

Annual Report 2025

# **Building Blocks to HOPE**

Mississippi Department of Human Services



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**2,419**

Individuals helped through SNAP



**2,839**

Clients served through Community Services



**2,169,698**

Meals served to Older Adults



**45,707**

Families served through Workforce Programs

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## About MDHS

The Mississippi Department of Human Services (MDHS) serves as a trusted partner in building strong families and communities. Our mission is to empower Mississippians of all ages by meeting immediate needs while promoting long-term stability, independence, and dignity. Through our many divisions and community partnerships, MDHS provides programs and services that form the building blocks to hope.

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## Building Hope in Mississippi

Everyday Mississippians across the state are busy creating and building their lives. Some may be raising children, caring for loved ones or even searching for work to rebuild after hardship. Whatever the story may be, MDHS exists to extend a hand in those moments.

In 2025, MDHS served 1.9 million Mississippians by providing services that help support household nutrition, protect vulnerable communities and encourage and foster opportunities for advancement. Through these services, MDHS provides a foundation built on hope that empowers families to strive for a better future.

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# Letter from the Executive Director

Dear Fellow Mississippians,

This year, MDHS continued its mission to offer tangible help today while building lasting hope for tomorrow. Through compassion, innovation, and partnership, our teams across the state worked tirelessly to strengthen families, support older adults, and empower individuals to reach their full potential. Each service, from child support to elder care, from workforce development to youth rehabilitation, is a building block in creating a foundation of hope that supports every Mississippian.

Together, we are building a Mississippi where every person has the opportunity to thrive.



Robert G. ("Bob") Anderson, Executive Director  
Mississippi Department of Human Services

Mission

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

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DIVISION OF

# Aging and Adult Services

Crafting strong communities centered in wellness, longevity and quality of life are the building blocks that embody the vision of DAAS. Through partnerships with the ten Area Agencies on Aging, DAAS lays the foundation for independence and dignity by providing services that empower older adults and adults with disabilities to live independently and with dignity in their homes and communities.

## STATE LONG-TERM CARE OMBUDSMAN PROGRAM

As a cornerstone of advocacy within MDHS, the Ombudsman Program serves as a voice for residents in long-term care facilities, advocating for their rights and quality of life. Ombudsmen work directly with residents, families, and care providers to resolve concerns and promote dignity in care. In 2025, over 1400 submitted complaints were resolved illustrating MDHS commitment to provide clients.



## OLDER ADULT NUTRITION PROGRAM

A strong structure begins with care for those who laid its foundation. Through the Older Adult Nutrition Program, MDHS has provided 1.7 million food units to over 10,000 senior clients statewide. MDHS has distributed over 19,000 shelf-stable food items to seniors across Mississippi ensuring access to healthy meals and social connections that promote well-being.

