



HUMAN

SERVICES | STORIES

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ABOUT THE MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

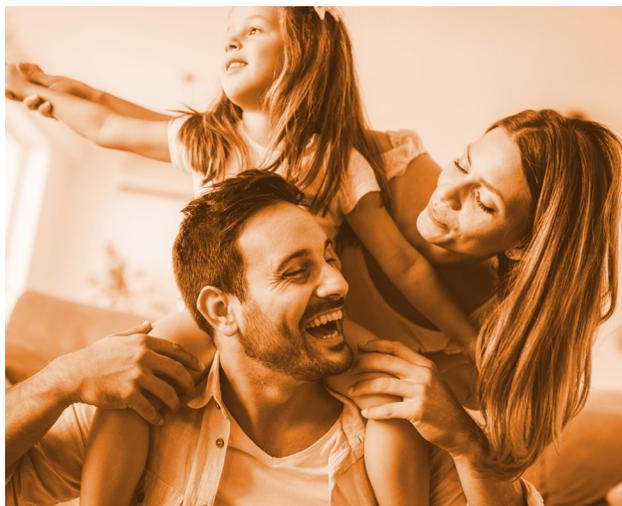
Offering Mississippians Young and Old Tangible Help Today to Create Lasting Hope for Tomorrow

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 all basic needs 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.



A LETTER FROM THE EXECUTIVE DIRECTOR

"If you cannot find hope in humanity,
be the hope in humanity."

It is with great pleasure that I share the 2021 Mississippi Department of Human Services Annual Report: Human Services – Human Stories. This report is more than just facts and numbers; it is full of stories about humanity finding hope.

Since assuming leadership of the Mississippi Department of Human Services in March 2020, it has been a privilege to work alongside the dedicated employees who work each day to offer Mississippians young and old tangible help today to create lasting hope for tomorrow.

We are in the business of providing kindness and gentleness to humans in their time of greatest need. These human stories of life change are what continue to move MDHS forward and provide a framework for our staff and partners as we help restore faith in humanity.

Over the last year, while it seems that every corner of our lives has been in a constant state of flux, our desire is that the Mississippi Department of Human Services has been a source of HOPE to Mississippians of all ages.

Anonymous said, "If you cannot find hope in humanity, be the hope in humanity." As you read these stories, it is my desire that you are encouraged by the Hope that the Mississippi Department of Human Services provides to Mississippians young and old every day.



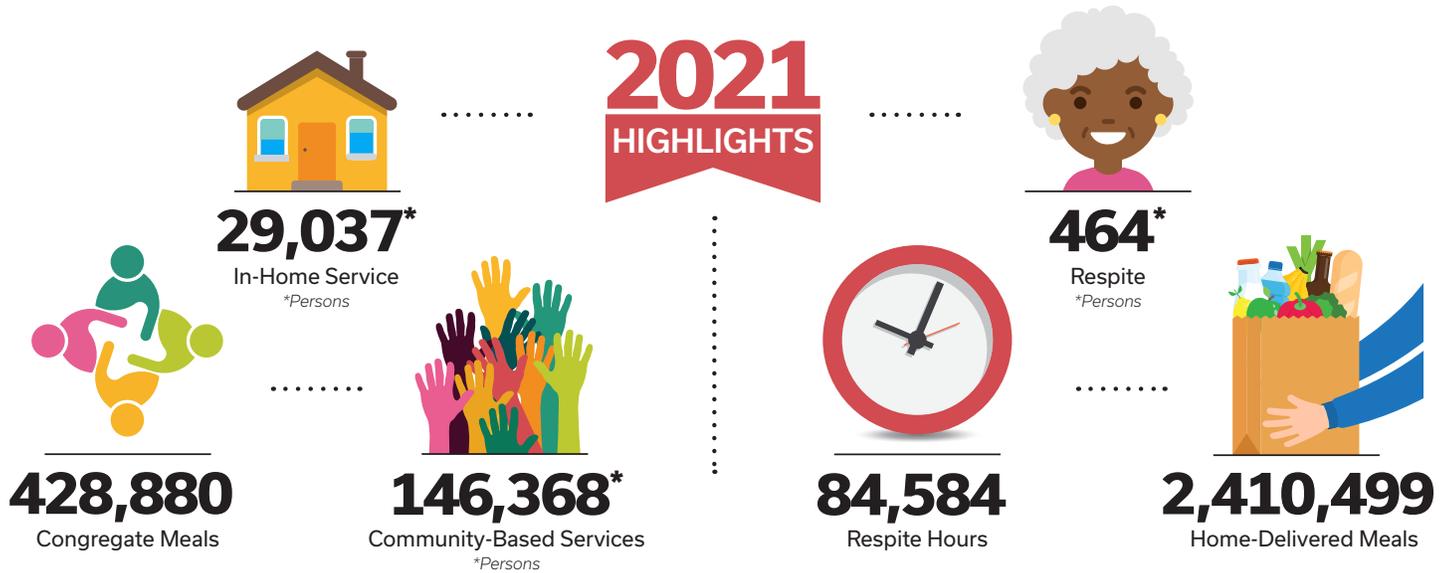
A handwritten signature in black ink that reads "Robert G. Anderson". The signature is written in a cursive, flowing style.

Robert G. "Bob" Anderson
Executive Director

DAAS

THE DIVISION OF AGING AND ADULT SERVICES

The Division of Aging and Adult Services (DAAS) has a mission to assist aging and vulnerable adults, their families, and caregivers in achieving healthy, safe, and independent lifestyles, through advocacy, protection, education, and stewardship of public resources. DAAS plans, coordinates, and advocates for and ensures the provision of services to all older Mississippians.



STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)

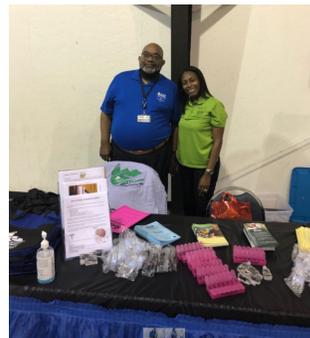


SHIP AND THE MISSISSIPPI BRAVES

The State Health Insurance Program (SHIP) and the MS Braves partnered for Older Americans Month to provide an opportunity to educate aging adults on programs offered by DAAS. Over four Tuesdays in May and June, seniors had an opportunity to connect with the State Unit on Aging team and volunteers.

MEDICARE UNIVERSITY

Medicare University was created in 2019. It has educated 177 people about Medicare, including beneficiaries, family members, caretakers, and community stakeholders. Due to the pandemic, DAAS turned the Medicare University Workbook into a series of 3-5 minute videos called "Let's Talk Medicare" so that DAAS could still reach out to those who needed advice.



ST. VINCENT DE PAUL PROJECT

On March 27, 2021, SHIP joined with the St. Vincent De Paul project to provide information and resources to over 80 homeless individuals who may qualify for Medicare benefits due to having worked before falling on hard times. Those with past work history may have paid enough

Medicare Tax and be eligible for free Medicare Part A. SHIP provided contact information for participants to connect to SHIP counselors. SHIP Volunteer Coordinator, John Robinson, sewed and donated fifty drawstring backpacks for the project. This event also provided fresh fruit and vegetables and a face mask for participants.

