



ANNUAL REPORT
STATE FISCAL YEAR
2010

MISSISSIPPI
DEPARTMENT OF HUMAN SERVICES

MISSION STATEMENT

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.



The "new" capitol was completed in 1903 and is the third capitol building erected in Jackson. It was built on the site of the old state penitentiary at a cost of \$1,093,641 and paid for by the Illinois Central Railroad from back taxes they owed the state. The Beaux Arts style building was designed to house all branches of Mississippi state government. The capitol is 402 feet long and 180 feet high to the top of the dome. The dome interior contains 750 lights which illuminate a blind-folded lady representing "Blind Justice" and four scenes: two Indians, a Spanish explorer and a Confederate general. The eagle which sits atop the dome is made of solid copper coated with gold leaf. The eagle is 8 feet high and 15 feet wide. Information taken from the Mississippi State Legislature Web Site: http://billstatus.ls.state.ms.us/htmls/cap_info.htm. Cover photo and photo above by Julia Bryan.

TABLE OF CONTENTS

Organizational Chart.....	2
Agency Highlights	3

MDHS DIVISIONS

Division of Aging and Adult Services.....	4
Division of Budgets and Accounting	9
Division of Child Support Enforcement.....	10
Office for Children and Youth	14
Division of Community Services	19
Division of Economic Assistance.....	21
Division of Family and Children’s Services.....	24
Division of Human Resources	29
Division of Management Information Systems	31
Division of Program Integrity	34
Division of Social Services Block Grant	37
Division of Youth Services.....	38

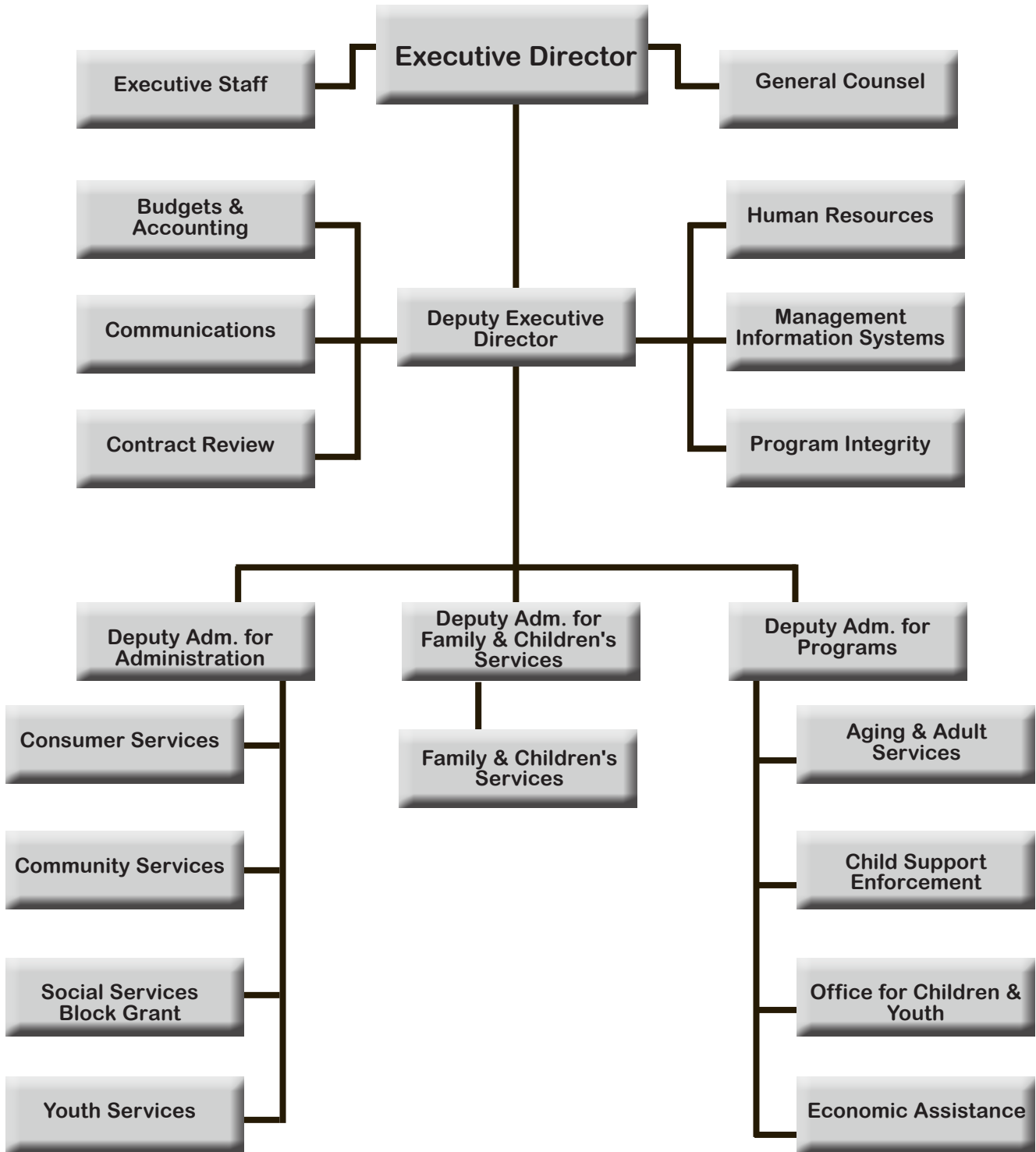
FINANCIAL INFORMATION

Funding, Statistical and Financial Information	44
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CONTACT INFORMATION

Contact Information	61
Toll Free Numbers	62

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES ORGANIZATIONAL CHART



AGENCY HIGHLIGHTS

Division of Aging and Adult Services

- 539,272 meals were served in congregate settings.
- Over 2.5 million meals were served to seniors and eligible family members.
- Over 44,000 people were served through the Area Agencies on Aging (AAA). Services include meals, transportation, legal assistance, ombudsman advocacy and elder abuse prevention.

Division of Child Support Enforcement

- Child support collections totaled \$291,569,900.45.
- Paternity establishment percentages equaled 88% of cases where children were born out of wedlock.
- 9,161 licenses were suspended.
- Tax Offset Program intercepted over \$28 million.

Office for Children and Youth

- 57,271 children were served through the Child Care and Development Fund (CCDF).
- As of June 30, 2010, there were no children on the waiting list for child care services.

Division of Community Services

- DCS helped over 12,000 Mississippians claim more than \$21 million through the Earned Income Tax Credit Program (EITC).
- Through funds from the Low Income Home Energy Assistance Program (LIHEAP), 350,714 households received assistance.
- The Low Income Weatherization Assistance Program (WAP) weatherized 3,719 homes in the state.

Division of Economic Assistance

- The Supplemental Nutrition Assistance Program (SNAP) issued over \$828.7 million in benefits to recipients, representing an average of over 536,000 persons, up from about \$630.7 million in SFY 2009 and 485,000 citizens.
- Surplus food items valued at \$6,584,566 were distributed to 1,562,757 eligible recipients through The Emergency Food Assistance Program (TEFAP).

Division of Family and Children's Services

- An average of 3,771 children in state custody were served on a daily basis.
- There were 21,582 investigations of child abuse and neglect in the State of Mississippi.

Division of Program Integrity

- Through the Fraud Investigations Unit, almost \$1.8 million in repayment/recoupment agreements were established.
- The Special Investigations Unit arrested 24 store owners for fraud and established \$67,725 in restitution dollars.

Division of Youth Services

- 2,331 clients received services through Adolescent Offender Programs (AOPs) serving Mississippi counties.
- Over 17,000 juveniles were referred by Mississippi Youth Courts for Probation and/or After Care Services provided by Youth Services counselors.

State of Mississippi Public Health and Welfare/Human Services Legislative Committee Members 2010 Session

Senate

Hob Bryan, Chairman
 Alan Nunnelee, V.Chmn.
 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, V.Chmn.
 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
 Wilbert Jones
 John Mayo
 Bobby Moak
 Billy Nicholson
 Diane C. Peranich
 John Read
 Thomas U. Reynolds
 Jeffrey C. Smith
 Greg Snowden
 Jessica Sibley Upshaw
 Percy Watson

DIVISION OF AGING AND ADULT SERVICES

The vision statement for the Division of Aging and Adult Services (DAAS) 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." 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.
- Funding Area Agencies on Aging (AAA) within the state (see map, page 8).
- Training the Aging Network staff.
- Coordinating resources.
- Leadership in service provision management and administration.
- Protecting vulnerable adults.

Access Services

In partnership with the Central and Southern Mississippi AAA, the Aging and Disability Resource Center (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.

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

Outreach Coordinators seek out seniors to educate and connect them with available services. The service is essential to many older persons who may not have knowledge of resources or services available to them.

Transportation Services include conveyance for medical appointments, errands and organized recreational activities via vans that provide door-to-door pick-up and delivery for clients.

Adult Protective Services

Effective July 2006, legislation passed which funded positions to create the Adult Protective Services (APS) Unit within the division to investigate reports of suspected abuse, neglect and exploitation of vulnerable adults. 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 cellular phones with digital camera and email capabilities, became an important tool in conducting investigations. Contractual case investigation services assisted agency social workers with large caseloads in the Katrina-affected counties. The awarded supplemental disaster funding allowed contractual investigation services to continue in the Katrina affected counties during SFY 2010.

**CONTACT
INFORMATION:**
Aging & Adult Services
601-359-4929
800-948-3090
888-240-7539

**Adult Protective
Services Hotline**
800-222-8000

Prescription Assistance
www.SenioRxMs.org

**Aging & Disability
Resource**
www.MississippiGetHelp.org

Employment

Title V Senior Community Service Employment provides employment training through local community service agencies 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

State Health Insurance Program (SHIP) provides information, counseling and assistance to consumers with Medicare as changes to the program develop.

Medicare Improvements for Patients and Providers Act (MIPPA) – The DAAS and the SHIP at the local level, partner with the Social Security Administration and Medicaid to assist low income beneficiaries enroll in Extra Help or the Medicare Savings Program (MSP).

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.

VISTA

The **AmeriCorps Volunteers In Service To America (VISTA) Program** is designed to improve health services, create businesses and strengthen community groups to help bring individuals and communities out of poverty. VISTA volunteers commit to serve for one year.

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. Referrals are made to legal service providers and pro bono attorneys.
- The Ombudsman Program provides a “voice for residents.” The ombudsman supports the highest possible quality of life for the resident, serves as a resident’s advocate 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 communities while maintaining their dignity and self worth.

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 provides 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 Older Adults Nutrition Program includes the Congregate Meals Program and the Home-Delivered Meals Program. The Congregate Meals Program gives older persons an opportunity to go to a local senior center and enjoy a meal, fellowship with others and participate in fun activities. The Home-Delivered Meals Program delivers meals to homebound 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.

Respite Services are designed to give caregivers a break from their caregiving responsibilities. 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.

Older Adults Nutrition Program

The **Older Adults Nutrition Program** ensures that nutritionally complete meals are available in congregate settings or through home delivery to Mississippi's elderly population. In SFY 2010:

- 539,272 meals were served in congregate settings.
- Over 2.5 million meals were served to seniors and eligible family members.

The DAAS provides a comprehensive system of home and 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

DAAS is committed to helping seniors and their caregivers access services. The following are some of the special projects for SFY 2010:

- Implemented the agency's APS program with 14 staff dedicated to protecting vulnerable adults by investigating suspected and reported claims of abuse, neglect and exploitation in local communities and homes.
- SHIP provided insurance counseling to over 35,337 persons through presentations, workshops and health fairs; 2,382,541 persons were reached through media campaigns.
- DAAS launched the ADRC website (www.MississippiGetHelp.org) hosted by the Central Mississippi and Southern Mississippi Area Agencies on Aging.
- The SMP recruited and trained volunteers to spot and report fraud, error and abuse in the Medicare System.
- The division provided the Chronic Disease Self-Management Program, developed by Stanford University, to seniors and their caregivers to facilitate involvement in the management of their chronic disease.
- The division supported the Prescription Assistance Program for seniors and indigent people through the SenioRxMS website, offering free and low-cost prescription medication options.
- DAAS cosponsored ten public hearings with AAAs.
- DAAS expanded the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services and grandparent counseling services.
- Services were provided through the AAAs to over 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.
- The division sponsored the 27th Annual Governor's Snowflake Ball for residents of long-term care facilities.

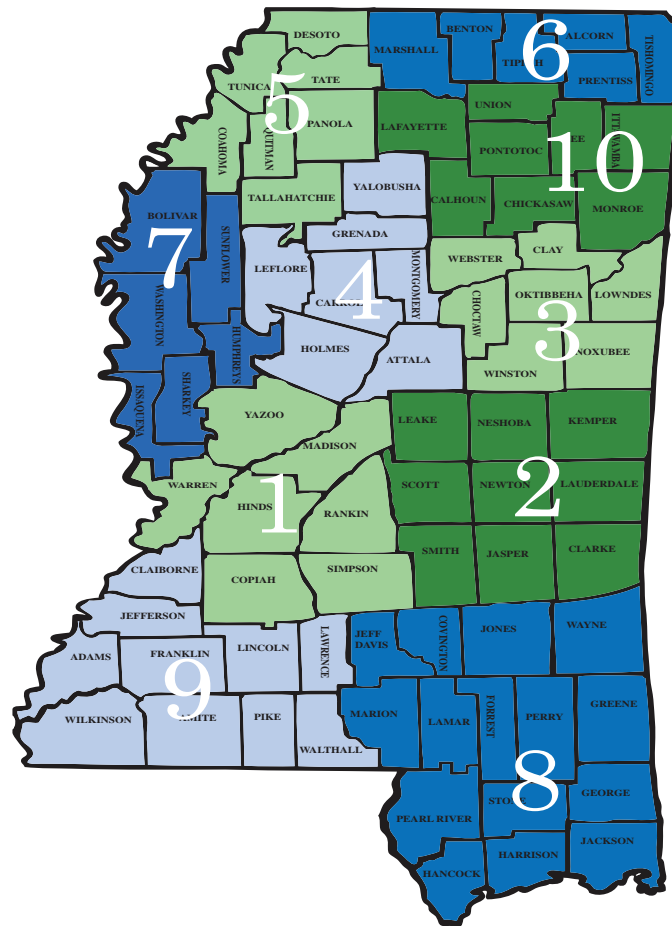
DAAS Federal Fiscal Year 2010 Funding Chart

Grant	Funding	Federal Allocation	State Match
Older Americans Act	Title III & VII	\$10,976,163	25% Admin, 5% Services
Older Americans Act American Recovery and Reinvestment Act (ARRA)	Title III C1 & C2 ARRA	\$890,682	25% Admin, 5% Services
Social Services Block Grant (SSBG)	Title XX	\$6,320,413	25% Admin
Senior Community Service Employment Program (SCSEP)	Title V	\$1,481,350	10% Admin
SCSEP ARRA	Title V ARRA	\$294,321	10% Admin
Nutrition Services Incentive Program	NSIP	\$2,113,771	No Match Required
Child and Adult Care Food Program	CACFP	\$140,000	No Match Required
MS SHIP	SHIP	\$632,319	No Match Required
SMP	SMP	\$285,000	25% Admin
Medicare Improvements for Patients and Providers Act	MIPPA	\$373,692	No Match Required
Chronic Disease Self Management Program	CDSMP	\$400,000	No Match Required
Senior Companion Program	NCVS	\$225,629	25% Admin
AmeriCorps/VISTA	NCVS	\$60,000	No Match Required
APS – General Funds	\$443,300		n/a

MDHS DAAS APS Program

Staff and Investigations	Number
APS Program Administrator – State Office	1
APS ASWSs – Located in 2 MDHS County Offices	2
APS Workers – Located in 11 MDHS County Offices	12
Intake Reports Received and Screened – Annual	3,488
Intake Reports Screened Out for Investigation	983
Intake Reports Screened In for Investigation/Assigned	2,505
Total Investigation/Reports Completed	2,063
Investigation Reports Evidenced	532
Investigation Reports Not Evidenced	1,531
Victim Findings as a Result of Investigations	3,105
Victim Findings Evidenced as a Result of Investigations	687
Victim Findings Not Evidenced as a Result of Investigations	2,418
Total Victim Findings Completed as a Result of Investigations	3,105

DIVISION OF AGING AND ADULT SERVICES SERVICE AGENCIES



AREA AGENCIES ON AGING	
<p>1. CENTRAL MS AAA Betty Burgess bburgess@cmpdd.org 601-981-1511</p>	<p>6. NORTHEAST MS AAA Linda Presley lpresley@nempdd.com 662-728-7038</p>
<p>2. EAST CENTRAL AAA Rosie Coleman rjcoleman@ecpdd.org 601-683-2401</p>	<p>7. SOUTH DELTA AAA Sylvia Jackson sjackson@sdpdd.com 662-378-3831</p>
<p>3. GOLDEN TRIANGLE AAA Bobby Gann bgann@gtpdd.com 662-324-4650</p>	<p>8. SOUTHERN MS AAA Robert Moore rmoore@smpdd.com 228-868-2326</p>
<p>4. NORTH CENTRAL AAA Darlena Allen dallen@ncpdd.org 662-283-2675</p>	<p>9. SOUTHWEST MS AAA Yolanda Campbell yolanda@swmpdd.com 601-446-6044</p>
<p>5. NORTH DELTA AAA Roderick Gordon rgordon@ndpdd.com 662-261-4100</p>	<p>10. THREE RIVERS AAA Cleveland Joseph cjoseph@trpdd.com 662-489-2415</p>

DIVISION OF BUDGETS AND ACCOUNTING

The Division of Budgets and Accounting (DBA) provides complete, accurate and timely financial management information to program divisions and other support divisions of the Mississippi Department of Human Services (MDHS). DBA's successful delivery of this financial information enables MDHS to make decisions that can optimize use of revenue sources and derive maximum benefit from fund expenditures. To ensure the intended results, DBA finds it essential to maintain an adequate group of highly competent and professionally-trained staff members and provide them with ample tools and resources needed to do their jobs. This team of dedicated staff has a passion for supporting the delivery of superior customer service and optimum benefits to those individuals who are served by MDHS.

