

Mississippi

Department of Human Services



State Fiscal Year 2008

Annual Report



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State Fiscal Year 2008

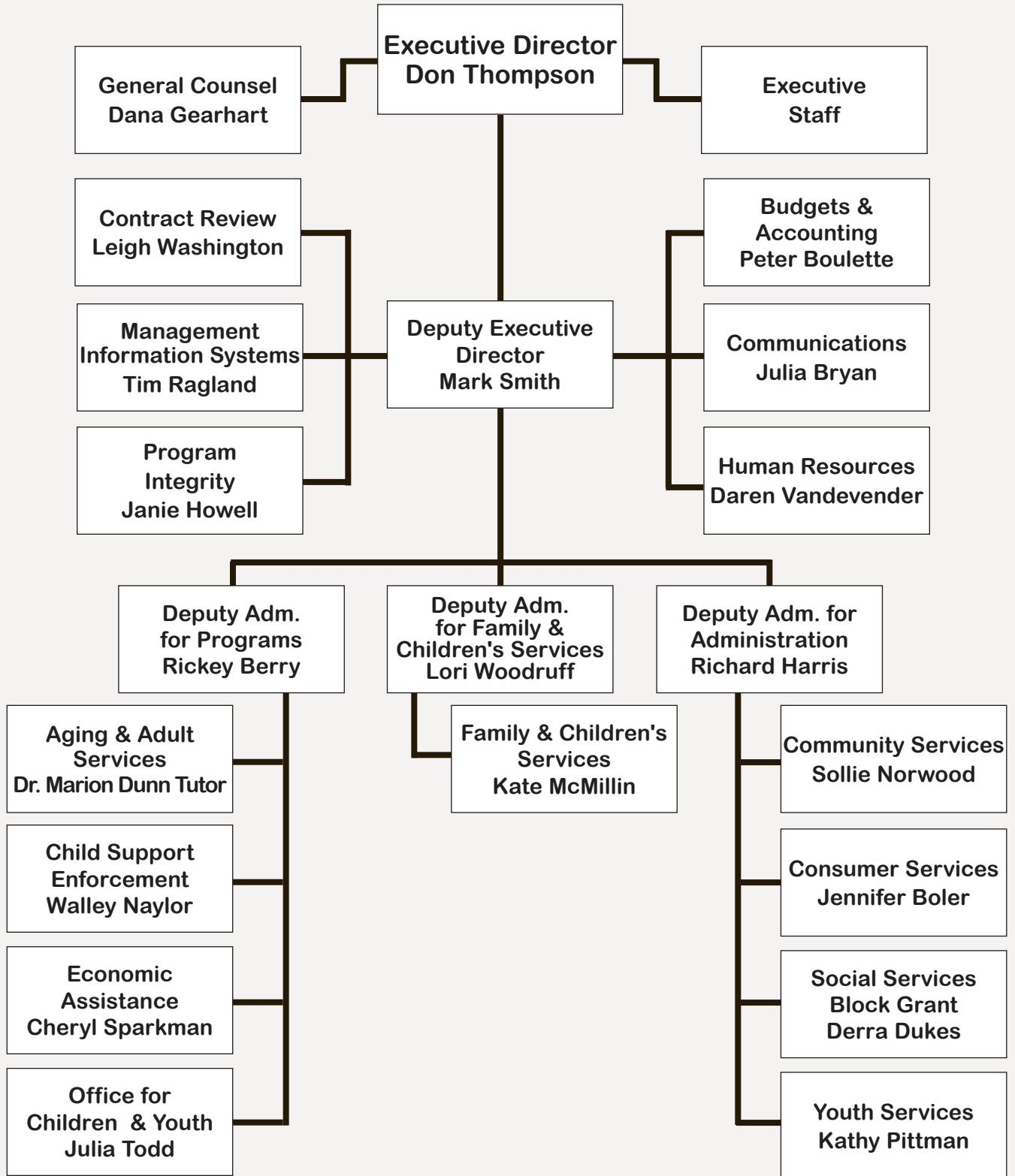
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MISSION STATEMENT

The Mississippi Department of Human Services is a primary link between families and individuals with specific needs vital to their survival and the services available to meet those needs. The mission of MDHS is to provide services for people in need by optimizing all available resources to sustain the family unit and to encourage traditional family values thereby promoting self-sufficiency and personal responsibility for all Mississippians.

Mississippi Department of Human Services Organizational Chart



Agency Highlights

Division of Aging and Adult Services (DAAS)

- The Mississippi Insurance Counseling and Assistance Program (MICAP) provided assistance to over 100,000 persons.
- 623,460 meals were served in congregate settings; 2.56 million meals were home-delivered.

Division of Child Support Enforcement

- Collections totaled \$264,727,367; collections increased by more than \$22 million than in SFY 2007.
- Paternity Establishment percentage increased from 81.6% to 91%.
- 12,059 licenses were suspended which resulted in over \$3.2 million in collections.
- Tax Offset Program intercepted over \$29 million in SFY 2008.

Office for Children and Youth

- The Nurturing Home Initiative focused on restoring and re-establishing 151 in-home caregivers that were affected by Hurricane Katrina.
- Partners/Katrina Recovery initiative restored 204 licensed child care facility playgrounds and provided training and fine and gross motor development kits in eighteen of the hardest hit counties.

Division of Community Services

- Through its Earned Income Tax Credit Program (EITC), DCS assisted in claiming over \$11 million for citizens across the state.

Division of Economic Assistance

- In FY 2007, Mississippi collected over \$4.8 million in over-issuance dollars, achieving the highest percentage of monies collected for established claims in the region. Currently the state is on track to collect in excess of \$5 million for FY 2008.
- DEA was awarded the 2008 Food and Nutrition Service Southeast Region Food Stamp Program Director's Cup for Excellence in Program Administration. The 2008 Director's Cup Award recognized distinction in the areas of payment accuracy, claims management and program access which includes participation and application timeliness measurements.
- Abstinence Summit - Over 5,000 youth, community and faith-based leaders participated in the day long event at the Mississippi Coliseum featuring speakers who focused on the importance of abstinence.

Division of Family and Children's Services

- This year, a total of 5,676 children received foster care services, with an average of 3,500 foster children served on a daily basis. Mississippi had 851 children eligible for adoption. Of those, 330 adoptions were finalized, 327 children were placed in adoptive homes, 106 needed an adoptive placement, and 88 chose not to be adopted.

Division of Youth Services

- A total of 1,792 youth were served through Adolescent Offender Programs in Mississippi.

**State of Mississippi
Public Health and
Welfare/Human Services
Legislative Committee
Members
2008 Session**

Senate

Hob Bryan, Chairman
 Alan Nunnelee, Vice-Chairman
 Terry Burton
 Eugene S. Clarke
 Bob M. Dearing
 Joey Fillingane
 Hillman T. Frazier
 William G. Hewes III
 W. Briggs Hopson III
 John Horhn
 Cindy Hyde-Smith
 Gary Jackson
 Kenneth Wayne Jones
 Tom King
 Chris McDaniel
 Nolan Mettetal
 Willie Simmons
 Bennie L. Turner
 Jeremy Lee Yancey

House of Representatives

Steve Holland, Chairman
 Omeria Scott, Vice-Chairman
 Toby Barker
 Sidney Bondurant
 Billy Broomfield
 Cecil Brown
 Bryant W. Clark
 Mary H. Coleman
 Becky Currie
 Dirk D. Dedeaux
 Blaine Eaton
 Chuck Espy
 James Evans
 George Flaggs, Jr.
 Frances Fredericks
 Frank Hamilton
 John Wesley Hines
 Bobby B. Howell
 Michael Janus
 John Mayo
 Bobby Moak
 Billy Nicholson
 Diane C. Peranich
 John Read
 Thomas U. Reynolds
 Jeffrey C. Smith
 Greg Snowden
 Jessica Sibley Upshaw
 Percy Watson

DEPUTY EXECUTIVE DIRECTOR

MARK A. SMITH

BUDGETS & ACCOUNTING

HUMAN RESOURCES

MANAGEMENT INFORMATION

SYSTEMS

PROGRAM INTEGRITY



Division of Budgets and Accounting

Director Peter Boulette

The Division of Budgets and Accounting (DBA) is responsible for the fiscal and financial integrity of the Mississippi Department of Human Services. This division provides leadership and direction to the programmatic and support divisions within the department for all phases of the budget process, research and accounting activities. The division is also responsible for establishing policy and instructions for budget preparation and presentation and examining new and proposed legislation to determine the impact on the financial operations of MDHS. Ensuring that MDHS is in compliance with its policies, federal regulations and state laws is an ongoing process. DBA is entrusted with the challenge of managing an annual budget in excess of \$830,000,000, of which more than \$105,900,000 is general funds. To manage the budget adequately and provide the quality assistance and guidance within the department, competent and qualified staff is essential along with the necessary resources to perform the required tasks of each job.

Division Offices

The Office of Budgets, Grant Management, Cost Allocation and Research and Statistics provides fiscal support to program staff. This office is responsible for the preparation and submission of the agency's annual budget request. This office is also responsible for preparing federal financial reports, maintaining the agency's Cost Allocation Plan, Subgrantee Fiscal reporting and monitoring expenditures and budget authority. In addition, this office develops and administers the various time studies and random moment samples/surveys and is responsible for preparing the five-year strategic plan and compiling, reporting and monitoring performance measurement indicators for MDHS.

The Office of General Accounting, Purchasing and Property serves as the liaison for MDHS and Mississippi Management and Reporting Systems (MMRS). This office handles all orders for goods or services that require the issuance of a purchase order. Other responsibilities are coordinating and finalizing the General Accepted Accounting Principles (GAAP) package, receipting and depositing agency funds and reconciling MDHS bank accounts. The Property Unit maintains detailed records of fixed assets and manages and controls all equipment owned by MDHS.

The Office of Payroll and Payables is responsible for payroll for the over 3,000 MDHS employees and processing payments to vendors and employees. The office also handles payment of invoices for office supplies, equipment and utilities. Other payments include foster care and adoption clothing, county office expenditures, child support court costs, paternity testing and contractual obligations. Additionally, client checks (TANF, foster care, adoption) are approved for mailing by this office.

Accomplishments

- Positive Pay Disbursement Services continue to yield a substantial cost savings for MDHS, saving \$186,000 in bank service charges in SFY 2008. The agency earned \$279,722 in service credits from AmSouth/Regions Bank during this period. Service credits offset monthly bank charges, whereas, the agency paid the bank zero dollars for services during SFY 2008.
- DBA moved 957 obsolete property items valued at \$1,537,035 from MDHS inventory to the State Office of Surplus Property.
- DBA stocked the Agency basement with needed supplies and equipment to handle the initial aftermath of a disaster. Also, an emergency fuel contract was executed for any disasters.
- DBA successfully completed the Agency GAAP financial statements for period ending December 31, 2007, and at State Fiscal Year ending June 30, 2008 prior to the preset suspense date. These GAAP packets are mandatory and are utilized by DFA to prepare the comprehensive annual financial report (CAFR) for the state as provided for in Section 27-104-4.



The Division of Budgets and Accounting staff provides fiscal support to the entire agency.



**CONTACT
INFORMATION:**
**Budgets and
Accounting**
601-359-4500

Division of Human Resources Director Daren Vandevender

The Division of Human Resources (HR) helps to facilitate the effective and efficient delivery of vital services to MDHS clients and beneficiaries across the state by providing managerial and support services to the divisions within MDHS.

The division's responsibilities are comprised of two primary functions: personnel and administrative services. Within these, the Personnel Unit provides services for the department's employees, management services to meet staffing needs and training services to ensure the highest degree of competency. Administrative Services' responsibilities include: housing, maintaining, securing and protecting the department and its statewide staff, as well as, providing mail services, printing, publications, telecommunications and motor pool.

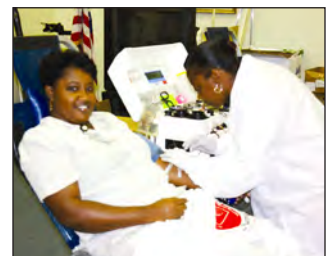
HR is also responsible for ensuring all documented disabilities are accompanied by workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA). This is accomplished through the ADA Coordinator interacting with employees, supervisors, healthcare providers and the retirement system, where disability retirement may be an option. In addition, HR is responsible for maintenance and monitoring of the MDHS Leave Reporting System and processing of payroll direct deposit requests.

Personnel Management/Administration Unit

The Personnel Management/Administration Unit is responsible for processing all personnel transactions involving new hires, promotions/demotions, separations due to resignation, dismissals and/or retirements, transfers, reallocations, reclassifications, conducting salary surveys (when applicable), recruitment, certificate of eligibles requests, promotional opportunities and open-recruitment listings and organizational charts.

This office is also responsible for preparing correspondence to the State Personnel Board to request special duty pay, substitution of work experience for a given position (when applicable) and assisting in the preparation of the fiscal year personal services budget.

Further this unit is responsible for monitoring the MDHS Performance Appraisal Review System, overseeing the Fringe Benefits Committee, monitoring the agency's cafeteria plan and insurance enrollment for all MDHS employees.



Job Fairs, training, blood drives and fund raising all fall under the Division of Human Resources.

Contracts Management/Corrective Discipline and Grievance Unit

The Contracts Management/Corrective Discipline and Grievance Unit is responsible for reviewing and monitoring all personal, professional and legal services contracts for MDHS to ensure compliance with the Personal Services Contract Review Board (PSCRB) regulations. The unit acts as liaison between MDHS divisions and the PSCRB to ensure that appropriate contract information is presented at monthly PSCRB meetings for approval. Additional responsibility involves entering data into the Statewide Payroll and Human Resources System (SPAHRIS) to ensure appropriate payment processing for all contractual services.

Further, this unit is responsible for administering and monitoring the department's Employee Discipline System, Employee Grievance System and the Employee Appeals Process for disciplinary matters. It provides guidance and policy interpretation on employee discipline and grievance process and provides a liaison between the State Personnel Board and Office of the Attorney General on the Employee Appeals Process.

This unit is also responsible for monitoring the MDHS Leave Reporting System, processing workers' compensation and tort claims and ensuring all documented disabilities are accompanied by workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA).

Staff Development and Training Unit

The Staff Development and Training Unit supports professional growth by providing in-house and outside training for all MDHS staff. This unit develops training programs based on the specific needs of MDHS. The unit offers workshops in customer service, teamwork, conflict resolution, motivation, cultural diversity, time management, performance appraisal review, stress management, cardiopulmonary resuscitation (CPR), non-violent crisis intervention, writing skills, interviewing techniques and managing and working with difficult people. These workshops are geared toward providing real world solutions to everyday office frustrations and are tailored to provide a return on our most valuable asset – our people.

All the programs offered through Staff Development are at no cost to the employee, offering the best in training opportunities. New employees with a hire date of three months or less are given an opportunity to learn about the agency's policies and procedures through a New Hire Orientation Program. Staff Development further oversees the Certified Public Manager's Program (CPM), the Agency's Educational Assistance Program and the Agency Lending Library. The unit also offers workshops with Continuing Education hours approved by the Mississippi Chapter of the National Association of Social Workers (NASW).

Fund raising events spearheaded by the unit include the United Way Campaign, the Diabetes Foundation of Mississippi, the Muscular Dystrophy Association (MDA), the American Heart Association and semi-annual blood drives.

The unit acts as a consultant to programmatic training staff in the development and enhancement of new training. The training staff has encouraged development of criterion-referenced instruction



methodologies in all training efforts. MDHS continues to work closely with the staff of the Department of Finance and Administration (DFA), Mississippi Management and Reporting System (MMRS) to provide in-service training to staff and maintain an educational/training database. As a result, MDHS employees are now able to go online and utilize the new Mississippi Enterprise Learning Management System (MELMS) which gives state employees access to all the training opportunities offered and allows supervisors to track employee training.

Office of Administrative Services

The Office of Administrative Services provides quality service and professional assistance to the employees and clients of the Mississippi Department of Human Services. Administrative Services is organized into the following units which are summarized below: Telecommunications, Publications and Forms Management, Mail Services (AIMS Unit, Mail Room, Shipping, Receiving, Warehouse and Printing), State Office Lease, Safety and Facility Maintenance.

Telecommunications Unit

The Telecommunications Unit is responsible for purchasing, maintenance, monitoring and billing of all telephonic services. In SFY 2008, the unit bid out and purchased much needed telephone systems for seven county locations at a cost of \$43,093.13 allowing county offices to provide clients with better service.

Accomplishments and Goals:

- Obtained long distance authorization codes for various county offices to ensure phone usage accountability.
- Processed numerous county office telecommunication invoices to obtain state contract discount rates.

Publications and Forms Management Unit

The Publications and Forms Management Unit provides printing and duplication services for all county offices of agency forms, business cards, pamphlets and brochures.

Accomplishments and Goals:

- Insured proper communication between the State Office and county offices on revisions of forms being published.
- Improved communication with vendors to insure correct pricing on agency printing and duplication needs.
- Maintained 259 forms for state office and all county offices.

Mail Services Unit

The Mail Services Unit provides all mail related services for MDHS, including mass mailings (checks, notices, I.D. cards, etc.), shipping, receiving, in-house mailroom, warehouse (office supplies) and the Print Shop. The unit is in constant interaction with, and provides continuous support to, all of the divisions within MDHS.

Accomplishments and Goals:

- The AIMS Unit was responsible for the disbursement of 5,039,370 pieces of mail.
- The Mailroom was responsible for the disbursement of 169,453 pieces of mail.
- Utilizing the in-house mail sorter saved \$483,779.52 in postage costs.
- The Shipping Department shipped 1,054 items.
- The Printing Department was responsible for making 2,166,999 copies for the State Office.

State Office Leasing Unit

The State Office Leasing Unit has the responsibility of administering and applying federal and state laws and regulations to assist MDHS personnel in acquiring and maintaining adequate office space. The unit helps staff with the submission of the appropriate documents to the Office



of Building, Grounds and Real Property Management to obtain approval for leased office space. In addition, the unit processes janitorial contracts for leased office spaces and county offices. State and federal laws and regulations are applied in determining the appropriate sum of funds to be disbursed to county boards of supervisors as federal reimbursement for the provision of office space. The unit analyzes and processes FACT sheets to determine each division's share of expenses at county offices and determines the amount and proportional application of disbursements to county boards of supervisors.

Accomplishments and Goals:

- Lower leasing cost for all leased facilities.
- Works with lessors and county boards of supervisors to increase the quality of the work environment.

Safety Unit

The Safety Unit provides a guide by which to manage safety issues. The unit monitors, evaluates and reduces safety risks to clients, visitors and employees.

Accomplishments and Goals:

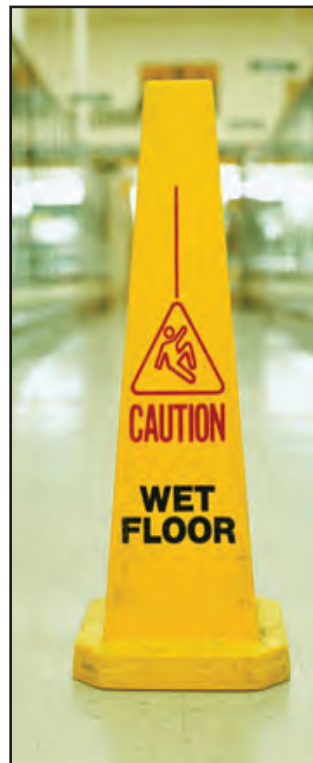
- Provides a safe environment for employees and the public.
- Preserves state property.
- Coordinates the approach to safety through the development of programs, policies and procedures, as well as, the review of department specific policies and procedures.
- Conducts fire drills and provides regular testing and preventive maintenance of the fire alarm system and other fire suppressant equipment.
- Maintains an accident reporting program.
- Provides general and departmental safety education.
- Maintains administrative and engineering controls, where appropriate, to prevent accidents.
- Facilitates efforts to correct safety problems as they occur.

Facility Maintenance Unit

The Facility Maintenance Unit is responsible for the day-to-day maintenance of the MDHS State Office. The unit works closely with the Director of Administrative Services and the facility owner to ensure all clients, visitors and employees have a facility that is safe, clean and operational at all times. Some of the responsibilities of the unit include cleaning, painting, electrical repairs, and grounds maintenance.

Accomplishments and Goals:

- Maintains the MDHS State Office.
- Ensures all facilities and utilities are maintained in a professional manner.
- Assists employees with their needs concerning the State Office.
- Maintenance scheduled to reduce down time for employee productivity.
- Reduces overall maintenance costs to MDHS.



Safety Training Agenda

- Attitudes Toward Safety
- Personal Safety
- Workplace Violence
- Computer and Office Ergonomics
- Defensive Driving
- Fire Safety Evacuation
- Energy Conservation



Employees are encouraged to be cautious and observe safety warnings in and around the workplace, as well as, in their everyday lives.

CONTACT INFORMATION:

Human Resources
601-359-4500
800-433-1210

Division of Management Information Systems Chief Systems Information Officer Tim Ragland

The Division of Management Information Systems (MIS) is responsible for providing information technology services to the Mississippi Department of Human Services (MDHS). MIS is rather unique when compared to other divisions at MDHS because MIS supports every division within the agency. Primary objectives for MIS include automation of manual functions, conversion of significant paper documents into electronic data, securing electronic data in order to maintain the highest level of data integrity and ensuring consistent availability of data when needed. The value of the MIS staff is in their ability to deliver quality, reliable technology to all divisions and all clients regardless of their status with a mission to treat each individual—employee or client, as a customer.