MEDICARE RESOURCE CENTERS

50 Medicare Resource Centers are placed in all 10 Area Agency on Aging (AAA) locations throughout the state containing information on SHIP and MIPPA.



OLDER ADULT NUTRITION PROGRAM



THE NUTRITION SHELF STABLE FOOD DRIVE

The Nutrition Shelf Stable Food Drive collected 3,476 food items from our employees in the State Office and donated them to all 10 Planning and Development Districts.



TRIO COMMUNITY MEALS

Our partners in providing meals for congregate and home-delivered meals, Trio Community meals, donated 140 blankets and 400 pairs of socks to older adults.



OLDER ADULT NUTRITION PROGRAM

During the COVID-19 pandemic, Three Rivers Planning and Development District continued to keep their congregate sites open. Some older adults have been vaccinated and continue to meet at their local congregate sites in Oxford, Abbeville, and Aberdeen for recreational purposes.

ADULT PROTECTIVE SERVICES (APS)

WORLD ELDER ABUSE AWARENESS DAY (WEAAD)

June 15 is recognized nationally as World Elder Abuse Awareness Day. This year APS staff celebrated this day by involving county and state office employees and educating them on the signs and causes of elder abuse. State Office staff visited a booth with information and goodies for them to take with them. During the weekly Jackson Mayoral Press conference held that day, APS was able to recognize this day to the local Jackson community as well as being interviewed by Maggie Wade with WLBT. To watch the first WEAAD video we used on social media to promote and educate all our followers about elder abuse, scan here:



HOME AND COMMUNITY BASED SERVICES (HCBS) PROGRAM

HCBS helped re-open the S.L.A Jones Senior Center in Clarksdale, after it was closed for nearly a year due to the pandemic. They provided training to Adult Day Care Centers and churches to raise awareness for the Lifespan Respite Voucher Program. Approximately 300 individuals attended this training.

They disseminated over 200 water filtration pitchers to older adults and individuals with disabilities by partnering with The Light House Project LLC.

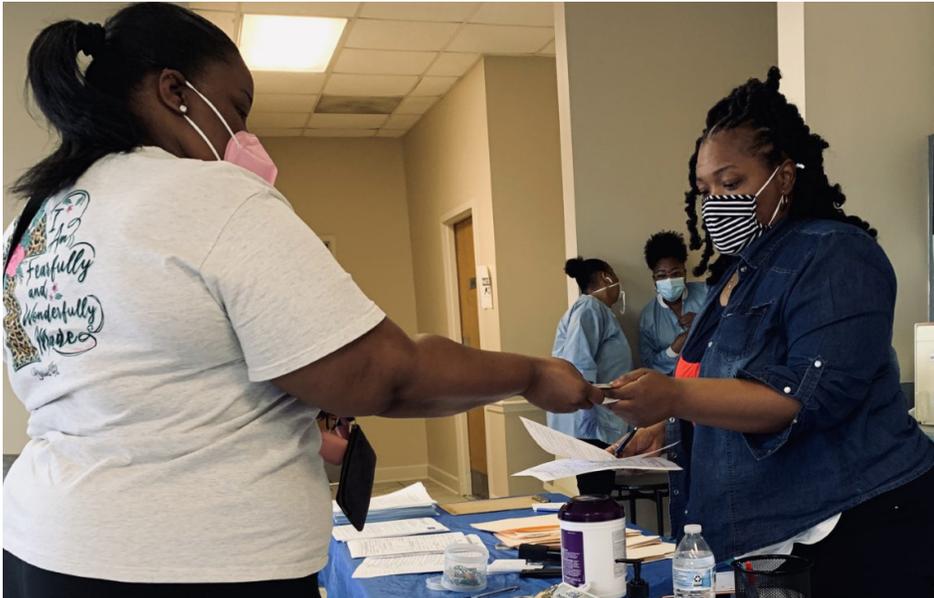
Through Operation Fixing Leaks or Water Breaks (F.L.O.W.), the HCBS coordinator has repaired more than 50 pipes free of charge in the Jackson Metro area.

MISSISSIPPI ACCESS TO CARE (MAC)

PLANNING AND DEVELOPMENT DISTRICTS HELP WITH VACCINES AROUND THE STATE

CMPDD's MAC Center partnered with Harmony House Calls and Medical Services to provide COVID-19 vaccinations for homebound individuals age 60 and older or individuals who are disabled. They also partnered with Inspire Transport to provide transportation to COVID-19 vaccination appointments and issued virtual monthly newsletters to promote awareness of their target population's health topics. Southern MS Planning and Development District's (SMPDD) MAC Center connected with Coastal Family Health Center (CFHC) to arrange vaccine access for homebound adults and adults with disabilities.

DAAS and the North Delta AAA held a mobile vaccination event in Clarksdale on April 7. DAAS, NDA, and the Mississippi State Department of Health, Office of Health Equity, worked together to provide COVID-19 vaccinations to approximately 40 homebound older adults and minority populations. "It's critical that we do all we can to get as many older adults and minority populations vaccinated as soon as possible. I hope we can do more events like this in the future." -Kenyada Blake, Director of Aging and Adult Services



TRANSITION TO COMMUNITY REFERRAL (TCR)

MAC Centers began managing the TCR process in December 2020, a program previously handled by The Division of Medicaid. Residents and nursing facility staff collaborate to identify services that will allow the resident to live safely and independently in the setting they choose. MAC Center staff reviews the referrals and sends them to the appropriate Medicaid Waiver office or to The Mississippi Department of Rehabilitation Services to connect individuals to the services they need. Since taking over the TCR process, MAC Center staff has assisted 299 older adults and adults with disabilities across the state in achieving their goal to transition from living in a long-term care facility to living in the community.



SOUTHERN MS PLANNING AND DEVELOPMENT DISTRICT (SMPDD)

SMPDD's MAC Center developed the Emergency Transition Support Program to help individuals seeking transition back to a home setting either from a hospital or nursing facility. This program provides meals and homemaker services to older adults and adults with disabilities. MAC Centers have been essential in connecting older adults, adults with disabilities, and their caregivers with services and supports needed throughout the pandemic. MAC Center staff have conducted weekly follow-up calls with program participants to increase social engagement and connectedness. This program supports the Administration for Community Living (ACL) goal to decrease social isolation for older adults and adults with disabilities during the pandemic by helping them live in their communities.

COMPUTERS HELP NURSING FACILITY RESIDENTS STAY CONNECTED THROUGHOUT THE PANDEMIC

To combat social isolation, Three Rivers Planning and Development District's (TRPDD's) MAC Center provided laptops to nursing facilities throughout their planning service area to allow residents to see and speak to their loved ones.

Jackson MAC Center initiated the "Stay Connected Project." They supplied Samsung tablets to long-term care facilities located in Central and Southwest MS to allow residents to communicate with family and friends. They also provided PPE Kits to caregivers of older adults and adults with disabilities.