Division Offices

The Office of Budgets, Grant Management, Cost Allocation and Research and Statistics provides fiscal management support to program staff. Major responsibilities include:

- Preparation and submission of the agency's annual budget request. MDHS has a budget of which over \$116 million is general funds.
- Preparation of federal financial reports.
- Maintenance of the agency's Cost Allocation Plan.
- Preparation of subgrantee fiscal reports.
- Monitoring expenditures and budget authority.
- Developing and administering the various time studies and random moment samples or surveys.
- Preparation of the five-year strategic plan.
- Compiling, reporting and monitoring performance measurement indicators for MDHS program divisions.

The Office of General Accounting, Purchasing and Property serves as the liaison between MDHS and Mississippi Management and Reporting Systems (MMRS). Major responsibilities include:

- Handling all orders for goods or services that require the issuance of a purchase order.
- Coordinating and finalizing the Generally Accepted Accounting Principles (GAAP) package.
- Receipting and depositing agency funds.
- Reconciling MDHS bank accounts.
- Maintenance by the Property Unit of detailed records of fixed assets and management and control of the physical inventory of all equipment owned by MDHS. The agency owns approximately 11,500 equipment items with a value of approximately \$18,000,000.

The Office of Payroll and Payables is responsible for payroll accounting and processing payments to vendors and employees. Major responsibilities include processing and delivering payroll for almost 3,400 MDHS employees and handling payment of invoices for: office supplies and equipment, utilities, adoption and foster care clothing, county office expenditures, child support court costs and paternity testing and contractual obligations. Additionally, client payments such as Temporary Assistance for Needy Families (TANF), foster care and adoption board payments are approved for mailing by this office. Several system upgrades were implemented during the year to conserve resources and reduce costs including:

- The rollout of an electronic time card data entry system to office locations statewide so attendance information can be entered online by county offices saving time and money.
- Conversion to an electronic delivery of vendor and subgrantee remittance advice information on e-payments made through the PayMode Electronic Payment and Remittance network.
- Utilization of an electronic filing and archiving system for month end budgeting and accounting reports.

**CONTACT
INFORMATION
Budgets and
Accounting
601-359-4662**

DIVISION OF CHILD SUPPORT ENFORCEMENT

The Division of Child Support Enforcement (DCSE) offers services to Mississippi's children and families that help ensure the families' financial, medical and emotional support from both parents. This mission empowers families to become self-sufficient so that every child is able 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.
- Working in conjunction with other states to collect and disburse child support.

The services provided by DCSE have contributed to a decrease in Mississippi's public assistance rolls which reduce expenditures for Temporary Assistance for Needy Families (TANF) or other government assistance.

Consistent receipting and distribution of child support to children and families builds the capacity of families to become self-sufficient and less dependent upon government benefits. During SFY 2010, DCSE made a positive impact upon children and families in Mississippi and had a number of significant accomplishments.

- Child support collections totaled \$291,569,900.45.
- Paternity establishment percentages equaled 88% of cases where children were born out of wedlock.
- The division was recognized nationally as the most improved program by the Administration for Children and Families, Office of Child Support Enforcement.

In 2008, the legislature passed three bills that will greatly assist the division to achieve its mission and improve the child support program.

- Employers are now required to report lump sum payments to child support obligors which will allow DCSE to withhold the payment and apply it to child support arrears.
- In order to comply with Federal requirements, legislation was passed which required all wage withholding orders issued in the State of Mississippi to be paid through the MDHS, Central Receipting and Distribution Unit (CRDU).
- Legislation was passed which gives an alleged father 60 days after execution of a voluntary acknowledgement of paternity to request DNA testing through MDHS.

Programs or Initiatives

The **Tax Offset Program** is a federally mandated program that intercepts 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. In SFY 2010, \$28,303,117.98 was collected through this program.

The **License Suspension Program** is a federally mandated program which allows the suspension of driver's, professional and/or recreational licenses for non-payment of child support. During SFY 2010, 9,161 licenses were suspended.

Immediate Income Withholding is the process whereby the employer of a noncustodial parent withholds from the income due the noncustodial parent, an amount for payment of the current support obligation and additional amounts to be applied toward any past due support and fees owed if applicable. Immediate Income Withholding is the federally mandated standard and requires that the wages of the obligated parent be subject to Income Withholding unless there is good cause or a written agreement between the parties for an alternative arrangement.

**CONTACT
INFORMATION:
Child Support
Enforcement
601-359-4861
877-882-4916**

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. This may be suppressed with good cause or a written agreement between the parties for an alternative arrangement.

The Central Receipting and Disbursement Unit (CRDU), located at the MDHS State Office in downtown Jackson gives employers/payors and customers a convenient place to make payments. Child support payments for custodial parents are also processed and disbursed from this location.

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.

State Parent Locator Unit (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 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 assistance on interstate cases.

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 timely action may be taken on existing child support 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 custodial parent and child and noncustodial parent live in different states. All states 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) is a federally mandated automated nationwide communication network linking child support agencies which allows information between states to flow electronically. CSENet, which interfaces with the Mississippi Enforcement and Tracking Support System (METSS), has been an integral part of DCSE since November 1995.

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

Mississippi Access and Visitation Program (MAV-P) - Federal grants are provided to states to establish and administer programs to support and facilitate nonresidential parents' access to and visitation of their children. Pro se Clinics led by DCSE legal staff are an important part of the MAV-P, teaching parents how to represent themselves

Collections have Increased Significantly over the last Ten Years.

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
2009.....	\$286,696,080
2010.....	\$291,569,900

License Suspensions

Licensing Agency	Suspensions
Department of Public Safety	8,052
Department of Wildlife, Fisheries and Parks	1,048
Board of Education	6
Board of Cosmetology	15
Board of Auctioneers	1
Board of Medical Licensure	1
Professional Licensure (MSDH)	6
Board of Funeral	3
Engineers & Land Surveyors	1
Insurance Commission	28
Total	9,161

in child support court. In addition, 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 hospitals, clinics, doctor offices and state offices for assistance with testing and information.

Web Site - (www.mdhs.state.ms.us/csemdhs.html) - The DCSE home page outlines the services provided by the division. The website allows potential clients to view or print an application and gives noncustodial parents the ability to view payment options. 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. Employers and noncustodial parents can now access child support fee notices and bills online.

The Financial Institution Data Match (FIDM) is an interface with financial institutions that is 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) - Scanning and imaging equipment is used 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 2009 resulted in ratings ranging from 95% to 100% for 2009. 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.

Field 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. Field Operations also started a scanning project to be rolled out during the next year. The Division was recognized by the National Child Support Enforcement Association of as being the "Most Improved Program" in the nation with an award presented in September 2009.

The Program Compliance Unit completed the State Assessment Report for Federal Fiscal Year 2009. 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 1,320 cases were extracted for the audit during FFY 2009.

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

Child Support Collections by County for SFY 2010

Adams	\$2,470,988.05	Lee	\$4,699,937.92
Alcorn	\$1,667,282.09	Leflore	\$2,907,555.80
Amite	\$895,110.55	Lincoln	\$2,334,060.09
Attala	\$1,455,955.64	Lowndes	\$4,466,446.59
Benton	\$542,911.26	Madison	\$2,394,068.69
Bolivar, E.	\$3,238,690.81	Marion	\$1,897,891.64
Bolivar, W.	\$912,849.93	Marshall	\$2,382,577.20
Calhoun	\$1,305,811.45	Monroe	\$2,495,866.36
Carroll	\$569,486.22	Montgomery	\$911,107.88
Chickasaw, E.	\$480,415.36	Neshoba	\$2,781,277.62
Chickasaw, W.	\$995,359.77	Newton	\$1,223,130.94
Choctaw	\$554,895.11	Noxubee	\$1,295,317.30
Claiborne	\$1,066,464.34	Oktoberfest	\$2,737,669.51
Clarke	\$1,395,329.36	Panola	\$3,111,604.06
Clay	\$2,088,463.56	Pearl River	\$2,204,842.14
Coahoma	\$2,755,048.75	Perry	\$928,737.02
Copiah	1,731,333.73	Pike	\$3,454,226.69
Covington	\$1,824,220.36	Pontotoc	\$1,597,582.22
Desoto	\$6,988,132.89	Prentiss	\$1,011,027.96
Forrest	\$4,093,911.16	Quitman	\$947,811.02
Franklin	\$727,895.83	Rankin	\$3,717,004.99
George	\$1,834,805.46	Scott	\$1,953,749.41
Greene	\$1,116,806.51	Sharkey	\$668,503.67
Grenada	\$1,868,420.91	Simpson	\$2,240,172.83
Hancock	\$1,784,069.91	Smith	\$953,892.94
Harrison	\$8,470,251.51	Stone	\$1,168,684.97
Hinds	\$11,990,692.99	Sunflower	\$2,822,055.96
Holmes	\$2,110,768.65	Tallahatchie	\$1,260,307.14
Humphreys	\$977,458.77	Tate	\$1,599,807.82
Issaquena	\$69,129.51	Tippah	\$1,401,631.81
Itawamba	\$914,845.89	Tishomingo	\$846,374.04
Jackson	\$6,925,721.57	Tunica	\$1,226,595.42
Jasper	\$1,528,358.80	Union	\$1,327,666.96
Jeff Davis	\$1,163,789.77	Walthall	\$1,071,659.33
Jefferson	\$897,875.60	Warren	\$2,412,841.44
Jones	\$3,099,002.18	Washington	\$5,051,536.30
Kemper	\$1,019,519.90	Wayne	\$1,717,567.11
Lafayette	\$1,473,765.84	Webster	\$682,913.43
Lamar	\$1,770,386.54	Wilkinson	\$778,809.34
Lauderdale	\$4,568,621.50	Winston	\$1,471,623.70
Lawrence	\$940,733.86	Yalobusha	\$990,577.30
Leake	\$1,595,051.56	Yazoo	\$1,712,280.94
County Collections: \$99,756,793.44			
Tax Offset: \$28,303,117.98			
State Office: \$163,509,989.03			
Total Collections: \$291,569,900.45			

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 one of our FREE Pro Se Workshops!

Call 1-601-359-4861 for more information.

OFFICE FOR CHILDREN AND YOUTH

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) increased 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 (see page 18). 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 the provider of their choice that meets the needs of their family. The provider may be a licensed child care center, 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:
 - a. Children in protective services or foster care;
 - b. Children with special needs;
 - c. Children of parents deployed in the Mississippi National Guard and Reserve;
 - d. Children of teen parents currently enrolled in school full-time;
 - e. 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.

- **The Child Care Partnership Grant Program (CCPG)** 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

**CONTACT
INFORMATION:
Office for Children &
Youth
601-359-4555
800-877-7882**

the cities of Jackson, Starkville, Vicksburg, Bolton and the Hancock County Human Resource Agency and Hinds Community College. CCPG also includes direct grants to purchase child care slots. This year 1,519 children were served through community-based organizations, business partnerships and Head Start organizations 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 at 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 nine years, 1,195 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 2010, 851 licensed centers were served.
- **Guiding Preschool Staff (GPS)** is an expansion project of Partners for Quality Child Care. This project places technical assistants in their Mississippi Delta home town child care centers to guide child care staff to adopt best practice. The technical assistants have been in intensive training and have earned their Child Development Associate certificate. They have learned ways to approach their comrades in a non-defensive way of how to provide the most appropriate care for children. Centers will also receive some greatly needed supplies for the classrooms. During the fiscal year, 76 child care centers participated in the program.
- **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, 2,588 child care professionals have successfully completed the training.
- **MSU Extension Services** provides training for the Mississippi Early Learning Guidelines, three and four-year-old programs, 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 Guidelines Training is an essential tool used to prepare Mississippi's youth for "Ready To Learn." To date, 8,871 child care providers received distance training and 13,140 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 in Canton, Mississippi 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 ages eight weeks to five years old.
- **Child Care Development Associate Credential OCY/Mississippi State University (MSU)** 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 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 IMPACT (Improving and Maximizing Professional Development for Childcare Teachers), Jackson State University** provides statewide training and evaluation activities for childcare educators/providers to improve the quality of care for children in licensed and/or unlicensed childcare settings. To date, Project IMPACT has provided training to 785 childcare educators/providers.
- **Project Prepare** is 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. During SFY 2010, 57 workshops were offered.
- **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 and promote age-appropriate developmental activities. Three mini-conferences were offered throughout the state where participants could earn up to 10 contact hours.
- **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.
- **The 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.
- **The Annual Pine Belt Childcare Directors Network Conference** provided training for approximately 400 child care providers to enhance their services for Mississippi's children.
- **The Mississippi State Department of Health (MSDH)** trained child care center staff in the Color Me Healthy curriculum. Color Me Healthy is a developmentally appropriate curriculum to teach children about a healthy diet that includes fruits and vegetables. The program is highly visual and interactive and uses color, music, dance and imaginary play to teach its principles. MSDH has trained 304 child care centers and over 650 staff to use the curriculum in the preschool classrooms.
- **The Quality Rating System (QRS) Enhancement Project** provided child care directors with supplies for the math, science and listening centers. The centers also received detailed descriptions of how the materials fit with the Early Childhood Environmental Rating Scale and the MS Early Learning Guidelines which are components of the QRS.
- **The Hazlehurst Project** was launched to help the Hazlehurst community focus on the continuity of education with the Department of Education, Head Start centers and child care centers. OCY is working with agencies and community partners to improve the educational opportunities for children and families.
- An **After-School Pilot** this year included the "I Too Can Fly" Aviation Program. Students work as a group on community initiatives and receive individual assistance with science fair projects, character development, problem solving, developing skills, physical activities, career exploration, money management and recycling through a project approach curriculum.
- OCY has partnered with the **Mississippi Early Childhood Association (MSECA)** to offer directors of licensed child care centers memberships and/or opportunities to attend conferences. MSECA is an association open to all who are concerned with the care and education of young children. The group facilitates growth for child care professionals; proposes constructive legislation to safeguard the welfare and enhance the educational opportunities of our youngest citizens; cooperates with local, state, and national organizations in the interest of young children; utilizes and develops talents of parents, teachers, administrators, social workers, medical personnel and other persons interested in young children; and supports quality education and child care for all children regardless of ethnicity, creed or gender.

Highlights

Governor Haley Barbour issued a signed proclamation to recognize April as "Month of the Child" in the state of Mississippi. The Week of the Young Child was observed April 11-17 and emphasized the theme, "Early Years are Learning Years." During the week, the OCY Quality Unit visited centers in Hinds County. Each center received supplies for their facility and gifts for the children. Activities promoted responsible, informed parenting, quality child care and early childhood education to help reduce child abuse and neglect.

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." As licensed child care providers advance to higher "Star Step" levels of quality care, they receive an ongoing Quality Bonus ranging from 7% to 25% if they serve subsidized families participating in the CCDF Childcare Certificate program. MCCQSS was launched in the East Central Planning and Development District (ECPDD) as a pilot project serving nine counties in SFY 2007. Currently 426 licensed facilities are participating in the Quality Rating System (QRS). As of July 1, 2009 the MCCQSS was offered statewide.