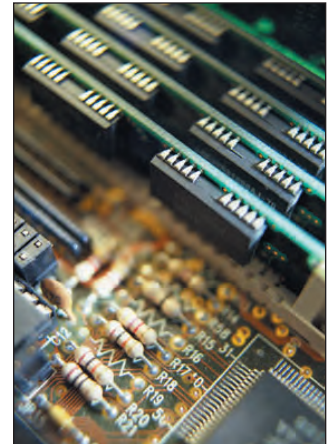
A primary goal for the division is to deliver functionality to the more than 3,000 employees in all 82 counties of the state via the internet browser. The technology, which supports text, high quality graphics, audio and video, is sent to remote locations via Wyse "thin clients" or "smart terminals" on desktops rather than personal computers. Smart terminals greatly reduce overall cost because most of the technology is contained at a central data center in Jackson. Through these technologies, the explosive growth of the internet can be harnessed to provide information and support to MDHS employees quickly and securely.

MIS continues to have a long, successful partnership with the Department of Information Technology Services (ITS) which operates the agency's mainframe, maintains the statewide network connectivity for remote offices to the mainframe and supports procurement of information system hardware, software and services for the agency.

The division has also spearheaded a campaign to aggressively scan the agency's paper documents into electronic file folders so the documents are available online to anyone with remote access who has the authority to view them. This project has already generated a huge savings by eliminating the filing cabinets required to house the paper documents and allowed the documents to be retrieved electronically rather than an exhaustive manual search through filing cabinets for paper files. Electronic files also eliminate misfiled documents that require extensive time and effort to retrieve. Once the documents are scanned and indexed, they are shredded so physical storage space is recovered. These electronic images are stored on the Storage Area Network (SAN) at ITS resolving data recovery issues that could occur in the event of a disaster.

MIS Projects

- County office scanning pilot programs with BCS Systems for the Divisions of Economic Assistance (DEA), Child Support Enforcement (DCSE) and Family and Children's Services (DFCS).
- Implementation of a disaster recovery solution for server applications.
- Implementation of the e-Leave system and automation of the time card process.
- Procurement (rebid) of Electronic Benefit Transfer (EBT) services.
- EBT disaster card label manifest project.
- EBT card issuance tracking project.
- Establishment of Automation Committee meetings system.
- Create data retention policies for each division which can be stored electronically online.
- Implementation of a contracts and procurement system.
- Comparative study of Microsoft Outlook vs. Lotus Notes email systems.
- Building DB2 Archive databases for the Mississippi Automated Child Welfare Information System (MACWIS), the Mississippi Enforcement and Tracking of Support System (METSS), the Mississippi Applications Verification Eligibility Reporting Information and Control System (MAVERICS) and the Jobs Automated Work System (JAWS).
- Modernization and reengineering MACWIS, METSS, MAVERICS and JAWS from a Natural/ADABAS platform to Java/DB2.
- Decommissioning the iPlanet system for email by November 30, 2008.
- Virtualization project for 121 servers and data storage at MDHS.
- Implementation of a Voice Response System solution for DCSE.



- Deployment of Disaster Recovery mobile RV units.
- Completion of the Consolidated Client Repository (Phase I).
- Conversion of remaining Novell Network to Microsoft Active Directory.
- Relocation of the Divisions of Community Services (DCS), Youth Services (DYS), Social Services Block Grant (SSBG), Office of Consumer Services and some Executive Management staff from the State Office to a new location.

Redefining MDHS with Emerging Technology

As MDHS positions itself to take advantage of technological opportunities, four key focus areas have surfaced:

- Modernization and reengineering of legacy systems to new platforms.
- Utilizing "virtualization" technology wherever feasible.
- Increase worker connectivity and collaboration across division and organizational boundaries.
- Working smarter and doing more with less by utilizing technology and tools already procured.

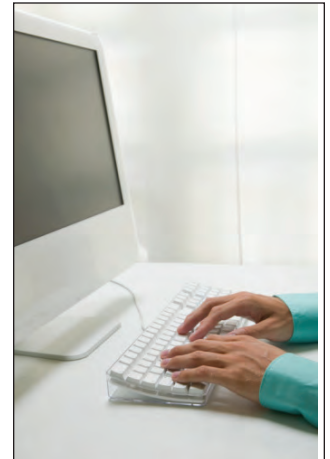
MIS has continuously worked in partnership with various division personnel to provide the overall direction and technical leadership enabling the agency to successfully meet its goals and objectives to achieve the overall mission. The MIS management team understands how technology fits into broader government goals. As such, MIS at various levels, depending upon the level of complexity and existence of their computer operations and related systems, supports all divisions within MDHS. MIS is organized to provide information technology support in the following areas:

- Mainframe application systems.
- Mainframe computer operations.
- Network services, infrastructure/resource management and systems security.
- Systems support and administration to include such services as, wireless technology, IT planning, IT procurement, system interfaces, feasibility studies and needs assessments.
- Electronic payments and related transaction services.
- Database administration.

MDHS is part of a global evolution where federal and state policy leaders along with chief information officers from across the country are converging and integrating technology into their operation models. The agency has a technology vision designed to transform service integration while boosting customer satisfaction and operating efficiency. The vision includes the delivery of information electronically via internet browsers to thereby place real-time information at the fingertips of the decision-makers and front-line employees. Further, the vision of MIS is to define business processes to guide its users step-by-step which will reduce processing errors and boost productivity and compliance through consolidation of data and decision-processing while enhancing the quality of the end-product.

Division Goals

- Maintain a responsive information processing environment to support existing systems and daily business objectives for all divisions within the agency.
- Comply with state and federal mandates for reporting and information processing.
- Secure and maintain sensitive and confidential data, ensuring all security policies, procedures and guidelines are consistently enforced.
- Build, train and retain a strong, professional, technical staff of state employees to ensure MDHS is successful in carrying out its functions through the use of technology. With adequate training, MDHS will be able to use contractors and consultants on a "limited time" versus permanent basis.
- Provide leadership and vision for defining MDHS' direction in technology and related services.
- Align business and technology requirements to capitalize on the industry's best practices.
- Provide leading-edge technology solutions to enable MDHS to increase its efficiency and effectiveness, while enhancing customer service for the agency's clients.

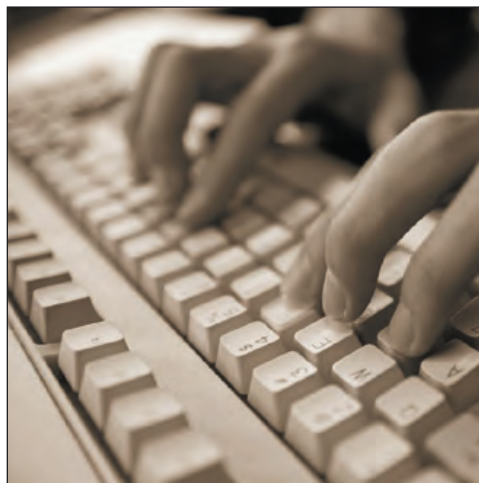
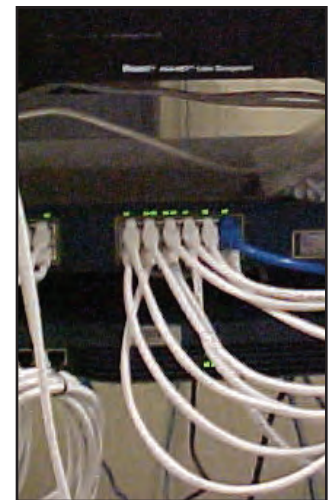
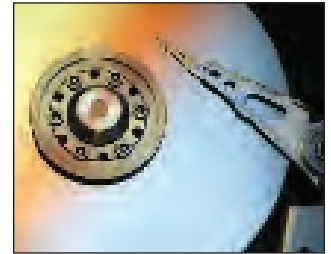


The Division of Management Information Systems provides system support and technology delivery for the entire agency. Staff works with divisions to ensure that services are delivered to clients efficiently. In the event of a disaster, the agency has equipped an RV to go on-site with internet and satellite capabilities to ensure that clients have access to MDHS services.

- Achieve the necessary funding growth to build an adequate team with the tools required to achieve success in managing all MDHS' systems.
- Operate in a cost-effective manner and realize long-range savings through the effective application of technology.
- Establish a one-stop interface for all services offered by the agency and partner web-based programming services.
- Implement Geographical Information Systems throughout the MDHS programs that will show pertinent information regarding service providers and clients.
- Disburse all cash on a single debit card, the Mississippi Debit Card - ePayment.
- Deliver all services via browser interface for office locations.
- Implement paperless processes for applications.

Division Objectives

- Maintain successful support operation and management of MDHS' existing systems.
- Support our customers' business needs through automation by providing the most feasible technical solutions by integrating these requirements into the agency's software in order to better serve the needs of Mississippi's citizens.
- Maintain, enhance and implement system software with zero defects.
- Proactively develop technical solutions to ensure the highest system performance and timely, accurate and reliable data.
- Align the long-range technology planning process with the strategic planning process for MDHS.
- Aggressively deploy email, web-based and internet technologies throughout the agency.
- Initiate the appropriate systems enhancements and upgrade planning efforts to re-engineer MDHS legacy systems including MAVERICS, JAWS, METSS, MACWIS, the Case Management System (CMS) and EBT Program.
- Provide ongoing technical support for the agency's computerized applications and related systems.
- Plan and implement required network upgrades and network management tools.
- Standardization and modernization of software platforms to DB2 and Java where feasible.
- Initiate staff training for customer service, professional courtesy and System Development Life Cycle (SDLC).
- Implement a modern infrastructure platform to support the emerging technology and growing needs of the agency with the funding models integrated.
- Implement the e-Leave and automated time card system by January, 2009, allowing the agency to utilize the online Statewide Payroll and Human Resources System (SPAHRs) entry in a real-time mode.
- Work with ITS to implement a virtualization model at MDHS for all servers and associated Storage Area Network (SAN) storage. The model will become a template for other state agencies to employ.
- Develop practical and solid IT plans and related budgets for MDHS based upon best practices and lessons learned.
- Provide technical support and ongoing training services to over 3,500 users.
- Provide ongoing technical and interface support services to MDHS.
- Provide an environment to support the total integration of all services with pertinent information delivered via internet technologies.
- Acquire necessary tools which are easily deployed, managed and affordable, as well as, the skills to provide continuous coverage and protection against imminent virus and worm attacks on the corporate networks and machines.



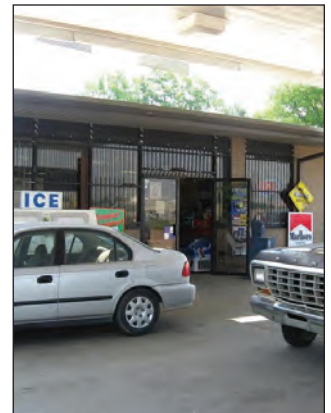
**CONTACT
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Management
Information Systems
601-359-4500

Division of Program Integrity Director Janie Howell

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

To accomplish this mission, PI is organized into five offices: Office of Fraud Investigations, Office of Special Investigations, Office of Investigative Audit, Office of Administrative Hearings and Office of Monitoring. Four key accomplishments for the division during SFY 2008 were:

- Maintained current status of all food stamp and TANF claims.
- Set goals and made great strides to bring monitoring of subgrants current after the delay in monitoring activities in the aftermath of Hurricane Katrina.
- The division had a successful annual Christmas Party for students at Columbia Training School. Divisions from within MDHS also contributed to the many gifts that were purchased for the party.
- Established a Special Investigations team to investigate food stamp trafficking by retailers and clients.

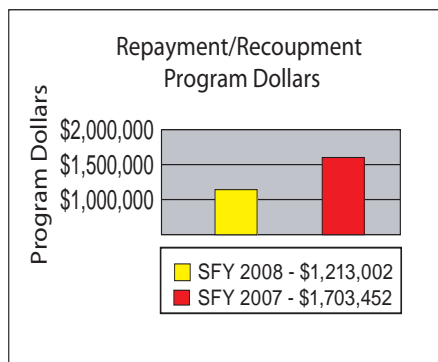
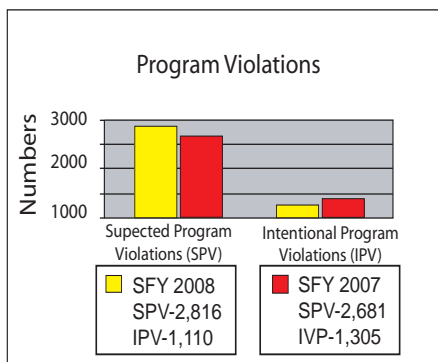


Office of Fraud Investigations

The Office of Fraud Investigations is charged with detection, investigation and verification of alleged fraud in federal public assistance programs administered by MDHS, primarily the food stamp and TANF programs.

During SFY 2008, the office received 2,816 suspected program violation claims from the Division of Economic Assistance. Of the 2,816 claims referred, the Office of Fraud Investigations determined that 1,110 claims were intentional program violations and were able to establish repayment and/or recoupment agreements for a total of \$1,213,002.

**Office of Fraud Investigations
Comparison of SFY 2007 Activities to SFY 2008**



Fraud investigations take our people to many areas of the state and those in the field receive semi-annual firearms training and must qualify to carry a firearm for their safety.

Office of Special Investigations

The Office of Special Investigations is responsible for investigating matters of alleged employee misconduct and/or MDHS program violations of state and/or federal laws and regulations on the part of MDHS staff, its clients or its vendors. During SFY 2008, 71 special investigations were conducted.

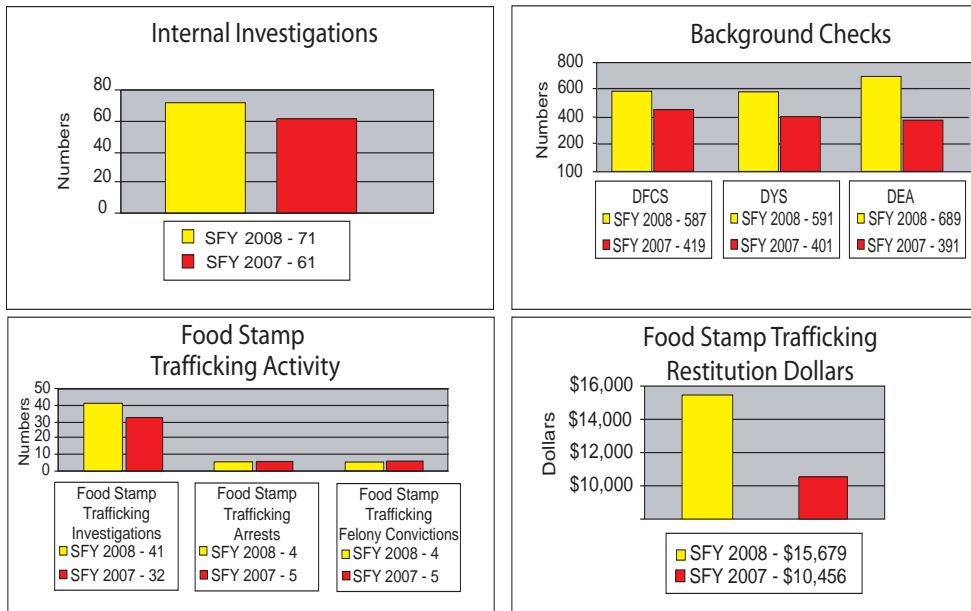
During SFY 2008, the office, in conjunction with the United States Department of Agriculture (USDA) and other law enforcement entities, conducted trafficking investigations involving 41 retailers. Trafficking investigations, ultimately, are aimed at preventing illegal use, transfer and trafficking of food stamps. Investigations focus on retailers that are authorized to accept and redeem food stamps and clients who sell food stamps for cash and/or goods other than food items as defined by U.S. Department of Agriculture (USDA), Food and Nutrition Services (FNS). The office conducted four arrests of retailers for a total restitution amount of \$15,679.

In addition, the Office of Special Investigations provides protective services for members of the executive staff and dignitaries associated with the agency, conducts pre-employment and background investigations for the agency and provides specialized training for investigators.

During SFY 2008, the Office of Special Investigations performed 587 background investigations for the Division of Family and Children's Services, 591 for the Division of Youth Services and 689 for the Division of Economic Assistance. Specialized training consisted of biannual firearms training for 18 armed investigators within the agency.



Office of Special Investigations Comparison of SFY 2007 Activities to SFY 2008



Office of Investigative Audit

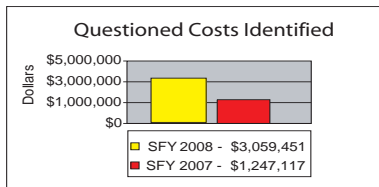
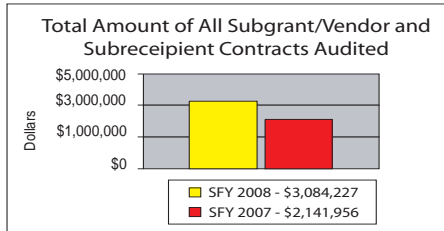
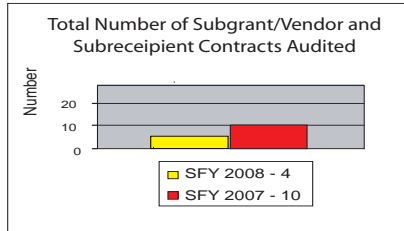
The Office of Investigative Audit is responsible for reviewing, auditing and investigating allegations of fraud and/or other misappropriation of federal and state funds upon referral or directive from MDHS management. The office presents its findings, relevant to such allegations, in comprehensive, detailed and documented reports to courts, district attorneys and other authorities, as may be appropriate, pursuant to state and federal regulations.

In SFY 2008, four subgrants were audited with an aggregate award of \$3,084,227. Of the subgrant audits performed, the office identified \$3,059,451 of questioned costs. The amount of questioned costs recovered was \$54,544 and the amount resolved was \$838,197. Four subgrantees requested administrative hearings.

In addition, child care certificates issued to parents whose children attend two child care centers were audited and resulted in questioned costs of \$84,665.



Office of Investigative Audit Comparison of SFY 2007 Activities to SFY 2008



Office of Administrative Hearings

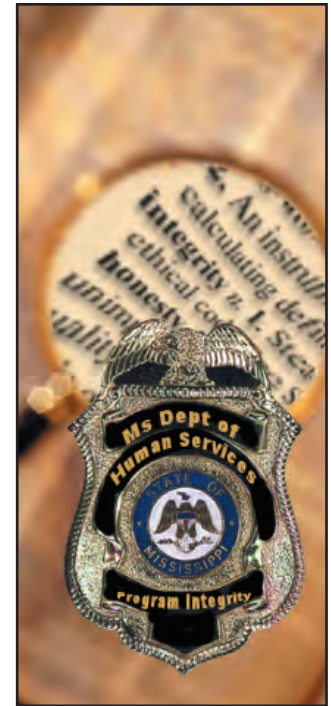
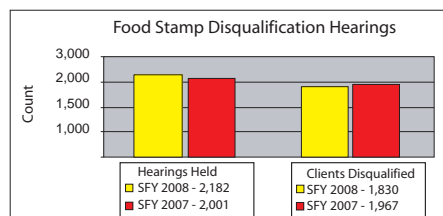
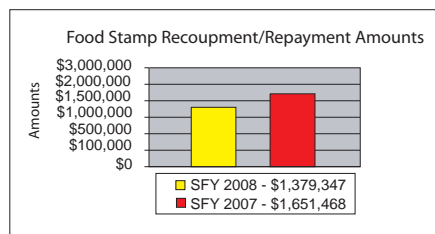
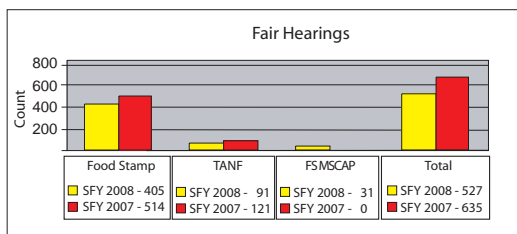
The Office of Administrative Hearings is charged with conducting Fair Hearings and Administrative Disqualification Hearings. A Fair Hearing provides an applicant or recipient an opportunity to appeal an agency action or its failure to act, in connection with the Food Stamp and TANF Work Programs. When an applicant or recipient disagrees with the action that has been taken, the hearing gives them the opportunity to describe more fully his/her circumstances, to present new or additional information and have his/her eligibility reviewed by someone not involved in the original decision.

This office initiates Administrative Disqualification Hearings when a food stamp over-issuance claim (suspected intentional program violation) has been referred from the Claim Management Unit or the Office of Fraud Investigations. The hearing gives the county office an opportunity to present their evidence concerning the charges and gives the client an opportunity to present any information or evidence in his/her behalf, if they disagree with the findings of the county office. The decision of the Administrative Hearings Officer will determine whether or not an intentional program violation has occurred.

This office conducts all hearings in accordance with applicable federal and state laws and regulations. Each program has hearing policies in their respective policy manuals and in the Federal Code of Regulations. The office follows both of these in decision making.

During SFY 2008, 527 Fair Hearings were held which included 405 food stamp cases, 91 TANF cases and 31 FS MSCAP cases. Also during the year, 2,182 Administrative Disqualification Hearing decisions were rendered in the food stamp program. As a result of these decisions, 1,830 persons were disqualified from the food stamp program for periods ranging from 12 months to permanent disqualification for fraudulent use of food stamps totaling \$1,379,347 in benefits.