STATE LONG TERM CARE OMBUDSMAN

In May 2020, during the height of the COVID-19 pandemic, the State Long-Term Ombudsman's office distributed activity books and crayons for the residents of Mississippi's long-term care facility residents to ward off boredom, depression, and isolation. While residents were quarantined and separated from their families due to COVID-19 restrictions, this small activity allowed residents to occupy their minds and hands with a measure of fun and nostalgia. In a time of such uncertainty, this gesture brought a smile to many lonely faces.



CSE

CHILD SUPPORT ENFORCEMENT

Children need financial, emotional, and medical support from both parents. Parents may not live together or communicate well with each other; it is essential 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 seeking to modify court orders. The Mississippi Department of Human Services, 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.



12,976

New support orders established to enforce court orders for Child Support

2021
HIGHLIGHTS



\$1,752,134.65

Collected from 1,068 frozen accounts



\$2,480,599.45

Collected from State tax offsets



62,108

Absent parents located



\$62,410,400,60

Collected from Federal tax offsets



4,393

Licenses suspended for non-payment of Child Support



\$439,663,791.76

Total amount of Child Support payments collected through the Central Registry for Interstate cases.



13,207

Total cases received by Mississippi from other States



15,491

New paternity establishments



250,439

Child Support Cases
at the end of the fiscal year

86.2%

With a
Child Support Order

ESTABLISHING COURT ORDERS FOR CHILD SUPPORT AND MEDICAL SUPPORT

For child support to be enforceable by the agency, there must be a court order requiring 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.

12,976 new support orders established enforcing court orders for Child Support

STATE PARENT LOCATOR UNIT

Location services are provided as part of each full-service child support case. However, you can complete an application for locating services free of charge. Federal regulations require the agency to attempt to locate parents who owe support for child support purposes 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 to locate parents who owe support and alleged parents, which will utilize all appropriate public and private locator sources. All information shall be confidential and shall not be used or disclosed except for specified purposes.

62,108 absent parents located

TAX OFFSET PROGRAM

Tax Offset is the interception of the federal and/or state income tax refunds of a parent 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.

\$62,410,400.60 collected from Federal tax offsets

\$2,480,599.45 collected from State tax offsets

CHILD SUPPORT ENFORCEMENT NETWORK

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

FINANCIAL ACCOUNT SEIZURES

A parent who has a child support obligation may have bank accounts frozen to satisfy the child support owed.

1,068 accounts frozen

\$1,752,134.65 collected from frozen accounts

CENTRAL REGISTRY FOR INTERSTATE CASES

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

8,238 total Mississippi cases sent to the other States for enforcement

13,207 total cases received by Mississippi from the other States for enforcement

LITIGATION LIENS

A parent who has a child support obligation who is injured at work and has a workers' compensation claim or who has 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 child support obligations.

1,658 liens filed

\$2,938,661.79 collected from litigation liens

**Enforcement methods not included: credit bureau reporting, unemployment, passport revocation, and contempt hearings*

\$439,663,791.76 Total Amount of Child Support Payments Collected Collaborating with the other States, Countries, and Tribal Nations to Establish/Enforce Support

LICENSE SUSPENSION PROGRAM

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

4,393 licenses suspended for nonpayment of child support during the fiscal year:

Department of Public Safety: 4,062

Department of Wildlife: 317

Board of Cosmetology: 3

Auctioneer Commission: 1

Board of Education: 2

Insurance Commission: 8

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.

New paternity establishments for 15,491 children

CS

COMMUNITY SERVICES

The Division of Community Services addresses clients' immediate and long-range challenges by helping to alleviate the causes and effects of poverty.



39,435
Households served with
\$36,504,428
(LIHEAP)

2021 HIGHLIGHTS



41,833
Clients Served with
\$11,687,783
(CSBG)



113
Homes weatherized with
\$4,949,386 *due to COVID-19,
production was suspended
(WAP)

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP provides financial assistance for eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program for natural gas, wood, electricity, propane/butane gas, and other energy-related services such as air conditioners, heaters, fans, hot water heaters, and blankets.

39,435 households served with \$36,504,428



WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Low-Income Weatherization Assistance Program funds are used to improve the conditions of eligible clients' homes. The program is designed to reduce home heating and cooling costs by improving energy efficiency and ensuring health and safety. Priority is given to low-income, elderly, and disabled individuals. Weatherization measures include energy audits, air sealing, adding attic and wall insulation, installing smart thermostats, and lighting retrofits.

113 homes weatherized with \$4,949,386
**due to COVID-19, production was suspended*

COMMUNITY SERVICES BLOCK GRANT (CSBG)

CSBG funds are used to provide a range of services and activities for low-income families. The program offers services to help clients obtain an adequate education, secure and retain meaningful employment and adequate housing, pursue health and nutrition services, and access community resources and transportation through referrals.

41,883 clients served with \$11,687,783

SUCCESS STORIES



SHAMIKA CHILES

In 2020, Ms. Shamika Chiles joined Jackson County Civic Action Agency's case management program. Ms. Chiles was a single mother of 3 who was enrolled in the Healthcare Administration program at the University of West Florida. While working towards obtaining her bachelor's degree, Ms. Chiles needed assistance with the remaining costs of tuition. The agency assisted her with the balance and built a case plan that focused on her finishing her coursework and obtaining a marketable skill. Ms. Chiles completed volunteer work, provided updates on her grades regularly, and maintained consistent contact with her Case Manager. She successfully graduated with her bachelor's degree on May 8, 2021.

After graduating, Ms. Chiles wrote her case manager, "I would like to thank you and Jackson County Civic Action Center for the second chance of proving to myself and family that I have what it takes to do better. Thank you for trusting and believing in me; thank you for the continued communication with me, thank you. Because of you and the program, I've been offered an internship and a position at Coastal Family Health. God is so good."

MS. COOK

Ms. Cook, a former alderman for the City of Quitman, Mississippi, relocated to Brandon, Mississippi, in 2019 in search of better opportunities. Ms. Cook acquired full-time and part-time employment almost immediately. The Cook family's condition appeared to be enhancing until the family's only method of transportation required repairs. The auto repair cost was \$1,900, rent was due, and fees for her son's laptop were all causing her stress. Ms. Cook was notified of South Central Community Action Agency (SCCAA) by her apartment management, and she immediately contacted the agency to schedule an appointment. Ms. Cook stated, "My caseworker Ms. Bridget Shield was so friendly and sweet. I started to vent a little bit, and she was willing to hear what I had going on. I felt comfortable to cry in front of her. SCCAA

provided Ms. Cook assistance, and the family status changed from at-risk to thriving. In 2020, the Cook family enjoyed a wonderful year, but in 2021, due to the COVID-19 epidemic, Ms. Cook was dismissed from her job and was unable to collect unemployment benefits. Just when Ms. Cook thought things couldn't get any worse, a gentleman knocked on her door to notify her that her daughter and one-year-old granddaughter had been killed in a head-on collision. Ms. Cook was forced to exhaust the family's resources to pay for the interment services for her daughter and granddaughter, putting her in an at-risk status once more. Ms. Cook went back to SCCAA for assistance, this time depending on her case manager for strength and support. The case manager recognized Ms. Cook's work ethic, experience, and determination, and offered additional support and a recommendation for employment to the Rankin County Human Resource Agency (RCHRA). Ms. Cook was offered employment one week after interviewing with the Case Manager Supervisor and the Executive Director of RCHRA. Ms. Cook, a genuine inspiration to never give up, started her new job as a Case Manager in September 2021.