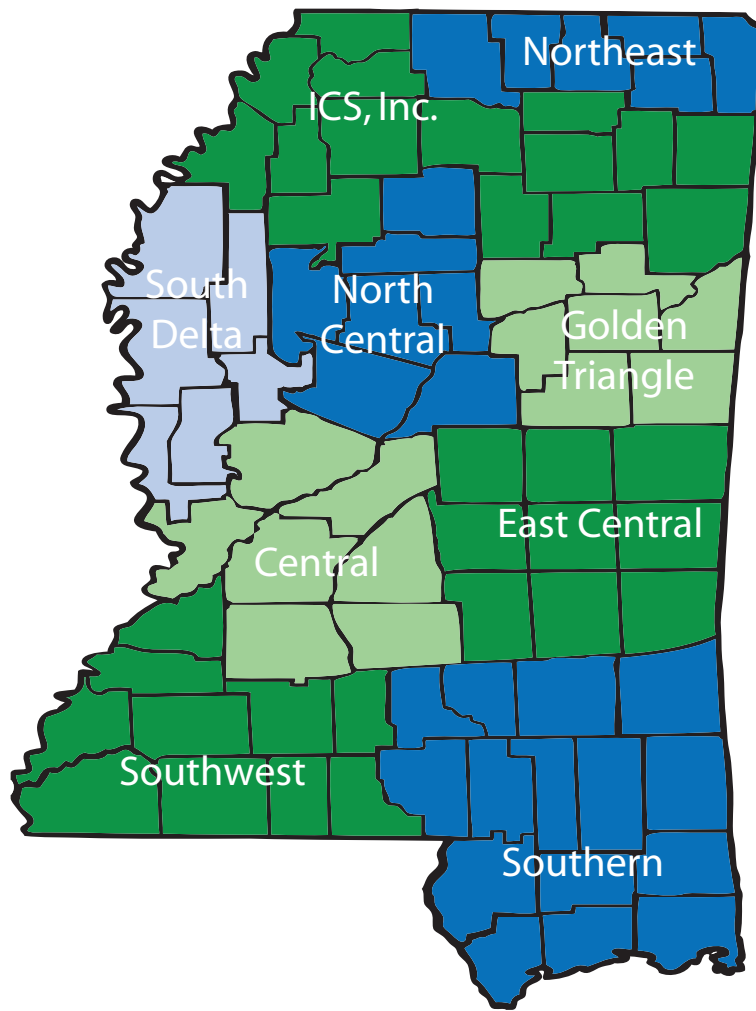
The MDHS cosponsored the Mississippi Early Childhood Collaborative Summit April 7, 2010 with the Mississippi Department of Education and the Mississippi Head Start Association to foster communication that will further the cause of effective early education.

Number of Unduplicated CCDF Children Served in:	
SFY 2010	57,271
SFY 2009	46,342
SFY 2008	39,788
SFY 2007	45,022
SFY 2006	41,242

OCY Child Care Statistics

Number of Children on Waiting List for Child Care Services as of	
June 30, 2010	0
June 30, 2009	90
June 30, 2008	8,998
June 30, 2007	2,392
June 30, 2006	330

OFFICE FOR CHILDREN AND YOUTH PROVIDER MAP



DESIGNATED AGENTS		
CENTRAL MS PDD 601-981-1511 866-981-1511	EAST CENTRAL PDD 601-683-7409 800-258-9873	GOLDEN TRIANGLE PDD 662-324-7860 888-286-1193
ICS, Inc. 662-252-1582 888-905-2681	NORTH CENTRAL PDD 662-283-2675 888-283-5832	NORTHEAST PPD 662-728-6248 800-939-3489
SOUTH DELTA PDD 662-378-3831 866-876-2218	SOUTHERN MS PDD 501-545-2137 888-867-6733	SOUTHWEST PDD 601-446-6044 800-471-9738

DIVISION OF COMMUNITY SERVICES

The Division of Community Services (DCS) provides a wide range of services to Mississippi's 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 covers all 82 counties of the state (see map on page 20). By using the case management approach for delivery of services, clients are prepared to focus on obtaining an education and/or employment in order to become self-sufficient. The division works to help clients achieve self-sufficiency through activities such as education, employment, nutrition, housing, health services, community affairs and transportation. For eligible homeowners, the division provides home energy bill assistance and home improvements to reduce the cost of home heating and cooling and improve energy efficiency. The division also actively promotes responsible fatherhood to train Mississippi's men to become successful fathers for their children.

Budget

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

- Community Services Block Grant (CSBG) - \$11,067,322; clients served - 107,678.
- Low-income Home Energy Assistance Program (LIHEAP) - \$42,540,837; households served – 350,714.
- Low-income Weatherization Assistance Program (WAP/WX) - \$3,744,293; (ARRA/WX) - \$49,421,193; homes weatherized - 3,719.

Significant Accomplishments

- DCS helped over 12,000 Mississippians claim more than \$21 million through the Earned Income Tax Credit Program (EITC), which is a refundable federal income tax credit for low to moderate income working individuals and families. To qualify, taxpayers must meet certain requirements and file a tax return even if they did not earn enough money to be obligated to file a tax return.
- The division has one of the top client-tracking and data collection systems in the country, Mississippi Results Oriented Management and Accountability (MS ROMA) System and staff have provided training at the state and federal level.
- DCS provided fans and air-conditioners to low-income citizens in Mississippi during summer months.

Programs

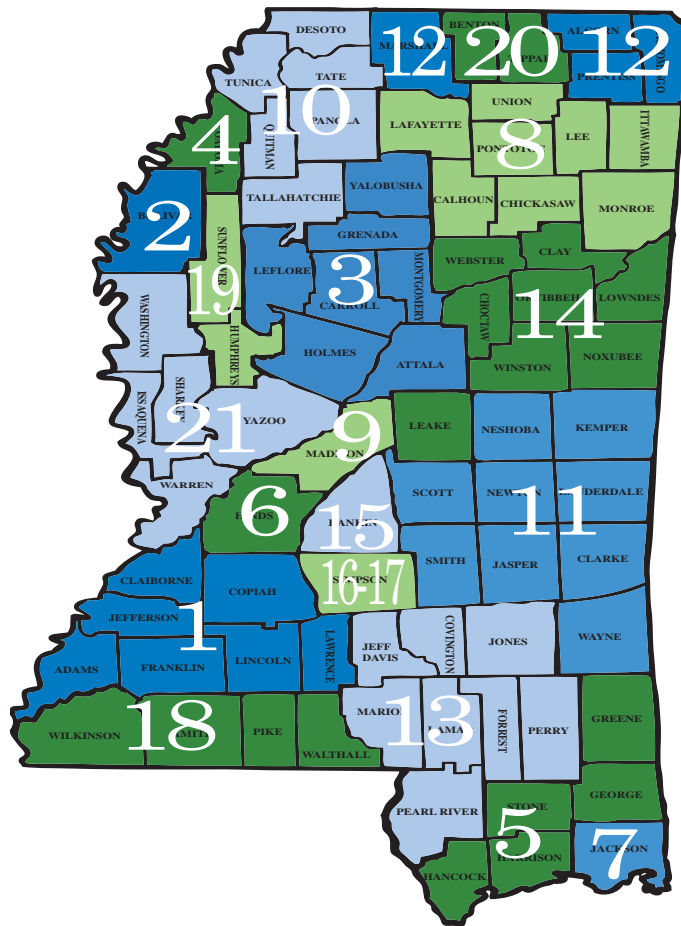
Community Services Block Grant Program (CSBG) funds are used to provide a range of services and activities designed to eliminate the causes and effects of poverty. These services help clients obtain an adequate education, secure and retain meaningful employment, obtain and maintain adequate housing, pursue health and nutrition services and access community resources and transportation.

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 (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 energy audits, air sealing, adding attic and wall insulation (dense packing), installing smart thermostats, lighting retrofits and replacement refrigerators.

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

DIVISION OF COMMUNITY SERVICES SERVICE AGENCY MAP



SERVICE AGENCIES		
1. AJFC CAA 601-442-8681 866-243-0041	8. LIFT, INC. 662-842-9511 800-844-5438	15. RANKIN COUNTY HRA 601-825-1309
2. BOLIVAR CAA 662-846-1491	9. MADISON COUNTY CSA 601-407-1056	16. SOUTH CENTRAL CAA 601-847-5552
3. CENTRAL MS, INC. 662-283-4781 800-898-0410	10. MID-STATE CAA 662-647-2463 800-523-6683	17. SIMPSON COUNTY HRA 601-847-4611
4. COAHOMA OPPORTUNITIES 662-624-4887	11. MULTI-COUNTY CSA 601-483-4838 800-898-0659	18. SOUTHWEST MS OPPORTUNITIES 601-684-5593 800-250-7730
5. GULF COAST CAA 228-896-1409 888-603-4222	12. NORTHEAST MS CS 662-728-2118 877-728-2118	19. SUNFLOWER-HUMPHREYS, INC. 662-887-5655 888-677-1461
6. HINDS COUNTY HRA 601-923-3930 601-923-3950	13. PRVO 601-736-9564 866-736-9564	20. UNITED CAA 662-224-8912 888-744-4407
7. JACKSON COUNTY CAC 228-769-3292	14. PRAIRIE OPPORTUNITY 662-323-3397 888-397-5550	21. WWISCAA 662-378-5857 800-820-8204

DIVISION OF ECONOMIC ASSISTANCE

The Division of Economic Assistance (DEA) is responsible for programs which ensure nutrition, healthcare and other basic needs are met for low and medium-income individuals and families in Mississippi. The division administers the Supplemental Nutrition Assistance Program (SNAP), formerly known as the food stamp program, and the Temporary Assistance for Needy Families (TANF) Program which provides 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 office, staff provide support services for 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.

- DEA completed the implementation of the document imaging project which created electronic files for claims records, SNAP and TANF case files.
- Mississippi completed the year with a payment accuracy rate of 97.23% in SNAP for federal fiscal year (FFY) 2009.
- The state reported TANF participation rate was 73.45% for FFY 2009.
- Outstanding Performance in Claims Award: This annual award was presented to only one state in each region by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS). The award recognized DEA for achieving the highest percentage of claims collections per capita over the fiscal year.
- Quality Control (QC) Star Award: The FFY 2009 QC Star award was presented to DEA by the USDA/FNS for being top in the region. The award was determined by weighing measurable standards of excellence in quality control with rating criteria to include transmission timeliness, case completion rate, case review accuracy and validity of data transmitted to USDA/FNS.
- Excellence in Financial Management: This prestigious award was presented by the USDA/FNS to DEA for developing accurate initial budget projections, monitoring and adjusting as necessary throughout the year to ensure funds requested are in line with needs and ensuring that no specific SNAP component is overspent.

Field Operations/Administrative Unit

The Bureau of Field Operations is responsible for the administration of economic assistance programs in the 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 support 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.

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 through Quality Control Staff Reviews 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.

**CONTACT
INFORMATION:**

**Economic
Assistance
601-359-4810

**Client Inquiry:
800-948-3050

**Foundation for
Families
800-590-0818**

Claims Management

County Eligibility Staff identify and prepare claims for program benefits improperly received. Claims are categorized as agency errors, inadvertent household errors or suspected intentional program violations (SIPV). SIPV claims are reviewed and approved by the Claims Management Unit and referred to the Division of Program Integrity, Office of Administrative Hearings or the Office of Fraud Investigations for possible court action. The Claims Management Unit is responsible for collecting all over issuances. The Treasury Offset Program (TOP) is one tool used by the Claims Management Unit to collect delinquent claims debts owed to the State. These debts are collected through the offset of federal retirement payments, federal income tax refunds, vendor payments and some federal salaries.

Policy/Training Unit/System Help Desk

Federal regulations governing SNAP and TANF are interpreted and conveyed to the field to ensure compliance and these policies and procedures are updated as federal regulations change.

Training is continuous for the staff of DEA. Newly hired staff members, such as eligibility workers and case managers, are trained in policies, procedures, TANF, SNAP, 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 a week of administrative training. Specialized training is provided as needed. In SFY 2010, staff training sessions included: County Director Training, Supervisor Training, Case Management Training, Eligibility Worker Training, Case Review Training and Corrective Action Training (CAT) for select staff. System support is provided through the Help Desk to ensure technical issues are addressed in a timely manner and within regulatory requirements.

Foundation for Families Unit

The Abstinence Initiative 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 initiative provides positive activities and outlets for teens, and values and sexuality training to encourage teens to make responsible decisions.

The Healthy Marriage Initiative promotes the positive 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 and formation.

TANF and SNAP Work Programs

The TANF Work Program (TWP) 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 SNAP Employment and Training Program in Hinds County and each household is offered an opportunity for adult members to engage in the program. Referrals are made to the project coordinator who places candidates in available and appropriate work settings.

Division of Economic Assistance

Field Staff Offices

County Offices	82
Branch Offices	5
Regional Offices	7

Field & Admin Staff

County Directors	82
Assoc. Directors.....	2
Supervisors	99
Case Managers.....	156
Eligibility Workers...	493
Clerical Workers/CSR...	197
Admin Staff.....	108

Caseload/Monthly Payment Totals

TANF Average

Monthly Caseload

Families	12,043
Recipients	25,420
Adults	5,120
Children	17,049

TANF Average

Monthly Payments

Statewide. . .	\$1,684,245
Per Family . . .	\$139.85
Per Recipient. . .	\$66.26

Value of SNAP Issued

Total SFY 2010

\$828,697,150

Average Number of Recipients Receiving SNAP in SFY 2010

211,734 Households
536,241 Persons

Average Monthly Benefit Value of SNAP in SFY 2010

\$285.68 Household
\$122.61 Person

The Emergency Food Assistance Program (TEFAP)

TEFAP is a federal program which helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost. Under TEFAP, commodity foods are made available to states by the USDA who provide the food to local food banks, which then distribute the food to approved soup kitchens, food pantries and homeless shelters. In SFY 2010, surplus food items valued at \$6,584,566 were distributed to 1,562,757 eligible recipients.

SNAP-Ed

The goal of SNAP-Ed is to improve the likelihood that SNAP 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. SNAP-Ed classes are taught to eligible participants in various settings such as school classrooms, TANF classes, public housing sites, food banks and pantries, Head Start Centers and Women, Infants and Children (WIC) locations. In SFY 2010, SNAP-Ed expenditures were approximately \$6,221,926.

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 staff and maintain statewide shelter operations, provide sheltering/temporary housing, feeding and other human needs following a catastrophic earthquake, hurricane or other significant disaster requiring state mass care assistance. Efforts include working with other state departments and agencies, (i.e., Division of Medicaid, American Red Cross [ARC], Voluntary Organizations Active in Disaster [VOAD], the Salvation Army) for activities relating to potential or actual States of Emergency declared by the Governor. County DEA offices are responsible for specific disaster functions as determined by the CEMP as they relate to a disaster.

Claims Establishments for SFY 2010

4,541 claims were established for SNAP benefits improperly received.

SNAP collections totaled \$4,272,548.17

155 TANF claims were established for TANF benefits improperly received.

TANF claims collections totaled \$37,352.64



The Emergency Operations Center (EOC) at the Mississippi Emergency Management Agency (MEMA) has state-of-the-art equipment to help track storms and disasters. MDHS 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 the Mississippi National Guard, Search and Rescue teams 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.

DIVISION OF FAMILY AND CHILDREN'S SERVICES

Mission Statement

The Mississippi Department of Human Services (MDHS), Division of Family and Children's Services' (DFCS) mission is to lead the state in protecting children and youth from abuse, neglect and exploitation by providing services to promote safe and stable families.

Vision Statement

The DFCS vision is that children grow up in families safe from harm with a sense of belonging, without fear of abuse, neglect or constant disruption and have an opportunity to experience continuity of relationships. The division strives to ensure that each family experiences positive change as a result of the agency's intervention.

Organizational Overview

The DFCS state-administered child welfare system is administered at the local level through the 84 county offices and is supervised by 13 regional directors. 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. Regional directors take an active part in the operations of the county offices within their regions. Each region provides a wide variety of services to children and families designed to strengthen families, reduce the risk of child abuse and neglect and support and preserve families. Services are provided through county offices and local service providers, such as contractors and community-based organizations.

Under the umbrella of MDHS, DFCS is authorized by state statute to promulgate regulations, policies and procedures necessary to implement the state's child welfare system and 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 Voucher (ETV).

DFCS Organization

The DFCS organization includes the: deputy administrator, division director, field operations director, office director for Continuous Quality and Improvement; bureau directors for the Child Welfare Professional Development, Permanency Planning/Placement, Protection, Resource Development, Policy and Resource Development Units; two child welfare practice specialists; two Practice Model coaches/trainers; a Council of Accreditation (COA) coordinator and 13 regional directors.

The deputy administrator oversees the entire operation of DFCS with emphasis on the COA, the *Olivia Y. et al. v. Barbour, et al. Settlement Agreement*, professional development, policy, communications and administration. The division director has responsibility over staffing and administration of the various programs within DFCS including the Permanency Planning/Placement Unit and the Prevention/Protection Unit. The 13 regional subdivisions within the state are supervised by regional directors, child welfare workers and supervisors to improve service delivery to families and children.

Field Operations

In 2010, DFCS made changes to the organizational structure to allow the director of field operations to supervise the regional directors and the child welfare specialists and monitor policy and practice to ensure a uniform delivery of child welfare services statewide. Further, the director of field operations works with other MDHS divisions to allocate resources and implement overall agency initiatives to ensure service delivery and outcomes meet quality standards set by the agency. Dedicated child welfare staff work through county offices statewide to provide prevention, protection, placement, reunification and resource services to the children and families of Mississippi.