Office of Administrative Hearings Comparison of SFY 2007 Activities to SFY 2008



Office of Monitoring

The Office of Monitoring (OM) was formed as an independent appraisal arm of MDHS and is charged with the task of conducting comprehensive programmatic and fiscal reviews of programs administered by MDHS subgrantees and subrecipients. These activities either directly or indirectly affect all programs administered by MDHS. These activities can be broadly grouped into four categories: monitoring subgrantees, subrecipients and vendors; reviewing independent audit reports; performing pre-award review procedures; and tracking the status of MDHS subgrant and vendor agreements.

During SFY 2008, \$412,257 in questioned costs was identified. During this period, questioned costs totaling \$161,480 were recovered and questioned costs totaling \$799,279 were resolved by subgrantees and subrecipients providing adequate documentation necessary to clear the findings.

Monitoring Subgrants and Vendor Contracts: The Governor designates MDHS as the lead agency for the state of Mississippi to administer various federal programs. As the lead agency, MDHS is required by federal regulations, state law and the MDHS Subgrantee/ Contract Manual to monitor each of its subgrantees and subrecipients at least once during the subgrant period to ensure compliance with the fiscal and programmatic requirements of the subgrant.

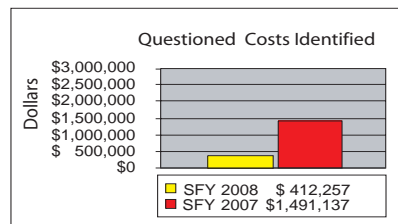
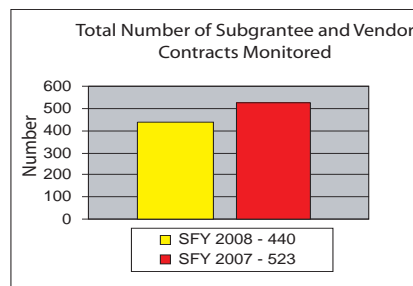
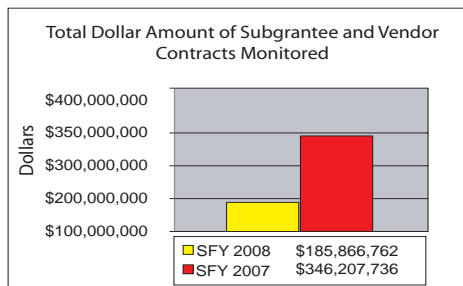
During SFY 2008, OM was notified of 440 subgrants totaling \$185,866,762 which were required to be monitored prior to the end of the subgrant period. Monitoring reviews, including subsequent follow-up reviews, were completed for 634 subgrants that totaled \$393,290,920 during the state fiscal year.

Reviewing Single Audits: The Single Audit Act requires MDHS, as a primary recipient, to review independent audit reports for each of its subgrantees and subrecipients to ensure that they are in compliance. During the SFY 2008, OM reviewed 86 independent audit reports or Subgrantee Audit Information Forms from subgrantees and subrecipients and transmitted copies of the audits or other information to the MDHS funding divisions. OM also established procedures to identify noncompliant subgrantees and subrecipients and required them to have necessary audits performed.

Completing Administrative Review Memorandums: As a part of the Agency's pre-award review process applicable to all subgrants and vendor contracts, OM researched its records to determine whether there are any unresolved monetary findings so that necessary corrective actions can be conducted prior to the issuance of subsequent subgrants/contracts. OM processed 894 Administrative Review Memorandums, which included both original agreements and any subsequent modifications.

Tracking the status of Subgrant and Vendor Agreements: OM developed and currently maintains a computer-based tracking system which determines the current status of any subgrantee, subrecipient or vendor that is being monitored. The system also enables OM to more efficiently coordinate monitoring reviews and thereby makes the best use of OM's resources.

Office of Monitoring Comparison of SFY 2007 Activities to SFY 2008



Future Projects

Staff will attend training conferences conducted by federal awarding agencies, state regulatory agencies and other individuals or organizations to obtain information necessary to develop and maintain knowledge of policies and procedures and acceptable practices in performing hearings, monitoring reviews, investigations and audits.

Staff will provide training and technical assistance designed to strengthen the fiscal and programmatic operations of MDHS funding divisions and subgrantees to minimize the amount of questioned costs or disallowed costs related to MDHS subgrants.

Key managers and supervisory personnel will participate in the Mississippi Certified Public Manager (CPM) Program and the Basic Supervisory Course. Other low cost, high quality training will be made available to all staff.

CONTACT INFORMATION:

**Division of
Program Integrity**

**Fraud Hotline
800-299-6905**

DEPUTY DIRECTOR FOR PROGRAMS

RICHARD A. BERRY

AGING & ADULT SERVICES

CHILD SUPPORT ENFORCEMENT

ECONOMIC ASSISTANCE

OFFICE FOR CHILDREN & YOUTH



Division of Aging and Adult Services Dr. Marion Dunn Tutor

The vision statement for the Division of Aging and Adult Services is: Every Older Mississippian Living the Best Life Possible.

This statement mirrors the division's mission statement: Protecting the Rights of Older Mississippians While Expanding Their Opportunities and Access to Quality Services. The Division of Aging and Adult Services (DAAS) proactively carries out a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation. The responsibilities of the division include:

- Developing and administering a State Plan of Services.
- Conducting public hearings on the State Plan.
- Serving as an advocate for older persons in the state.
- Designating and funding Area Agencies on Aging (AAA) within the state.
- Training of Aging Network Staff.
- Coordinating Resources.
- Leadership in service provision management and administration.
- Protecting vulnerable adults.

New Programs

Aging and Disability Resource Center (ADRC) - In partnership with the Central Mississippi Area Agency on Aging, the ADRC integrates state systems offering information, referrals, benefits, options, counseling services and publicly and privately financed long term care services. The ADRC empowers older adults and adults with disabilities to make informed choices, streamlines access to long term care support and is a single point of entry for access to public long term support programs and benefits. The public website: MississippiGetHelp.org offers useful information and a direct connection to assistance.

Adult Protective Services - Legislation created the new Adult Protective Services (APS) Unit within the division, funding positions for investigation of vulnerable adults who are reported as victims of abuse, neglect or exploitation. Guided by the Mississippi Vulnerable Adults Act, the APS unit provides for the protection of at-risk vulnerable adults age 18 and older residing in private home settings through direct delivery or referral to resources within the community.

With only a few workers to cover the state, mobile technology, such as hand-held devices that include cellular phones with email capabilities and digital cameras, has become an important tool in conducting investigations. Two months of contractual case investigation services assisted agency social workers with large case loads.

Access Services

Access services link individuals with information, support and other services in the community. These services include:

Information and Assistance - Information and Assistance is the entry point into the Aging Service delivery system. This service informs seniors, links them with available resources and provides follow-up mechanisms to record the type of assistance rendered and how needs were met.

Outreach - Outreach coordinators seek out seniors who may need a service and help them obtain it. Many older persons have no knowledge of the resources or services available to them.

Transportation - Services include transporting older persons for medical appointments, running errands and organized recreational activities. Transportation services consist of vans that provide door-to-door pick up and delivery for clients.

2007 Long Term Care Conference



At the Annual Long Term Care Conference, former Lt. Governor Amy Tuck was the keynote speaker.



In addition to Lt. Governor Tuck, Senator Terry Burton spoke at the luncheon and reminded attendees of the importance of taking care of the seniors in the state. From left: Tuck, Burton and Mississippi Association of Planning & Development District President Sharon Gardner.



Employment

Employment - Title V Senior Community Service Employment - Title V Senior Community Service Employment provides community service employment to persons who are 55 years of age and older. Persons meeting income eligibility requirements are provided training opportunities to help achieve unsubsidized employment.

Medicare Counseling

Medicare Counseling - Mississippi Insurance Counseling and Assistance Program (MICAP) - MICAP provides information, counseling and assistance to consumers on health insurance benefits as changes to the Medicare program unfold.

Senior Medicare Patrol (SMP) - The Mississippi SMP is an educational outreach program designed to recruit and train volunteers to review and analyze medical statements and report suspicious claims, aiding in the fight to prevent and/or reduce fraudulent practices in the Medicare system.

Legal Assistance and Advocacy

Legal Assistance and Advocacy services protect the elderly and assist them in securing their rights and benefits and promote a higher quality of life. These services include:

Legal Assistance for older persons who need legal advice, a consultation and/or representation. These referrals are made to legal service providers and pro bono attorneys.

The Ombudsman Program provides a "voice for residents." The ombudsman serves as a resident's advocate who supports the highest possible quality of life for the resident and is responsible for investigating and attempting to resolve concerns and complaints made by or on behalf of residents of long term care facilities.

Elder Abuse Prevention activities include public information programs that focus on issues that can help prevent abuse, fraud and exploitation of older persons.

Home and Community Based Programs

Home and Community Based Services help individuals continue to function in their homes and community and maintain their dignity and self worth. These services include:

Case Management identifies the needs of frail, elderly adults through a comprehensive assessment followed by development of a care plan, utilizing the input of family members.

Homemaker Services provide assistance to older persons in their home who have no one to assist them with daily activities such as personal hygiene, light housekeeping or other chores.

Adult Day Care provides a planned program that includes a variety of health, social and support services in a protective setting, usually during daytime hours. This community-based program is designed to meet the individual needs of functionally and/or cognitively impaired adults.

The Elderly Nutrition Program includes the Congregate Meals Program and the Home-Delivered Meals Program. The Congregate Meals Program allows older persons an opportunity to attend senior centers to fellowship with others and receive a hot meal. The Home-Delivered Meals program delivers meals to home-bound seniors unable to prepare food for themselves and who are at risk for early institutionalization.

Emergency Services are designed to satisfy the unmet needs of older persons in crisis situations. These services can include food, medical supplies, equipment and other items needed in a crisis situation.

Older Americans Month Proclamation

WHEREAS, the President of the United States has declared May 2008 as Older Americans Month, with the theme of Working Together for Strong, Healthy and Supportive Communities; and

WHEREAS, Mississippi has communities in which more than 458,000 citizens age 60 or older make their home; and

WHEREAS, older adults in Mississippi as well as throughout the United States are a growing population with evolving needs; and

WHEREAS, older Americans are valuable members of our society who are rich with experience and deserving of our respect; and

WHEREAS, the number of baby boomers reaching traditional retirement age continues to increase, a fact that spotlights the need for increased attention to the needs of older adults; and

WHEREAS, our older citizens of today and tomorrow promise to be among the most active and engaged older adult populations in our Nation's history; and

WHEREAS, it is the responsibility of this and all U.S. communities to work together and prepare for changing older adult populations by modernizing systems of care and providing consumers with more control over their lives; and

WHEREAS, overall quality of life can be greatly enhanced when supportive communities help their older citizens obtain:

Evidence-based approaches to making behavioral changes that can reduce risk of disease, disability, and injury;

The tools to make informed decisions about, and gain better access to, existing health and long-term care options; and,

More options to avoid placement in nursing homes and remain at home as long as possible;

NOW, THEREFORE, I, Haley R. Barbour, Governor of the State of Mississippi, hereby proclaim May 2008 to be OLDER AMERICANS MONTH. I urge everyone to take time this May to honor our older adults and the professionals, family members, and citizens who care for older adults. I urge all communities to work collaboratively to strengthen the services Mississippi provides to its older adults in ways that recognize the changing nature of their needs, and that provide older adults with more opportunities to make informed choices about their lives. Our efforts can improve the lives of our older citizens and help pave the way for future generations.

Respite Services are designed to give caregivers an opportunity to take a break from their caregiving responsibilities. The respite time varies based on the caregiver's need.

The Family Caregiver Support Program provides support to the many caregivers who are responsible for providing care to older adults. This program has five basic services for family caregivers including:

- Information for caregivers about available services.
- Assistance to caregivers in gaining access to supportive services.
- Counseling assistance.
- Respite services.
- Supplemental services.

Elderly Nutrition Program

The Elderly Nutrition Program works to ensure that nutritionally complete meals are available in congregate settings or through home delivery to Mississippi's elderly population. In SFY 2008:

- 623,460 meals were served in congregate settings.
- 2,569,277 meals were home-delivered.
- Over 3,192,737 meals were served to seniors and eligible family members.
- 23,100 unduplicated seniors were served.

The DAAS provides a comprehensive system of home based/community based services to persons age 60 and older. Through the AAAs, community-based resources are coordinated to provide services to over 45,000 older Mississippians at the local level.

Special Initiatives

Through special initiatives, the Division of Aging and Adult Services accomplished the following in SFY 2008:

- Continued the Hurricane Katrina Recovery project to provide support for recovery efforts for seniors statewide with an emphasis on Harrison, Hancock and Jackson Counties.
- Implemented the agency's Adult Protective Services (APS) with 14 staff dedicated to protecting vulnerable adults by investigating suspected and reported claims of abuse, neglect and exploitation in local communities and homes.
- The Mississippi Insurance Counseling and Assistance Program (MICAP) provided insurance counseling to over 100,000 persons through presentations, workshops and health fairs.
- Created the Medicare Part D Outreach electronic calendar for statewide event planning and promotion. The Internet site address is: www.calendar.mdhs.state.ms.us.
- The Senior Medicare Patrol (SMP) recruited and trained new volunteers to spot and report fraud, error and abuse in the Medicare System.
- Expanded the Mississippi ABC Coalition to provide a helpful resource for older Mississippians to access Medicare and other benefits.
- Supported the prescription assistance program for seniors and indigent people through the SenioRxMS website – offering free and low cost prescription medication options.
- Cosponsored ten public hearings with Area Agencies on Aging.
- Expanded the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services and grandparent counseling services.
- Provided services through the Area Agencies on Aging to more than 44,000 persons. Services included meals, transportation, legal assistance, ombudsman advocacy, elder abuse prevention activities, housing counseling, homemaker services, adult day care, senior companions, respite services, emergency services, case management, outreach, employment and Medicare/Medicaid counseling.
- The Senior Community Services Employment Program provided on-the-job training opportunities for 146 persons statewide.
- Sponsored the Annual Governor's Snowflake Ball for the 25th year.

Scenes from the 2007 Snowflake Ball



DAAS Federal Fiscal Year 2008 Funding Chart

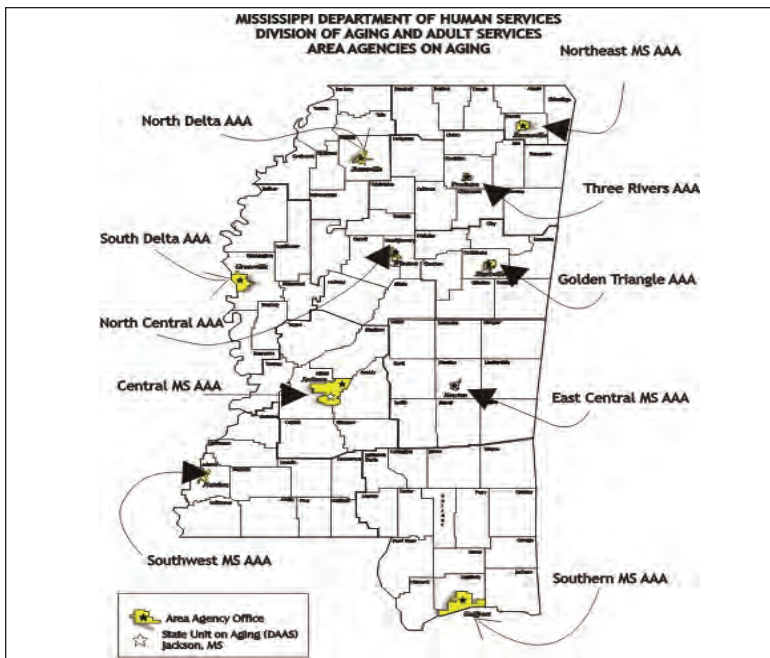
Grant	Funding	Federal Allocation	State Match
Older Americans Act	Title III & VII	\$10,624,574	25% Admin; 5% Services
Social Services Block Grant	Title XX	\$6,720,413	25% Admin
Senior Community Service Employment Program	Title V	\$1,190,314	10% Admin
Nutrition Services Incentive Program	NSIP	\$1,734,101	No match required
Child and Adult Care Food Program	CACFP	\$155,300	No match required
MS Insurance Counseling & Assistance Program	MICAP	\$552,800	No match required
Senior Medicare Patrol Project	SMP	\$233,333	25% Admin
Senior Companion Program	NCVS	\$180,813	25% Admin
Aging/Disability Resource Center (ADRC)	AoA/CMS	\$250,000	5.67%
Americorps/Vista	NCVS	\$296,696	No match required
Adult Protective Services (APS)	SSBG	\$464,946	No match required
APS - General Funds	\$443,300		n/a



At the 2008 Centenarians Day celebration, those who had reached their 100th birthday or more, were invited to participate in the event held in their honor. In May of 2008, there were 108 surviving centenarians in Mississippi.

MDHS DAAS APS Program

Staff, Investigation and Case Load/Supervisory Ratio	Number
APS Program Administrator – State Office	1
APS ASWS – North and South Regions	2
APS Workers – Located in 11 County MDHS Offices	11
Reports received for Investigation - Annual	3011
Reports screened out of Investigation Process - Annual	1072
Investigations Initiated - Annual	1939
Investigations Completed (unduplicated) - Annual	877
Caseload of Investigators - Annual	176
Cases screened per Supervisor - Annual	1506
Supervisor to Staff Ratio (41 counties per ASWS)	1:6



Adult Protective Services Hotline

1-800-222-8000

CONTACT INFORMATION:

Aging & Adult Services

601-359-4500

800-948-3090

888-240-7539

Prescription Assistance
Internet Address:
www.SenioRxMs.org

Division of Child Support Enforcement Walley Naylor

The Division of Child Support Enforcement (DCSE) offers services to Mississippi's children and families by securing financial and medical support. Every child deserves the love and support of both parents to develop into the most productive adult possible. DCSE operates 84 offices in 82 counties to ensure the availability of child support services to all eligible persons in the state of Mississippi. These services include:

- Location of noncustodial parents.
- Establishment of paternity.
- Establishment of orders for child support and medical support.
- Collection and distribution of child support payments.
- Enforcement of child support orders.
- Review and adjustment of orders.

As a result of the child support enforcement services provided by DCSE, Mississippi's public assistance rolls have decreased which have reduced expenditures for Temporary Assistance for Needy Families (TANF). Consistent receipting and distribution of child support to children and families builds the capacity of families to become self-sufficient and less dependent upon TANF benefits. During State SFY 2008, DCSE made a positive impact upon children and families in Mississippi and had a number of significant accomplishments, including:

- Child support collections totaled \$264,727,366.83.
- Paternity establishment percentages increased to 91%.

Child support legislation was passed stating that if DNA testing results showed the father to be a 99.9% or higher probability rate that the case could be coded for Federal reporting purposes only as "Paternity Established."

Programs or Initiatives

Tax Offset Program - The Tax Offset Program is a federally mandated program to intercept state and federal taxes from noncustodial parents who are delinquent in making their child support payments. These funds are either distributed to the custodial parent or recovered as repayment for expended TANF benefits. It has been proven to be very effective by collecting \$29,765,926.89 in SFY 2008.

License Suspension Program - The License Suspension Program is a federally mandated program to suspend individual licenses for non-payment of child support. The suspension of driver's, professional and recreational licenses was created as an enforcement tool. During SFY 2008, 12,059 licenses were suspended which resulted in \$3,017,783.66 being collected on behalf of the children of Mississippi.

Immediate Income Withholding - Income is defined as any form of periodic payment to an individual regardless of source. Immediate Income Withholding is the deduction of the child support obligation from the noncustodial parent's income by the noncustodial parent's employer/payor. Income Withholding is effective immediately on all new or modified child support orders.

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

Central Receipting and Disbursement Unit (CRDU) - The purpose of the CRDU is to process and disburse child support payments to custodial parents and to provide employers/payors and customers with a centralized location to make payments.

Credit Bureau Reporting - Mississippi Enforcement and Tracking of Support System (METSS) automatically reports noncustodial parents with past due child support to the Credit Bureau. The noncustodial parent must have a sixty-day delinquent balance in order to be reported.



Child Support staff work with clients to help ensure that every child receives financial support from both parents.

State Parent Locator Unit (SPLU) - The SPLU provides location information, upon request, from local child support offices, other state IV-D agencies, custodial parents, social services agencies and others as specified by law.

Central Registry for Interstate Cases - The Central Registry is the point of contact for other state child support agencies. The Central Registry receives all out-of-state cases requiring some type of assistance from Mississippi, processes the information then forwards the cases to the local child support office. They also provide some assistance on interstate cases.

Help Desk - The Help Desk assists local child support staff with problems involving cases which cannot be resolved locally by making adjustments, updating system data or referring to appropriate personnel.

New Hire Reporting - Employers are mandated to report newly hired or re-hired employees to the Mississippi State Directory of New Hires within 15 days of hire so that more timely actions may be taken on cases.

Mississippi Employment Security Commission (MESC) Interface - Several interfaces are processed each month with MESC, including interception of unemployment compensation benefits to pay child support obligations and provision of location and wage information for noncustodial parents.

Uniform Interstate Family Support Act (UIFSA) - Some of the most difficult child support cases to pursue are those in which the parent, or alleged parent, lives in one state and the child and custodial parent live in another. All states, however, are required to pursue child support enforcement (including location and establishment of paternity and support obligations) as vigorously for children who live outside their borders, as well as, under their own jurisdiction.