SUNFLOWER-HUMPHREYS COUNTIES PROGRESS, INC.

Senior citizens from Sunflower-Humphreys Counties Progress, Inc. counties received a special treat courtesy of the staff of SHCPI's "Dinner is Served Project," which is funded by the CARES ACT. The program is a meal distribution project that provides a hot meal to the elderly and disabled in Sunflower and Humphreys counties.

The first deliveries took place on April 11, 2021, with SHCPI staff, volunteers, and the Sunflower County Sheriff's Department. The team reportedly distributed 625 meals and gift bags containing hand sanitizers, face shields, masks, disinfectant sprays, and other items to the senior citizens of the counties.

The agency has served over 3,200 meals in both counties since April 2021, utilizing agency staff, community volunteers, both counties' Sheriffs Department, Supervisors, and fraternities.



ECCD

EARLY CHILDHOOD CARE & DEVELOPMENT

The Division of Early Childhood Care and Development (DECCD) serves as the policymaking and service-delivery agent for the Child Care and Development Fund (CCDF) and Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV) in the State of Mississippi. Using a combination of federal and state dollars, DECCD houses the Child Care Payment Program, the Mississippi Child Care Resource & Referral Network, and the Healthy Families Mississippi Program.

2021 HIGHLIGHTS



35,101

Total Children Served (CCPP)



501

Professional Development Classes
at R&R Network Locations



608

Total Children Served
(HFM)



128

Family Engagement Events
at R&R Network Locations



651

Total Families Served
(HFM)



2,331

Technical Assistance
Hours Offered, R&R Network



10,001

Home Visits (HFM)



6,872

R&R Network Location
Visitors

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. Healthy Families Mississippi serves pregnant mothers, low-income families with children up to three years of age, families with a history of substance abuse, domestic violence, incarceration, and families with children diagnosed with developmental delays. HFM is available in 14 counties.

This year HFM implemented a one-step eligibility process to increase program enrollment and program capacity. With the new one-step eligibility, HFM family workers were able to develop support based on the family's needs more quickly and efficiently. The more streamlined eligibility process also allowed more families to be enrolled and served by the Healthy Families program. HFM recognized the need to be more responsive to family needs in light of the COVID-19 Pandemic. This need led to the development of the COVID Impact Tracker assessment tool and the Pandemic Emotional Impact Scale assessment tool. These new assessment tools allowed HFM family workers to determine how the pandemic affected families in terms of their income, housing situation, medical treatment availability, employment, child care availability, and emotional impact that the pandemic was having on the family. With the addition of these assessments, HFM family workers were able to understand negative pandemic factors better and respond to those needs of enrolled families.



CHILD CARE RESOURCE & REFERRAL NETWORK

The Mississippi Child Care Resource & Referral Network delivers quality training and on-site technical assistance to child care providers on child development, curriculum and pedagogy, health and safety, nutrition, supporting children with special needs, and more. The Network was built by utilizing partnerships with Mississippi universities, community colleges, local resource agencies, and others. The collaboration among the various organizations ensures that training is based on sound child development research and evidence-based practice.



CHILD CARE PAYMENT PROGRAM (CCPP)

The CCPP program provides child care subsidy and support for the provision of quality child care to families receiving TANF, experiencing homelessness, caring for foster children, working for low-income 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 family's needs and has been approved by DECCD to provide child care services. By subsidizing child care costs, DECCD helps to alleviate a tremendous financial burden for families. DECCD partners with child care providers across the state to offer quality care and education to families participating in the Child Care Payment Program.

COVID-19 RESPONSE

The Novel "Coronavirus" COVID-19 Pandemic hit hard in 2020. At the beginning of the pandemic, over 70% of child care programs were forced to close due to low attendance or to allow providers to self-quarantine. During this time, DECCD put the Child Care Assistance in Isolation Response (CCAIR) Plan in place. In addition to providing guidance on operating a child care center during the COVID-19 pandemic, CCAIR included financial support to child care providers and families using Coronavirus Aid, Relief, and Economic Security (CARES) Act funding.

As the pandemic has continued into 2021, DECCD continues to offer financial assistance to child care providers and families using a combination of CCDF Discretionary dollars and Federal Relief Appropriations (CRRSA) Act. These financial supports include paying a 25% increased enhanced subsidy rate to child care providers and covering the cost of parent co-payments for families participating in the Child Care Payment Program. DECCD also issued Emergency Certificates to working parents deemed "essential personnel."

EAE

ECONOMIC ASSISTANCE ELIGIBILITY

The Division of Economic Assistance Eligibility administers important programs that help Mississippians lead better lives.

2021 HIGHLIGHTS

SNAP



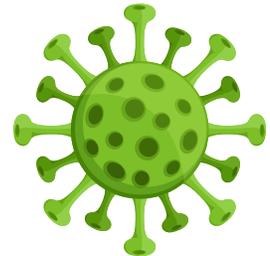
413,289

Average # of people that received SNAP



\$1,081,352,863

Amount of SNAP benefits disbursed



\$365,490,849

Amount of SNAP Emergency Allotments disbursed



3,573

Total applicants SNAP outreach



324,388

Average # of households that received SNAP



17,318

SNAP-ED participants

TANF



1,827

Average # of households that received TANF



3,076

Average # of people that received TANF



\$3,236,081

Amount TANF benefits disbursed



156,333

boxes issued through the Commodity Supplemental Food Program (CSFP)



166,869

people that received assistance from The Emergency Food Assistance Program (TEFAP)



1,214

of participants for the Sexual Risk Avoidance Education (SRAE) program

SUCCESS STORIES

KALIA LUMPKIN

Kalia Lumpkin is from Cary, a small town in Mississippi. She and her four-year-old son live with their elderly grandmother. Kalia graduated from South Delta High School in 2018, and she began college later that fall at MDCC. Coming from a small town with little to no opportunities, juggling school and finding work was challenging. Kalia eventually started working around campus, but that was too hard for her to make sure food was at home for her family and enough for her to eat. The more she focused on working to provide, the more she strayed away from school. Missing her son and family, Kalia only did two semesters on campus and moved home to continue online schooling. She applied for work at Church's in Rolling Fork. At first, it was great, but , she began to work more hours after a while, which caused additional problems with her schooling. She almost withdrew from school because she was working too many hours. Yet, she kept the faith and pressed on. She did everything to continue to go to school and provide for her small family. With everything going on, Kalia suffered from the traumatic loss of her son's father. It was a pain she never imagined she would have to bear so early in life. A week after laying her son's father to rest, Kalia and her son were diagnosed with COVID-19, another scary moment in her life. Being homesick with no benefits was very overwhelming for her. She wanted to give up, ready to throw in the towel, but she prayed, picked up the pieces, and continued.