In order to ensure a statewide service delivery system with measurable outcomes, DFCS is implementing a uniform child welfare practice model. In February 2009, DFCS contracted with the Center for the Support of Families (CSF) to assist in developing the Mississippi Child Welfare Practice Model. The agency's interest in developing a practice model stems from its current efforts to implement best practices including those associated with the *Olivia Y. et al. v. Barbour, et al. Settlement Agreement*, the Council on Accreditation (COA) standards, and the Child and Family Services Review (CFSR). DFCS is coordinating these efforts in a planned, seamless and deliberate manner.

**CONTACT
INFORMATION:
Family & Children's
Services
601-359-4999**

**Child Abuse Hotline:
800-222-8000**

**Adoption:
800-821-9157**

**Foster Care:
800-345-6347**

In January 2010, the Mississippi Child Welfare Practice Model began in Regions I South and II West. Regional implementation teams were developed and a regional implementation plan was initiated. CQI (Continuous Quality Improvement) Baseline reviews were completed during June 2010.

DIVISIONAL UNITS

The CQI, Finance and Administration, Permanency Planning/Placement, Prevention/Protection, Professional Development and Resource Development Units covering different areas of services were formed to ensure that the needs of families and children are met.

Continuous Quality Improvement (CQI) Unit

The Continuous Quality Improvement Unit is comprised of three district subunits: Foster Care Review, Mississippi Automated Child Welfare Information System (MACWIS) and Evaluation and Monitoring.

- Foster Care Review carries out the mandated agency review of foster care cases through records review and follow-up. These reviews are required by federal requirements and state statute. The staff conducts foster child county conferences and case reviews statewide. Cases are additionally reviewed every six months using specific data collection instruments.
- MACWIS operates and maintains the MACWIS Case Management Data System with the MACWIS Director as the primary DFCS liaison with MDHS, Management Information Systems (MIS). A help desk is utilized to assist DFCS staff with MACWIS case management case record needs. The unit also generates and distributes data reports.
- Evaluation and Monitoring utilizes a comprehensive case review instrument to conduct reviews in each region. This case review process is being introduced statewide by grouped regions in conjunction with the Family Centered Practice Model. The instrument covers components of CFSR, Family Centered Practice Model, the Olivia Y. et al. v. Barbour, et al. Settlement Agreement and COA. A representative sample of in-home and out-of-home placed children comprises the cases reviewed. After a baseline case review during the initial practice model phase-in, each region will receive one year follow-up of case reviews for comparison with baseline data.

Finance and Administration Unit

The Finance and Administration Unit was restructured and placed under the direction of the MDHS, Division of Budgets and Accounting. Its function is to synchronize financial strategies with intended services through the management of financial transactions, budgets, asset management, contracts, sub-grants, eligibility and relationships with DFCS leaders and ensure resources are aligned with the division's goals.

Permanency Planning/Placement Unit

The Permanency Planning/Placement Unit is responsible for placement services which include foster care, adoption, congregate care, permanency planning, interstate placement of children, independent living services, termination of parental rights, licensing of facilities and agencies, residential/therapeutic placement and unaccompanied refugee minors. During SFY 2010, an average of 3,771 children received foster care services. Children in the custody of the agency are placed in licensed foster homes, therapeutic foster homes, group homes, residential treatment facilities or relative placement.

- The Adoption Unit finalized 350 adoptions, 1,278 resource home studies were assigned and 95 families were approved during SFY 2010. There were 533 children in the custody of the agency who were freed for adoption with a plan of adoption by the end of the fiscal year. During this time period, 2,105 children received adoption assistance benefits, 1,307 received IV-E/Federal funded benefits and 798 received Child Welfare System/state funded benefits.
- The Interstate Compact for the Placement of Children (ICPC) assures the safety of children being placed across state lines, both those going out of state as well as those coming into the state. The Interstate Compact on the Placement of Children (ICPC) provides out-of-state placement and supervision of dependent children. One of the major purposes of the ICPC is to protect children from going into a dangerous or inadequate situation across state lines. During SFY 2010, there were 789 ICPC cases handled either for placement of children from other states into Mississippi or placement of Mississippi children in other states with relatives. This number includes closures, approvals, Regulation 7 Priority Placements (expedited referrals that must be completed in 20 workdays), disruptions and residential treatment facility placements. There were 191 ICPC adoption cases handled and 108 international adoptions processed for adoptive purposes.

- The Independent Living Program (ILP) offers services for adolescents in agency custody the opportunity to acquire basic life skills as they move toward self-sufficiency. In SFY 2010, of the approximately 1,107 teenagers in custody, 1,068 were actively participating in the program.
- The Licensure Program develops and revises licensure standards for resource homes. In SFY 2010, there were 32 licensed child placing facilities, 56 residential child caring facilities and 13 emergency shelters. Of note, there were three new child placing facilities and five new residential child caring facilities opened and five residential facilities closed during the year. There were 1,542 licensed resource homes with 204 new resource homes approved and 79 resource homes that were consequently closed. Additionally, there were 256 certified therapeutic foster care homes operational during the year. Seventy-five of these were newly certified and 68 of the therapeutic foster care homes were closed during the fiscal year.
- The Unaccompanied Refugee Program provides services to refugee children 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 children receive foster care services and benefits. At the beginning of SFY 2010, there were approximately 13 Unaccompanied Refugee Minors (URM) in Mississippi with 18 remaining at the end of the fiscal year. The state of Mississippi is one of only ten core sites around the United States who resettle URM youth. Services are provided through a 100% federally funded contract.

Prevention/Protection Unit

The Prevention/Protection Unit is comprised of programs designed to safely keep children with their families, whenever possible, through the development and administration of child abuse prevention/protection services across the state.

The Prevention Program is responsible for the identification and development of community-based prevention resources.

- The Prevention Program, through public awareness campaigns, works to educate the public on how and where to report suspected child abuse and how to support families to prevent abuse from occurring. The unit is further responsible for the oversight of the Citizen's Review Board, Children's Justice Act Task Force and the Children's Trust Fund. These advisory boards allow community members and stakeholders an opportunity to be involved with child welfare practices.
- The Family Preservation and Reunification Services are intensive home-based programs that provide therapeutic services to families whose children have been targeted for removal because of abuse or neglect and are designed to prevent further abuse and neglect, safely keep children in their home or reunite children with their families. In FFY 2010, there were approximately 328 families served through these programs.

The Protection Unit is responsible for the oversight and management of the Mississippi Centralized Intake program, the Child Abuse Network (CAN) Central Registry and the Fingerprinting program.

- Mississippi Centralized Intake began November 1, 2009 receiving, recording and documenting all reports of child and vulnerable adult abuse/neglect statewide. This system differs from the hotline DFCS previously maintained in that this program is also responsible for making the determination if the report should be referred to the county for investigation or if it should be referred for support services. All reports of abuse or neglect are routed through Centralized Intake prior to being sent to the county offices for handling. This program is administered by an independent provider with oversight from the DFCS Protection Unit.

Prior to November 1, 2009, calls were being received in all 84 county offices as well as through the hotline. From July 1, 2009 to October 31, 2009, the hotline received a total of 5,185 calls. From November 1, 2009 to June 30, 2010, Centralized Intake received a total of 27,747 calls for a total of 32,932 calls for the fiscal year. Calls prior to Centralized Intake were tracked manually. Calls received from November 1, 2009 to date are logged electronically.

- Child Abuse/Neglect Central Registry: DFCS maintains a central registry of perpetrators of abuse and neglect who have been identified through "evidenced" investigations by DFCS. Since July 1, 2002, listing of an individual's name on the MDHS Central Registry requires criminal prosecution or a request by a youth court judge. Child care providers and placement organizations can check names of prospective applicants for employment or foster/adoptive parents through the registry free of charge. During SFY 2010, there were 51,746 names processed through the central registry. DFCS is projecting an increase related to newly created job readiness programs and quality child care initiatives.
- The Fingerprinting Program is responsible for ensuring all DFCS employees, resource parents and children (age 14 and over) in resource homes have had appropriate background checks performed prior to working with children or having children placed in their home.

Professional Development Unit

The mission of the Professional Development Unit is to provide quality staff development that promotes the safety and well-being of families and children in Mississippi and gives DFCS personnel opportunities for educational and skills enhancement. Newly hired staff receive orientation training within the first three months of employment through the Division of Human Resources. Additionally, all newly hired direct care service staff receive Child Welfare Professional Development training and on-the-job training before being assigned a caseload. Before assuming supervisory responsibilities, new supervisors attend a 40-hour basic supervisory course at the State Personnel Board. Caseworkers and their supervisors additionally participate in ongoing trainings during their tenure with DFCS in order to further develop their skills, remain informed of current best practices and stay abreast of agency policy. Each DFCS staff member is provided at least one training opportunity annually that directly relates to their specific job function. Plans are underway to develop web-based training for DFCS staff.

Resource Development Unit

The Resource Development Unit is responsible for ensuring an adequate array of services are available. Staff coordinates and develops these opportunities through contracts, collaboration with other agencies and service providers and coordination of service/resource-related work within DFCS. The Resource Development Unit ensures the compatibility of existing and new services with the principles and practices of the settlement agreement, COA standards and the practice model. The unit addresses existing service needs with an eye on future requirements. Functions include addressing financing issues related to service provision, contracting procedures and the substance of services provided.

Initiatives

Council on Accreditation (COA): As a part of the *Olivia Y. et al. v. Barbour, et al.* Settlement Agreement, DFCS is seeking accreditation by the Council on Accreditation (COA), the largest independent accrediting body for organizations that provides social and behavioral healthcare services to children, youth, seniors and families in the U.S. and Canada. COA partners with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards. Accreditation is designed to be a framework that an organization can use to measure its achievements, ensure quality improvement of services across the state and provide for the safety, permanency and well-being of its children.

DFCS has an accreditation goal of January, 2013. DFCS has completed the Year One and Year Two Implementation Plans through submission of deliverables which COA has determined to be in compliance or partial compliance. Each implementation period encompasses one year of planning, reviewing, documenting and implementing policies, practices and procedures.

Atlantic Coast Child Welfare Implementation Center (ACCWIC): The Atlantic Coast Child Welfare Implementation Center (ACCWIC) is one of five centers established in 2008 by the U.S. Department of Health and Human Services, Administration for Children and Families, Children's Bureau. ACCWIC works with child welfare agencies to implement strategies to achieve sustainable, systemic change that results in greater safety, permanency and well-being for children, youth and families.

DFCS applied for and was chosen to receive a change implementation technical assistance grant and entered into a Memorandum of Understanding (MOU) with ACCWIC for the period of July 1, 2009 – September 20, 2011 to develop the organizational capacity to plan, implement and sustain the family-centered Mississippi Child Welfare Practice Model. The goal of this effort is for ACCWIC to assist DFCS with enhanced initiatives in Forrest and Harrison Counties with special emphasis on the nature, principles and values of family centered practice. These two counties have historically experienced challenges, such as staff recruitment and retention, at a more acute level than other areas of the state. ACCWIC has conducted organizational and readiness assessments in these counties to assess their preparedness for the project. ACCWIC provides technical assistance geared toward fostering systemic and lasting organizational improvements through effective change implementation.

CHILD ABUSE/NEGLECT STATISTICS STATE FISCAL YEAR 2010

County	Sexual Abuse	Physical Abuse	Physical Neglect	Medical Neglect	Emotional Abuse	Exploitation	Total Evidenced Allegations	Total Investigations	County	Sexual Abuse	Physical Abuse	Physical Neglect	Medical Neglect	Emotional Abuse	Exploitation	Total Evidenced Allegations	Total Investigations
Adams	9	11	36	5	4	0	65	173	Lee	32	60	108	6	13	0	219	676
Alcorn	21	29	52	5	2	0	109	389	Leflore	4	12	17	2	1	0	36	138
Amite	4	9	14	2	1	0	30	88	Lincoln	11	8	12	6	11	0	48	256
Attala	3	3	5	0	0	0	11	118	Lowndes	6	16	26	7	1	0	56	309
Benton	5	8	11	1	1	0	26	80	Madison	14	15	21	1	1	0	52	328
Bolivar E.	16	4	17	4	3	0	44	263	Marion	11	12	16	0	0	0	39	186
Bolivar W.	3	3	13	2	0	0	21	62	Marshall	8	21	33	9	3	1	75	225
Calhoun	9	13	27	1	4	0	54	160	Monroe	21	28	112	0	9	0	170	399
Carroll	6	7	10	1	1	0	25	64	Montgomery	7	4	9	1	2	0	23	72
Chickasaw E.	2	5	14	1	2	0	24	59	Neshoba	11	25	42	1	1	0	80	279
Chickasaw W.	9	12	38	6	5	1	71	181	Newton	6	7	8	1	1	1	24	97
Choctaw	1	3	5	0	2	0	11	36	Noxubee	1	3	4	0	2	0	10	55
Claiborne	0	6	6	0	0	0	12	41	Oktibbeha	3	16	16	3	5	0	43	141
Clarke	6	7	8	0	1	0	22	109	Panola	9	19	38	4	0	0	70	248
Clay	2	16	19	3	6	0	46	138	Pearl River	11	29	61	9	7	1	118	441
Coahoma	10	13	18	2	3	0	46	168	Perry	3	8	8	0	0	1	20	58
Copiah	17	16	21	3	8	1	66	268	Pike	13	21	69	3	4	0	110	251
Covington	3	2	7	2	0	0	14	112	Pontotoc	10	17	43	4	4	0	78	311
Desoto	37	63	122	8	9	0	239	911	Prentiss	9	17	15	3	3	0	47	241
Forrest	20	41	40	5	9	1	116	603	Quitman	1	3	4	0	1	0	9	33
Franklin	4	5	4	2	1	0	16	58	Rankin	54	58	173	5	8	2	300	1,122
George	11	14	17	3	5	0	50	161	Scott	7	9	20	0	2	0	38	219
Greene	2	2	4	0	2	0	10	36	Sharkey	0	0	2	0	1	0	3	26
Grenada	9	13	9	1	2	0	34	202	Simpson	9	12	8	2	3	0	34	254
Hancock	18	30	31	2	74	0	155	462	Smith	3	2	8	0	0	0	13	75
Harrison	45	153	272	32	27	2	531	1,588	Stone	9	17	25	1	2	0	54	209
Hinds	144	98	134	5	9	0	390	1,806	Sunflower	7	4	10	0	3	0	24	151
Holmes	8	7	13	2	0	0	30	113	Tallahatchie	2	3	12	0	1	0	18	61
Humphreys	10	12	6	2	0	0	30	77	Tate	9	23	10	1	0	0	43	133
Issaquena	0	0	2	0	0	0	2	4	Tippah	13	17	53	5	4	0	92	235
Itawamba	11	13	50	2	2	0	78	229	Tishomingo	6	12	22	1	3	0	44	187
Jackson	56	109	205	12	22	1	405	1,284	Tunica	2	3	2	3	0	0	10	53
Jasper	1	13	9	0	2	0	25	78	Union	13	16	51	3	4	0	87	299
Jefferson	0	6	7	0	2	0	15	59	Walthall	0	5	18	1	3	0	27	90
Jeff Davis	1	4	5	1	0	0	11	50	Warren	14	19	40	4	2	0	79	304
Jones	13	20	47	5	10	0	95	455	Washington	52	27	124	11	7	0	221	623
Kemper	1	2	3	0	0	0	6	45	Wayne	10	17	28	2	4	0	61	184
Lafayette	13	20	31	1	9	0	74	216	Webster	2	8	2	1	1	0	14	54
Lamar	15	23	23	1	3	0	65	303	Wilkinson	1	1	4	1	1	0	8	39
Lauderdale	30	59	118	14	12	0	233	713	Winston	4	11	18	1	2	0	36	101
Lawrence	4	8	6	0	1	0	19	68	Yalobusha	3	2	6	1	0	0	12	79
Leake	4	7	8	1	0	0	20	137	Yazoo	3	5	14	0	2	0	24	173

21,582 reports of child abuse or neglect were investigated in State Fiscal Year 2010.

5,915 of the 21,582 reports of abuse and neglect were evidenced.

Evidenced Reports

Physical Neglect	2,799
Physical Abuse.....	1,501
Sexual Abuse	997
Emotional Abuse	366
Medical Neglect	240
Exploitation.....	12
Total Evidenced Reports	5,915

DIVISION OF HUMAN RESOURCES

The Division of Human Resources (HR) facilitates the effective and efficient delivery of vital services to MDHS clients and beneficiaries across the state by providing human resources and administrative support services to the various divisions of MDHS. The primary functions of the division are fulfilled through the Personnel Division and the Administrative Services Division.