Child Support Enforcement Network (CSENet) - CSENet is a federally mandated automated nationwide communication network linking child support agencies. This system allows information between states to flow electronically. CSENet, which interfaces with METSS, has been an integral part of DCSE since November 1995.

A Simple Acknowledgment of Paternity (ASAP) - ASAP is Mississippi's voluntary paternity establishment program. ASAP makes it possible for parents to establish paternity in hospitals and other birthing facilities, at the State Department of Health, county health departments and DCSE. This procedure carries the same legal effect, as if the father and mother were married at any time between conception and birth. The program allows the father's name to be added to the child's birth certificate.

Access and Visitation - Federal grants are provided to states to establish and administer programs to support and facilitate nonresidential parents' access to and visitation of their children. In February 1997, DCSE was directed by the Office of the Governor to design and develop Mississippi's Access and Visitation Program (MAV-P). Four Mississippi counties, Hinds, Madison, Rankin and Warren, were selected for the pilot project. In 2006 Washington County was added. By the end of 2007, Forrest and Lauderdale Counties were added to the program. MAV-P added Pro Se Clinics as part of their outreach program in 2004. These workshops teach parents how to represent themselves in child support court. In 2007, DCSE provided the Pro Se information on compact disks to help clients fill out appropriate forms. The division also incorporated DCSE legal staff to conduct many of the workshops. In addition to Pro Se workshops, MAV-P offers mediation, counseling, conflict-stress classes, parenting classes, monitored visitations and supervised visitations. The outreach area for paternity establishment was further enhanced and staff was added to cover the state's system hospitals, clinics, doctor offices and state offices for assistance with paternity establishment.

Home Page - (www.mdhs.state.ms.us/csemhdhs.html) - The DCSE home page outlines the services provided by the division. In addition, it provides a direct avenue for a personal response through email. The website also provides employers a direct link to the State New Hire Directory.

Collections have Soared over the last Ten Years.

1998.....	\$128,687,043
1999.....	\$145,191,817
2000	\$165,097,357
2001.....	\$178,496,714
2002	\$191,423,391
2003	\$197,330,011
2004	\$206,596,005
2005	\$218,293,613
2006	\$230,206,702
2007.....	\$242,768,697
2008.....	\$264,727,367



Financial Institution Data Match (FIDM) - The Financial Institution Data Match is an interface with financial institutions that are intended to identify accounts belonging to parents who are delinquent in their child support obligation. When a match is identified, state child support agencies may issue liens or levies on the accounts of the delinquent obligor to collect past due support.

Key Project Summaries

Central Receipting and Disbursement Unit (CRDU) - New scanning and imaging equipment was installed to increase business operations and improve customer service. The equipment helps to process payments in a shorter period of time with fewer errors.

The Federal Reliability Audit for Federal Fiscal Year 2007 resulted in ratings ranging from 96% to 100% for 2007. This audit is conducted to assess completeness, reliability and accuracy of data. In addition, it also assesses the system used to process the data and determines the accuracy of financial and case management in the state's child support or IV-D Program. The Division of Child Support is authorized by Title IV-D of the Social Security Act to collect child support. The cases referred to as IV-D cases are those that the division enforces, receives and distributes the payments to the custodial parent. Non-IV-D cases are those that DCSE only receives and distributes the payments.

Program Operations - With the second lowest staff in the nation per case, DCSE continues to increase collections and paternity establishment. A special emphasis on paternity establishment was completed by Field Operations.

Program Compliance Unit - The Program Compliance Unit completed the State Assessment Report for Federal Fiscal Year 2007. This report measures state compliance with federal requirements for distribution, paternity/support establishment, enforcement, expedited process, medical support, case closure and review and adjustment. METSS, Mississippi's certified child support system, extracts a random sampling of cases from within the system for review. A total of 1,009 cases were extracted for the audit.

DCSE Auditors along with the Division of Management Information System (MIS) developed Mississippi Self Assessment Audit Software to review cases based on the federal criteria and the automated system to ensure that county staff is complying with state and federal guidelines and time frames for processing child support cases.

License Suspensions

Licensing Agency	Suspensions
Department of Public Safety	10,349
Department of Wildlife, Fisheries and Parks	1,634
Board of Education	12
Board of Cosmetology	18
Board of Medical Licensure	1
Board of Alcoholic Beverage Control	1
Professional Licensure (MSDH)	4
Board of Funerals	4
Insurance Commission	36
Total	12,059



Child Support Collections by County SFY 2008

Adams	\$ 2,622,252.73	Lincoln	\$ 2,388,585.44
Alcorn	\$ 1,642,332.47	Lowndes	\$ 4,765,579.33
Amite	\$ 771,228.09	Madison	\$ 2,032,413.56
Attala	\$ 1,431,676.07	Marion	\$ 1,942,034.48
Benton	\$ 580,057.83	Marshall	\$ 2,655,321.29
Bolivar, East	\$ 3,580,514.59	Monroe	\$ 2,384,649.70
Bolivar, West	\$ 1,059,524.16	Montgomery	\$ 940,717.16
Calhoun	\$ 1,324,020.43	Neshoba	\$ 2,541,695.30
Carroll	\$ 585,282.62	Newton	\$ 1,264,217.18
Chickasaw, East	\$ 608,380.17	Noxubee	\$ 1,411,389.93
Chickasaw, West	\$ 1,101,642.72	Oktibbeha	\$ 2,754,992.58
Choctaw	\$ 2,622,252.73	Panola	\$ 3,055,188.89
Claiborne	\$ 1,074,553.58	Pearl River	\$ 1,908,704.32
Clarke	\$ 1,344,836.15	Perry	\$ 862,968.58
Clay	\$ 2,244,204.17	Pike	\$ 3,195,576.37
Coahoma	\$ 2,900,216.24	Pontotoc	\$ 1,451,942.59
Copiah	\$ 1,707,411.87	Prentiss	\$ 1,085,691.12
Covington	\$ 1,765,569.49	Quitman	\$ 1,015,351.93
Desoto	\$ 6,452,173.28	Rankin	\$ 3,177,658.29
Forrest	\$ 3,430,993.21	Scott	\$ 2,110,142.84
Franklin	\$ 688,291.59	Sharkey	\$ 738,468.65
George	\$ 1,733,158.79	Simpson	\$ 2,175,621.20
Greene	\$ 818,636.48	Smith	\$ 1,026,537.48
Grenada	\$ 1,727,096.39	Stone	\$ 975,922.04
Hancock	\$ 1,571,096.29	Sunflower	\$ 2,998,526.50
Harrison	\$ 7,793,801.37	Tallahatchie	\$ 1,269,373.77
Hinds	\$ 11,363,060.60	Tate	\$ 1,518,251.25
Holmes	\$ 2,252,762.09	Tippah	\$ 1,369,086.24
Humphreys	\$ 989,531.34	Tishomingo	\$ 923,752.01
Issaquena	\$ 101,206.40	Tunica	\$ 1,237,882.03
Itawamba	\$ 967,534.32	Union	\$ 1,488,304.02
Jackson	\$ 5,916,994.89	Walthall	\$ 996,854.29
Jasper	\$ 1,517,351.75	Warren	\$ 2,458,924.58
Jefferson	\$ 897,684.90	Washington	\$ 5,381,039.84
Jefferson Davis	\$ 1,319,549.07	Wayne	\$ 1,769,150.16
Jones	\$ 2,889,731.89	Webster	\$ 747,530.41
Kemper	\$ 999,838.32	Wilkinson	\$ 665,793.48
Lafayette	\$ 1,382,563.11	Winston	\$ 1,808,866.38
Lamar	\$ 1,595,656.87	Yalobusha	\$ 1,050,201.07
Lauderdale	\$ 4,613,099.11	Yazoo	\$ 1,913,588.66
Lawrence	\$ 898,294.67	CRDU	\$ 371,458.51
Leake	\$ 1,716,046.40	Tax Offset	\$ 29,765,926.89
Lee	\$ 4,822,297.47	State Office	\$ 60,291,273.45
Leflore	\$ 2,914,690.75	Total for the State	\$ 264,727,366.83

Pro Se Workshops Offer Solutions

- Are you having problems seeing your children?
- Have you tried working out a solution with the co-parent through Mississippi's Access & Visitation Program (MAV-P)?
- Are you paying child support, but visitation has not been legally established?
- Has visitation been legally established, but you continue to experience problems seeing your children?

If you answered yes to these questions, then you should attend our FREE Pro Se Workshop!

Call 1-866-388-2836 for more information.

CONTACT INFORMATION:

Child Support
Enforcement

601-359-4500

866-388-2836

Division of Economic Assistance Cheryl Sparkman

The Division of Economic Assistance (DEA) is responsible for programs which ensure nutrition, health care and other basic needs are met for low and median-income individuals and families in Mississippi. The division administers the Food Stamp and Temporary Assistance for Needy Families (TANF) Programs which provide employment, training and support services for clients such as transportation and child care, which are intended to promote self-sufficiency. DEA has staff located in offices in every county in the state under the guidance of a county director who has both programmatic and administrative responsibilities. The counties are divided into seven regions with a regional director who has oversight responsibility for the counties within the region. At the state level, the staff provides support services in policy, procedures, training and technical assistance needed for program administration.

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

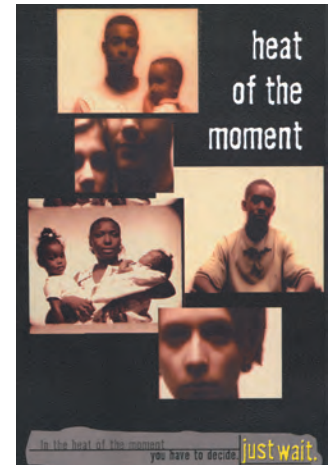
- In FY 2007, Mississippi collected over \$4.8 million in over-issuance dollars, achieving the highest percentage of monies collected for established claims in the region. Currently the state is on track to collect in excess of \$5 million for FY 2008.
- The state has launched a document imaging initiative that will result in electronic files for claims records and food stamp case files across its 82 counties.
- DEA was awarded the 2008 Food and Nutrition Service Southeast Region Food Stamp Program Director's Cup for Excellence in Program Administration. The 2008 Director's Cup Award recognized distinction in the areas of payment accuracy, claims management and program access which includes participation and application timeliness measurements. DEA received the highest combined points in these areas that are critical to the administration of the Food Stamp Program.
- Over 5,000 youth, community and faith-based leaders participated in the day long Abstinence Summit at the Mississippi Coliseum which featured speakers who focused on the importance of abstinence.
- Over 100 individuals participated in the first annual Healthy Marriage Luncheon that encouraged and promoted the institution of marriage and helped couples develop the skills and knowledge to form and sustain a healthy marriage. The theme for the event was "Building Solid Relationships in Mississippi."
- Mississippi completed the year with a payment accuracy rate of 97.34% in the Food Stamp Program for FFY 2007.
- The payment accuracy rate for TANF was 99.97% for FFY 2007.
- The state reported participation rate was 66.95% for FFY 2007.

Field Operations/Administrative Unit

The Bureau of Field Operations is responsible for the administration of economic assistance programs in 82 county offices, five branch offices and seven regional offices. Staffing, personnel transactions, grant management, grievance and disciplinary issues, as well as inventory control and other administrative issues related to Economic Assistance field staff, are handled in this unit.

Customer Service

Client inquiries and resolutions of concerns are coordinated by the Customer Service Unit. Fraud tips are referred to the county for investigation and forwarded to investigators within the Division of Program Integrity. Customer Service Surveys are available in every field office and surveys are monitored and reviewed to ensure professional service is provided to the general public.



The Division of Economic Assistance has an office in every county in the state to serve clients. The division also has the Healthy Marriage and Abstinence Unit that work closely with the Families First Resource Centers to improve relationships and encourage teens to remain abstinent prior to marriage.

Quality Assurance

The Office of Quality Assurance is responsible for measuring and reporting on program performance for the DEA assistance programs. Recipient case sampling reviews are conducted and information needed for program assessment, planning and corrective action is provided to field staff. Management Evaluation staff conduct reviews to assess the administration of programs at the county level focusing on federal target areas. The current focus is on program access and payment accuracy.

State Operations

The Bureau of State Operations is responsible for services which support administration of programs by staff in the field. The unit provides policy dissemination, interpretation and clearances, training, reviews, audits and other technical assistance.

Claims Management

County eligibility staff identify and prepare claims for program benefits improperly received. Claims are either agency errors, inadvertent household errors or suspected intentional program violations. Suspected intentional program violations are referred to the Division of Program Integrity, Office of Administrative Hearings or the Office of Fraud Investigations for possible court action.

Training Unit

Federal regulations governing the Food Stamp and TANF Programs are interpreted and conveyed to the field to ensure compliance. Policies and procedures are updated as federal regulations change.

Newly hired staff members, such as eligibility workers and case managers, are trained in policies, procedures, TANF, Food Stamps, related work programs and computer systems. Time management, customer service and interview techniques are also included in the curriculum. New clerical staff are trained in policies, procedures, computer systems, customer service and time management. New supervisors and county directors attend one week of administrative training. Specialized training is provided as needed.



Division of Economic Assistance

County Offices	82
Branch Offices	5
Regional Offices	7
County Directors	82
Associate Directors	2
Supervisors	102
Case Managers	157
Eligibility Workers	493
Clerical Workers/CSR	206
Administrative Staff	108

TANF Average Monthly Caseload

Families	11,322
Recipients	23,116
Adults	5,256
Children	17,911

TANF Average Monthly Payments

Statewide	\$1,552,420
Per Family	\$137.12
Per Recipient	\$67.16

Value of Food Stamps Issued Total SFY 2008

\$484,586,402

Average Number of Recipients Receiving Food Stamps in SFY 2008

184,779 Households
441,288 Persons

Average Monthly Benefit Value of Food Stamps in SFY 2008

\$218.54 Household
\$91.51 Person

Abstinence Unit

The Abstinence Unit addresses the issues of out-of-wedlock births and teen pregnancy in the state by providing information and coordinating activities with public and private organizations, schools, churches and other interested community groups. The unit provides positive activities and outlets for teens, and values and sexuality training to encourage teens to make responsible decisions. A public service campaign is conducted to publicize and support the message of abstinence outside of marriage. In May each year, National Teen Pregnancy Prevention Month is observed.



Healthy Marriage Initiative

The Healthy Marriage Initiative was developed to promote the well-being of children in Mississippi by encouraging each parent to be involved in their lives. The initiative encourages stable family formation and healthy marriages.

The Healthy Marriage Unit collaborates with community organizations, educational institutions and faith-based groups to provide the appropriate skills-based relationship education and services to youth and unmarried couples and support healthy marriage and family development/formation.



The Rev. D.L. and Mrs. Govan, both licensed social workers, spoke at the Healthy Marriage Rally at the State Capitol. The Govans have been married 58 years and counsel others in parenting and positive relationships and lifestyle choices.

TANF Work Programs

The TANF Work Program (TWP) unit provides oversight to the TWP. The program serves all 82 counties in the state with emphasis on providing assistance to needy families with children and providing parents with job preparation, work and supportive services to enable them to become self-sufficient.

The state operates the Food Stamp Employment and Training (FSE&T) Program in Hinds County. Each household is offered an opportunity for adult members to participate in the program. A referral will be made to the project coordinator who will place the candidates in an available and appropriate work setting.



The Certified Nursing Assistant (CNA) program is a six-week course with graduates prepared for immediate work.

Claims Establishments

During SFY 2008, a total of 5,295 claims valued at \$4,559,364.51 were established for food stamp benefits improperly received.

During SFY 2008, a total of 301 TANF claims valued at \$122,547 were established for benefits improperly received.

Claims Collections

Collections of claims for the Food Stamp Program were \$4,832,382.91.

Collections of claims for the TANF Program were \$47,178.

Training SFY 2008

For the period July 1, 2007 - June 30, 2008, staff training sessions were conducted as follows:

- County Director Training
- Supervisor Training
- Case Management Training
- Eligibility Worker Training
- Simplified Reporting
- Case Review Training
- Corrective Action Training (CAT) in selected counties:
 - Coahoma
 - Hinds
 - Jones
 - Madison
 - Rankin
 - Warren
 - Washington
- Eligibility Worker Professional Development Conference
- Case Manager Conference

The Emergency Food Assistance Program (TEFAP)

TEFAP is a federal program, which helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. Under TEFAP, commodity foods are made available to states by the U.S. Department of Agriculture. States provide the food to local food banks, which in turn distribute the food to approved soup kitchens, food pantries and homeless shelters. From July 1, 2007 through June 30, 2008, surplus food items valued at \$2,778,822 were distributed to 1,2168,877 eligible recipients.

Food Stamp Nutrition Education Program (FSNE)

The goal of the Food Stamp Nutrition Education (FSNE) is to improve the likelihood that Food Stamp Program (FSP) participants and applicants will make healthy food choices within their limited budget and will choose physically active lifestyles consistent with the current Dietary Guidelines for Americans and the Food Guide Pyramid. FSNE classes are taught to eligible participants in various settings. The Cooperative Extension Service (CES) at Mississippi State University is the sponsoring agency contracted to provide FSNE in Mississippi.

Disaster Relief Efforts

DEA assumes leadership, on behalf of MDHS, in the Mississippi Emergency Management Agency's (MEMA) Comprehensive Emergency Management Plan (CEMP) Emergency Support Function (ESF) 6 - Mass Care, Housing and Human Services. As such, DEA coordinates all state efforts to provide sheltering/temporary housing, feeding and other human needs following a catastrophic earthquake, hurricane or other significant disaster requiring state mass care assistance. This includes working with other state departments and agencies (i.e., Division of Medicaid, American Red Cross (ARC), Voluntary Organizations Active in Disaster (VOAD), Salvation Army) for activities relating to potential or actual States of Emergency declared by the Governor to staff and maintain statewide shelter operations. County DEA offices are responsible for specific disaster functions as determined by the CEMP as they relate to a disaster.



The Emergency Operations Center (EOC) at the Mississippi Emergency Management Agency (MEMA) has state-of-the-art equipment to help track storms and disasters. DHS and the Division of Medicaid share a work area on the EOC floor. During a disaster, the EOC hums with activity 24 hours a day. A number of teams work through the State EOC, including Search and Rescue and First Responders. MEMA also activates a Joint Information Center (JIC) that includes public information officers from many of the state agencies to assist with calls from the public and the media.



Flooding in the spring sent the Mississippi River soaring and left many residents stranded. DHS staff worked hand-in-hand with the American Red Cross at shelters affected by spring storms.



In Lowndes County, a tornado destroyed a school in the town of Caledonia. DHS staff members manned shelters to assist those whose homes were destroyed by the storm.

CONTACT INFORMATION:

Economic Assistance
601-359-4500

Client Inquiry:
800-948-3050

**Abstinence/
Healthy Marriage:**
800-590-0818

Office for Children and Youth Julia Todd

High quality, consistent and developmentally appropriate child care is important for young children. The Office for Children and Youth (OCY) makes it possible for Mississippi families to obtain and retain employment by providing child care assistance through federal funds awarded to the state under the Child Care and Development Fund (CCDF) program. The United States Department of Health and Human Services (HHS) increases the amount available under CCDF by transferring 20% of the funding available to the state from federal Temporary Assistance for Needy Families (TANF) funding — a decision that reflects the important role child care plays in helping families make the transition from welfare to work. As a condition for receiving these federal funds, OCY cannot limit the type or quality of child care available to parents.

OCY is committed to quality in all forms of child care. OCY invests CCDF dollars in professional development initiatives proven to improve the quality of child care and increase the school-readiness of enrolled children. Consequently, OCY not only provides child care assistance that supports the state's current workforce, but also provides the state's future workforce with the early care and education necessary for success in school and later adult life.

Direct Services

Child Care Certificate Program - OCY subgrants with nine Designated Agents who are responsible for specific counties in their region to administer the Child Care Certificate Program. Each Designated Agent issues certificates for child care services to TANF participants, parents transitioning off TANF, low-income working parents or parents in a full-time approved education or training activity. Parents may take these certificates to their provider of choice that meets the needs of the family. The provider may be a licensed child care center, a licensed group home or an individual who keeps children in their home or in the child's own home.

Under the Child Care and Development Block Grant (CCDBG) Amendment of 1996, the funding focus is to assist income-eligible parents with subsidized child care. OCY administers the federally-funded CCDF grant to provide for child care services which are available to the children of parents following these priorities:

1. Child care for Temporary Assistance for Needy Families (TANF) recipients.
2. Child care for Transitional Child Care (TCC) recipients.
3. Children of very low-income working parents whose income is at or below the 50% State Median Income (SMI), who are at risk of going on TANF, in the following order:
 - Children in protective services or foster care;
 - Children with special needs;
 - Children of parents deployed in the Mississippi National Guard and Reserve;
 - Children of teen parents currently enrolled in school full-time;
 - Children of all other eligible parents at this income level.
4. Based upon the availability of funding, children of parents working the required 25 hours per week whose income falls above 50% of the SMI and at or below 85% of the SMI.
5. Based upon the availability of funding, children of parents in an approved full-time educational or training program and working less than 25 hours per week regardless of whether the family income reaches up to 85% of the SMI.
6. Based upon the availability of funding, children of parents in approved full-time education or training and not working.