Quitting her job, because of the heavy load, Kalia's only income was her child's Social Security check from his dad. But, yet she still didn't give up. Kalia eventually applied for SNAP benefits to lighten her load and help provide food for her family. Kalia stated, "My caseworker, Ms. Shanna Henderson, was so nice and worked diligently to get me the assistance that I needed. I was approved, and things turned around for the better!" Kalia didn't have to worry about food and finding daycare anymore, and she was able to get back on track with school. After catching up on assignments, Kalia received her email announcing that she would be graduating from MDCC, and she couldn't be more elated. Even though she was down to the bare minimum, the SNAP benefits lightened her load, and she appreciated everything that was done for her. "Sharkey County DHS helped me tremendously, and for that, I am grateful!"

ASHLEY JOHNSON

My name is Ashley Johnson; I would like to share my story with you. Before being hired in 2021, I was a TWP client. When I had applied, I had just gone through a dark time in my life. I had two boys I was

raising alone, so I knew it was time to get my life on track if not for myself then for them. I applied for TANF and began the TWP work program. I didn't have a high school diploma when I came to the agency for assistance. While I was on the TANF program, I obtained my GED. I was placed at the DHS office in George County as my placement site. In May of 2012, after I had my third son, I was hired for the clerk position. I was a clerk for about two years and decided it was time to take my career further when the EW position became available. I was promoted in 2014 to EWI, then EWII a year later. In 2017 a Case Manager position became available. I applied for that position and was promoted. In 2019 I applied for the Program Specialist position and was promoted in January 2020. I wasn't stopping there! In February 2021, I applied for the County Director position in Stone County. I was then promoted in April 2021. I went from a TWP client to a County Director position. I tell my boys you can make it anywhere in life that you desire. I could not have done it without the support from my work family, my husband and children, and the Lord! I hope this inspires someone to never give up.

WAUDINE SPIRES

Waudine Spires completed Practical Nursing from Hinds Community College Skills2Work Program on 12/18/2020. She was determined to get her degree in nursing after several tries and finally becoming successful at her dreams. Waudine is currently employed at Clinton Healthcare, where she is enjoying her job of helping others. With the support of her family, her child, DHS, and Skills2Work motivating her to become the nurse she is now. She is glad that she took this step in her life for her child and herself. Programs like this are a huge help for single mothers who are trying to better themselves.

CHRISTA WEBB

Christa Webb was previously on our TANF program in 2019 but became exempt due to having a newborn. She came back to DHS to volunteer for the TANF Work Program in 2020, where she was able to find employment and shortly after her case was closed. She realized that while she had employment, Christa struggled to find transportation, so she returned and applied for transitional transportation services. She continued to work and has since gained a new job with increased hourly pay. Ms. Webb remains on our transitional transportation services through the end of 2021 as long as she maintains employment.

DYS

DIVISION OF YOUTH SERVICES

The Division of Youth Services (DYS) administers probation/aftercare services and institutional programs for juveniles adjudged delinquent in Mississippi Youth Courts or at risk of becoming delinquent. Most importantly, DYS is charged with providing youth with the skills needed to be successful in life.

2021 HIGHLIGHTS



7 Youths

Received their High School Diploma or GED



11 Youths

Are working towards their high school graduation



7 Students

Have gained employment since leaving Oakley



9 Students

Have completed Substance Abuse Disorder group



9 Youths

Were removed from parole or probation



17 Youths

Have remained drug and/or alcohol free after joining an assistance program



5 Students

Completed parenting classes and received certificates of completion

STAFF ACCOMPLISHMENTS

ZERO STUDENT COVID CASES

Due to staff diligence and following procedures and protocol, Oakley Youth Development Center did not have any student COVID cases during FY21.



COVID-19/PERSONAL PROTECTIVE EQUIPMENT (PPE)

DYS received funding from the Department of Public Safety to purchase COVID-19/Personal Protective Equipment (PPE) for Oakley, including two Temperature Screening Terminals used daily by staff.



CERTIFICATIONS/LICENSURE

MS. JANICE SMITH

Oakley Branch Director, Ms. Janice Smith, graduated with her Specialist in Education from Jackson State University in Spring 2021. Ms. Smith has also received her AAA License in Education and certifications in Psychometric Services, Business Technology, and General Business. Additionally, she received her certification in Guidance and Counseling.

CHAPIYA RICHARDSON

Youth Services Counselor, Chapiya Richardson, received a master's degree in December 2020.



DR. TRACI GREEN

Dr. Traci Green, Director of Mental Health Services at Oakley, was recently recognized as Supervisor of the Quarter. She was presented her award by Executive Director Bob Anderson.



DYS PARTNERSHIPS



HOPE NAVIGATORS

DYS has had over 50 staff members who have completed the requirements to become Hope Navigators. This is an ongoing initiative and partnership with the Hope Science Institute of Mississippi.

YOUTH AWARENESS

Wayne County DYS has an ongoing partnership with local law enforcement agencies and other stakeholders. As a result of this collaboration, the local Youth Services staff members have implemented Youth Awareness Classes. The classes began in Spring 2021. Class topics include, but are not limited to, the criminal consequences of being in possession of drugs and their usage, mental health, and drug use and its effects. Additionally, judges are present to discuss youth court, parental involvement, and other related topics. Over twenty-five youth have attended and participated in the classes.

DWDPM

DIVISION OF WORKFORCE DEVELOPMENT & PARTNERSHIP MANAGEMENT

The Division of Workforce Development and Partnership Management continues to engage and collaborate with partners to improve workforce participation across the state and connect job seekers to resources necessary for success.



Refill Jackson Initiative
16 Participants Served
14 Credentials Gained



Hinds Community College
105 Participants Served
87 Credentials Gained



MS Low-Income Childcare Initiative
Currently Serving 14 Participants



East MS Community College
35 Participants Served
22 Credentials Gained

SNAP EMPLOYMENT AND TRAINING PROGRAM (SNAP E&T)

Through Third-Party partnerships, the SNAP Employment and Training (E&T) Program continues to connect eligible SNAP recipients to education, short-term workforce skills training, and work experience so participants can stack credentials to obtain a career with a livable wage.

REFILL JACKSON INITIATIVE

Charmecia Clemmons is a graduate of the Refill Jackson Initiative Workforce Training program. She graduated from Forest Hill High School in 2016 and had some college experience from Hinds Community College and Holmes Community College in the Social Work field. Charmecia's previous work experience included customer services and warehouse, but she wanted more. She came to Refill by referral of a family friend and applied for a spot in Cohort 4 as a SNAP E&T program participant. She was accepted. Charmecia worked diligently to enhance her soft skills needed for the workforce community. She received strong weekly feedback from staff and worked diligently to secure an internship to practice technical skills learned from on-the-job training. After graduating from Refill's SNAP E&T 8-week program, Charmecia created a plan to return to college and pay off financial aid obligations from her previous attendance. Charmecia's opportunity for employment occurred after she interviewed for an internship at Magnolia Senior Care as a Recreational Aide. There, she engaged in a 3-month paid internship in December 2020.