The Personnel Division works to meet staffing needs for the agency and provides training services for agency personnel to ensure the highest degree of competency. The Personnel Division is also responsible for ensuring all employees with documented disabilities are afforded workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA). In addition, the division is responsible for processing, maintaining and monitoring of MDHS leave reporting, public information requests, personal services contracts, benefits administration and payroll direct deposits.

The Administrative Services Division oversees housing, maintenance, security and protection of the department and its statewide staff. In addition, the division provides mail services, printing, publications, wired telecommunications and maintains the state office vehicle fleet.

Personnel Management/Administration Unit

The Personnel Management/Administration Unit processes all personnel transactions involving new hires, promotions/demotions, separations due to resignation, dismissals and/or retirements, transfers, reallocations and reclassifications; posts recruitment, certificate of eligibles requests, promotional opportunities and open recruitment listings; and maintains organizational charts. The unit also prepares correspondence to the State Personnel Board to request special duty pay, substitution of work experience for a given position (when applicable) and assists in the preparation of the MDHS fiscal year personal services budget. Further, the unit monitors the MDHS Performance Appraisal Review System and oversees the MDHS Supplemental Insurance Committee who handles the Agency's cafeteria plan and the State-offered/MDHS-offered insurance enrollment for all MDHS employees.

Contracts Management/Corrective Discipline and Grievance Unit

The Contracts Management/Corrective Discipline and Grievance Unit reviews and monitors 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 a liaison between MDHS' divisions and the PSCRB to ensure that the appropriate contract information is presented at monthly PSCRB meetings for approval. The Unit also enters data into the Statewide Payroll and Human Resources System (SPAHRS) to ensure appropriate payment processing for all contractual services.

The unit administers and monitors 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. The unit also monitors the MDHS Leave Reporting System, processes workers' compensation and tort claims and ensures 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 training for all MDHS staff. This unit develops training programs based on the specific needs of MDHS and offers workshops in a variety of areas. 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.

The non-programmatic training programs offered through the Staff Development Unit are at no cost to the employee. The unit offers more than 15 training programs ranging from a class teaching proper writing techniques to a class dealing with stress. In addition, the unit offers classes dealing with certain non-programmatic subjects such as Non-violent Intervention Techniques and First Aid/CPR. New employees that have been employed for three months or less are encouraged to learn about the agency's policies and procedures through MDHS' New Hire Orientation Program. Staff Development further oversees MDHS' involvement in SPB's Certified Public Manager Program (CPM), the Agency's Educational Assistance Program and the agency lending library. Some of the unit's workshops have been approved for continuing education hours towards social work units (SWU) by the Mississippi Chapter of the National Association of Social Workers (NASW) for continuing education purposes.

**CONTACT
INFORMATION:
Human Resources
601-359-4444
800-433-1210**

The Staff Development and Training Unit coordinates fund raising for the United Way Campaign each year and blood drives with Mississippi Blood Services semi-annually. Last year the unit was successful in directing the agency's effort to generate over \$12,000 for the United Way, beating MDHS' published goal by more than 20%.

The unit acts as a consultant to programmatic training staff in the development and enhancement of new training within their respective divisions. The training staff has encouraged the 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 utilize the new internet-based Mississippi Enterprise Learning Management System (MELMS) which allows state employees' access to all the training opportunities offered to them and allows supervisors to approve and track employee training.

Office of Administrative Services

The Administrative Services Division provides quality service and professional assistance to the employees and clients of MDHS. Administrative Services is organized into the following units: Telecommunications, Publications and Forms Management, Mail Services (AIMS Unit, Mail Room, Shipping, Receiving and Printing), State Office Lease, Health and Safety and Facility and Vehicle Maintenance Units.

The Telecommunications Unit is responsible for purchasing, maintaining, monitoring and billing of all wired telephone services. In SFY 2010, the unit bid out and purchased much needed telephone systems for seven county locations at a cost of \$35,977.55 allowing county offices to provide clients with better service. The unit obtains authorization codes for agency personnel to ensure phone usage accountability and processes phone invoices.

The Publications and Forms Management Unit provides printing and duplication services to all county offices and the state office for agency forms, business cards, pamphlets and brochures. The unit processes payments to vendors for duplicating and printing services, oversees the revision and maintenance of over 250 agency forms and works with agency personnel and vendors to ensure proper pricing for duplication needs.

The Mail Services Unit provides all mail-related services for the agency including mass mailings (checks, notices, I.D. cards, etc.) shipping and receiving. The unit is in constant interaction with and provides continuous support to all of the divisions within MDHS. The unit dispersed 5,328,883 pieces of mail using an in-house mail sorter which saved the agency over \$559,532.71 in postage costs. In addition, 7,193 items were shipped and 413,191 copies were made to support agency operations.

The State Office Leasing Unit administers and applies federal and state laws and regulations to assist MDHS personnel in acquiring and maintaining adequate office space. The unit helps agency staff with the submission of the appropriate documents to the DFA, 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 space and county offices. State and federal laws and regulations are employed to determine the appropriate sum of federal funds to be disbursed to county boards of supervisors as 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 which determines the amount of reimbursements to the various county boards of supervisors. The unit also works with lessors and the county boards of supervisors to reduce lease costs for facilities and increase the quality of work environments.

The Safety Unit oversees safety issues within MDHS facilities by monitoring, evaluating and reducing safety risks to clients, visitors and employees. It seeks to provide a safe environment for employees and the public, preserve state property, and coordinate, develop and review safety programs, policies and procedures. The unit also conducts regular fire drills and provides regular testing and preventive maintenance of the fire alarm system and other fire suppressant equipment within the state office building. Further responsibilities of the unit are to provide general and departmental safety education, maintain administrative and engineering controls where appropriate to prevent accidents and facilitate efforts to correct safety problems as they occur. The unit revised the accident reporting program to ensure the reporting of safety hazards by county and state office employees and recently developed and published an agency safety manual for statewide implementation to provide a safe environment for employees and clients.

The unit also coordinates and sponsors events related to the Healthy Mississippi Worksite Wellness Program including an annual health fair and health and nutrition seminars. They also distribute health education materials periodically to all MDHS employees.

The Facility and Vehicle 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's on-site representative to ensure that the building is safe, clean and operational at all times. Responsibilities of the unit include routine repairs and grounds maintenance. The unit also maintains all state owned vehicles assigned to the MDHS state office.

DIVISION OF MANAGEMENT INFORMATION SYSTEMS

The Division of Management Information Systems (MIS) is responsible for providing information technology services to the Mississippi Department of Human Services (MDHS). The primary objectives for MIS include securing all electronic data to maintain the highest level of integrity, security and availability for the data entrusted to MIS.

One of the primary goals for the MIS division is to deliver automation functionality to about 3,400 MDHS employees in all 82 counties of the state via the internet browser. The technology, which supports text, high quality graphics, audio and video, is routed to remote locations via Wyse "thin clients" or "smart terminals" on desktops rather than personal computers. Smart terminals increase efficiency and greatly reduce overall cost by keeping the technology and data contained at the main office data center in Jackson. Through these technologies, the explosive growth of the internet can be harnessed to provide information and support to the MDHS staff quickly and securely. The MIS staff excels in their ability to deliver quality, reliable service and technology to all divisions and clients, regardless of their position or location.

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

Starting in FY 2009, the division spearheaded a campaign to eliminate paper wherever possible and for those documents we must keep, scan them into electronic file folders so they're available online to anyone with remote access, provided they have authority to view them. This effort has already generated savings of \$30,000 by eliminating reports no longer needed and making other reports and notices available online. It also allows the scanned documents to be retrieved electronically rather than an exhaustive manual search through filing cabinets for paper files. Electronic files eliminate misfiled documents that require extensive time and effort to locate. Once the documents are scanned and indexed, they are shredded so physical storage space can be recovered immediately. The electronic images are stored on the Storage Area Network (SAN) at ITS, who is responsible for any data recovery issues that could occur in the event of a disaster.

Current MIS Projects

- County office scanning programs with BCS Systems for the Division of Child Support Enforcement (DCSE), Youth Services (DYS) and Family and Children's Services (DFCS) for document scanning, digital imaging, document storage and retrieval and workflow process re-engineering.
- Data Warehouse – build a relational database repository of each legacy system's data.
- Implement COGNOS – IBM's Business Intelligence tool to access the Data Warehouse and build customized ad-hoc reports.
- Create data retention policies for each division, to be stored on a DB2 relational database which can be easily viewed through the MDHS intranet with proper authority.
- Implement and test the latest release (8.5.2) of Lotus Notes Domino Web Access, our e-mail system. This will include moving the email servers and email history to the virtualized environment at ITS.
- Build an archive database in DB2 for account history from MDHS legacy systems: 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).
- Review RFPs and select a vendor for an Alternatives Analysis for the MACWIS application which includes a new system and processing platform as MACWIS moves away from the Natural/ADABAS platform.
- Virtualization of 130+ MDHS servers and SAN to be located at ITS.
- Research the possibility of a combined call center for the entire MDHS agency.
- MDHS supports the application for additional broadband mapping and related activity funding.
- Over the next two years, implement cloud technology by utilizing WYSE thin client hardware and convert our physical workstation and software environment across the state into a virtual desktop and application network. The cloud technology will allow MIS to centrally manage our ever-growing network.

**CONTACT
INFORMATION:
Management
Information
Systems
601-359-4600**

Redefining MDHS with Emerging Technology

As MDHS positions itself to take advantage of technological opportunities, the following key areas have our focus: modernization and reengineering of our four legacy systems to new platforms; utilizing "virtualization" technology for our servers, SAN and possibly our desktops and laptops; increase worker connectivity and collaboration across divisional and organizational boundaries by exploiting LOTUS DWA e-mail; creating an Intranet and utilizing Portal for website development and maintenance; implementing CA-Spectrum as a network management tool allowing MIS to work 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, objectives and 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 provides 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, needs assessments and project management.
- 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 technological vision designed to transform service integration while boosting customer satisfaction and operating efficiency. The vision includes the delivery of information electronically via internet browsers and thereby place real-time information at the fingertips of the decision-makers and front-line employees.

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 limit the use of contractors and consultants to a "short-term" versus permanent basis.
- Provide vision, leadership and direction in defining where MDHS wants to utilize 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.
- Build an adequate team with the tools necessary to achieve success in managing agency computer systems.
- Operate in a cost-effective manner to realize long-range savings through the effective application of technology.
- Strive to maintain, enhance and implement system software with zero defects.
- Vigorously employ Geographical Information Systems (GIS) throughout MDHS programs to show pertinent, timely and accurate information regarding service providers and clients.
- Continue to employ the use of the Mississippi Debit Card – ePayment solution for Mississippi's recipients.
- Support the state's broadband efforts.

Division Objectives

- Continue the Document Scanning and Workflow Process Reengineering project for all 82 counties in Mississippi.
- Implement the ERMS (Enterprise Report Management System) for all locations of MDHS, allowing for a significant reduction in paper consumption as well as manual storage and retrieval.
- Maintain successful support operations and management of MDHS' existing systems.
- Support our customers' business needs through automated solutions wherever possible.
- Proactively develop technical solutions to ensure the highest system performance with 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 efforts to determine the feasibility of re-engineering 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.
- Establish a Network Operation Center (NOC) to facilitate monitoring the statewide network and make adjustments in a timely manner.
- Plan and implement required network upgrades and network management tools.
- Standardize and modernize software platforms to JAVA for mainframe and .Net for server and database structure to SQL and DB2 where feasible.
- Develop and implement a System Development Life Cycle (SDLC) for the entire agency to follow.
- Initiate staff training for customer service, professional courtesy and SDLC.
- Implement a modern infrastructure platform to support the emerging technology and growing needs of the agency with integrated funding models.
- Complete the implementation of the Consolidated Client Repository (CCR) to eliminate the need for separate name and address databases for each of the legacy applications.
- Acquire necessary tools and training for the MIS technical staff to provide continuous coverage and protection against imminent virus and worm attacks on the corporate network and computers.
- Develop an Intranet for MDHS in a DB2 relational database structure populated with information for MDHS employees (Employee Handbook, Data Retention Policies by division, etc.)
- Create an Archive Repository in a DB2 relational database structure populated with information from any production application that houses history records or transactions for extended periods of time.

DIVISION OF PROGRAM INTEGRITY

The mission of the Division of Program Integrity (PI) is to take the initiative in ensuring 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 2010 were:

- Maintained current status of all SNAP and TANF claims.
- Brought the monitoring of subgrants current.
- With support from other MDHS divisions, PI hosted a successful annual Christmas Party for female students at Oakley Training School.
- Increased the number of arrests for SNAP trafficking made by the Special Investigations team who investigates SNAP 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 SNAP and TANF programs. During SFY 2010, the office received 1,829 suspected program violation claims from the Division of Economic Assistance. Of the 1,829 claims referred, the Office of Fraud Investigations determined that 900 claims were intentional program violations and were able to establish repayment and/or recoupment agreements for a total of \$1,799,561.

**Office of Fraud Investigations
Comparison of SFY 2009 Activities to SFY 2010**

	SFY 2009	SFY 2010
Suspected Program Violations	1,632	1,829
Intentional Program Violations	794	900
Repayment/Recoupment Program Dollars	\$1,405,108	\$1,799,561

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 2010, 51 special investigations were conducted.

During SFY 2010, the office, in conjunction with the United States Department of Agriculture (USDA) and other law enforcement entities, conducted trafficking investigations involving 87 retailers. Trafficking investigations, ultimately, are aimed at preventing illegal use, transfer and trafficking of SNAP benefits. Investigations focus on retailers that are authorized to accept and redeem SNAP and clients who sell SNAP benefits 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 24 arrests of retailers for a total restitution amount of \$67,725.

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

During SFY 2010, the Office of Special Investigations performed 1,218 background investigations for the Divisions of Family and Children's Services and Youth Services. Specialized training includes biannual firearms training for 20 armed investigators within the agency.

**Office of Special Investigations
Comparison of SFY 2009 Activities to SFY 2010**

	SFY 2009	SFY 2010
Internal Investigations	51	51
Background Checks	686	1,281
SNAP Trafficking Investigations	73	87
SNAP Trafficking Arrests	15	24
SNAP Trafficking Restitution Dollars	\$58,257	\$67,725

**CONTACT
INFORMATION:
Program
Integrity
Fraud Hotline
800-299-6905
601-359-4900**

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 2010, five subgrants were audited with an aggregate award of \$6,941,063. During the subgrant audits performed, the office identified \$3,622,790 of questioned costs. In addition, child care certificates issued to parents whose children attend five child care centers were audited and resulted in questioned costs of \$838,739.

The total amount of questioned costs recovered was \$16,979 and the amount resolved was \$1,056,791. Two subgrantees requested administrative hearings.

Office of Investigative Audit Comparison of SFY 2009 Activities to SFY 2010

Audits	SFY 2009	SFY 2010
Subgrant/Vendor/Subrecipient Contract Audits	6	5
Dollar Amount of Audits	\$685,587	\$6,941,063
Questioned Costs	\$466,830	\$3,622,790

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 the agency's action or its failure to act, in connection with the SNAP 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 SNAP 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 their defense, 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.

Administrative Hearings 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 that they follow to determine decisions.

During SFY 2010, 792 Fair Hearings were held which included 553 SNAP cases, 215 TANF cases and 24 FS MSCAP cases. Also, during SFY 2010, 1,485 Administrative Disqualification Hearing decisions were rendered in the SNAP program. As a result of these decisions, 1,468 persons were disqualified from the SNAP program for periods ranging from 12 months to permanent disqualification for fraudulent use of SNAP totaling \$1,416,854.

Office of Administrative Hearings Comparison of SFY 2009 Activities to SFY 2010

Hearings	SFY 2009	SFY 2010
SNAP	455	553
TANF	151	215
FS MSCAP	10	24
Total	616	792

SNAP Disqualification Hearings	SFY 2009	SFY 2010
Hearings Held	1,659	1,485
Clients Disqualified	1,644	1,468

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. Activities either directly or indirectly affect all programs administered by MDHS and 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 2010, \$8,964,727 in questioned costs was identified. During this period, questioned costs totaling \$104,125 were recovered and questioned costs totaling \$590,841 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 2010, OM was referred 543 subgrants totaling \$288,323,828 which were required to be monitored prior to the end of the subgrant period. 592 monitoring reviews, including subsequent follow-up reviews, were completed for a total of \$292,459,260 during SFY 2010, which included subgrants awarded during prior fiscal years but were not monitored previously.

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 SFY 2010, OM reviewed 264 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 researches 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 979 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 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 2009 Activities to SFY 2010**

	SFY 2009	SFY 2010
Total \$ Subgrantee/Vendor Contracts Monitored	\$331,714,032	\$292,459,260
Total # Subgrantee/Vendor Contracts Monitored	796	592
Questioned Costs Identified	\$2,193,223	\$8,964,727

SOCIAL SERVICES BLOCK GRANT

Mission and Purpose

In 1981, Congress created a block grant for states to provide social services under the Omnibus Budget Reconciliation Act (Public Law 97-35). In response, a wide range of community social services for individuals and families was authorized. 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, 95.70 percent is allocated to state agencies, special projects or pilot projects that can be duplicated in other areas of the state and the remaining 4.3 percent is used for administration at the state level.