### CONGREGATE MEALS

**4,284**

Clients served with

**445,382**

food units

### HOME DELIVERED MEALS

**10,850**

Clients served with

**1,715,316**

food units

## MISSISSIPPI ACCESS TO CARE CENTERS

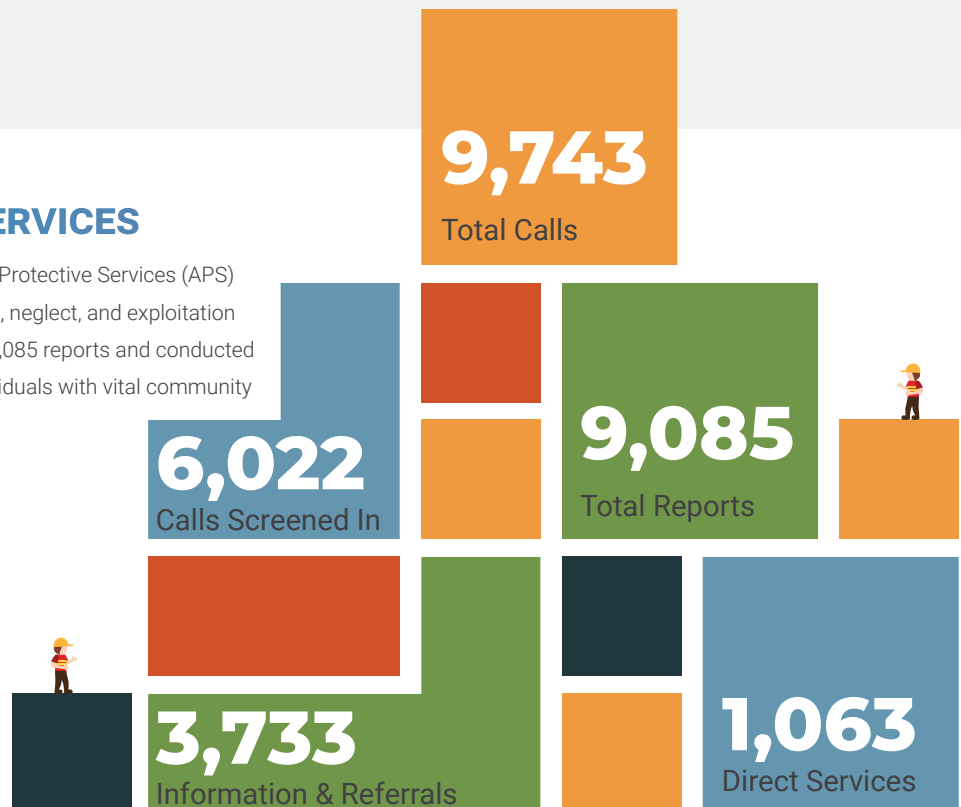
Serving as the blueprint for informed decision-making, the Mississippi Access to Care (MAC) Centers provides information and assistance to older adults, people with disabilities, and caregivers seeking services. Since assuming the Transition to Community Referral process, MAC Centers have helped hundreds of Mississippians move from long-term care back into their communities.

**20,518**

seniors served at MAC Centers

## ADULT PROTECTIVE SERVICES

Serving as a critical support structure, Adult Protective Services (APS) investigates and addresses reports of abuse, neglect, and exploitation of vulnerable adults. In 2025, APS received 9,085 reports and conducted 3,910 investigations, connecting at-risk individuals with vital community resources and protection.



**6,022**  
Calls Screened In

DIVISION OF

# Child Support Enforcement

A strong family structure relies on shared responsibility. MDHS believes every child deserves financial and emotional support from both parents. The Child Support Enforcement Program helps parents establish paternity, locate absent parents, and enforce or modify court orders for child support. In Fiscal Year 2025, the division collected over \$365 million in child support on behalf of Mississippi's children.

**\$365,064,046**

Total Child Support collected

**217,900**

Cases

collections made through:

**\$289,191,351**

Income  
Withholding

**\$36,065,064**

Tax Offsets

**\$2,496,452**

Account  
Seizures

**\$2,140,341**

Unemployment  
Benefits

**\$2,623,489**

Leins

**\$579,465**

Bankruptcy

DIVISION OF

# Community Services

Basic stability is required in order for structures to hold. Community Services programs help families meet basic needs while working toward stability and self-sufficiency. Through programs such as LIHEAP, Weatherization, and the Community Services Block Grant, MDHS provides energy assistance, home improvements, and education opportunities for thousands of Mississippi families each year.

CSBG

**2,839**

Clients served with

**\$3,349,531**

LIHEAP

**42,985**

Clients served with

**\$32,280,907**

WEATHERIZATION

**343**

homes served

DIVISION OF

# Early Childhood Care and Development

The Division of Early Childhood Care and Development supports quality child care and early learning across Mississippi. Programs like the Child Care Payment Program and the Healthy Families Mississippi initiative provide access to safe, nurturing care environments and empower parents to build strong starts for their children. While programs like ELEVATE and MS LIFT provide the building blocks for prime education and child care that create tomorrows promising leaders.



## ELEVATE

ELEVATE is more than just a child care program. It is a system that offers personalized guidance and support to help parents find and understand the importance of quality child care. ELEVATE provides support through the understanding that the first few years of a child's life are most crucial to their brain development, and that creating a strong foundation is essential for future success. With this understanding, ELEVATE provides support to child care centers throughout Mississippi that place a focus on excellent care and safe, yet nurturing environments by providing personalized coaching, professional development, onsite assistance and more. This culmination of professional development and support provide young children with everything they need to blossom.

