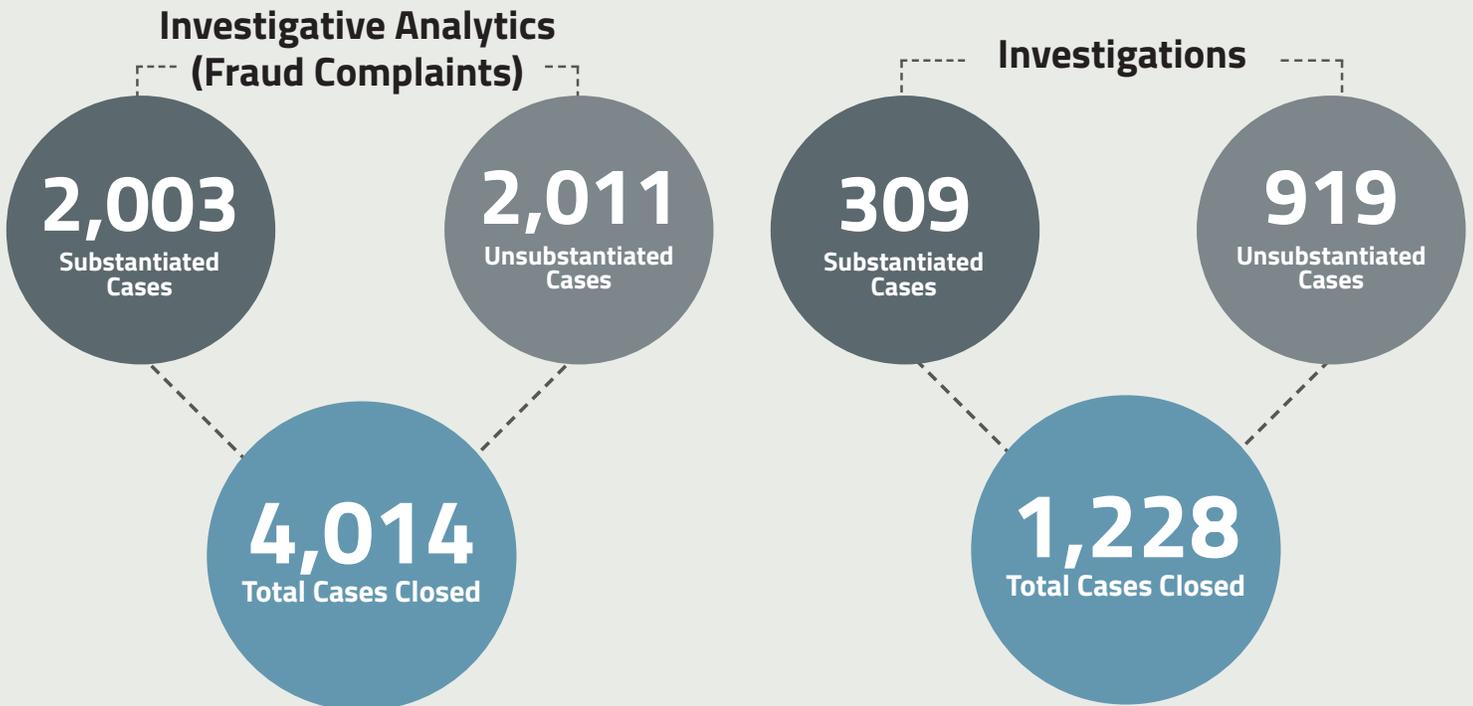


Use your smart phone to scan and learn about how to report fraud or request a hearing.

## Administrative Hearings



## Investigations



# Total Expenditures by Division

## Major Objects of Expenditure

Division	Salaries	Travel	Contractual Services	Commodities	Capital Outlay other than equipment
Field Operations	34,274,551	385,578	26,019,497	717,696	
Family Foundation & Support	1,779,862	35,068	37,225,085	42,830	
Early Childhood Care & Development	7,344,984	415,115	4,721,426	1,644,365	
Social Services Block Grant	25,172				
Aging & Adult Services	3,559,492	295,822	1,415,468	213,142	
Youth Services	14,732,425	216,474	3,246,811	532,754	
Community Services	1,065,937	40,182	1,564,035	63,749	
Support Services	21,625,341	313,949	8,750,918	257,203	
<b>Total</b>	<b>\$84,407,764</b>	<b>\$1,702,188</b>	<b>\$82,943,239</b>	<b>\$3,471,739</b>	

## Source of Funding by Division

Division	Federal	State
Field Operations	1,070,055,411	21,243,203
Family Foundation & Support	25,869,566	10,993,247
Early Childhood Care & Development	194,178,385	7,719,685
Social Services Block Grant	25,601	
Aging & Adult Services	24,458,285	3,005,767
Youth Services	4,942,218	14,334,398
Community Services	80,058,891	
Support Services	15,440,591	16,652,539
<b>Total</b>	<b>\$1,418,028,948</b>	<b>\$73,948,839</b>

	<b>Captial Outlay Equipment</b>	<b>Total Vehicles</b>	<b>Wireless Communications Devices</b>	<b>Subsidies, Loans, and Grants</b>	<b>Total Expenditures</b>
	475,562			1,030,472,111	1,092,344,995
	3,697			109,770	39,196,312
	(1,964)			191,968,473	206,092,399
				429	25,601
	25,427			26,356,124	31,865,474
	368,040			578,754	19,675,258
	3,133			77,321,856	80,058,891
	290,522	694,636		160,562	32,093,130
	<b>\$1,164,416</b>	<b>\$694,636</b>		<b>\$1,326,968,079</b>	<b>\$1,501,352,061</b>

	<b>Other</b>	<b>Total</b>
	1,046,381	1,092,344,995
	2,333,499	39,196,312
	1,194,329	206,092,399
		25,601
	4,402,422	31,865,474
	398,642	19,675,258
		80,058,891
		32,093,130
	<b>\$9,374,274</b>	<b>\$1,501,352,061</b>

#### **DISCLAIMER, TERMS, & CONDITIONS**

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