The objective of SSBG is to empower states so they may furnish social services that are best suited for their residents. Federal block grant funds may be used to provide services directed toward one of the following five goals specified by 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 a one percent set-aside for special projects. These set-aside funds are used to advocate and establish quality programs during the funding year. Projects funded this fiscal year include: The Communities in Schools of Greenwood Leflore, Inc., Abstinence Program in the Mississippi Delta which served 4,261 children; and courses on head trauma, malnutrition and recognizing signs of sexual abuse in children taught at the University of Mississippi Medical Center (UMMC) in Jackson. UMMC also sponsored four statewide advanced courses on child abuse for MDHS, family protection specialists, law enforcement, health care providers, prosecutors, coroners and children's advocates.

In addition to the regular and special programs administered through SSBG, programs previously funded by the additional \$28,136,577 that was awarded in SSBG Supplemental Disaster Funds in October 2008 were continued. These funds were designated for restoration projects in hurricane-damaged areas throughout Mississippi.

In Hinds County, following the April 4, 2010 tornado, SSBG restored seven homes and provided mental health counseling to 199 clients, emergency fund assistance to 500 clients and debris removal assistance. Grant funding also provided assistance to Mississippi families both homeless and at risk of becoming homeless.

Administration

SSBG is designated by the Governor to be administered by MDHS with five direct staff persons and assistance from the MDHS Divisions of Budgets and Accounting, Program Integrity and the State Attorney General's Office.

Funds Allocated	Clients Served	Type Funds	Allocation
DMH	2,417	SSBG	\$3,534,311
MDHS, DAAS	7,726	SSBG	\$6,320,413
MDHS, DFCS	33,262	SSBG/TANF	\$11,379,339
MDHS, DYS	9,222	SSBG	\$3,635,000

SSBG Funding FY 2010	
SSBG Disaster	\$28,136,577
SSBG Service Dollars	\$15,861,971
TANF Award	\$9,579,913
Cost Allocation	\$149,000
Total Administration	\$327,180

**CONTACT
INFORMATION:
Social Services
Block Grant
601-359-4778**

DIVISION OF YOUTH SERVICES

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. DHS 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.

Mission

The mission of DHS is to provide leadership to promote change for youth, family units and communities. It operates by creating legitimate, alternative pathways to adulthood through equal access to services that are the least intrusive, culturally sensitive and consistent with the highest professional standards.

Vision

The vision of DHS is that every child experiences success in caring families and nurturing communities that cherish children and teach them to value family and community. This vision is guided by the fact that decisions and actions affecting children today determine their quality of life tomorrow.

Community Services Programs

Goals

- To ensure a balanced approach of accountability, competency development and community safety while providing quality services that address the needs of children, their families, individual victims and the community.
- To test the effectiveness of community-based programs on reducing commitments to institutional care.
- To establish multi-agency, cooperative partnerships with local communities.
- To establish uniformity in DHS services, case management practices and procedures.

Services

Probation and After-Care Services are provided to juveniles referred to the Youth Courts in all 82 counties 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 Youth Services Counselors.

DYS Community Services Youth Facts

- 17,539 youth were served by the youth courts
- 13,289 youth were warned and released
- 2,624 youth were placed on formal probation
- 1,414 youth were placed on informal supervision
- 212 youth were placed on parole following release from Oakley

The Interstate Compact for Juveniles [Delinquency and Child in Need of Supervision (CHINS)], along with the Division of Youth Services, 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.

The 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 institutional care. The IACCII ensures that youth and their families can access necessary services available in their home communities. DHS currently supervises two 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 Program

The Adolescent Offender Program (AOP) is a community-based partnership with DHS, mental health agencies, community agencies and local multi-agency councils. The AOP provides a mechanism within communities to coordinate services, share resources and reduce the number of young offenders placed in state custody.

**Contact
Information:
Youth
Services**

601-359-4972

Goals

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

Services

Each program offers services primarily to non-Medicaid and non-billed Medicaid youth. These services are also available to Medicaid-eligible youth. A total of 2,331 youth have received services in all 82 counties in SFY 2010.

Within the existing programs, DYS provides the Responsible Fatherhood Program, Healthy Marriage Program, Evidence-Based Practices, Fast ForWord Cognitive Development Program and Investment in Excellence for Youth (PX2). According to social learning theory, the closer the treatment provided is to the environment in which the youth normally functions, the more effective treatment will be. The AOP brings treatment closer to their home environment and the family.

Therapeutic Group Home

The Bass Group Home was a 10-bed pilot program for boys 14-16 years of age. The boys were transitioned from Oakley Training School (OTS) after they were evaluated and were determined to be appropriate by training school and group home staff. This facility provided therapeutic services to youth with a special education ruling or emotional issues requiring long term care. This facility closed effective June 30, 2010. A long-range goal of DYS is to establish at least four additional group homes statewide for boys and girls to provide transitional and therapeutic care and services to eligible youth.

Institutional Programs

Goals of Juvenile Justice

- To provide rehabilitative services to at-risk youth and their families.
- To provide public safety to communities.
- To focus on reducing the likelihood of re-offending (risk).
- To address the specific criminogenic factors (needs) causing the delinquent behavior.

Oakley, a youth development center that incorporates holistic-therapeutic programs to promote rehabilitation, located near Raymond, Mississippi, serves boys and girls who were adjudicated as delinquent by the Youth Court, court ordered for commitment and are between the ages of 10 and 17. The psycho-educational program offered at the institution is designed to build basic concepts of self-discipline, self-worth, personal responsibility, attention to detail, a sense of urgency and respect for constituted authority.

Intake and Admissions

Staff work through a diagnostic and evaluation protocol which gathers medical, dental, recreational, educational, vocational and psychological data on each student. Students receive a complete physical and a full-scale psychological assessment which includes IQ testing, personality profiles, drug and alcohol abuse risk questionnaire, suicide risk assessment, achievement testing and a trauma risk assessment tool called the Trauma Symptom Checklist for Children.

Mental Health and Rehabilitative Programs

Individual and Group Therapy counseling provide Dialectical Behavior Therapy (DBT), social skills development, character education, anger management, sex education that includes information on sexually transmitted diseases and abstinence, drug and alcohol awareness, character education, sexual offender counseling and psycho-correctional skills.

The Honors Program (HP) is a voluntary program for eligible youth which combines specialized classes with work projects designed to benefit other youth at the facility and the public. The program allows youth to participate in the election process, contribute to the local community and learn to preserve the environment. Youth attend special classes, participate in the student government, which helps direct the program activities, engage in work projects both on the Oakley campus and the local community and earn additional privileges, both on-campus and off.

Academic and Vocational Programs

Students are placed in academic and vocational classes at the Oakley campus Williams School according to their previous school placement and additional educational evaluation. This enables students to continue their educational advancement during their commitment. DYS' non-public school is accredited by the Mississippi Department of Education to provide a curriculum in conformity with the DYS mission and accreditation requirements.

- Students can participate in academic and sports competitions such as Spelling Bees, U.S. History Bowls, Geography Quizzes, basketball, baseball, football, chess and golf.
- Local Area Network (LAN) Computer Labs provide remedial, job interest assessment and cognitive development, facilitated by the Fast ForWord Cognitive Development Program.
- Interactive Video Network (IVN) allows students to interact with each other in GED and gifted classes.
- Electronic classrooms have allowed students to take virtual field trips and view satellite downlinks of various programs.
- Video networking has proved to be beneficial to Oakley staff by providing access to interactive video-conferences with staff counterparts.
- Rooms are equipped as part of the STAR School Project through the Mississippi Educational Television Interactive Video Network (METIVN).
- Williams School has a licensed library/media specialist. Library/Media Services are provided to all students and teachers can access instructional planning and delivery assistance.
- GED Preparation and Testing is offered to eligible students. Students tested have an average pass rate of 80%.
- ACT® preparation and testing is offered to students who have graduated or earned a GED.
- Vocational Technical Education funds and grants have been received to improve educational programs at Oakley. Vocational training programs include: Welding, Carpentry, Auto Body, Small Engine Repair, Brick Masonry, Basic Business Computer, Custodial Maintenance and Cosmetology.
- The Mississippi Arts Commission, Community in Schools Grant Project, is currently serving students at Oakley in Creative Writing and Art classes taught by licensed instructors from a nearby college.

Youth Offender Profile Facts

- The average youth at Oakley is a 15-year-old male.
- The average population at Oakley was 103; 290 youth attended Oakley during the year.
- 95% of youth were male.
- 80% of youth were African American with 20% White or other.
- 90% of committed youth were felony offenders in SFY 2010.
- The average length of stay for a felony offense was 30 weeks.
- The rate of recidivism for SFY 2010 was 24% representing a 10% decrease from 2009.

Settlement Agreement

In 2005, the State of Mississippi signed a settlement agreement with the Department of Justice after an investigation that alleged violations of acceptable confinement standards for youth. The settlement agreement was re-negotiated in May 2010, reducing the number of facility provisions from 73 to 23, with one federal monitor. The state has made significant progress toward meeting full compliance.

DYS Administration/State Office

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 who submits these requests to the Legislative Budget Office, the House Public Buildings, Grounds and Lands Committee and the Senate Property Committee.

Personal Services and Legal Contracts

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

Subgrant Management

The Subgrant Management Unit secures various grants to implement new programs within the division or to supplement existing programs. Included in this unit are the AOP subgrants for which the unit handles preparation, subgrant management, program management, training and technical assistance for the programs.

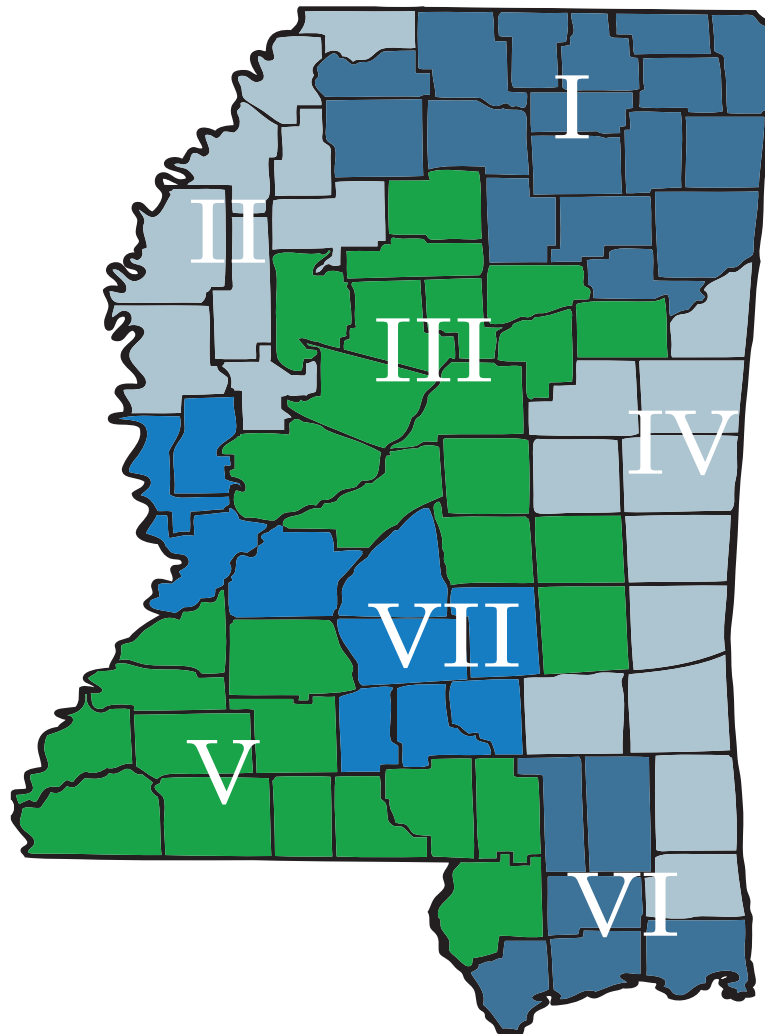
Finance Management

The Finance Unit is responsible for the fiscal management of the division's annual appropriated general fund budget of \$21.8 million and special funds (federal) of 13 million for SFY 2010. The finance unit manages the allocation of funds in compliance with federal and state rules as established by DFA. These functions include, but are not limited to the budget request, budget allocation, budget expenditure, state and federal fund maintenance. As a result of the SFY 2010 budget crisis, DYS sustained a budget reduction for SFY 2011 and downsized institutional services. Effective July 1, 2010, the division was appropriated a general fund budget of \$17.3 million and special funds of approximately \$10 million.

Personnel Management

The Personnel Unit oversees the personnel transactions for 600 authorized positions. This unit ensures that all personnel actions are processed in accordance with the Mississippi State Personnel Board Policies and Procedures. These functions include, but are not limited to recruitment, selection, retention and separation. As a result of the SFY 2010 budget reduction, DYS sustained a reduction in force (RIF) in its number of authorized positions from 600 to 398 positions effective July 1, 2010.

DIVISION OF YOUTH SERVICES REGIONAL MAP



REGIONAL OFFICES	
Region I	662-252-6709
Region II	662-843-8556
Region III	601-859-1276
Region IV	601-485-7881
Region V	601-833-3311
Region VI	228-865-7028
Region VII	601-932-5766

FUNDING INFORMATION
STATISTICAL INFORMATION
FINANCIAL INFORMATION



STATE FISCAL YEAR 2010 FUNDING AND EXPENDITURES

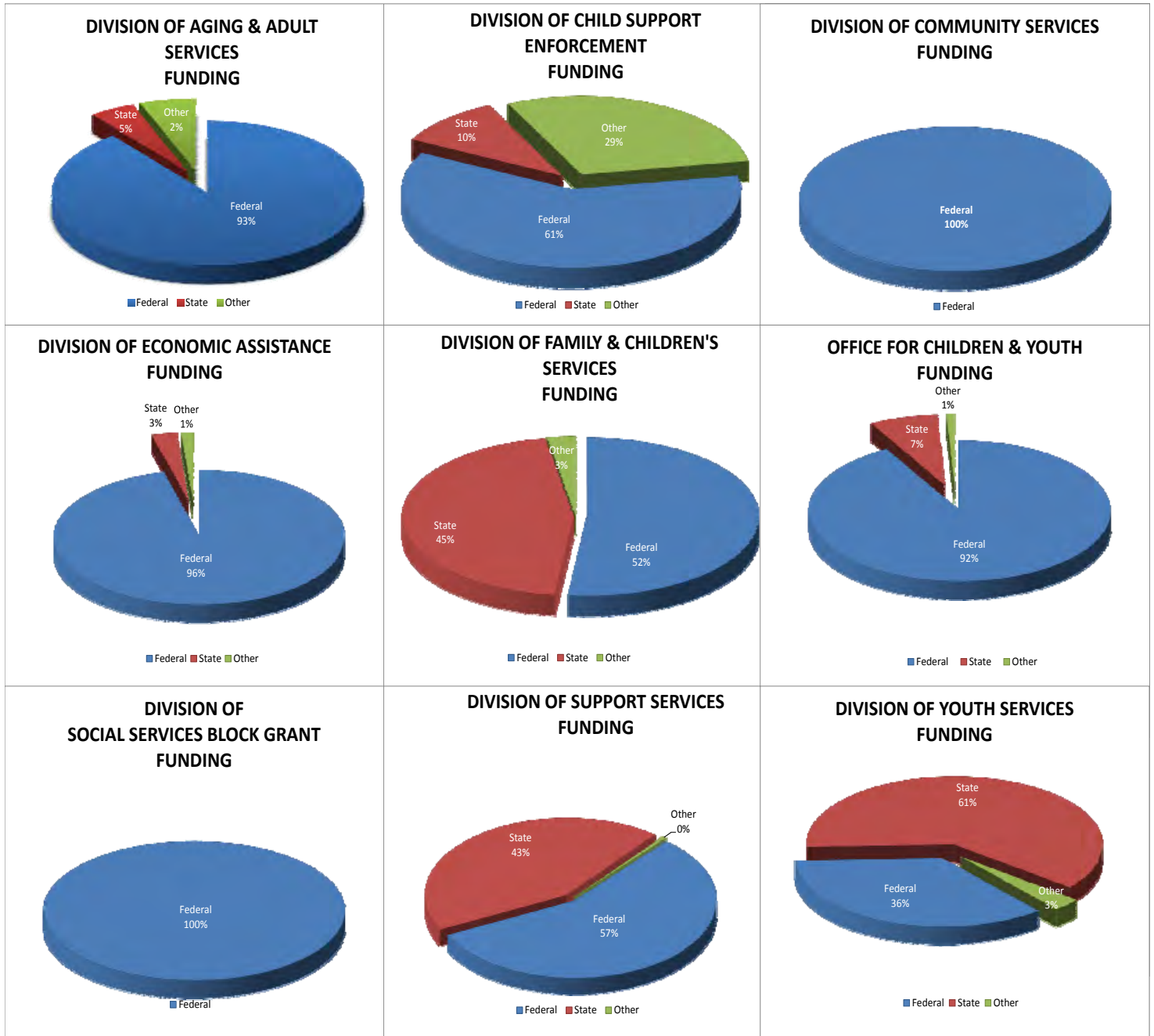
SOURCE OF FUNDING BY BUDGET UNIT

DIVISION	Federal	State	Other	Total
Economic Assistance	\$927,205,969	\$26,056,129	\$12,020,207	\$965,282,305
Child Support Enforcement	32,025,167	5,385,762	15,557,723	52,968,652
Family & Children's Services	53,935,761	47,538,443	2,740,975	104,215,179
Office for Children and Youth	102,099,163	8,044,430	884,156	111,027,749
SSBG	30,330,138	0	0	30,330,138
Aging & Adult Services	22,724,570	1,188,411	1,465,796	25,378,777
Youth Services	13,113,621	22,625,404	1,126,028	36,865,053
Community Services	85,923,038	0	0	85,923,038
Support Services	7,287,172	5,547,053	56,892	12,891,117
Total	\$1,274,644,599	\$116,385,632	\$33,851,777	\$1,424,882,008