In this role and at the height of the COVID-19 pandemic, she greeted residence visitors, coordinated a schedule of Zoom meetings between residents and their families, and performed other administrative duties. Through these activities, she provided a sense of normalcy by creating a creative way to maintain face-to-face conversations in a period of social isolation. After completing her internship, she was invited to apply for full-time employment, where she continues to work. Refill's SNAP E&T emphasis on workforce competencies include communication, initiative, response to supervision, teamwork, and dress code, along with the incorporation of constructive feedback. These focuses have proven to be essential skills for Charmecia to succeed in the workforce. She is a shining example of how planning and preparation for success can lead to long-term employment stability.



HINDS COMMUNITY COLLEGE

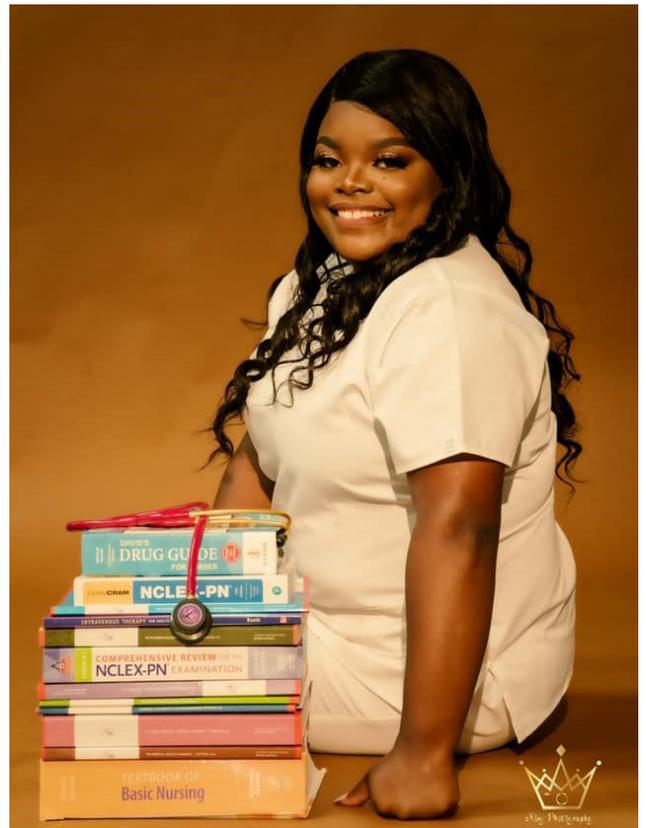
LaShantrinique Craine has been in the Hinds Community College Practical Nursing Program since August 2020 and is a Skills2Work participant from March 2021 through July 2021.

She began in the Registered Nursing program at HCC and then went into their Practical Nursing program at the Jackson Campus in Nursing Allied Health. She is a Forrest Hill High School graduate and has attended the University of Southern Mississippi to obtain her college prerequisites.

On July 30, 2021, Lashantrinique Craine graduated from Hinds Community College from the Practical Nursing program as a recipient in the MDHS SNAP Employment & Training Skills2Work Program. She finished with a Career Certificate on August 2, 2021. She had work experience with Temp Staff as an assembly line worker at the Milwaukee Tool Factory and Kelly Services as a Teacher Substitute working at the Hinds County School District and Jackson Public School District, but she was tired of living paycheck to paycheck. She desired to become a Licensed Practical Nurse and to then pursue a Registered Nursing Degree.

She is currently studying for the NCLEX and state boards test to pass and receive her license in September 2021. However, in the meantime, she is working and has applied for the Emergency Nursing License in order to join the fight against COVID in Mississippi. She plans to work for a year for experience and then apply for the Hinds Community College Transition to Registered Nursing program.

"I faced so many difficulties during this journey of nursing school, but I never gave up. I just prayed, kept the faith, and continued to be positive while supporting everyone else. I am beyond grateful for my family, friends, and classmates for all the love and support."



TANF WORK PROGRAM

In partnership with the MS Department of Employment Security (MDES), TANF recipients receive training and support services while seeking employment.

LA'DESHA JONES

La'Desha Jones was a single mother who became unemployed due to the closure of her daughter's childcare center during the pandemic. She was unable to work and sought assistance from MDHS. She applied for TANF, was approved, and referred to the Jackson WIN Job center to participate in the TANF Work Program. Her ultimate job goal was to work with a company that would allow her to help others. With the assistance of the WIN Job Center, La'Desha was placed with Alpha Investments to perform community service. Working as a volunteer allowed her to demonstrate that she could report to work as scheduled and



gain the knowledge to perform at or above company standards. She showed that she could follow the policies of the organization and work in a team office environment. For a short period, La'Desha was reassigned to Job Readiness Training. However, because of her impressive work ethic and meaningful contribution, she was missed at Alpha Investments. Shortly after her re-assignment, the owner of Alpha Investments called the WIN Job Center and asked, "What can I do to hire La'Desha?" My response was, "Make her an offer," and they did. It was music to our ears. La'Desha accepted the offer and transitioned from training to full-time employment as a Research Analyst Assistant.

La'Desha does not take for granted how difficult it can be to find employment in a desired position. The TANF Work Program, in cooperation with community businesses, can provide the resources families need for future success.

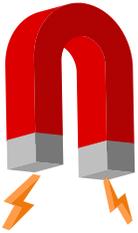
TANF SERVICE PARTNERSHIPS

Since 2019, MDHS has partnered with agencies across the state to provide workforce training for eligible individuals. With a focus on short-term career pathways that produce higher-paying jobs, Mississippians are getting back into the workforce after the impacts of COVID-19.

COMMUNICATIONS

DIVISION OF COMMUNICATIONS

The Division of Communications exists to promote a positive image for the Mississippi Department of Human Services and the State of Mississippi. It serves as the distribution point for information and provides centralized, consistent contact for the Governor's office, media, and other agency communications offices.



2021 HIGHLIGHTS

SOCIAL MEDIA



849,000
Total Engagements, Facebook



11,200,000
Total Impressions, Facebook

299,000
Total Engagements, Twitter

17,160
New Facebook Followers

944
New Instagram Followers

464,000
Total Impressions, Twitter

586
New Twitter Followers

562
New LinkedIn Followers



5,087
Facebook Messaging Connections
*The number of people your page can contact in messenger.

750
Average # of posts on social media per platform

NEWSLETTER



77% Open Rate
vs. industry average of +54%

61,604
Newsletter emails sent

18% Click Rate
vs. industry average of +16%

MEDIA



2,240

Positive News Stories



2,334

News Stories



58

of press releases sent



26

On-air interviews

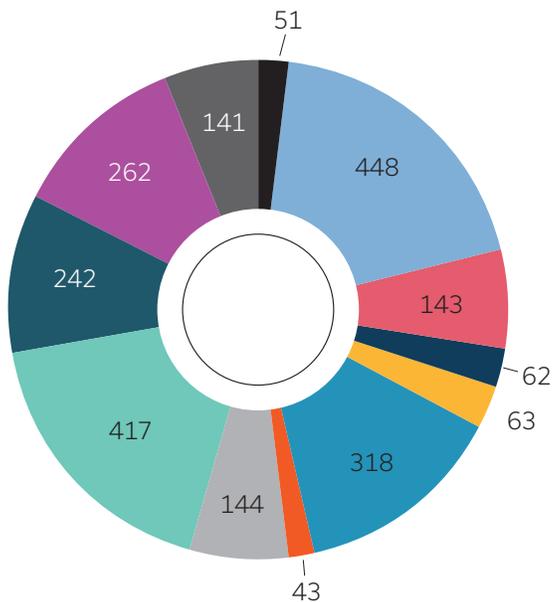
RECOGNITION



SILVER ANVIL

The Public Relations Society of America (PRSA) is the nation's leading professional organization serving the communications and public relations community. The Silver Anvil Awards symbolize the forging of public opinion — they have been awarded each year to organizations that have successfully addressed challenging issues with exemplary professional skill, creativity, and resourcefulness.