## MS LEARNING INVESTMENT FOR TOMORROW

The MS LIFT Resource and Referral Network is a resource system that equips parents with valuable tools and guidance they need to help their young children thrive. Since 2025, the MS LIFT network has expanded to 54 lending libraries and 3 mobile R&R units to increase access to meaningful developmental resources while also providing referrals to statewide child care programs. In partnership with Mississippi-based organizations such as Delta Health Alliance, Mississippi State University Extension Service and MDHS Division of Early Childhood Care and Development, MS LIFT provides families with developmental screenings for children ages 0-5 years old and assistance and professional development to child care providers to help create and support quality learning environments throughout the state.

## DIVISION OF

# Economic Assistance

The Division of Economic Assistance is one of the most important building blocks for hope in our communities. This division helps families get the support they need for today – while providing them with tools to build hope for tomorrow.

Every day, our Economic Assistance team works with families across Mississippi to make sure basic needs are met and that parents can focus on caring for their children, keeping a home, and preparing for a brighter future. These services don't just give temporary help – they help families grow stronger and more self-sufficient.

### Supplemental Nutrition Assistance Program

#### Helping Families Buy Healthy Food

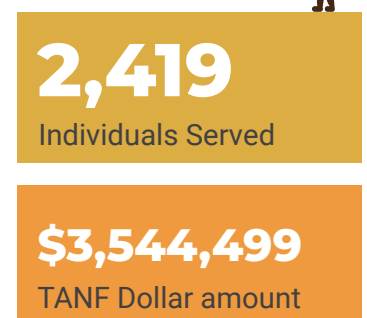
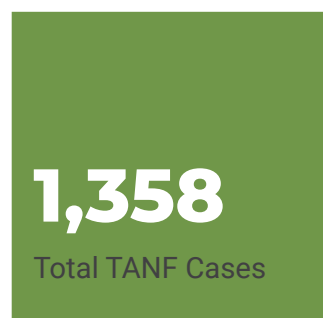
SNAP gives monthly benefits that help low-income families buy the food they need for a healthy life. This can make a big difference for moms, dads, children, seniors, and people with disabilities. SNAP benefits are used at many grocery stores, markets, and stores across Mississippi. SNAP helps families put nutritious food on the table – a powerful block of hope for children to grow strong and learn well.

### Temporary Assistance For Needy Families

#### Support for Families with Children

The Temporary Assistance for Needy Families (TANF) program supports parents and caregivers with cash assistance help to pay for basics like food, shelter, and clothing. TANF is designed to help families while developing skills and gaining work experience. Through the TANF Work Program, parents learn job skills, receive job training, and work toward stable employment. This helps families move from needing help today to having the hope for tomorrow.

Together, SNAP and TANF are building blocks for stable families and healthy communities. They help children grow up fed and ready to learn, help parents find work and long-term success, and give families the breathing room to rise beyond crisis. When families have food on the table and a plan for the future, hope grows – one block at a time



DIVISION OF

# Workforce Development and Partnership Management

Employment and education are pillars of long-term stability. Through the TANF Work Programs and SNAP Employment and Training partnerships, DWDPM connects Mississippians with employment, training, and educational opportunities to help individuals gain the skills and resources needed to secure sustainable employment and achieve long-term independence.

SKILLS2WORK PARTICIPANTS

**211**

CHILDREN IN AFTERSCHOOL PROGRAM ACTIVITIES

**36,713**

INDIVIDUALS RECEIVING WORKFORCE TRAINING & EDUCATION

**2,167**

FAMILIES THAT PARTICIPATED IN PARENTHOOD INITIATIVE

**6,827**

DIVISION OF

# Youth Services

When systems waver, care and intention are required to rebuild. To help youth build positive futures, the Division of Youth Services helps at-risk and court-involved youth through programs at the Oakley Youth Development Center. At the county level, community-based initiatives provide education, counseling, and mentorship to guide young Mississippians toward success.

**100**

Youth Served  
at Oakley

**16,344**

Total Youth Served

**328**

Students that obtained  
their GED or HSD



# Office of Compliance

The Office of Compliance assists in fostering a culture that promotes integrity and ethical conduct while ensuring the agency is compliant with all applicable rules and regulations.

Four divisions within the Office of Compliance support the agency in achieving these goals:

- Internal Audit
- Monitoring
- Programmatic Quality Control (QC)
- SNAP Quality Control (QC)

## Internal Audit

Internal Audit conducts independent and objective audits of the divisions within the agency to review and evaluate MDHS programs and processes to improve operations, reduce risk, increase efficiency, and provide oversight.