TOTAL EXPENDITURES BY BUDGET UNIT

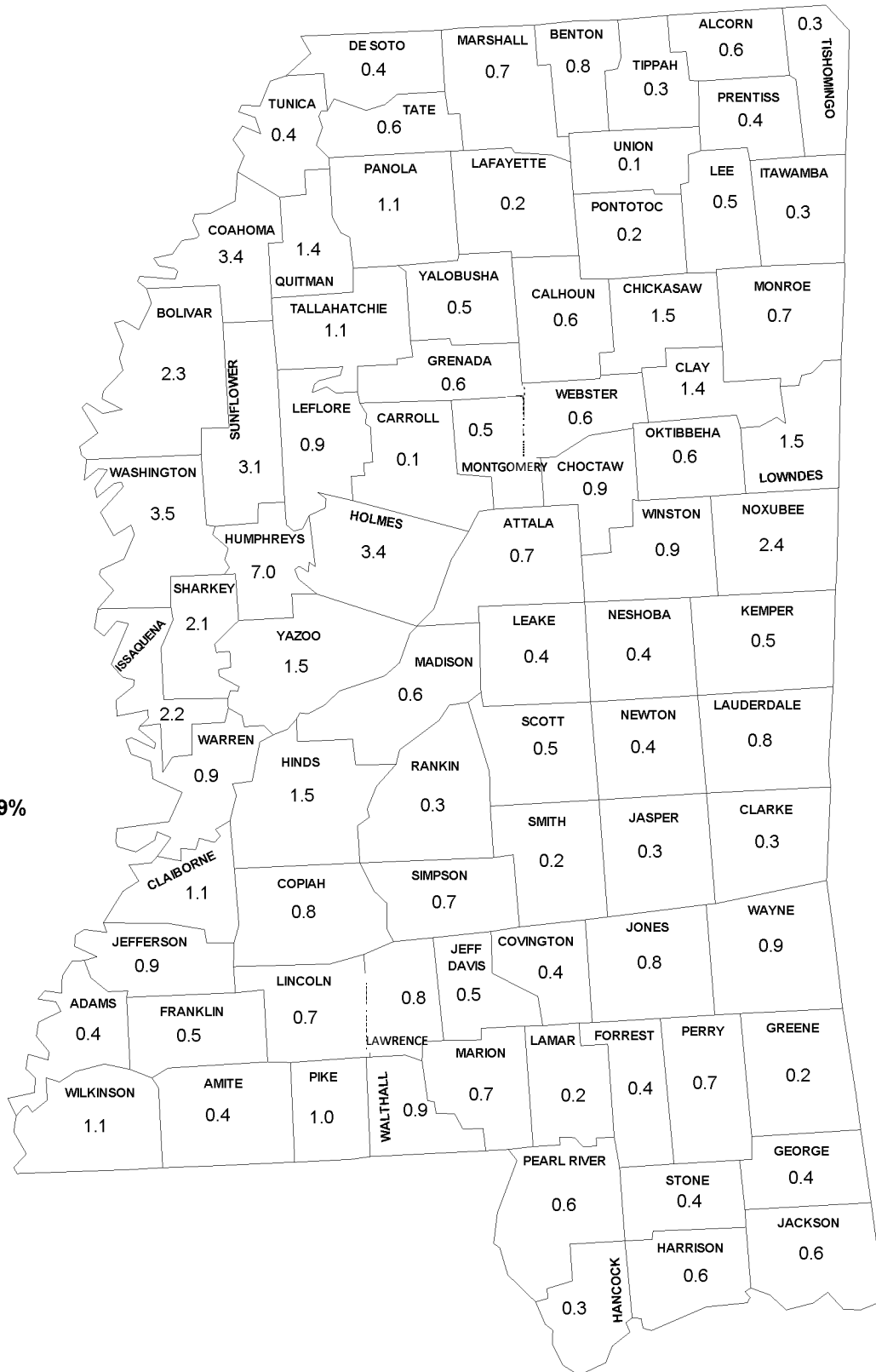
DIVISION	Salaries	Travel	Contractual Services	Commodities	Capital Outlay Other Than Equipment	Capital Outlay Equipment	Total Vehicles	Wireless Communication Devices	Subsidies, Loans, Grants	Total Expenditures
DEA	\$42,574,879	\$890,912	\$15,516,784	\$895,276	\$0	\$2,169,694	\$0	\$0	\$903,234,760	\$965,282,305
DCSE	19,277,289	181,086	26,305,309	218,527	0	309,174	0	0	6,677,267	52,968,652
DFCS	41,522,624	4,530,217	13,011,066	526,589	0	217,254	0	0	44,407,429	104,215,179
OCY	775,001	6,592	322,147	627,242	0	6,000	0	0	109,290,767	111,027,749
SSBG	238,773	16,358	38,972	2,648	0	430	0	0	30,032,957	30,330,138
DAAS	1,311,014	95,120	860,194	52,857	0	24,817	0	70	23,034,705	25,378,777
DYS	20,629,197	232,812	5,146,217	1,144,480	38,637	120,578	0	1,195	9,551,937	36,865,053
DCSE	1,062,051	247,733	438,838	88,781	0	71,818	0	0	84,013,817	85,923,038
Support Services	9,846,262	308,358	2,384,536	118,316	2,000	215,389	0	0	16,256	12,891,117
Total	\$137,237,090	\$6,509,188	\$64,024,063	\$3,674,716	\$40,637	\$3,135,154	\$0	\$1,265	\$1,210,259,895	\$1,424,882,008

FUNDING INFORMATION STATE FISCAL YEAR 2010



PERCENTAGE OF MISSISSIPPI POPULATION RECEIVING TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) JUNE 2010

STATE: 0.9%



**TANF APPLICATIONS RECEIVED,
APPROVED AND DENIED
JULY 1, 2009 - JUNE 30, 2010**

County	Received	Approved	Denied	County	Received	Approved	Denied
StateTotal	31,555	11,061	17,470				
Adams	115	24	80	Leflore	318	115	180
Alcorn	239	103	136	Lincoln	458	116	310
Amite	43	12	29	Lowndes	991	382	499
Attala	192	113	82	Madison	949	256	546
Benton	56	23	25	Marion	331	84	178
Bolivar	616	318	260	Marshall	413	117	289
Calhoun	165	47	101	Monroe	295	139	165
Carroll	56	9	45	Montgomery	55	19	32
Chickasaw	289	115	153	Neshoba	185	69	114
Choctaw	61	41	18	Newton	132	29	99
Claiborne	108	49	58	Noxubee	178	131	40
Clarke	123	22	96	Oktibbeha	499	127	340
Clay	325	127	158	Panola	481	163	320
Coahoma	790	320	380	Pearl River	596	168	413
Copiah	231	85	133	Perry	116	37	69
Covington	158	46	101	Pike	487	149	297
DeSoto	606	218	360	Pontotoc	60	23	42
Forrest	470	109	323	Prentiss	128	39	84
Franklin	49	24	24	Quitman	123	54	59
George	167	38	124	Rankin	711	242	424
Greene	42	14	25	Scott	348	90	228
Grenada	238	63	154	Sharkey	82	43	32
Hancock	247	52	170	Simpson	447	103	266
Harrison	1,929	666	1,046	Smith	58	11	49
Hinds	4,483	1,622	2,133	Stone	130	28	86
Holmes	398	229	142	Sunflower	314	370	314
Humphreys	346	218	106	Tallahatchie	181	68	95
Issaquena	26	14	8	Tate	214	81	134
Itawamba	92	39	54	Tippah	148	20	128
Jackson	1,643	469	985	Tishomingo	139	26	113
Jasper	77	33	46	Tunica	47	17	23
Jefferson	90	20	49	Union	65	18	43
Jefferson Davis	107	33	65	Walthall	194	63	113
Jones	1,020	225	764	Warren	460	204	210
Kemper	65	17	44	Washington	1,167	638	396
Lafayette	203	28	148	Wayne	251	93	142
Lamar	180	57	130	Webster	55	25	31
Lauderdale	1,219	269	719	Wilkinson	60	25	27
Lawrence	135	62	67	Winston	216	129	82
Leake	215	54	148	Yalobusha	106	30	71
Lee	888	271	554	Yazoo	442	222	143

**TANF MONEY PAYMENTS, RECIPIENTS,
AMOUNT OF ASSISTANCE, MINIMUM/MAXIMUM GRANT
JUNE 2010**

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
State Total	11,963	18,496	6,730	\$1,670,293	\$10	\$314
Adams	75	117	10	9,779	46	242
Alcorn	109	173	35	14,311	17	266
Amite	37	49	6	4,515	48	194
Attala	75	107	36	9,967	45	194
Benton	29	49	15	3,783	24	242
Bolivar	406	571	258	55,815	14	242
Calhoun	49	73	20	6,695	110	242
Carroll	13	14	0	1,466	110	146
Chickasaw	132	206	78	18,756	12	242
Choctaw	37	56	24	5,415	63	242
Claiborne	60	88	33	8,356	55	242
Clarke	23	41	10	3,262	97	242
Clay	130	189	95	18,391	14	218
Coahoma	418	607	301	59,482	10	218
Copiah	105	173	58	14,245	27	218
Covington	39	58	16	4,958	13	194
DeSoto	270	455	163	39,696	14	242
Forrest	170	263	49	22,560	48	218
Franklin	20	30	9	2,788	110	194
George	46	67	26	6,087	14	218
Greene	12	19	5	1,628	110	170
Grenada	74	113	32	9,534	22	242
Hancock	52	89	17	6,796	29	242
Harrison	539	851	317	77,911	28	290
Hinds	1,643	2,736	1,025	236,622	10	314
Holmes	325	457	227	46,642	40	242
Humphreys	338	446	242	47,020	19	218
Issaquena	17	26	10	2,428	109	218
Itawamba	46	66	6	5,788	110	170
Jackson	354	576	246	50,347	10	242
Jasper	28	35	12	3,647	110	170
Jefferson	49	59	17	6,236	77	194
Jefferson Davis	40	49	15	5,138	83	194
Jones	238	412	110	33,843	14	266
Kemper	23	33	12	3,135	64	194
Lafayette	37	59	10	4,913	29	194
Lamar	47	71	10	6,049	82	194
Lauderdale	276	469	128	38,872	11	266
Lawrence	55	81	30	7,811	110	194
Leake	40	63	24	5,497	25	242
Lee	192	284	87	26,110	23	218

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

**TANF MONEY PAYMENTS, RECIPIENTS,
AMOUNT OF ASSISTANCE, MINIMUM/MAXIMUM GRANT.
JUNE 2010 CONTINUED**

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
Leflore	169	246	77	\$23,024	\$43	\$218
Lincoln	107	174	58	15,388	42	242
Lowndes	392	643	279	56,280	10	266
Madison	258	424	151	36,652	24	266
Marion	94	140	51	12,402	11	218
Marshall	112	182	68	15,902	11	242
Monroe	124	190	72	16,764	11	218
Montgomery	30	50	3	4,164	110	218
Neshoba	61	104	26	8,006	43	242
Newton	42	71	19	5,578	30	218
Noxubee	143	188	87	19,591	17	218
Oktibbeha	140	207	73	19,225	25	242
Panola	176	280	95	24,417	10	242
Pearl River	165	272	66	22,239	11	266
Perry	43	66	24	5,886	14	194
Pike	183	301	99	25,429	31	242
Pontotoc	34	52	3	4,260	11	218
Prentiss	50	82	11	6,273	29	218
Quitman	72	95	23	9,203	55	194
Rankin	217	365	112	31,347	15	266
Scott	73	116	45	10,631	25	218
Sharkey	54	83	30	7,257	34	218
Simpson	99	143	50	13,239	10	218
Smith	21	28	4	2,556	32	170
Stone	32	56	17	4,497	11	242
Sunflower	454	615	297	63,344	25	218
Tallahatchie	79	113	32	10,332	47	194
Tate	76	114	38	10,104	22	218
Tippah	33	55	4	4,407	83	218
Tishomingo	35	50	8	4,284	26	170
Tunica	22	31	6	2,853	63	218
Union	23	35	5	3,016	83	194
Walthall	67	113	31	9,201	11	218
Warren	182	323	89	26,074	43	266
Washington	919	1,332	605	130,298	12	266
Wayne	87	141	45	12,364	63	218
Webster	32	47	9	3,661	30	242
Wilkinson	62	93	18	7,939	11	218
Winston	87	127	52	12,098	18	218
Yalobusha	37	57	10	4,804	34	194
Yazoo	209	312	114	29,010	22	290

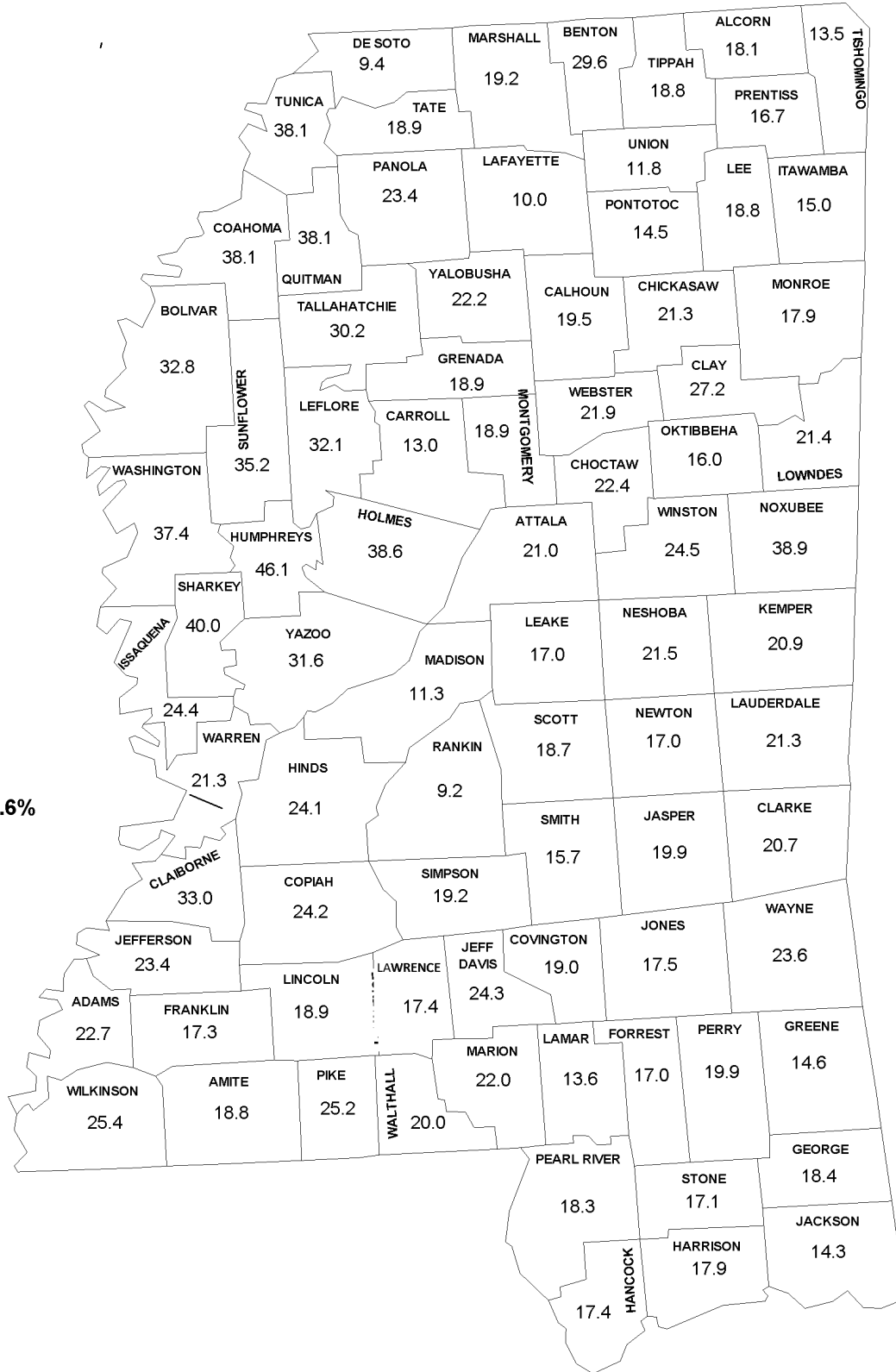
¹ Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