Office for Children and Youth Receives Prestigious “Swimmy” Award



OCY was awarded the prestigious “Swimmy” award by Mississippi Early Childhood Association (MsECA). This award was presented to OCY for their extraordinary efforts to restore and rebuild child care facilities on the Mississippi Gulf Coast following Hurricane Katrina. From left: OCY Fiscal Unit Director Stuart Saucier; OCY Director Julia Todd; MsECA President Dianne Setzer; and OCY Policy Unit Director Edna Watts.

Week of the Young Child Celebrated!



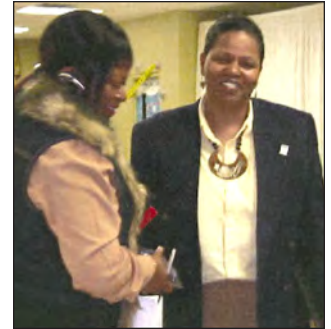
“Week of the Young Child” was observed April 13-19. OCY staff enjoyed face painting, story time and participating in other fun activities with the children at area centers.

- **The Child Care Partnership Grant Program (CCPG)** - The Child Care Partnership Program is a special initiative developed by OCY to encourage partnerships that address employee and community child care needs. This federal matching grant program encourages local commitment to child care through community-generated financial resources that can be matched with federal funds. Applicants eligible for consideration for a subgrant include local or county governments, state agencies and municipalities. Current partnerships include Jackson, Starkville, Vicksburg, Bolton, Hancock County Human Resource Agency, Hattiesburg Public School District and Hinds Community College. CCPG also includes direct grants to purchase child care slots. This year 1,488 children were served through community-based organizations, a business partnership and a Head Start organization through a non-competitive process to provide child care services.

Quality Training Initiatives

- **Mississippi State Department of Health (MSDH)** - OCY provides \$1 million in CCDF funds to the MSDH Child Care Licensure Branch to assist in funding activities associated with the administration of child care licensure within the state.
- **Nurturing Home Initiative - Mississippi State University (MSU) Extension Services** - Provides educational training and technical assistance to unlicensed in-home childcare providers that offer full-day, full-year child care services to eligible families. This initiative is a statewide effort to improve the quality of care being provided within "In-Home" child care settings. The training and evaluation activities delivered through this initiative will have a measurable impact on the improvement and enhancement of quality care. In the past eight years, 970 Mississippi in-home providers have been served.
- **Partners for Quality Child Care, MSU Early Childhood Institute (ECI)** - Provides quality technical assistance and assessments for caregivers in licensed child care settings throughout the state and identifies the high level of quality child care through the use of nationally recognized environmental rating scales. The Infant/Toddler Environmental Rating Scales (ITERS) and the Early Childhood Environmental Rating Scales (ECERS) are used to assess the development and enhancement of licensed facilities. During SFY 2008, 730 licensed centers were served.
- **OCY Director's Credentialing Program/Mississippi Forum on Children and Families** - Provides child care center directors and staff 120 hours of module training. The training is designed to evaluate the knowledge and skills of child care professionals for successful completion of the Child Care Management Best Practices, and further supports quality throughout Mississippi's child care system with professional development that offers quality age-appropriate developmental activities in child care settings. This initiative promotes the development of language, literacy, pre-reading and numeracy skills of children. Since its inception, a total of 2,170 child care professionals have successfully completed the training.
- **MSU Extension Services** - Provides training for the three and four-year-old Mississippi Early Learning Guidelines in addition to providing training in other appropriate curriculum topics, administration issues and business issues relating to child care. The resource and referral center provides training and information for caregivers who provide educational programs in a variety of settings. The initiative offers face-to-face training through workshops and distance-training through a centralized location via a satellite link. The Early Learning Guideline Training is an essential tool used to prepare Mississippi's youth for "Ready To Learn." To date, a total of 5,437 child care providers received distance training and 4,731 received face-to-face training.
- **WIN Job Center/OCY Collaboration** - OCY in conjunction with Friends of Children of Mississippi, Inc., implemented a one-stop shop on-site project that provides child care services to support parents who are accessing educational resources and employment training at the WIN Multi-Purpose Center. This project provides year-round child care for 12 children age eight weeks to five years old.
- **Child Care Development Associate Credential OCY/University of Southern Mississippi (USM)** - Provides training and support to child care workers in licensed child care settings statewide so they may obtain the Child Development Associate Credential (CDA) through the National Association for the Education of Young Children (NAEYC) for

Pine Belt Child Care Directors Network "For our Children" Conference Emphasized OCY's Focus on quality Child Care.



The Pine Belt Child Care Directors Network (PBCDN) Conference was held in February with 361 participants. This annual training was sponsored by OCY and gave participants an opportunity to network with other members in the child care profession. Above from left, OCY staff members Angela Warner and Mary Scott.

OCY Designated Agents Receive Training on Interface of CCIS and METSS



Cynthia Collins of North Central Planning and Development District (PDD) was one of many designated agents who were in attendance for the training that will help to reduce fraudulent applications for child care certificates.

Professional Recognition. The CDA is a nationally recognized credential which documents an individual's training to provide quality child care services. Students may receive assistance for the cost of training, applications and assessments. Students are trained to work with parents and other adults to nurture children's physical, social, emotional and intellectual growth in a child development framework.

- **Project Prepare OCY USM** - An evaluation-based training and technical assistance initiative for licensed child care center directors and providers in the use of best practice to serve all children, including those with high risk factors such as disabilities, chronic health impairments and special needs due to environmental factors. To date 1,996 child care staff have been provided inclusion training.
- **Voices for Mississippi's Children, Inc.** - Provides training and evaluation activities in the field of early childhood education for child care providers, administrators, parents, licensed centers and family home providers that offer full day and full year child care services that promote age-appropriate developmental activities. Three mini-conferences were offered through this initiative where participants could earn up to ten contact hours. The mini-conferences were held in the East Central, Delta and Golden Triangle regions.
- **Parental Lending Library** - The Parental Lending Library was developed to enhance libraries in licensed child care facilities throughout the state. A set of five books written by John Rosemond, a nationally syndicated newspaper columnist and noted parenting expert, were delivered to all licensed facilities in the state. As new centers are licensed, they also receive a set of books for their library.
- **Child Care Training Calendar** - OCY compiles and distributes a comprehensive statewide quarterly training calendar to inform child care providers of various training opportunities. These opportunities, sponsored through organizations statewide, assist with obtaining contact credit hours required for professional development through the licensure entity. The training calendar is mailed quarterly to all licensed child care centers in the state.
- **Consumer Information: Publications and Videos** - OCY operates a toll-free statewide child care information hotline (1-800-877-7882) to assist parents with various questions and issues regarding child care. OCY also provides the latest information on ways to improve the quality of child care through the distribution of publications and further maintains a video lending library with more than 200 topics that can be viewed by child care staff for professional development.
- **United Way** - The purpose of the Child Care Partnership Grant Program with United Way is to encourage local commitment to child care through community-generated financial resources that are matched with Child Care and Development funds for families seeking emergency and/or protective services assistance.
- **Personal Service Contract** - A Personal Service Contract funded by OCY was approved to sponsor the Pine Belt Childcare Directors Network annual conference. Training was provided to approximately 400 child care providers.

Highlights

- **Month of the Child/Week of the Young Child** - Governor Haley Barbour issued a signed proclamation to recognize April as "Month of the Child" in the state of Mississippi. The Governors' office, MDHS, OCY and the Division of Family and Children's Services gathered at the Hinds County Department of Human Services office to promote the united goal of protecting the children of Mississippi. The press conference marked the start of National Child Abuse Prevention Month and recognized the Week of the Young Child and National Immunization Week.
- **The Week of the Young Child** was observed April 13-19 and emphasized the theme, "Bringing Communities Together for Children." During the week, the OCY Quality Unit visited centers in Rolling Fork, Itta Bena, Philadelphia, Natchez and Vicksburg. Each center received supplies for their facility and gifts for the children. The month's activities promoted responsible, informed parenting, quality child care and early childhood education to help reduce child abuse and neglect.

Major Accomplishments

- **Nurturing Home Initiative, Part II - MSU Extension Services** - This initiative focused on the restoring and re-establishment of 151 in-home child providers that were affected by Hurricane

Early Childhood— Where Our Future Begins



Katrina. The goal was to provide safe, healthy outdoor learning equipment, educational learning materials and technical assistance for in-home caregivers. Through this program, 128 playgrounds were installed.

- **Partners/Katrina Recovery - MSU-ECI** - This initiative restored 204 licensed child care facilities' playgrounds and provided training and fine and gross motor development kits in eighteen of the hardest hit counties. The initiative was a collaborative effort through MDHS Social Services Block Grant (SSBG) and OCY as part of the SSBG Hurricane Recovery Program.
- **Mississippi Child Care Quality Step System** - OCY implemented the Mississippi Child Care Quality Step System (MCCQSS) as a system to assess, improve and communicate the level of quality in licensed early child care and education settings. MCCQSS has five components: Administrative Policy, Professional Development, Learning Environments, Parental Involvement and Evaluation. Mississippi adopted the motto "Step Up to Star Quality." The proposed goals of the program are:
 - Prepare all children to be ready for school.
 - Teach children to learn, value and respect authority.
 - Practice self-discipline.
 - Be observant.
 - Practice positive socialization skills.

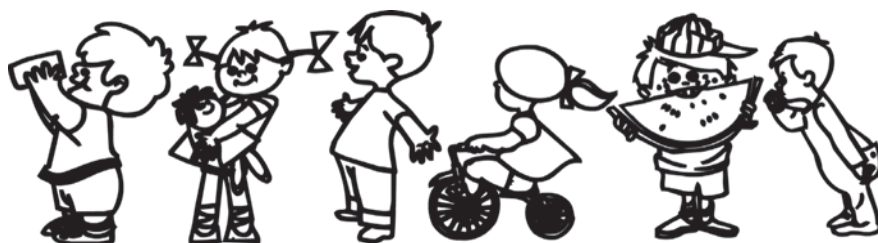
As licensed child care providers advance in higher levels of quality care, they receive a higher reimbursement. MCCQSS was launched in the East Central Planning and Development District (ECPDD) as a pilot project serving nine counties in SFY 2007. Beginning in SFY 2008, twenty additional counties served by the Golden Triangle Planning and Development District (GTPDD), the North Central Planning and Development District (NCPDD) and the Northeast Planning and Development District (NEPDD) were eligible to participate in the MCCQSS. Currently 78 licensed facilities are participating in the QRS. As of June 30, 2008, one center received a "Five Star" rating, with others rated a "Three Star" or "Two Star." These centers are eligible to receive an ongoing quality bonus from 7% - 25% for each child participating in the QRS.

Important Statistical Data

Number of unduplicated CCDF children served in SFY 2008	
39,788	
Children served in SFY 2007	Children served in SFY 2006
45,022	42,582

OCY Designated Agent	Number of children OCY Designated Agents reported on waiting list for child care service as of 6/30/08
South Delta PDD	349
Golden Triangle PDD	412
East Central PDD	788
Southwest PDD	696
Southern MS PDD	3,246
North Central PDD	646
Northeast PDD	0
Central MS PDD	1,475
I.C.S. Head Start	<u>1,386</u>
TOTAL	8,998

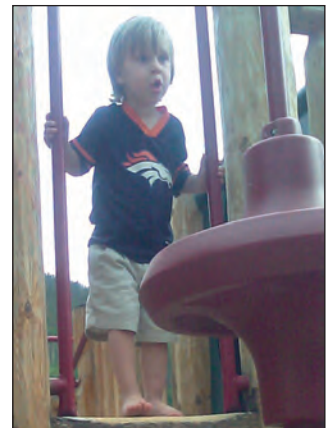
Office for Children and Youth - Caring, Concerned & Committed



Kiddie Kollege First to Receive Star Step 3 in MCCQSS



During the "Week of the Young Child, April 13-19, a surprise stop was made in Dekalb to present a bin of supplies and treats to Alma Brown, Director of West Kemper Kiddie Kollege, whose facility was the first to receive "Star Step 3" status in the Mississippi Child Care Quality Step System (MCCQSS).



CONTACT INFORMATION:

Office for Children & Youth

601-359-4555

800-877-7882

**DEPUTY ADMINISTRATOR FOR
FAMILY & CHILDREN'S SERVICES
LORI WOODRUFF**

**DIVISION OF
FAMILY & CHILDREN'S SERVICES**



Division of Family and Children's Services

Kate McMillin

Mississippi's Division of Family and Children's Services (DFCS) state-administered child welfare system is operated at the local level by 84 county offices through seven regional directors (RD). A central strength to this system lies in the flexibility afforded each region to determine how best to meet the needs of children and families. The RDs take an active part in the operations of the county offices within their region. Each RD has a regional area social work supervisor (ASWS) who assists with the day-to-day operations, thus, allowing the RD to deal with the major issues within the regions. Each region, along with area service providers, such as contractors and community-based organizations, provide a wide variety of services to children and families. These services include programs designed to strengthen families, reduce the risk of child abuse and neglect and support and preserve families.

Under the umbrella of the Mississippi Department of Human Services (MDHS), DFCS is the agency authorized by state statute to promulgate regulations, policies and procedures necessary to implement the state's child welfare system and to ensure the safety, permanency and well-being for Mississippi's families and children. DFCS is responsible for the Title IV-B Subpart 1 (Child Welfare Services), IV-B Subpart 2 (Promoting Safe and Stable Families), Title IV-E (Foster Care and Adoption Assistance), Child Abuse Prevention and Treatment Act (CAPTA), Chafee Foster Care Independence Program (CFCIP), and Educational Training Vouchers (ETV).

Mission and Principles

The mission of the social service system, including private non-profit providers, local government agencies and state agencies is to protect vulnerable children and adults from abuse, neglect, or exploitation; support family preservation and community living; and prevent family violence and disruption.

Principles DFCS has set forth to fulfill these missions include:

- **Partnership:** Families, communities and government share the responsibility to create safe, nurturing environments for families to raise their children. Only through working together can better outcomes be achieved.
- **Practice:** The family is the basic building block of society and is irreplaceable. Building on their strengths, families are empowered to identify and access services that support, preserve and strengthen their functioning.
- **Prevention:** Families are supported through proactive, intentional activities that promote positive child development and prevent abuse and neglect.
- **Protection:** Children have the right to be safe and live free from abuse and neglect.
- **Permanency:** Children are entitled to enduring, nurturing relationships that provide a sense of family, stability and belonging.

Organizational Structure

The DFCS organizational structure is designed to focus on responsiveness, support and enhancing practice. DFCS seeks to honor and respect the children and families served by strengthening the supervisory support available, increasing the number of frontline workers, increasing our ability to respond, improving our communication flow and strengthening our quality improvement and assurance activities. Our structure focuses on creating strong personnel, communication, strategic planning, training, practice improvement, field support and intended outcomes for child welfare services. Additionally, this structure places increased emphasis on building partnerships within the communities.



**To report child
abuse call the
24-hour
Child Abuse
Hotline.
1-800-222-8000
A child's life may
depend on you.**

The **Division Director** is responsible for the overall administration of the division with support from the unit directors. In addition, the Division Director directly oversees the division's staffing function. All State-Service Open-Competitive positions are advertised through the State Personnel Board's (SPB) website and the MDHS' In-House Promotional Opportunities. The Family Protection Series job class of direct care workers is exempt from the Mississippi State Personnel Board's selection process. Applications are accepted year round and submitted for hire based on need.

- FY 2008 ended with a 10.5% vacancy rate, a decrease when compared to a 15.1% vacancy rate at the closing of 2007.
- Personnel transactions included 43 promotions; 46 reclassifications via the career ladder for the Family Protection Series.
- Three educational benchmarks were awarded.
- Approximately 174 new employees were employed within the division statewide.

The **Director of Field Operations** oversees the RDs and county operations. Proactive communication, both internally and externally, and field oversight matters are the primary responsibilities of the Director of Field Operations.

- Assists the Division Director in issues requiring overall leadership and management.
- Development and implementation of the Disaster Recovery Plan.

The **Director of Administration/Finance** provides support for budget related functions, purchasing, contracting, payment processing, travel and facilities management. The Administration Unit Director managed the DFCS budget in excess of \$86,000,000 for SFY 2008 to include:

- Budget development and management for all federal grants that DFCS receives for different entities.
- Development, preparation and implementation of the annual Mississippi Conference on Child Welfare which is one of the most significant opportunities during the year for members of the community to receive training; network with providers, DFCS staff, resource families and many other members of the statewide network; and to gain a better understanding of the goals of the division. The conference participation this year was outstanding with almost 900 participants.

The **Continuous Quality Improvement Director** coordinates the:

- Olivia Y. Settlement Agreement.
- Child and Family Service Review (CFSR).
- Child and Family Service Plan (CFSP) or Five Year IV-B Strategic Plan.
- Completion of the Performance Improvement Plan (PIP).
- Annual Progress Service Report (APSR).
- Council of Accreditation (COA) process.
- Foster Care Review.
- Data integrity.
- Legislation.
- Client inquiries.

Mississippi began developing its PIP prior to receiving the CFSR in 2004. Since that time, the Continuous Quality Improvement Unit was created to oversee the project. This year, a team effort by everyone in the division resulted in the state passing all elements of the PIP.

The **Protection Unit Director** is responsible for the:

- Child Abuse Central Registry.
- Statewide Live-Scan Fingerprinting.
- Adult and Child Abuse/Neglect Hotline.
- Writing policy and procedures for the Protective Services' area.
- Technical assistance to the field on Protective Services for Child Abuse and Neglect.
- Training Program.
- Worker Safety Committee.
- Administrative Fair Hearing process for Central Registry requests.



During SFY 2008, there were approximately 11,535 calls received on the Hotline with 3,686 of those calls being reports of child/adult abuse or neglect. In addition, 57,411 Central Registry checks were conducted.

The **Mississippi Automated Child Welfare Information System (MACWIS) Unit Director** oversees the:

- Development and implementation of the DFCS data collection and reporting system.
- Responsible for the collection of statistical data.
- Reporting for Adoption and Foster Care Analysis and Reporting System (AFCARS).
- National Child Abuse and Neglect Data System (NCANDS).

The **Placement Unit Director** is responsible for placement services for children in Foster Care, Permanency Planning, Interstate Compact, Chafee Foster Care Independence Program, Termination of Parental Rights, licensing of facilities and agencies, Adoption Program, Unaccompanied Refugee Minors Program, Residential/Therapeutic Placement and Foster/Adoptive Parent Retention and Recruitment Programs. This year, a total of 5,676 children received foster care services, with an average of 3,500 foster children served on a daily basis. Mississippi had 851 children eligible for adoption. Of those, 330 adoptions were finalized, 327 children were placed in adoptive homes, 106 needed an adoptive placement, and 88 chose not to be adopted.

- The Interstate Compact for the Placement of Children (ICPC) provides out-of-state placement and supervision of dependent children. During SFY 2008, there were 865 ICPC requests handled. ICPC is also the point of contact for all requests for placements across state lines for agency adoptions, private adoptions and international adoptions. During SFY 2008, ICPC approved family placements for 126 adoptions and 101 international adoptions. The Interstate Compact for Juveniles (ICJ) protects delinquent children in regard to referrals and transporting across state lines. In SFY 2008, ICJ handled 1,428 requests.
- The Independent Living Program (ILP) services offer adolescents the opportunity to acquire basic life skills as they move toward self-sufficiency. In SFY 2008, of the 1,037 eligible youth, 995 actively participated in ILP.
- Mississippi House Bill 169, also known as the Safe Place for Newborns Law, allows babies 72 hours old or younger, to be left voluntarily by a parent (with no intent to return) with an emergency medical provider without facing charges of abandonment as long as the baby is delivered to the provider unharmed. There was one baby left with an emergency medical provider during SFY 2008.
- The Placement Unit develops and revises Licensure Standards and oversees 103 licensed residential child caring facilities and child placing agencies. Currently there are 14 shelters, 51 residential facilities and 38 child-placing agencies licensed in Mississippi.
- The State Department identifies refugee children overseas who are eligible for resettlement in the United States, but do not have a parent or a relative available and committed to providing long-term care. Upon arrival in the U.S., these refugee children are placed into the Unaccompanied Refugee Minors (URM) Program and receive refugee foster care services and benefits. In SFY 2008, 13 children participated in the Unaccompanied Refugee Minors program.



Twice a year in several parts of the state, judges participate in what is known as "Mass Adoptions," where children are legally joined with their new families. In SFY 2008, 330 children's adoptions were finalized.

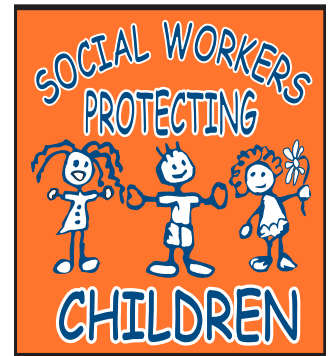


Each year foster care is promoted in counties across the state. The number of foster care children available continues to rise and so does the need for more foster parents.