This year, the MDHS Communications Division entered its submission into the Crisis Communications category: *Handcuffs on the Head Honcho: Restoring Public Trust After the Largest Embezzlement Scheme in State's History* and left with an Award of Excellence.



NEWS BY MONTH

- JULY :: 51
- AUGUST :: 448
- SEPTEMBER :: 143
- OCTOBER :: 62
- NOVEMBER :: 63
- DECEMBER :: 318
- JANUARY :: 43
- FEBRUARY :: 144
- MARCH :: 417
- APRIL :: 242
- MAY :: 262
- JUNE :: 141

COMPLIANCE

OFFICE OF COMPLIANCE

The Office of Compliance strives to promote a culture that encourages ethical conduct and commitment to compliance with federal and state regulatory requirements, agency policies and procedures, and service excellence, while making a good faith effort to detect, review and correct inappropriate business practices. This is accomplished through the establishment of controls, quality reviews, fiscal and programmatic monitoring activities, education and training, transparency, complaint resolution, accountability, and reporting. The Office of Compliance consists of four divisions: Monitoring, SNAP QC, Programmatic QC, and External Affairs.



\$656,734.22

Amount of questioned costs identified by the Division of Monitoring

2021
HIGHLIGHTS



\$37,319.70

Identified amount of overpayments found by Programmatic QC



3 Days

Client & Constituent Services
42% of the issues and concerns were resolved within three days

The Office of Compliance's focus is centered on the elements of an effective compliance program. It aims to enhance the operations of the agency, advance the quality of services the agency provides through prevention, detection, and correction of non-compliance.



COMPLIANCE PROGRAM OVERSIGHT

The Office of Compliance, consisting of a Chief Compliance Officer and a Deputy Compliance Officer, supports the agency's mission by promoting a culture that encourages ethical conduct and a commitment to compliance with federal and state regulatory requirements and agency policy and procedures.

POLICIES AND PROCEDURES

The Office of Compliance facilitated the completion and storage of agency-wide Standard Operating Procedures (SOPs). Standard operating procedures help facilitate quality assurance and quality control for process management, process evaluation, and routine job duties process improvement. SOPs have been developed by each division and are required to be updated at least annually and submitted to the Office of Compliance. Additionally, the Administrative Code is now included on the agency's website for ease of access to employees and individuals the agency serves.

TRAINING AND EDUCATION

Calendar year 2020 marked the first year the agency received compliance training. Compliance training highlights compliance issues, changes to the program, new developments in law or regulations, and re-emphasizes the agency's code of conduct. Compliance training is annual and mandatory for all employees. 873 agency employees completed Compliance training during this reporting period.

COMMUNICATION

The Office of Compliance encourages employees to report instances of noncompliance and offers methods for good faith reporting via a compliance complaint form located on the agency's Employee Portal and via electronic mail. The mailbox is monitored by the Deputy Compliance Officer, and employee concerns will

be promptly addressed, without any fear of retaliation per the MS State Employee Handbook.

MONITORING AND AUDITING

Through Monitoring and Auditing, the Office of Compliance can determine areas of risk to the agency and ensure areas of concern are addressed. The agency's fiscal and programmatic monitoring/auditing and quality control review activities are conducted by the Office of Compliance through the Divisions of Monitoring, Programmatic Quality Control, and SNAP Quality Control.

DIVISION OF MONITORING

The Division of Monitoring performs fiscal reviews for all subgrants awarded through MDHS in accordance with 2 CFR § 200.329 to ensure awards are used for authorized purposes. The Division of Monitoring performs its functions through onsite and desk reviews of all MDHS awarded subgrantees. The Division of Monitoring has completed 45 reviews identifying \$656,734.22 in questioned costs.

DIVISION OF PROGRAMMATIC QUALITY CONTROL

The Division of Programmatic Quality Control (QC) conducts quality control reviews of MDHS Programs. Federal funding received by MDHS requires specific monitoring guidelines and reporting; therefore, reviews are conducted as required, and findings are reported to the appropriate MDHS program division and/or federal agency.

Current reviews include Child Support, Child Care Payment, Child Care Provider, LIHEAP eligibility, and Youth Services reviews focused on Youth Courts and Oakley Youth Development Center. Programmatic QC has reviewed and completed a total of 1772 cases, identified 983 errors and \$37,319.70 in overpayments.

DIVISION OF SNAP QUALITY CONTROL

The Division of SNAP Quality Control (QC) consists of SNAP QC and SNAP Management Evaluation (ME) reviews. SNAP QC monitors the accuracy of eligibility and benefit determinations. SNAP QC reviews are used to determine errors within the SNAP QC program.

During this reporting period, SNAP QC completed reviews on 435 clients who received benefits and 480 clients where benefits were denied or terminated. The SNAP ME review examines the complete process of a county office to determine compliance with program policies and procedures. This review monitors the successful operation of the SNAP Program.

CONSISTENT DISCIPLINE

The Office of Compliance is committed to supporting the agency's mission by enforcing appropriate disciplinary action against employees who have violated the agency's policies, applicable statutes, regulations and/or other requirements. MDHS will follow guidelines for disciplinary action as outlined in the MS State Employee Handbook, Chapter 7, Employee Corrective and Disciplinary Action.

CORRECTIVE ACTION

The Office of Compliance has developed processes to intake and respond promptly to noncompliance issues, client complaints, stakeholders, and other complaints.

OFFICE OF EXTERNAL AFFAIRS

The Office of External Affairs is a newly formed division of the Office of Compliance and seeks to accomplish the following mission:

- Identify and address the root causes of client complaints and concerns.
- Resolve conflicts between members of the public and the agency in a manner that is fair to all parties.
- Provide accurate and timely information to government officials.
- Develop and pursue a legislative agenda that supports the mission and vision of the agency.
- Drive the adoption of innovative and forward-looking policies and practices that move the agency closer to excellence.

MDHS LEGISLATIVE SUCCESS

The Mississippi Legislature passed significant legislation during the 2021 legislative session that will enhance the agency's ability to serve Mississippi families. MDHS Investigators requested and were granted law enforcement authority for the third consecutive legislative session to better prevent, identify, and eliminate fraud. Their request was approved in the 2021 session. As law enforcement officers, MDHS investigators will be better equipped to handle investigations from start to finish, protect taxpayer dollars, and eliminate fraud.