**Internal Audit completed 12 audits and implemented 16 corrective action plans.**

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## Monitoring

Monitoring reviews ensure organizations that receive grant funding from the agency maintain accountability and compliance with applicable State and Federal laws and ensure subgrantee funds are used for the purposes for which they are awarded.

**Monitoring assessed \$5,813,089.75 in questioned costs across all agency programs.**

## SNAP QC

SNAP QC reviews SNAP cases to ensure that MDHS follows all rules and regulations of the SNAP program when determining eligibility for applicants and/or recipients in the state. The SNAP Payment Error Rate measures the accuracy of eligibility and benefit determinations. Including overpayments and underpayments.

**The current SNAP Payment Error Rate is 9.86%, which is down 0.83% from the previous year.**

*Error rate reported for federal FY24.*

SNAP Ineligibles	\$13,706.00
SNAP Overpayments	\$7,236.00
SNAP Underpayments	\$5,028.00

## Programmatic QC

Programmatic QC conducts quality reviews to determine whether MDHS programs are meeting program requirements and successfully achieving program goals/objectives. All programs within the agency are assessed to identify and help correct potential issues of program policies and ensure eligibility and payment accuracy across agency programs.

**Programmatic QC reviewed 5,225 cases that resulted in 2,790 findings and identified \$445,630.67 in overpayment.**



# Office of the Inspector General

The purpose of the Office of Inspector General (OIG) is to detect and deter waste, fraud, 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. OIG consists of four divisions: Administrative Hearings, Benefit Recovery, Internal Audit, and Investigations.

## ADMINISTRATIVE HEARINGS DIVISION

The Administrative Hearings Division conducts administrative disqualification hearings and programmatic administrative agency appeal hearings for most of MDHS programmatic divisions.

Heard approximately:

- 2,530 SNAP Disqualification Hearings
- 903 Fair Hearings
- 33 Programmatic Appeals Hearings
- 25 Subgrant Hearings
- 12 Programmatic Disqualification Hearings

## THE 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.

Investigative Analytics (Fraud Complaints)

- 2,636 Substantiated Cases
- 1,687 Unsubstantiated Cases
- 4,323 Total Cases Closed

Investigations (Fraud Investigations)

- 456 Substantiated Cases
- 234 Unsubstantiated Cases
- 690 Total Cases Closed

## THE BENEFIT RECOVERY DIVISION

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

DECCD Recovery	\$561,872.29
SNAP/TANF	\$6,082,966.00
Subgrant Recovery	\$296,036.73
Cost Avoidance	\$31,217.00
LIHEAP Recovery	\$17,659.47

Looking Ahead

**As we look forward, MDHS remains steadfast in our commitment to empower Mississippians, strengthen families, and build resilient communities. Together, our programs and partnerships serve as the building blocks to HOPE — helping every individual, young and old, construct a brighter tomorrow.**

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# Total Funding and Expenditures by Division

	Salaries	Travel	Contractual Services	Commodities	Capital Outlay - Other than Equipment	Capital Outlay Equipment	Total Vehicles
Aging and Adult Services	4,394,478	349,932	2,151,524	365,598		122,895	
Child Support Enforcement	2,001,108	60,361	37,322,594	152,275		13,559	
Community Services	1,325,195	23,293	1,945,665	61,908		7,186	
Early Childhood Care and Development	8,806,069	576,778	11,837,612	221,569		47,567	
Economic Assistance	28,821,479	300,094	13,587,407	264,469		14,012	
Youth Services	17,378,229	292,477	3,164,257	599,435		270,171	4,500
Social Services Block Grant	64,573		7,533				
Support Services	20,696,883	236,493	3,768,100	447,415		174,526	196,597

Wireless Communication Devices	Subsidies, Loans, and Grants	Total Expenditures	Federal Funding Source	State Funding Source	Other Funding Source	Total Funding
8,000	25,282,752	32,674,179	28,174,179	4,500,000		32,674,179
	148,646	39,698,543	28,408,600	11,289,942		39,698,542
	57,917,052	61,280,299	61,280,299			61,280,299
	259,581,130	281,070,725	275,736,100	5,334,624		281,070,725
	753,238,412	796,225,873	769,465,924	26,759,959		796,225,873
	2,366,415	24,075,484	7,047,827	17,027,656		24,075,483
		72,106	72,106			72,106
	1,884,811	27,404,825	13,356,098	14,049,377		27,405,475

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

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