Adoptions Finalized by County for SFY 2008

County	2007	2008	County	2007	2008
Adams	6	8	Leflore	1	2
Alcorn	0	3	Lincoln	4	2
Amite	5	0	Lowndes	7	3
Attala	0	2	Madison	0	5
Benton	0	0	Marion	1	1
Bolivar	2	0	Marshall	2	3
Calhoun	0	0	Monroe	4	7
Carrol	0	0	Montgomery	0	0
Chickasaw	3	1	Neshoba	0	0
Choctaw	0	0	Newton	0	1
Claiborne	0	0	Noxubee	0	0
Clarke	3	2	Oktibbeha	3	0
Clay	2	0	Panola	5	9
Coahoma	0	3	Pearl River	4	22
Copiah	2	1	Perry	1	3
Covington	0	0	Pike	2	0
Desoto	16	5	Pontotoc	1	0
Forrest	16	11	Prentiss	3	5
Franklin	0	0	Quitman	0	0
George	0	2	Rankin	3	1
Greene	0	1	Scott	0	2
Grenada	3	0	Sharkey	0	0
Hancock	16	11	Simpson	0	0
Harrison	26	55	Smith	0	0
Hinds	27	13	Stone	12	9
Holmes	3	0	Sunflower	5	7
Humphreys	0	2	Tallahatchie	0	0
Issaquena	0	0	Tate	0	0
Itawamba	4	6	Tippah	2	6
Jackson	14	41	Tishomingo	1	17
Jasper	0	2	Tunica	1	1
Jefferson	1	1	Union	1	6
Jefferson Davis	1	1	Walthall	5	1
Jones	5	12	Warren	0	4
Kemper	0	0	Washington	7	3
Lafayette	1	3	Wayne	0	1
Lamar	9	0	Webster	0	0
Lauderdale	8	4	Wilkinson	3	0
Lawrence	0	0	Winston	7	4
Leake	0	0	Yalobusha	1	0
Lee	16	9	Yazoo	2	6
			TOTAL	277	330



Events are held each year to celebrate foster families and raise the awareness of the need for foster parents.

CONTACT INFORMATION:

Family & Children's
Services

601-359-4500

Child Abuse Hotline:

800-222-8000

Adoption:

800-821-9157

Foster Care:

800-345-6347

**DEPUTY ADMINISTRATOR
FOR ADMINISTRATION
RICHARD HARRIS
COMMUNITY SERVICES
SOCIAL SERVICES
BLOCK GRANT
YOUTH SERVICES**



Division of Community Services

Sollie Norwood

The Division of Community Services (DCS) provides a wide range of services to the elderly, disabled and low-income families with children. DCS' objective is to address the immediate and long-range challenges faced by low-income citizens by alleviating the causes and effects of poverty. The services are provided through a network of 18 Community Action Agencies (CAAs), two Human Resource Agencies (HRAs) and one local unit of government which cover all 82 counties of the state. By using the case management approach to delivery for services, clients are prepared to focus on obtaining an education and/or employment in order to become self-sufficient.

Division's Responsibilities:

- Assist clients in achieving self-sufficiency through activities such as education, employment, nutrition, housing, health services, community affairs and transportation.
- Provide financial assistance to eligible households to help pay the cost of home energy bills.
- Provide assistance to reduce the cost of home heating and cooling by improving energy efficiency and ensuring health and safety.
- Promote responsible fatherhood.
- Refer clients to other MDHS divisions or other state agencies for further assistance.

Budget

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

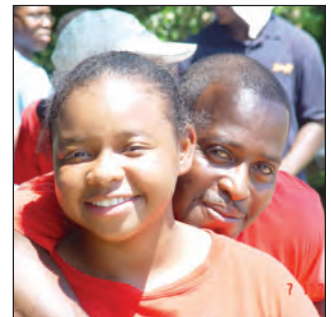
- Community Services Block Grant (CSBG) = \$9,748,930; clients served - 61,741.
- Low-Income Home Energy Assistance Program (LIHEAP) = \$17,837,581; households served - 78,870.
- Low-Income Weatherization Assistance Program (WAP or WX) = \$1,476,791; homes weatherized - 332.

Significant Accomplishments

- Through its Earned Income Tax Credit Program (EITC), DCS assisted in claiming over \$11 million for citizens across the state.
- DCS partnered with the Mississippi Department of Corrections (MDOC) to provide Responsible Fatherhood Training to inmates with approaching release dates.
- DCS has one of the top client-tracking and data collection systems in the country, Mississippi Results Oriented Management and Accountability (MS ROMA); staff and task forces have provided training at state and federal level.
- DCS provided fans and air-conditioners to low-income citizens of Mississippi during summer months.
- The DCS Director and a staff member were certified as Master Trainers by the National Center for Fathering.
- DCS sponsored "A Pitch for Responsible Fatherhood" at Trustmark Park with the Mississippi Braves.

Community Services Block Grant Program

Community Services Block Grant Program (CSBG) funds are used to provide a range of services and activities designed to eliminate the causes and effects of poverty. These services assist clients with attaining an adequate education, securing and retaining meaningful employment, obtaining and maintaining adequate housing, health and nutrition services and accessing community resources and transportation.



STAFF MOTTO
*Chosen to serve
 families in Mississippi
 with a spirit of
 dignity and pride
 and a commitment to
 excellence.*

Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (LIHEAP) provides financial assistance to eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program (ECIP) for natural gas, wood, electricity, liquid petroleum propane/butane gas and other energy-related services.

Low-Income Weatherization Assistance Program

Low-Income Weatherization Assistance Program (WAP) funds are used to improve the conditions of eligible clients' homes. The program is designed to reduce home heating and cooling costs by improving energy efficiency and ensuring health and safety. Priority is given to low-income, elderly and disabled individuals. Weatherization measures include:

- Performing energy audits on homes.
- Air sealing.
- Adding attic insulation.
- Adding wall insulation (dense packing).
- Adding duct insulation.
- Installing smart thermostats.
- Installing lighting retrofits.
- Refrigerator replacement.

MS ROMA Mississippi Results Oriented Management and Accountability

To carry out the goals, objectives and assurances as stated in Section 672 of the CSBG Act, the Mississippi Results Oriented Management and Accountability (MS ROMA) system was put in place. MS ROMA is a system used for client tracking by all CAAs. MS ROMA has become an integral part of the day-to-day CSBG case management.



CONTACT INFORMATION:
 Community Services
 601-359-4768
 800-421-0762

Social Services Block Grant Derra Dukes

Mission and Purpose

In 1981, Congress created a block grant for states to provide social services under the Ombudsman Budget Reconciliation Act (Public Law 97-35). A wide range of community social services for individuals and families was authorized. These services were designed to prevent or reduce dependency, prevent neglect or abuse of children and adults, prevent or reduce inappropriate institutionalization and provide a limited range of services to individuals in institutions. Thus, the two-fold mission of the Social Services Block Grant (SSBG) in Mississippi is to protect vulnerable individuals and to assist individuals in becoming or maintaining self-sufficiency. Persons eligible for services are those whose income is at or below poverty level or who are unable to responsibly care for themselves.

Of the 100 percent of federal funds coming into the state, 98 percent is allocated to state agencies, one percent is used for special projects or pilot projects that can be duplicated in other areas of the state and the remaining one percent is used for administration at the state level.

This program was created to help provide a variety of social services to assist needy citizens. The services provided are designed to reduce the dependency of Mississippi's vulnerable population and to achieve and maintain self-sufficiency and support.

The objective of SSBG is to enable each state to furnish social services best suited for the needs of individuals residing in the state. Federal block grant funds may be used to provide services directed toward one of the following five goals specified in the law:

- To prevent, reduce or eliminate dependency.
- To achieve or maintain self-sufficiency.
- To prevent neglect, abuse or exploitation of children and adults.
- To prevent or reduce inappropriate institutional care.
- To secure admission or referral for institutional care when other forms of care are not appropriate.

SSBG allocates the one percent set aside for special projects. These set aside funds are used to advocate and establish quality programs during the funding year.

Administration – SSBG was designated by the Governor to be administered by the Mississippi Department of Human Services (MDHS), with four direct staff persons and the assistance of the MDHS Divisions of Budgets and Accounting and Program Integrity and the State Attorney General's Office.



Total SSBG Award FY 2008	\$16,659,803
Total TANF Award FY 2008.....	\$9,579,913
Total SSBG Katrina Award FY 2008.....	\$128,398,427
Total Administration and SSBG (1%)	\$166,598
(1% Discretionary Grants)	\$117,599

Social Services Block Grant Highlights

SSBG awarded \$494,507 in funding for 20 summer programs statewide for summer enrichment, family development, tutoring and mentoring programs with an estimated 14,893 children served. Services were provided through one university and one sports club for summer camps, two YMCAs, and numerous tutorial programs, prepping at-risk kids for the upcoming school year.

Through the Governor's Discretionary Fund, SSBG funded the University of Mississippi Medical Center, Children's Justice Center an award of \$124,497 to provide mental health assessments and treatment to children exposed to sexual violence. A pilot program has been established in Hinds, Madison and Rankin counties where these cases are referred by MDHS and law enforcement to the Blair E. Batson Clinic for Children.

In addition to the regular programs administered through SSBG, MDHS received a supplemental grant for Hurricane Katrina victims in the amount of \$128,398,427. Although the original grant was for the period of February 2006, through September 30, 2007, the grant was extended by Congress for an additional two years to allow for completion of projects. The extension allows MDHS and the recipients of these grants to expend the funds in an efficient manner. As a result of the extension through September 30, 2009, MDHS has awarded all the funds for restoration and construction. Of these funds, 27 grants have been closed out and the remaining 41 closed on August 31, 2008, or were granted an extension to complete construction projects. With the tremendous destruction on the Gulf Coast, time lines and construction issues became a major concern. During the original two-year time frame, MDHS awarded 68 grants. The coordination and team effort of other agencies participating in this endeavor to reach out to those in need was and continues to be great.

Other agency recipients of this grant were: Mississippi Departments of Health, Mental Health and Rehabilitation Services. These agencies were enlisted due to their expertise and a mandate to provide services for specific populations.

Within MDHS are divisions that provide hands-on services for designated targeted populations and have direct access to clients. The challenge was huge, but the returns have been great. Shown throughout this division's section are photos from some of the summer activities served through SSBG.



Sen. Merle Flowers enjoyed time with the children at the Olive Branch YMCA.

2008 Summer Camp Highlights



Funds Allocated to MDHS Divisions and the Department of Mental Health for Selected Services	Clients Served	Type Funds	Allocation
Department of Mental Health	2,465	SSBG	\$3,559,311
MDHS - Division of Aging and Adult Services	10,177	SSBG	\$6,720,413
MDHS - Division of Family & Children's Services	41,849	SSBG TANF	\$1,799,462 \$9,579,913
MDHS - Division of Youth Services	8,362	SSBG	\$4,035,000

**CONTACT
INFORMATION:
Social Services
Block Grant
601-359-4500**

Division of Youth Services

Kathy Pittman

The Division of Youth Services (DYS) administers the community services and institutional programs for juveniles who have been adjudicated delinquent in Mississippi Youth Courts or who are at risk of becoming delinquent. DYS provides professional counseling, probation supervision and related services to children in their home communities, as well as, education, rehabilitation and treatment services to children committed to institutional care.

Community Services Programs

Goals

- Ensure a balanced approach of accountability, competency development and community safety while providing quality services that address the needs of clients, individual victims and the community.
- Test the effectiveness of community-based programs on reducing commitments to the state training school and caseloads.
- Establish multi-agency, cooperative partnerships with local communities.
- Establish uniformity in DYS services, case management practices and procedures.

Services

Probation and Aftercare Services are provided to juveniles referred to youth courts in Mississippi. Individual, group and family counseling, intake, pre-court investigation, case management and referral and placement services are some of the services provided by DYS counselors.

The Interstate Compact on Juveniles [Delinquency and Child In Need of Supervision (CHINS)] along with DYS provides for the welfare and protection of juveniles and the public. Its purpose is accomplished through the cooperative supervision of delinquent juveniles on probation or parole, return of runaways, absconders and escapees, return of juveniles charged as delinquent and additional measures that any two or more party states may find desirable.

Tony Gobar Individualized Assessment and Comprehensive Community Intervention Initiative (IACCII): Established by statute in Senate Bill 2477, the Tony Gobar IACCII Program provides comprehensive strength-based services for certain youth who would otherwise be committed to the training school. The IACCII ensures that youth and their families can access necessary services available in their home communities. DYS currently supervises three pilot IACCII programs to better serve youth with special needs. If proven successful, these programs may be expanded to other areas of the state to provide appropriate treatment for eligible youth.

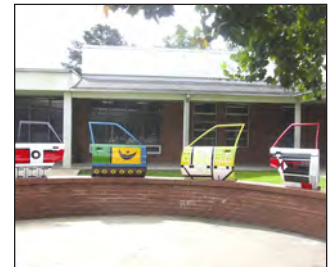
Adolescent Offender Programs

The Adolescent Offender Program (AOP) is a community-based partnership with DYS, mental health agencies, community agencies and local multi-agency councils. AOP provides a mechanism within communities to coordinate services, share resources and reduce the number of young offenders being placed in state custody. Through Mississippi's AOPs, 1,792 youth were served during SFY 2008.

Goals

The program, which focuses on the family, seeks to assist local communities in coordinating and providing services to at-risk families. Its purpose is to decrease criminal activity, improve school attendance and performance and inspire adolescents to be more positive, goal-oriented individuals.

The program is designed to provide treatment within a therapeutic setting and a safe controlled environment in which counselors teach adolescents how to develop social skills, interpersonal relationship skills, self control and insight.



Youth are encouraged to participate in a variety of extra-curricular activities including community projects, art and trips to local museums and zoological parks during their stay at Oakley Training School.

Services

The therapeutic modalities utilized in the AOPs include: day treatment, group counseling, individual counseling, recreational therapy and family intervention. All treatment is aimed at attempting to safely divert adolescent offenders from any further contact with the criminal justice system, including possible institutionalization, incarceration or placement in another residential setting.

Institutional Programs

DYS provides institutional care to juveniles ages 10 to 18 who are adjudicated as delinquent by the youth court and committed to DYS custody. The psycho-educational programs at the training school offers a para-military type training designed to build basic concepts of self-discipline, character development, self-worth, personal responsibility, attention to detail, a sense of urgency and respect for constituted authority. After students are assessed in the area of mental health, physical, academic and vocational aptitude and given a complete physical by a physician, they are placed in classes based on their cumulative folder from their previous schools in the community.

Training Schools

Columbia Training School serves girls who are adjudicated as delinquent by the Youth Court, court ordered for commitment and are between the ages of 10 and 18. Character education training is offered to assist students in development of responsible citizenship skills.

The school has developed a partnership with the Home Extension Service that focuses on nutrition and other health related services. These services primarily focus on pregnant females committed to the training school.

Destination 2000 software targets lower-functioning students by improving reading and math skills. Students are able to participate in many special academic competitions and contests, as well as, dramatic and musical productions. CTS was closed on June 30, 2008, and the female students were transferred to the Oakley campus.

Oakley Training School serves boys who are adjudicated as delinquent by the Youth Court, court ordered for commitment and are between the ages of 10 and 18. Aztec, Solutions for Success Software is offered to assist students in subject-area remedial or enrichment academics and GED preparation.

Students participate in academic competitions such as, Spelling Bees, U.S. History Bowls, Geography Quizzes, Essay Contests and Odyssey of the Mind Competitions. The winners earn pizza parties, movies or other positive rewards.

The GED Program continues to foster success in the students, with a pass rate of approximately 85%.

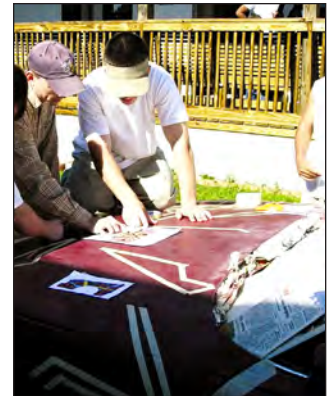
Local Area Network (LAN) Computer Labs encompasses a ten-workstation network lab to provide remedial and job interest assessment and a ten workstation lab for the Fast ForWord program for remedial work, grade level course work and enrichment. Fast ForWord targets lower functioning students by improving cognitive and reading skills and has been shown to retrain the portion of the brain that controls learning.

Interactive Video Networks (IVN) are available and allow students to take electronic field trips and view satellite downlinks of various programs. The room is also beneficial for staff access to interactive video conferences. The rooms function as part of the Star School Project through the Mississippi Educational Television Interactive Video Network (METIVN).

Library/Media Services, staffed with library specialists, are provided for students. Teachers also receive assistance with instructional planning and delivery for students.

GED Preparation and Testing is offered to eligible students.

A.C.T. Preparation and Testing is offered to students who have graduated or earned a GED.



Vocational Technical Education funds and grants are used to improve the educational programs. Vocational training programs include: Welding, Carpentry, Auto Body, Small Engine Repair, Brick Masonry, Technology Preparation, Custodial Maintenance, Basic Business Computer, Basic Business and Commerce, Family Dynamics and Cosmetology.

The Para-Military Program is designed to instill responsibility, attention to detail and a sense of order and discipline. To accomplish this, the program utilizes five instructional parts: Drill and Ceremonies, Military Conduct, Physical Training, Fellowship and Teamwork and Leadership Development.

Individual/Group Therapy counseling emphasizes reality therapy, social skills development, anger management, sex education, including sexually transmitted diseases and abstinence, drug and alcohol awareness, character education and sexual offender counseling.

Diagnostic Evaluations allow staff to gather medical, dental, recreational, educational, vocational and psychological data on each student. Each student receives a complete physical and a psychological screening, which includes: Intelligence Quotient (IQ) testing, risk and need screening, drug and alcohol abuse risk questionnaire and suicide risk assessment.

The Mississippi Arts Commission — Community In Schools Grant Project serves students in Creative Writing and Ceramics classes.

Resources

Repair and Renovation

State institutions and agencies are responsible for pre-planning their immediate and future needs of capital improvements, repair and renovations by priority projects. DYS coordinates these projects through the Department of Finance and Administration (DFA), Bureau of Building, Grounds and Real Property Management. The Bureau of Building, Grounds and Real Property Management submits these requests to the Legislative Budget Office, the House Public Buildings, Grounds and Lands Committee and the Senate Property Committee.

Finance and Administration

The Finance and Administration Unit is responsible for: (1) Fiscal management of the division's annual budget, in excess of \$36 million, which consists of allocation of resources, purchasing, monitoring expenditures and funds management; and (2) Personnel management and administrative services for approximately 600 authorized positions that consist of the implementation of established personnel policies and procedures, recruitment, selection and separation of division personnel.



Beautiful murals were painted on the walls at Oakley Training School. Murals represent some of the topics taught to students at Oakley.



Contracts

The Contract Unit of DYS is responsible for procuring personal services contracts through competitive solicitation and negotiation. In addition, the unit is responsible for the management of these contracts, which includes processing invoices for payment, as well as, securing the appropriate documentation for the contract files. The services provided through the contracts include: medical, psychological, psychiatric, dental, medical waste collection, garbage collection, pest control, plumbing, asbestos control, a life management skills program, speech and occupational therapy and nursing.

Subgrant Management

The Subgrant Management Unit is responsible for securing various grants to implement new programs within the division or to supplement existing programs. DYS has received grant money from the Office of Juvenile Justice and Delinquency Prevention (OJJDP) to operate or supplement various programs. Also included in this unit are the AOP subgrants for which the unit handles preparation, subgrant management and program management for these programs.



Throughout the year, special events are held and speakers are brought in to talk with youth at the training schools.