Additionally, MDHS received \$5 million to begin the process of replacing outdated legacy data systems. Many of the agency's computer systems are more than 30 years old, and the legislature's initial \$5 million investment will allow MDHS to begin the crucial upgrades needed to better serve our clients. Lastly, for the first time in 22 years, MDHS and the Mississippi Legislature increased support for needy families receiving TANF basic assistance. The \$90 per month increase of TANF basic assistance is a critical part of moving Mississippians from a state of crisis and vulnerability to self-sufficiency by providing the necessary resources for success.

CLIENT AND CONSTITUENT SERVICES

The Office of External Affairs has worked closely with many of the agency's largest divisions to develop and implement new complaint and concern tracking and resolution tools and procedures over the past year. These measures have allowed us to resolve individual issues facing clients as well as make targeted improvements to systems, policies, and procedures. By partnering closely with the agency's constituent services specialists within divisions, we were able to provide assistance to more than 1,000 Mississippians.

Over the most recent four months, 42 percent of the issues and concerns shared with our office were resolved within three days, and 61 percent were resolved within ten days or less. Whether a client's issue is straightforward or highly complex, we are grateful for the opportunity to solve problems and implement long-term solutions that benefit those we serve.

OIG

OFFICE OF INSPECTOR GENERAL

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



THE 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.

THE ADMINISTRATIVE HEARINGS DIVISION

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

- 545 administrative disqualification hearings regarding SNAP
- 602 fair hearings regarding SNAP
- 7 administrative disqualification hearings regarding DECCD
- 35 fair hearings regarding DECCD
- 12 hearings regarding Subgrant
- 1 fair hearing regarding LIHEAP

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 initiating a civil or criminal action.

Open Investigations:

- 2315 SNAP investigations
- 53 Child Care investigations
- 47 TANF investigations
- 157 Child Care investigations
- 34 Weatherization/LIHEAP/Comm. Svc. investigations
- 2 OYDC
- 5 Subgrant investigations

THE BENEFIT RECOVERY DIVISION

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

	SNAP	TANF	DECCD	LIHEAP	SUBGRANTS
# of Claims Established	2,699	21	56	9	35
Amount of Claims Established	\$4,040,122.80	\$17,583	\$203,580.31	\$18,674.14	\$591,399.80
Amount of Claims Recovered	\$3,708,123.55	\$1,233	\$155,022.94	\$6,870.21	\$124,129.70

EMPLOYEE DEVELOPMENT

DIVISION OF EMPLOYEE DEVELOPMENT

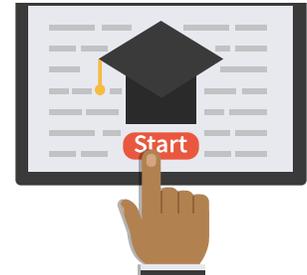
The Division of Employee Development (DED) partners with divisions to advance their education and training initiatives and staff needs.

2021 HIGHLIGHTS



10,203

Total attendance of courses offered



LMS

Purchased a new Learning Management System

28

Courses offered



Provided employees with training during the pandemic



Produced a Standard Operating Procedure for the division

NEW LEARNING MANAGEMENT SYSTEM (LMS)

In the fall of 2020, DED introduced a new LMS to MDHS employees. This e-learning platform helps to reduce in-person training. The LMS also captures digital files of each learner's training completions, synchronizing training for new and existing staff. DED's overarching goal is to advance the knowledge and skills of MDHS' workforce.

COVID-19

The DED team supported the division of Safety and Emergency Services by being in rotation for temperature screening at the state office. Additionally, one team member supported Human Resources by conducting contact tracing with staff that reported having Covid-19.

POVERTY SIMULATION

The DED team attended a day-long Community Action Poverty Simulation Facilitator Virtual Training, which was an overview of how to conduct a Poverty Simulation Training event locally, with the Missouri Community Action Network.

ABLE TRAINING WITH MDRS

Facilitated training for the Mississippi Department of Rehabilitation to train key MDHS staff who would deal with disabled Mississippians concerning special bank account administration.

TRAINING ADVISORY COUNCIL

DED formed an employee development board with stakeholders from throughout the agency's divisional programs and internal divisions to discuss needs identified and ideas shared that DED can develop or facilitate that will help the agency as a whole.

BUDGETS & ACCOUNTING

TOTAL EXPENDITURES BY DIVISION

JULY 1, 2020 - JUNE 30, 2021

MAJOR OBJECTS OF EXPENDITURE

DIVISION	SALARIES	TRAVEL	CONTRACTUAL SERVICES
Field Operations	34,466,610	210,357	18,528,709
Family Foundation & Support	1,723,873	116	42,736,879
Early Childhood Care & Development	4,876,530	21,724	1,950,022
Aging & Adult Services	1,541,709	3,276	2,192,829
Youth Services	13,497,637	83,171	2,333,026
Community Services	604,865	2,052	1,505,006
Support Services	19,274,251	79,626	7,432,980
TOTAL	\$75,985,476	\$400,322	\$76,679,451

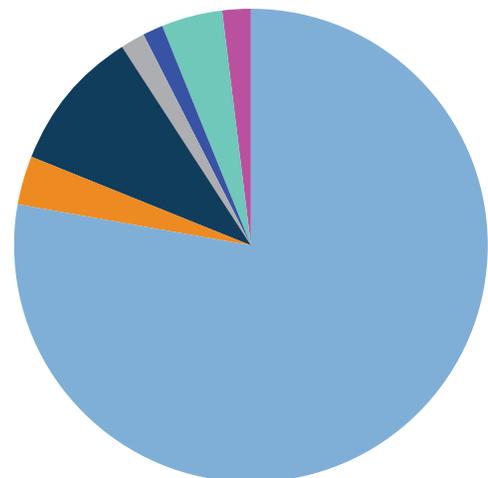
SOURCE OF FUNDING BY DIVISION

JULY 1, 2020 - JUNE 30, 2021

DIVISION	FEDERAL	STATE
Field Operations	1,117,355,721	23,854,642
Family Foundation & Support	30,200,871	11,585,820
Early Childhood Care & Development	136,659,369	8,252,143
Aging & Adult Services	20,884,149	2,391,157
Youth Services	1,914,280	15,734,142
Community Services	60,671,954	
Support Services	19,386,977	8,081,682
TOTAL	\$1,387,073,321	\$69,899,587

COMMODITIES	CAPITAL OUTLAY EQUIPMENT	SUBSIDIES, LOANS, & GRANTS	TOTAL EXPENDITURES
457,797	75,793	1,087,729,751	1,141,469,016
54,173	38,571	294,726	44,848,338
25,876	10,047	138,921,477	145,805,677
137,697	165,099	20,395,203	24,435,812
487,691	72,655	34,899	16,509,079
61,572	25,524	58,472,936	60,671,954
222,278	216,940	242,585	27,468,659
\$1,447,083	\$604,629	\$1,306,091,577	\$1,461,208,537

OTHER	TOTAL
258,653	1,141,469,016
3,061,647	44,848,338
894,166	145,805,677
1,160,506	24,435,812
67,949	17,716,371
	60,671,954
	27,468,659
\$5,442,921	\$1,462,415,829



**MDHS**

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

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