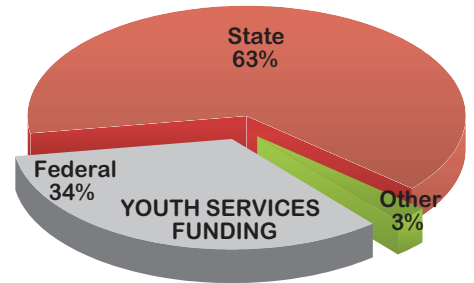
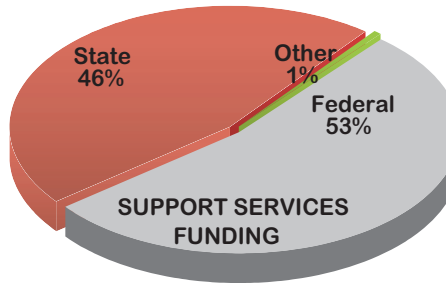
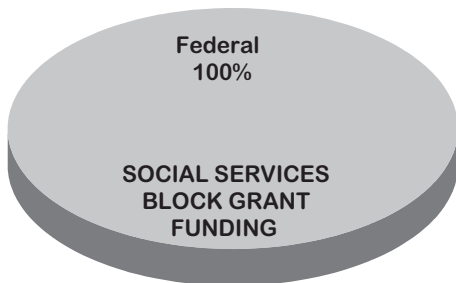
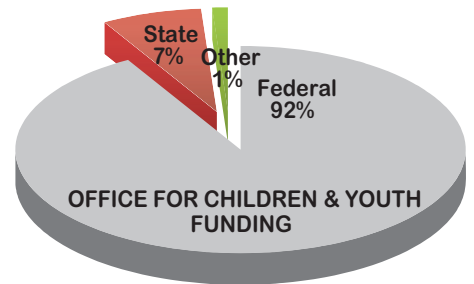
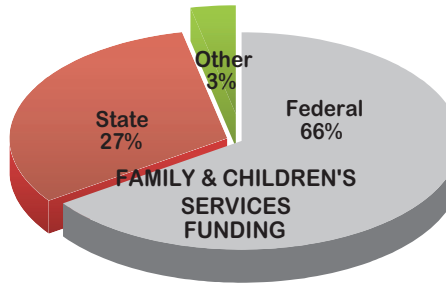
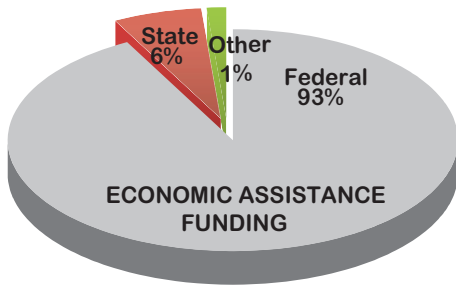
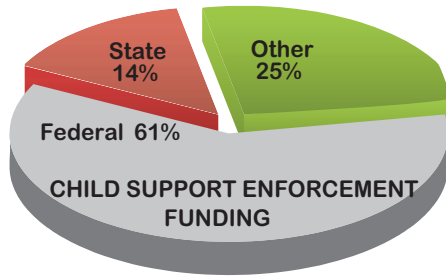
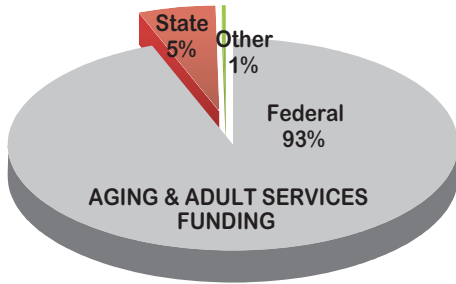


**Contact Information:
Youth Services
601-359-4972**

FUNDING INFORMATION
STATISTICAL INFORMATION
FINANCIAL INFORMATION



FUNDING INFORMATION



TANF Applications Received, Approved and Denied July 1, 2007 - June 30, 2008

STATISTICAL INFORMATION

County	Received	Approved	Denied	County	Received	Approved	Denied
StateTotal	28,718	10,269	15,297				
Adams	216	61	141	Leflore	366	108	238
Alcorn	202	81	115	Lincoln	384	102	235
Amite	104	40	60	Lowndes	814	259	396
Attala	208	89	110	Madison	767	179	492
Benton	50	31	11	Marion	361	97	182
Bolivar	644	324	250	Marshall	391	121	246
Calhoun	108	37	66	Monroe	280	124	149
Carroll	34	15	23	Montgomery	59	19	41
Chickasaw	266	108	126	Neshoba	164	64	90
Choctaw	66	46	23	Newton	110	42	62
Claiborne	103	44	55	Noxubee	236	175	63
Clarke	125	41	82	Oktibbeha	457	128	279
Clay	208	83	109	Panola	474	144	308
Coahoma	662	260	302	Pearl River	364	137	208
Copiah	226	77	124	Perry	97	28	74
Covington	193	41	124	Pike	464	155	254
DeSoto	630	217	383	Pontotoc	75	37	42
Forrest	497	146	320	Prentiss	142	41	95
Franklin	59	28	29	Quitman	111	44	61
George	185	45	135	Rankin	614	200	364
Greene	63	27	34	Scott	157	61	75
Grenada	155	51	91	Sharkey	98	64	34
Hancock	271	51	190	Simpson	410	101	261
Harrison	1,652	420	1,038	Smith	40	15	28
Hinds	3,750	1,323	1,780	Stone	104	13	60
Holmes	486	275	134	Sunflower	869	439	364
Humphreys	390	215	124	Tallahatchie	107	50	59
Issaquena	17	8	8	Tate	164	53	105
Itawamba	79	36	39	Tippah	149	39	99
Jackson	1,344	382	747	Tishomingo	97	27	60
Jasper	81	37	35	Tunica	33	10	22
Jefferson	130	50	63	Union	116	23	90
Jefferson Davis	101	31	66	Walthall	132	44	75
Jones	557	254	251	Warren	319	161	119
Kemper	77	30	38	Washington	1,386	712	506
Lafayette	157	21	124	Wayne	249	82	158
Lamar	260	58	181	Webster	62	17	37
Lauderdale	1,101	289	662	Wilkinson	70	29	22
Lawrence	94	44	55	Winston	164	86	68
Leake	166	37	108	Yalobusha	113	23	85
Lee	843	270	529	Yazoo	589	293	206

TANF Money Payments, Recipients, Amount of Assistance, Minimum and Maximum Grant¹ June 2008

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
State Total	11,161	17,605	5,274	\$1,528,572	\$10	\$314
Adams	94	153	13	12,195	16	218
Alcorn	111	178	28	14,634	16	218
Amite	52	74	11	6,208	25	194
Attala	91	133	43	12,226	22	197
Benton	24	38	7	3,110	30	218
Bolivar	431	616	250	59,564	16	242
Calhoun	38	57	11	4,923	46	194
Carroll	25	34	6	3,196	110	194
Chickasaw	119	213	60	16,871	32	242
Choctaw	35	46	22	4,808	73	194
Claiborne	48	76	27	6,824	39	242
Clarke	34	58	18	4,998	85	242
Clay	99	137	58	13,252	14	242
Coahoma	318	468	185	44,064	16	218
Copiah	100	178	40	14,118	45	218
Covington	50	95	17	6,762	19	194
DeSoto	225	377	126	31,709	10	242
Forrest	199	324	57	26,507	22	218
Franklin	23	32	11	3,171	110	194
George	27	42	12	3,724	67	218
Greene	24	42	14	3,283	19	218
Grenada	72	105	18	9,351	36	242
Hancock	53	82	14	6,832	10	194
Harrison	370	596	163	51,479	10	242
Hinds	1,394	2,420	738	198,617	13	314
Holmes	375	559	236	52,516	19	242
Humphreys	347	493	243	48,781	22	242
Issaquena	13	20	6	1,850	110	194
Itawamba	46	70	5	5,829	63	194
Jackson	266	446	160	38,877	15	242
Jasper	40	64	20	5,354	12	218
Jefferson	62	86	29	8,430	83	194
Jefferson Davis	44	62	9	5,362	18	194
Jones	217	339	90	28,727	14	314
Kemper	34	51	19	4,804	83	218
Lafayette	36	57	4	4,335	23	170
Lamar	62	95	23	8,231	25	194
Lauderdale	302	487	127	41,244	24	235
Lawrence	39	66	19	5,706	110	242
Leake	30	58	18	4,560	95	218
Lee	216	361	79	28,789	11	242

¹ Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

TANF Money Payments, Recipients, Amount of Assistance, Minimum and Maximum Grant¹ June 2008 continued

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
Leflore	153	248	48	\$20,368	\$16	\$266
Lincoln	101	157	39	13,382	28	218
Lowndes	215	348	107	28,755	13	242
Madison	200	336	89	28,348	10	242
Marion	94	139	39	11,998	10	194
Marshall	109	174	40	14,867	47	266
Monroe	128	196	73	17,436	10	242
Montgomery	27	44	2	3,532	110	242
Neshoba	61	110	26	8,628	34	266
Newton	46	74	15	6,060	46	197
Noxubee	157	222	81	21,025	13	218
Oktibbeha	137	213	53	18,105	38	242
Panola	171	274	74	23,432	17	197
Pearl River	130	218	42	17,574	19	266
Perry	31	39	8	3,772	69	170
Pike	172	253	64	23,065	24	266
Pontotoc	36	63	4	4,708	68	218
Prentiss	51	74	11	6,180	19	194
Quitman	80	132	25	10,996	46	290
Rankin	196	341	85	27,952	15	242
Scott	57	90	22	7,702	15	218
Sharkey	56	86	25	7,601	24	194
Simpson	86	128	38	10,923	19	218
Smith	27	43	2	3,383	43	170
Stone	20	33	5	2,764	110	218
Sunflower	445	618	269	60,911	13	218
Tallahatchie	64	102	22	8,679	70	194
Tate	59	89	27	7,712	11	218
Tippah	46	69	15	5,912	50	218
Tishomingo	35	50	6	4,326	34	194
Tunica	20	28	1	2,489	99	170
Union	29	43	5	3,588	18	218
Walthall	49	82	13	6,786	78	242
Warren	178	319	80	24,467	10	266
Washington	888	1,330	522	121,993	11	242
Wayne	101	157	36	13,783	13	242
Webster	30	44	6	3,859	110	194
Wilkinson	70	99	13	8,296	18	218
Winston	85	129	38	11,645	15	218
Yalobusha	40	61	7	5,188	74	242
Yazoo	296	462	161	40,561	11	242

¹ Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

TANF Amount of Money Payments July 1, 2007 - June 30, 2008

County	Payments	County	Payments
State Total	\$18,629,043		
Adams	160,703	Leflore	234,112
Alcorn	147,567	Lincoln	187,235
Amite	71,488	Lowndes	343,743
Attala	137,679	Madison	327,424
Benton	39,138	Marion	144,893
Bolivar	664,111	Marshall	186,459
Calhoun	60,929	Monroe	217,014
Carroll	44,163	Montgomery	42,171
Chickasaw	194,528	Neshoba	91,767
Choctaw	65,071	Newton	70,739
Claiborne	72,949	Noxubee	291,316
Clarke	62,932	Oktibbeha	210,266
Clay	137,228	Panola	281,382
Coahoma	573,551	Pearl River	210,465
Copiah	182,684	Perry	52,048
Covington	79,291	Pike	297,961
DeSoto	373,499	Pontotoc	69,067
Forrest	330,221	Prentiss	83,175
Franklin	33,817	Quitman	122,920
George	67,196	Rankin	316,005
Greene	35,725	Scott	99,835
Grenada	114,831	Sharkey	107,849
Hancock	81,350	Simpson	168,783
Harrison	580,033	Smith	47,173
Hinds	2,396,332	Stone	39,971
Holmes	607,451	Sunflower	764,546
Humphreys	581,192	Tallahatchie	92,959
Issaquena	18,893	Tate	108,159
Itawamba	73,690	Tippah	67,904
Jackson	450,397	Tishomingo	56,487
Jasper	64,663	Tunica	37,472
Jefferson	112,338	Union	48,834
Jefferson Davis	66,673	Walthall	89,197
Jones	373,364	Warren	282,197
Kemper	64,479	Washington	1,533,571
Lafayette	60,082	Wayne	162,744
Lamar	104,120	Webster	44,332
Lauderdale	537,192	Wilkinson	118,300
Lawrence	73,126	Winston	145,680
Leake	55,460	Yalobusha	80,719
Lee	346,650	Yazoo	455,383

STATISTICAL INFORMATION

Food Stamp Participation June 2008

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
State Total	188,576	451,127	\$41,822,668				
Adams	2,544	5,848	526,996	Leflore	4,110	9,573	884,913
Alcorn	2,229	5,088	424,449	Lincoln	2,263	5,272	481,492
Amite	931	2,206	191,182	Lowndes	4,460	10,129	970,307
Attala	1,511	3,494	291,919	Madison	3,155	7,695	735,487
Benton	802	1,814	164,163	Marion	1,796	4,309	381,788
Bolivar	5,047	10,764	1,017,445	Marshall	2,203	5,151	480,389
Calhoun	994	2,235	182,421	Monroe	2,363	5,388	486,921
Carroll	588	1,223	104,673	Montgomery	781	1,738	139,205
Chickasaw	1,414	3,173	271,524	Neshoba	1,750	4,729	410,846
Choctaw	759	1,623	138,697	Newton	1,143	2,821	229,649
Claiborne	1,281	3,015	282,191	Noxubee	1,904	4,033	350,382
Clarke	1,108	2,572	216,445	Oktibbeha	2,568	5,741	546,652
Clay	2,040	4,789	440,715	Panola	2,721	6,688	576,233
Coahoma	3,729	9,000	847,480	Pearl River	2,872	7,465	708,821
Copiah	2,507	5,805	531,652	Perry	823	1,898	173,815
Covington	1,202	3,046	239,916	Pike	3,292	8,327	778,206
Desoto	3,523	8,907	875,738	Pontotoc	1,239	3,160	275,511
Forrest	4,303	10,606	1,011,738	Prentiss	1,267	2,966	251,648
Franklin	497	1,142	90,129	Quitman	1,335	2,913	262,195
George	971	2,408	216,604	Rankin	3,893	10,025	962,344
Greene	667	1,603	139,551	Scott	1,586	4,171	341,730
Grenada	1,460	3,197	263,461	Sharkey	955	2,078	195,719
Hancock	1,757	4,387	404,200	Simpson	1,705	4,196	380,491
Harrison	8,410	20,414	2,005,842	Smith	807	2,061	172,466
Hinds	19,848	50,131	5,114,250	Stone	801	1,983	188,587
Holmes	3,170	7,304	661,261	Sunflower	4,583	9,881	965,999
Humphreys	1,796	4,041	365,214	Tallahatchie	1,344	3,270	264,718
Issaquena	168	371	31,523	Tate	1,522	3,878	359,542
Itawamba	944	2,403	202,697	Tippah	1,191	2,764	232,550
Jackson	5,047	12,478	1,231,558	Tishomingo	810	1,716	129,359
Jasper	1,198	2,839	230,105	Tunica	1,223	3,026	267,461
Jefferson	851	2,075	174,770	Union	904	2,274	181,034
Jefferson Davis	1,088	2,469	216,723	Walthall	1,044	2,499	216,956
Jones	3,037	7,797	658,281	Warren	3,089	7,984	757,562
Kemper	778	1,700	139,303	Washington	8,197	18,597	1,819,149
Lafayette	1,263	2,955	267,687	Wayne	1,591	3,681	328,954
Lamar	1,917	4,824	455,892	Webster	797	1,770	150,707
Lauderdale	5,581	13,448	1,265,164	Wilkinson	1,068	2,278	202,775
Lawrence	766	1,743	154,815	Winston	1,547	3,465	310,814
Leake	1,202	3,156	251,712	Yalobusha	1,149	2,552	217,001
Lee	4,328	11,040	998,522	Yazoo	3,469	7,849	753,682

Food Stamp Benefit Value July 1, 2007 - June 30, 2008

STATISTICAL INFORMATION

County	Benefit Value	County	Benefit Value
State Total	\$483,630,262		
Adams	6,303,341	Leflore	10,320,610
Alcorn	4,732,120	Lincoln	5,504,901
Amite	2,152,197	Lowndes	11,402,030
Attala	3,314,793	Madison	8,568,226
Benton	1,821,830	Marion	4,322,900
Bolivar	11,771,798	Marshall	5,457,045
Calhoun	2,170,580	Monroe	5,647,176
Carroll	1,279,531	Montgomery	1,691,149
Chickasaw	3,179,321	Neshoba	4,638,266
Choctaw	1,640,179	Newton	2,659,385
Claiborne	3,241,729	Noxubee	4,164,901
Clarke	2,488,400	Oktibbeha	6,283,309
Clay	5,394,951	Panola	6,774,430
Coahoma	10,165,784	Pearl River	8,033,553
Copiah	6,024,112	Perry	2,004,991
Covington	2,755,817	Pike	8,991,489
DeSoto	9,881,282	Pontotoc	3,086,876
Forrest	11,612,503	Prentiss	2,903,298
Franklin	1,072,416	Quitman	3,010,476
George	2,832,659	Rankin	10,598,060
Greene	1,596,576	Scott	3,836,755
Grenada	3,267,573	Sharkey	2,320,759
Hancock	4,528,423	Simpson	4,489,454
Harrison	22,216,941	Smith	1,975,341
Hinds	58,823,640	Stone	2,189,481
Holmes	7,705,938	Sunflower	11,253,982
Humphreys	4,226,858	Tallahatchie	3,073,713
Issaquena	370,748	Tate	4,011,165
Itawamba	2,353,088	Tippah	2,491,028
Jackson	14,124,288	Tishomingo	1,493,217
Jasper	2,649,605	Tunica	2,940,173
Jefferson	2,146,494	Union	2,051,766
Jefferson Davis	2,524,127	Walthall	2,546,581
Jones	7,690,242	Warren	9,078,440
Kemper	1,604,787	Washington	21,845,753
Lafayette	3,026,250	Wayne	3,786,100
Lamar	5,111,302	Webster	1,801,061
Lauderdale	14,515,538	Wilkinson	2,413,641
Lawrence	1,794,249	Winston	3,715,623
Leake	2,871,210	Yalobusha	2,616,536
Lee	11,794,556	Yazoo	8,858,657
		MS Cap	189

Food Stamp Program Applications Received, Approved and Denied July 1, 2007 - June 30, 2008

County	Received	Approved	Denied	County	Received	Approved	Denied
State Total	173,067	128,362	40,798				
Adams	1,708	1,196	420	Leflore	2,883	1,990	632
Alcorn	1,971	1,418	445	Lincoln	2,156	1,562	432
Amite	635	453	148	Lowndes	3,234	2,442	626
Attala	930	720	184	Madison	3,420	2,086	1,012
Benton	614	476	116	Marion	1,759	1,238	433
Bolivar	3,317	2,592	678	Marshall	2,390	1,478	830
Calhoun	767	566	165	Monroe	1,938	1,420	423
Carroll	435	313	102	Montgomery	746	490	195
Chickasaw	1,217	864	291	Neshoba	1,492	1,164	286
Choctaw	557	445	95	Newton	1,116	821	220
Claiborne	799	649	131	Noxubee	872	731	125
Clarke	1,034	705	250	Oktibbeha	3,086	1,992	786
Clay	1,617	1,241	332	Panola	2,320	1,525	691
Coahoma	2,434	1,821	495	Pearl River	3,075	2,103	737
Copiah	1,925	1,469	379	Perry	958	686	220
Covington	1,034	747	240	Pike	2,915	2,072	650
DeSoto	5,059	3,193	1,537	Pontotoc	1,517	993	387
Forrest	5,067	3,353	1,249	Prentiss	1,401	991	324
Franklin	423	332	79	Quitman	969	760	184
George	1,463	968	396	Rankin	4,461	3,145	1,121
Greene	744	525	184	Scott	1,548	1,045	411
Grenada	1,426	986	357	Sharkey	474	417	48
Hancock	2,364	1,575	641	Simpson	1,785	1,274	421
Harrison	10,852	7,381	2,684	Smith	786	533	204
Hinds	17,939	13,005	4,283	Stone	1,016	677	262
Holmes	1,854	1,393	358	Sunflower	2,935	2,340	515
Humphreys	994	780	166	Tallahatchie	683	563	107
Issaquena	122	96	18	Tate	1,342	966	312
Itawamba	958	663	241	Tippah	1,263	825	314
Jackson	6,417	4,109	1,900	Tishomingo	890	553	255
Jasper	889	710	151	Tunica	935	725	182
Jefferson	507	355	137	Union	1,178	723	409
Jefferson Davis	875	593	235	Walthall	911	585	243
Jones	3,765	2,411	1,117	Warren	3,001	2,011	802
Kemper	484	352	114	Washington	4,883	3,806	781
Lafayette	2,025	1,274	600	Wayne	1,250	937	260
Lamar	2,445	1,709	598	Webster	539	427	89
Lauderdale	5,024	3,646	1,104	Wilkinson	588	463	104
Lawrence	642	501	149	Winston	1,116	884	196
Leake	1,176	771	298	Yalobusha	833	658	133
Lee	4,421	3,223	912	Yazoo	2,328	1,813	415
				MSCAP ¹	1,146	6,869	42

STATISTICAL INFORMATION

¹ Mississippi Combined Application Project

Foster Home Care Payments July 1, 2007 - June 30, 2008

STATISTICAL INFORMATION

County	Payments	County	Payments
State Total	\$17,340,144.40		
Adams	440,058.16	Lee	246,008.11
Alcorn	244,847.78	Leflore	80,700.23
Amite	31,473.34	Lincoln	96,773.95
Attala	6,414.96	Lowndes	426,328.81
Benton	8,356.14	Madison	135,492.06
Bolivar, E.	77,184.74	Marion	40,435.66
Bolivar, W.	110,219.17	Marshall	163,370.18
Calhoun	50,795.00	Monroe	378,005.65
Carroll	46,952.88	Montgomery	10,886.11
Chickasaw, E.	6,430.95	Neshoba	133,454.26
Chickasaw, W.	40,960.66	Newton	9,238.54
Choctaw	19,914.00	Noxubee	770.00
Claiborne	51,540.03	Oktibbeha	31,409.27
Clarke	28,395.47	Panola	108,760.93
Clay	87,319.50	Pearl River	788,902.54
Coahoma	93,600.14	Perry	39,750.07
Copiah	602,003.02	Pike	347,733.18
Covington	32,772.96	Pontotoc	93,858.91
DeSoto	352,502.28	Prentiss	410,884.96
Forrest	1,121,986.46	Quitman	13,555.58
Franklin	80,840.53	Rankin	337,236.59
George	29,394.14	Scott	84,502.27
Greene	9,704.87	Sharkey	0.00
Grenada	48,390.52	Simpson	136,332.57
Hancock	358,033.10	Smith	7,191.24
Harrison	1,024,046.48	Stone	405,396.13
Hinds	2,610,165.71	Sunflower	138,680.96
Holmes	34,220.07	Tallahatchie	33,016.66
Humphreys	166,975.97	Tate	33,717.00
Issaquena	0.00	Tippah	147,580.64
Itawamba	84,039.74	Tishomingo	208,346.58
Jackson	1,501,426.70	Tunica	73,536.21
Jasper	92,811.97	Union	188,048.43
Jefferson	65,832.91	Walthall	53,105.68
Jefferson Davis	51,540.43	Warren	600,635.67
Jones	128,958.00	Washington	311,698.59
Kemper	22,033.56	Wayne	53,871.69
Lafayette	50,843.56	Webster	99,253.45
Lamar	102,810.02	Wilkinson	38,593.41
Lauderdale	444,180.83	Winston	116,975.02
Lawrence	3,539.11	Yalobusha	42,799.09
Leake	13,893.94	Yazoo	295,897.72

Child Support Cases June 2008

County	TANF/FC ¹ IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases	County	TANF/FC ¹ IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases
State Total	45,843	298,753	3,228				
Adams	818	5,688	18	Lee	1,054	6,797	86
Alcorn	297	2,026	36	Leflore	785	6,098	9
Amite	184	1,353	1	Lincoln	531	3,193	8
Attala	359	2,317	7	Lowndes	1,092	6,109	206
Benton	118	695	9	Madison	611	5,702	31
Bolivar, E.	1,148	4,712	36	Marion	498	2,831	1
Bolivar, W.	378	1,330	3	Marshall	853	3,745	54
Calhoun	241	1,407	26	Monroe	640	3,362	32
Carroll	98	765	6	Montgomery	121	906	9
Chickasaw, E.	175	787	4	Neshoba	341	3,220	72
Chickasaw, W.	260	1,291	12	Newton	252	2,261	40
Choctaw	161	1,090	6	Noxubee	539	2,058	20
Claiborne	320	2,013	14	Oktibbeha	497	3,892	54
Clarke	249	1,817	29	Panola	879	4,598	7
Clay	389	2,464	32	Pearl River	659	4,237	15
Coahoma	1,039	5,363	13	Perry	156	973	2
Copiah	501	4,196	9	Pike	923	5,047	6
Covington	284	1,805	20	Pontotoc	222	1,953	26
DeSoto	954	6,718	317	Prentiss	229	1,476	14
Forrest	1,356	8,348	29	Quitman	297	1,366	2
Franklin	121	709	0	Rankin	750	8,266	70
George	165	1,182	45	Scott	361	3,295	72
Greene	123	661	9	Sharkey	204	991	1
Grenada	372	2,146	16	Simpson	440	2,463	16
Hancock	386	3,237	62	Smith	153	1,415	7
Harrison	2,260	14,707	292	Stone	194	1,061	4
Hinds	4,177	34,404	158	Sunflower	1,096	5,334	8
Holmes	915	3,697	32	Tallahatchie	287	1,903	2
Humphreys	602	2,159	1	Tate	418	2,587	37
Issaquena	28	134	0	Tippah	175	1,203	46
Itawamba	195	1,450	16	Tishomingo	160	810	9
Jackson	1,456	10,668	417	Tunica	240	1,885	19
Jasper	236	1,860	26	Union	235	1,439	29
Jefferson	274	1,373	5	Walthall	246	1,629	5
Jefferson Davis	264	1,589	3	Warren	817	7,606	62
Jones	992	7,057	166	Washington	1,948	10,600	49
Kemper	199	1,109	7	Wayne	528	2,669	26
Lafayette	268	2,246	31	Webster	156	739	10
Lamar	336	2,862	10	Wilkinson	325	1,734	4
Lauderdale	1,249	9,579	85	Winston	513	2,464	7
Lawrence	176	1,182	4	Yalobusha	227	1,425	13
Leake	188	2,359	9	Yazoo	880	4,844	15
				CRDU ²	0	0	0
				SPL ³	0	12	2

STATISTICAL INFORMATION

¹Includes IV-E Foster Care (FC) Cases

²Centralized Receipting and Disbursement Unit

³State Parent Locator

MDHS 20 Highest Salaries SFY 2008

FINANCIAL INFORMATION

Rank	Title	Salary
1.	Executive Director	\$130,000
2.	Director, DHS - Deputy	\$106,250
3.	Administrator, DHS - Deputy	\$98,065
4.	Systems Information Officer, Chief	\$97,035
5.	Administrator, DHS - Deputy	\$92,250
6.	Administrator, DHS - Deputy	\$89,357
7.	Office Director II	\$80,198
8.	Office Director II	\$80,010
9.	Office Director II	\$79,260
10.	Office Director II	\$79,260
11.	Office Director II	\$76,599
12.	Office Director I	\$72,741
13.	Office Director I	\$72,741
14.	Office Director I	\$72,741
15.	Psychologist Licensed, Administrator	\$72,555
16.	Attorney, Senior	\$72,500
17.	Office Director I	\$71,991
18.	Systems Manager III	\$68,291
19.	Bureau Director II	\$68,126
20.	Bureau Director II	\$67,001

Source of Funding by Budget Unit July 1, 2007 - June 30, 2008

Funding by Source				
Budget Unit	Federal	State	Other	Total
Economic Assistance	\$544,818,016	\$36,496,269	\$8,832,282	\$590,146,567
Child Support Enforcement	24,020,376	5,709,046	10,116,964	39,846,386
Family & Children's Services	55,559,336	26,793,449	2,751,082	85,103,867
Office for Children and Youth	85,650,100	6,840,498	924,044	93,414,642
SSBG	27,886,445	0	0	27,886,445
Aging & Adult Services	22,742,496	1,305,712	87,425	24,135,633
Youth Services	12,253,883	23,123,098	938,251	36,315,232
Community Services	36,059,925	0	0	36,059,925
Support Services	6,648,117	5,726,835	78,013	12,452,965
Total	\$815,638,694	\$105,994,907	\$23,728,061	\$945,361,662

Total Expenditures by Budget Unit July 1, 2007 - June 30, 2008

Major Objects of Expenditure										
Budget Unit	Salaries	Travel	Contractual Services	Commodities	Capital Outlay-Other Than Equipment	Capital Outlay-Equipment	Total Vehicles	Wireless Comm. Devices	Subsidies, Loans and Grants	Total
DEA	\$42,239,357	\$941,599	\$13,987,876	\$832,805	\$0	\$299,565	\$0	\$0	\$531,845,365	\$590,146,567
DCSE	19,146,165	371,373	10,128,403	326,868	0	391,838	0	540	9,481,199	39,846,386
DFCS	30,073,967	3,309,052	12,423,705	676,555	0	304,318	0	4,329	38,311,941	85,103,867
OCY	774,999	2,061	200,973	17,127	0	15,118	0	0	92,404,364	93,414,642
SSBG	190,909	10,979	31,888	7,923	0	29,754	0	0	27,614,992	27,886,445
DAAS	1,328,386	100,997	379,546	48,937	0	16,153	0	3,000	22,258,614	24,135,633
DYS	20,040,141	242,794	6,041,095	1,766,826	129,091	766,325	0	800	7,328,160	36,315,232
DCS	511,032	26,149	275,479	210,264	0	3,611	0	260	35,033,130	36,059,925
Support Services	9,480,675	294,910	2,218,703	175,381	0	170,966	79,961	4,425	27,944	12,452,965
Total	\$123,785,631	\$5,299,914	\$45,687,668	\$4,062,686	\$129,091	\$1,997,648	\$79,961	\$13,354	\$764,305,709	\$945,361,662

Out of State Travel Fiscal Year 2008

FINANCIAL INFORMATION

Employee's Name	Destination	Purpose	Cost
Anderson, Ronza	Boise, ID	Ntl Assc State Community Services Program Fall Training	\$1,121
Anderson, Ronza	Washington, DC	CSBG Weatherization Conference and In House Assessment	\$1,188
Basden, Susan	Atlanta, GA	Senior Community Services Emp Prg Reg Tech Asst Session	\$547
Benjamin, Martha	Orlando, FL	National Child Support Enforcement Association Conference	\$1,442
Berry, Richard	Chapel Hill, NC	African American Healthy Marriage	\$274
Bledsoe, Larry	Orlando, FL	Ntl Child Support Enforcement Association Conference	\$1,451
Boler, Jennifer	San Diego, CA	Effective Grant Writing Conference	\$1,138
Briggs, Katherine	Orlando, FL	Ntl Child Support Enforcement Association Conference	\$1,470
Broger, Joseph	Memphis, TN	Training Development Conference	\$236
Brown, Anthony	San Francisco, CA	GEARUP 2008 Conference	\$1,003
Bryan, Julia	Washington, DC	APHSA National Summer Conference	\$1,882
Bryant, Wendy	New Orleans, LA	Ntl Conference on Child Sexual Abuse and Exploitation Prevention	\$107
Clark, Edna	Atlanta, GA	Annual Ntl Adult Protective Services Administrators Conference	\$1,051
Cole, Bobbye	Ridgecrest, NC	Young Adult Partnership Conference	\$1,026
Cole, Bobbye	Tulsa, OK	Ntl Child Welfare Resource Center for Youth Development	\$245
Cosey, Gaybrella	Baton Rouge, LA	Louisiana State University's Job Fair	\$247
Davis, John	Atlanta, GA	Food Stamp Program Director's Meeting	\$727
Davis, John	Kalispell, MT	2008 Tri-Regional State Food Stamp Conference	\$1,076
Dawkins, Richard	Mobile, AL	Alabama/Mississippi Hurricane Conference	\$1,179
Dent, Jill	Washington, DC	10th National Child Welfare Data and Technology Conference	\$281
Dulaney, Pamela	Little Rock, AR	Arkansas Juvenile Assessment and Treatment Center	\$180
Estes, Jayna	Orlando, FL	National Child Support Enforcement Association Conference	\$1,483
Felder, Rickie	New York, NY	Children Rights Inc./ Olivia Y. Lawsuit	\$1,225
Field, Melanie	Baton Rouge, LA	Louisiana State University's Job Fair	\$188
Field, Melanie	New Orleans, LA	Mardi Gras Invitational Career Fair	\$777
Fuller, Mary	Arlington, TN	Children's Bureau Conference for Agencies	\$305
Goodwin, Libby	Ridgecrest, NC	Young Adult Partnership Conference	\$983
Grant, Deborah	Memphis, TN	Eastern Regional Interstate Child Support Association	\$688
Hamrick, Robert	Columbia, SC	National Foster Care Review Coalition	\$1,087
Harris, Richard	Washington, DC	Special Master Interview Conference	\$1,249
Hickman, Patricia	Boston, MA	Annual Conf/Assc Adm. Interstate Compact Placement of Children	\$3,010
Hodges, Randy	Orlando, FL	National Child Support Enforcement Association Conference	\$1,485
Jackson, Benae	Oakland, CA	Induction Ceremony Pacific Coast League Reunion	\$1,621
Jackson, Sherry	St. Paul, MN	National Abstinence Clearinghouse	\$376
Johnson, Mario	Tulsa, OK	Ntl Child Welfare Resource Center for Youth Development	\$1,297
Johnson, Mario	Pittsburg, PA	National Pathways to Adulthood	\$877
Johnson, Shirley	Washington, DC	Adoption and Foster Care Analysis and Reporting System Annual	\$1,000
Johnson-Cockrell, Debra	Washington, DC	National Child Support Enforcement System Symposium	\$1,148
Kelley, Letitia	Washington, D.C.	Semi-Annual Aging & Disability Resource Center National Meeting	\$1,265
Knight, Pamela	Atlanta, GA	18th Annual National Adult Protective Services Adm Conference	\$1,082
Love, David	Memphis, TN	Eastern Regional Interstate Child Support Association Meeting	\$675
Malone, Tracy	New Orleans, LA	8th Ntl Cnf Child Sexual Abuse & Exploitation Prevention	\$992
Marenko, Patsy	Mobile, AL	Alabama/Mississippi Hurricane Conference	\$1,275
McMillin, Kate	Tucson, AZ	Child Welfare League of America MS Roundtable	\$814

Out of State Travel Fiscal Year 2008 continued

Employee's Name	Destination	Purpose	Cost
McMillin, Kate	New York, NY	Children Rights Inc./ Olivia Y. Lawsuit	\$1,124
McMillin, Kate	Baltimore, MD	2008 Community Based Child Abuse Program Grantees Meeting	\$1,115
Moody, Alfreda	Atlanta, GA	18th Annual Ntl Adult Protective Services Administrators Conference	\$812
Morgan, Steven	Orange Beach, AL	National Gas Association Annual Conference	\$999
Murphy, Amanda	Baltimore, MD	2008 Community Based Child Abuse Program Grantees Meeting	\$866
Naylor, Walley	Ashville, NC	2008 Annual Conference for the National Council of Child	\$1,602
Naylor, Walley	Orlando, FL	National Child Support Enforcement Association Conference	\$1,294
Noble, John	Kalispell, MT	2008 Tri-Regional State Food Stamp Conference	\$595
Norwood, Sollie	Boise, ID	Ntl Assc State Community Services Prg Fall Training Conference	\$1,278
Norwood, Sollie	Washington, DC	CSBG and Weatherization Conference and In House Assessment	\$1,130
Robinson, Taneda	Memphis, TN	Monitored Youth Village Grant	\$594
Robinson, Marcus	Boston, MA	Annual Cfr Assc Adm Interstate Compact Placement of Children	\$1,151
Ruffin, Tina	Washington, DC	CSBG and Weatherization Conference and In House Assessment	\$1,285
Russell, Susan	New Orleans, LA	Disaster Preparedness for Child Care Meeting	\$322
Sampson, Carolyn	Baltimore, MD	14th Annual State Health Insurance Partnership Conference	\$974
Sampson, Carolyn	Myrtle Beach, SC	National Medicare Training Program Workshop	\$1,051
Shackelford, Linnette	Atlanta, GA	Senior Corps National Conference	\$1,218
Shannon, Patricia	Baltimore, MD	2008 Community Based Child Abuse Program Grantees Meeting	\$972
Shannon, Patricia	Charleston, SC	2008 Region IV Annual Child Welfare Collab. Initiative Meeting	\$100
Skinner, Jeff	Memphis, TN	Eastern Regional Interstate Child Support Association Meeting	\$89
Smalley, Melinda	Atlanta, GA	Senior Community Services Emp Prg Reg Tech Asst Session	\$1,015
Smalley, Melinda	Kansas City, MO	Senior Community Service Employment Program Business Meeting	\$890
Smith, Mark	Mobile, AL	SSBG funding	\$353
Smith, Jane	Atlanta, GA	Food Stamp Program Director's Meeting	\$919
Smith, Lillie	Washington, DC	CSBG and Weatherization Conference and In House Assessment	\$1,316
Sparkman, Cheryl	Atlanta, GA	Food Stamp Program Director's Meeting	\$848
Sparkman, Cheryl	Washington, DC	APHSA National Summer Conference	\$705
Sparkman, Cheryl	Kalispell, MT	2008 Tri-Regional State Food Stamp Conference	\$838
Spears, Terrence	Orlando, FL	2007 National Weatherization Conference	\$1,747
Spears, Terrence	Tuscaloosa, AL	Lead Based Paint - Risk Assessor Training Conference	\$617
Steckler, Karla	Arlington, TN	Children's Bureau Conference for Agencies	\$268
Taylor, Donald	Washington, DC	APHSA National Summer Conference	\$757
Taylor, Donald	Atlanta, GA	2008 Administration for Children and Families Region in Roundtable	\$1,184
Taylor, Sherry	Atlanta, GA	Office of Child Support Enforcement Distribution Training	\$1,086
Taylor, Sherry	Memphis, TN	Eastern Regional Interstate Child Support Association Meeting	\$355
Thornton, Charlie	Little Rock, AR	Arkansas Juvenile Assessment and Treatment Center	\$159
Townsend, Christine	Savannah, GA	2008 Assc of Juvenile Compact Administrators' Mid Year Meeting	\$1,921
Turnipseed, Donna	Savannah, GA	2008 Assc of Juvenile Compact Administrators' Mid Year Meeting	\$1,492
Williams, Beverly	Orlando, FL	National Child Support Enforcement Association Conference	\$2,186
Williams, Beverly	Atlanta, GA	Child Support Distribution Training for Deficit Reduction Act	\$1,466
Williams, Beverly	Washington, DC	Office of Child Support Enforcement National Child Support	\$126
Williams, Pablo	Little Rock, AR	Arkansas Juvenile Assessment and Treatment Center	\$164
Williams, Patricia	Santa Fe, NM	Ntl Assc of Hearing Officials Professional Development Conference	\$1,336
Total			\$83,092

FINANCIAL INFORMATION

2008 Vehicle Report

FINANCIAL INFORMATION

Vehicle Type	Model Year	Model	Use	Tag Number	Mileage 6/30/08	Avg Miles Per Yr
Truck	1995	Ford Truck	Maintenance CTS	S-15456	66,401	3,060
Van	1993	GMC Rally Wagon	Administrative OTS	S-14756	273,817	890
Car	1996	Ford Taurus	Clinic OTS	S-16282	57,385	6,216
Truck	1996	Ford Tuck	Maintenance OTS	S-16343	79,525	4,411
Car	1997	Ford Taurus	Administrative OTS	G-01436	67,409	22
Car	1997	Ford Taurus	Administrative OTS	G-02284	70,748	5,223
Van	1997	Dodge Caravan	Warehouse OTS	G-03455	49,409	1,783
Truck	1998	Ford Truck	Maintenance OTS	G-05796	89,914	6,082
Van	1998	Ford Windstar	School OTS	G-06021	101,104	20,415
Truck	1998	Ford Truck	Administrative CTS	G-05765	33,147	2,955
Car	1998	Ford Taurus	Maintenance OTS	G-07391	81,965	11,031
Car	1999	Ram Wagon	Security OTS	G-10813	91,965	4,629
Car	1999	Ford Taurus	Administrative OTS	G-10766	76,751	9,361
Truck	1999	Ram Truck	Maintenance OTS	G-10814	40,778	10,253
Car	1999	Ram Wagon	Security OTS	G-10767	72,781	4,161
Van	2000	Dodge Caravan	Administrative SO	G-13898	91,267	11,158
Truck	2001	Ram Truck	Security OTS	G-14432	45,608	759
Truck	2001	Ram Truck	Security OTS	G-14433	68,241	11,836
Truck	2001	Ram Truck	Security OTS	G-15481	39,704	8,511
Car	2001	Ram Wagon	Administrative OTS	G-19229	209,980	10,557
Truck	2003	Ford Truck	Administrative OTS	G-26846	47,580	12,347
Car	2003	Ford Taurus	Youth Services SO	G-27186	81,472	13,937
Truck	1996	GMC Sierra	Security CTS	G-29141	164,218	12,165
Van	2005	Ford Econoline	Security OTS	G-32971	80,310	16,970
Bus	1989	Chevy Bus	School OTS	G-35129	63,283	101
Bus	1991	Chevy Bus	School CTS	G-43421	42,102	64
Car	2005	Ford Crown Vic	Administrative SO	G-30630	63,406	15,516
Car	2000	Ford Econoline	Security OTS	G-37671	146,610	13,925
RV	2006	Ford Mobile Home	Administrative OTS	G-41205	2,467	145
RV	2005	Ford Mobile Home	Administrative OTS	G-41206	21,005	105
Truck	1993	Ford F-150	Property	G-42856	109,500	8,451
Van	2008	Chevy Uplander	Administrative SO	G-44809	10,098	10,098
Van	2008	Chevy Uplander	Administrative SO	G-44807	11,562	11,562
Car	2008	Chevy Impala	Administrative SO	G-45413	9,559	9,559

CONTACT INFORMATION

TOLL FREE NUMBERS



Contact Information

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 Julia Bryan, Public Information Officer, Office of Communications..... 601-359-4517
 Leigh Washington, Contract Review 601-359-4416
 Daren Vandevender, Director, Division of Human Resources 601-359-4447
 Tim Ragland, Interim Director, Division of Management Information Systems 601-359-4600
 Janie Howell, Director, Division of Program Integrity..... 601-359-4900

Richard A. Berry, Deputy Administrator for Programs

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 Walley Naylor, Director, Division of Child Support Enforcement 601-359-4861
 Cheryl Sparkman, Director, Division of Economic Assistance 601-359-4424
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 Jennifer Boler, Office of Consumer Services..... 601-359-4414
 Derra Dukes, Director, Social Services Block Grant 601-359-4778
 Kathy Pittman, Director, Division of Youth Services 601-359-4972

DIVISIONS**TOLL FREE NUMBERS****DIRECT LINE****GENERAL INFORMATION**

Public Information (800-345-MDHS) 1-800-345-6347601-359-4500
 TDD- Telephone Deaf Device 1-800-676-4154..... 601-359-2656

AGING & ADULT SERVICES

Client Assistance (Routing for AAAs) 1-800-948-3090601-359-4929
 MICAP 1-888-240-7539

CHILD SUPPORT

Information Desk/Call Center 1-866-388-2836601-359-4861
 Client Automated Voice Response 1-800-434-5437601-354-6039
 METSS Help Desk 1-800-937-9803..... 601-359-4601
 EPPICard Customer Service..... 1-866-461-4095

OFFICE FOR CHILDREN & YOUTH

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

COMMUNITY SERVICES

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

ECONOMIC ASSISTANCE

Client Inquiry 1-800-948-3050601-359-4796
 Abstinence/Healthy Marriage 1-800-590-0818601-359-4688
 EBT Help Desk..... 1-866-449-9488 601-359-4419
 EBT Help Line-Retailers..... 1-866-598-1772
 EBT Help Line-Customers 1-866-512-5087601-359-4429
 EPPICard Customer Service..... 1-866-461-4095

FAMILY & CHILDREN SERVICES

Child Abuse Hotline..... 1-800-222-8000601-359-4991
 Foster Care 1-800-345-6347
 Adoption Resource Exchange..... 1-800-821-9157601-359-4407

HUMAN RESOURCES

Personnel 1-800-433-1210601-359-4444

PROGRAM INTEGRITY

Fraud Hotline 1-800-299-6905601-359-4907

YOUTH SERVICES

Division of Youth Services 1-866-312-7215601-359-4972

For more information, visit the Mississippi Department of Human Services on the web at:
www.mdhs.state.ms.us



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