TANF AMOUNT OF MONEY PAYMENTS JULY 1, 2009 - JUNE 30, 2010

County	Payments	County	Payments
State Total	\$20,219,574		
Adams	107,434	Leflore	258,574
Alcorn	186,335	Lincoln	197,139
Amite	53,346	Lowndes	630,272
Attala	141,348	Madison	426,656
Benton	44,285	Marion	156,948
Bolivar	744,059	Marshall	200,490
Calhoun	80,681	Monroe	215,098
Carroll	19,380	Montgomery	44,218
Chickasaw	235,344	Neshoba	106,139
Choctaw	64,984	Newton	64,909
Claiborne	90,140	Noxubee	230,952
Clarke	39,452	Oktibbeha	219,917
Clay	192,160	Panola	300,430
Coahoma	695,155	Pearl River	269,261
Copiah	167,160	Perry	59,935
Covington	72,212	Pike	285,386
DeSoto	460,307	Pontotoc	58,513
Forrest	295,290	Prentiss	84,242
Franklin	34,549	Quitman	117,843
George	55,311	Rankin	328,353
Greene	24,530	Scott	108,534
Grenada	125,791	Sharkey	93,167
Hancock	79,196	Simpson	157,256
Harrison	885,479	Smith	38,729
Hinds	2,869,376	Stone	43,298
Holmes	575,959	Sunflower	771,061
Humphreys	599,927	Tallahatchie	115,441
Issaquena	25,781	Tate	125,709
Itawamba	76,120	Tippah	62,769
Jackson	618,727	Tishomingo	53,217
Jasper	45,606	Tunica	35,751
Jefferson	80,369	Union	30,149
Jefferson Davis	65,924	Walthall	116,101
Jones	387,538	Warren	308,832
Kemper	35,641	Washington	1,577,855
Lafayette	48,298	Wayne	152,457
Lamar	94,758	Webster	43,890
Lauderdale	474,876	Wilkinson	96,737
Lawrence	86,918	Winston	164,621
Leake	71,898	Yalobusha	61,244
Lee	349,456	Yazoo	406,381

PERCENTAGE OF MISSISSIPPI POPULATION RECEIVING SNAP BENEFITS JUNE 2010

STATE: 19.6%



SNAP PARTICIPATION JUNE 2010

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
State Total	249,678	578,091	\$70,831,286				
Adams	3,167	6,963	832,630	Leflore	4,947	11,102	1,328,115
Alcorn	2,855	6,480	728,854	Lincoln	2,900	6,568	799,480
Amite	1,095	2,455	281,809	Lowndes	5,917	12,771	1,622,849
Attala	1,781	4,142	458,626	Madison	4,492	10,515	1,346,444
Benton	1,062	2,362	276,538	Marion	2,438	5,666	685,205
Bolivar	5,925	12,052	1,488,106	Marshall	3,011	7,098	850,017
Calhoun	1,229	2,819	311,937	Monroe	2,984	6,611	772,885
Carroll	643	1,341	147,617	Montgomery	966	2,098	224,434
Chickasaw	1,740	3,971	454,354	Neshoba	2,457	6,519	760,954
Choctaw	951	2,024	228,748	Newton	1,552	3,846	416,845
Claiborne	1,530	3,554	441,886	Noxubee	2,273	4,522	517,633
Clarke	1,536	3,558	401,261	Oktibbeha	3,305	7,135	904,121
Clay	2,470	5,631	657,658	Panola	3,436	8,242	984,304
Coahoma	4,441	10,256	1,272,862	Pearl River	4,215	10,582	1,324,462
Copiah	3,277	7,046	844,568	Perry	1,033	2,390	285,423
Covington	1,610	3,905	436,636	Pike	4,070	10,035	1,222,113
Desoto	5,908	14,921	1,884,532	Pontotoc	1,681	4,247	482,540
Forrest	5,869	13,820	1,726,840	Prentiss	1,840	4,295	482,613
Franklin	672	1,444	155,399	Quitman	1,584	3,196	384,496
George	1,649	4,171	514,353	Rankin	5,182	13,190	1,672,046
Greene	888	2,096	241,358	Scott	2,191	5,496	648,180
Grenada	1,967	4,366	484,283	Sharkey	1,078	2,166	273,118
Hancock	3,024	7,132	888,253	Simpson	2,177	5,361	636,459
Harrison	14,264	32,426	4,250,588	Smith	972	2,484	279,113
Hinds	25,200	59,564	7,797,788	Stone	1,211	2,849	357,390
Holmes	3,565	7,838	932,371	Sunflower	5,185	10,422	1,354,086
Humphreys	2,142	4,520	548,598	Tallahatchie	1,605	3,821	425,306
Issaquena	175	394	45,833	Tate	2,040	5,169	628,304
Itawamba	1,373	3,454	389,891	Tippah	1,706	4,067	456,460
Jackson	7,960	18,956	2,469,004	Tishomingo	1,099	2,573	272,213
Jasper	1,548	3,573	399,258	Tunica	1,675	3,973	480,199
Jefferson	912	2,091	229,883	Union	1,249	3,214	352,070
Jefferson Davis	1,401	3,042	351,425	Walthall	1,312	3,054	352,383
Jones	4,654	11,832	1,375,799	Warren	4,272	10,268	1,281,552
Kemper	957	2,052	231,900	Washington	9,474	20,446	2,621,204
Lafayette	1,874	4,382	527,005	Wayne	2,134	4,880	575,361
Lamar	2,740	6,819	862,137	Webster	984	2,161	245,241
Lauderdale	7,307	16,814	2,066,947	Wilkinson	1,250	2,572	307,780
Lawrence	1,044	2,315	266,526	Winston	2,083	4,723	555,219
Leake	1,517	3,932	429,689	Yalobusha	1,404	3,056	350,677
Lee	6,284	15,365	1,857,870	Yazoo	4,088	8,830	1,120,372

SNAP BENEFIT VALUE JULY 1, 2009 - JUNE 30, 2010

County	Benefit Value	County	Benefit Value
State Total	\$828,697,150		
Adams	9,656,930	Leflore	15,725,819
Alcorn	8,662,930	Lincoln	9,361,844
Amite	3,365,664	Lowndes	19,135,916
Attala	5,414,517	Madison	15,538,689
Benton	3,235,096	Marion	8,056,802
Bolivar	17,916,757	Marshall	9,974,993
Calhoun	3,705,165	Monroe	9,558,760
Carroll	1,823,730	Montgomery	2,721,140
Chickasaw	5,462,908	Neshoba	8,676,347
Choctaw	2,863,095	Newton	4,790,677
Claiborne	5,181,672	Noxubee	6,159,882
Clarke	4,602,787	Oktibbeha	10,330,842
Clay	8,001,109	Panola	11,407,096
Coahoma	15,065,789	Pearl River	15,339,124
Copiah	10,002,708	Perry	3,400,288
Covington	5,171,310	Pike	14,364,047
DeSoto	22,176,392	Pontotoc	6,021,569
Forrest	20,096,723	Prentiss	5,722,004
Franklin	1,792,952	Quitman	4,551,806
George	5,725,733	Rankin	19,384,410
Greene	2,861,428	Scott	7,303,508
Grenada	5,799,720	Sharkey	3,200,372
Hancock	9,977,956	Simpson	7,356,100
Harrison	47,050,009	Smith	3,472,533
Hinds	92,490,461	Stone	4,184,536
Holmes	11,363,869	Sunflower	16,130,867
Humphreys	6,449,149	Tallahatchie	4,946,032
Issaquena	516,412	Tate	7,225,949
Itawamba	4,474,011	Tippah	5,524,522
Jackson	28,110,925	Tishomingo	3,289,312
Jasper	4,545,851	Tunica	5,558,952
Jefferson	2,754,289	Union	4,192,000
Jefferson Davis	4,151,269	Walthall	4,243,793
Jones	15,436,222	Warren	14,830,711
Kemper	2,694,032	Washington	31,200,401
Lafayette	6,048,234	Wayne	6,701,315
Lamar	9,870,917	Webster	2,871,486
Lauderdale	24,065,371	Wilkinson	3,613,595
Lawrence	3,096,720	Winston	6,443,590
Leake	5,034,225	Yalobusha	4,305,661
Lee	21,645,577	Yazoo	13,519,246

**SNAP PROGRAM APPLICATIONS
RECEIVED, APPROVED AND DENIED
JULY 1, 2009 - JUNE 30, 2010**

County	Received	Approved	Denied	County	Received	Approved	Denied
State Total	214,264	154,839	49,361				
Adams	2,056	1,448	489	Leflore	2,871	2,189	560
Alcorn	2,341	1,731	498	Lincoln	2,690	1,921	589
Amite	718	505	181	Lowndes	3,954	3,015	794
Attala	1,140	891	233	Madison	4,112	2,800	1,081
Benton	647	522	113	Marion	2,120	1,514	479
Bolivar	3,469	2,726	696	Marshall	2,767	1,719	928
Calhoun	856	631	183	Monroe	2,299	1,647	558
Carroll	533	353	137	Montgomery	723	448	210
Chickasaw	1,215	877	285	Neshoba	1,966	1,480	378
Choctaw	713	567	117	Newton	1,329	972	284
Claiborne	926	708	196	Noxubee	1,074	880	181
Clarke	1,238	951	239	Oktibbeha	3,583	2,291	1,029
Clay	1,760	1,301	431	Panola	2,613	1,732	762
Coahoma	2,616	1,956	568	Pearl River	3,849	2,855	855
Copiah	2,336	1,770	461	Perry	1,095	792	238
Covington	1,354	987	352	Pike	3,474	2,313	909
DeSoto	7,225	4,674	2,152	Pontotoc	1,627	1,095	401
Forrest	6,496	4,717	1,384	Prentiss	1,788	1,204	477
Franklin	541	422	103	Quitman	978	765	194
George	1,937	1,546	375	Rankin	6,153	4,164	1,667
Greene	868	680	160	Scott	2,109	1,406	572
Grenada	1,523	1,044	359	Sharkey	526	445	73
Hancock	3,327	2,448	749	Simpson	2,253	1,622	473
Harrison	15,798	11,718	3,266	Smith	890	588	238
Hinds	22,926	16,247	5,708	Stone	1,303	900	325
Holmes	1,945	1,442	392	Sunflower	3,070	2,440	556
Humphreys	1,035	831	174	Tallahatchie	871	655	163
Issaquena	124	91	25	Tate	1,701	1,217	461
Itawamba	1,344	982	293	Tippah	1,420	1,000	338
Jackson	9,483	6,603	2,318	Tishomingo	1,122	763	285
Jasper	1,009	778	214	Tunica	1,050	843	160
Jefferson	522	291	192	Union	1,558	1,081	380
Jefferson Davis	1,188	818	301	Walthall	1,144	742	330
Jones	4,716	3,331	1,169	Warren	3,671	2,704	816
Kemper	580	399	142	Washington	5,081	4,002	903
Lafayette	2,429	1,518	663	Wayne	1,630	1,244	334
Lamar	3,390	2,402	850	Webster	583	458	112
Lauderdale	5,967	4,411	1,315	Wilkinson	753	554	148
Lawrence	856	694	160	Winston	1,328	1,032	261
Leake	1,490	930	399	Yalobusha	1,004	834	186
Lee	5,465	4,103	1,094	Yazoo	2,387	1,841	470
				MSCAP ¹	1,603	1,597	67

¹Mississippi Combined Application Project

CHILD SUPPORT CASES JUNE 2010

County	TAN/FC ¹ IV-D Cases	Non-TANF IV-D Cases	Non IV-D Cases	County Total	County	TAN/FC ¹ IV-D Cases	Non-TANF IV-D Cases	Non IV-D Cases	County Total
Adams	775	5,863	15	6,653	Lee	1,055	7,713	77	8,845
Alcorn	331	2,204	42	2,577	Leflore	735	6,481	4	7,220
Amite	164	1,462	1	1,627	Lincoln	534	3,480	13	4,027
Attala	316	2,448	9	2,773	Lowndes	1,272	6,164	213	7,649
Benton	105	690	8	803	Madison	636	6,335	38	7,009
Bolivar, E.	1,140	4,962	30	6,132	Marion	459	3,033	1	3,493
Bolivar, W.	352	1,269	1	1,622	Marshall	810	3,894	51	4,755
Calhoun	232	1,448	21	1,701	Monroe	650	3,543	34	4,227
Carroll	74	771	6	851	Montgomery	106	1,038	6	1,150
Chickasaw, E.	219	824	1	1,044	Neshoba	394	3,501	69	3,964
Chickasaw, W.	289	1,421	5	1,715	Newton	226	2,167	40	2,433
Choctaw	155	1,120	5	1,280	Noxubee	507	2,036	12	2,555
Claiborne	318	2,164	12	2,494	Oktibbeha	535	3,899	50	4,484
Clarke	219	1,850	30	2,099	Panola	914	5,159	8	6,081
Clay	431	2,615	27	3,073	Pearl River	687	4,799	11	5,497
Coahoma	1,153	5,502	11	6,666	Perry	150	1,100	3	1,253
Copiah	506	4,243	8	4,757	Pike	926	5,369	7	6,302
Covington	257	1,918	15	2,190	Pontotoc	217	2,264	19	2,500
DeSoto	1,072	8,284	313	9,669	Prentiss	251	1,900	12	2,163
Forrest	1,212	8,543	23	9,778	Quitman	273	1,287	3	1,563
Franklin	117	806	0	923	Rankin	765	8,859	68	9,692
George	168	1,441	36	1,645	Scott	335	3,558	71	3,964
Greene	95	720	7	822	Sharkey	195	976	1	1,172
Grenada	342	2,270	13	2,625	Simpson	452	2,705	17	3,174
Hancock	378	3,760	72	4,210	Smith	148	1,496	7	1,651
Harrison	2,295	16,829	282	19,406	Stone	201	1,186	4	1,391
Hinds	4,313	36,479	164	40,956	Sunflower	1,019	5,089	4	6,112
Holmes	824	3,542	26	4,392	Tallahatchie	293	1,969	1	2,263
Humphreys	606	2,157	1	2,764	Tate	450	2,907	36	3,393
Issaquena	30	117	0	147	Tippah	167	1,454	38	1,659
Itawamba	199	1,633	15	1,847	Tishomingo	159	983	10	1,152
Jackson	1,515	12,885	421	14,821	Tunica	247	2,093	12	2,352
Jasper	180	1,919	20	2,119	Union	222	1,690	27	1,939
Jefferson	265	1,419	3	1,687	Walthall	250	1,590	2	1,842
Jefferson Davis	225	1,597	3	1,825	Warren	688	7,633	63	8,384
Jones	1,016	8,386	167	9,569	Washington	1,956	10,618	48	12,622
Kemper	173	1,144	6	1,323	Wayne	504	2,865	29	3,398
Lafayette	253	2,541	30	2,824	Webster	151	692	7	850
Lamar	300	3,332	10	3,642	Wilkinson	275	1,609	4	1,888
Lauderdale	1,270	10,151	89	11,510	Winston	494	2,550	6	3,050
Lawrence	205	1,269	5	1,479	Yalobusha	203	1,364	11	1,578
Leake	209	2,680	5	2,894	Yazoo	784	5,321	13	6,118
CRDU 2			9	9	SPL 3				0
State Totals						45,593	321,047	3,117	369,757

1) Includes IV-E Foster Care (FC) Cases

2) Centralized Receipting and Disbursement Unit (CRDU)

3) State Parent Locator

FOSTER HOME CARE PAYMENTS JULY 1, 2009 - JUNE 30, 2010

County	Payments	County	Payments
State Total	\$27,305,326.87		
Adams	633,514.74	Lee	357,458.53
Alcorn	397,055.90	Leflore	178,849.80
Amite	83,372.31	Lincoln	379,542.40
Attala	38,868.59	Lowndes	436,374.92
Benton	35,076.30	Madison	237,612.06
Bolivar, E.	133,388.98	Marion	88,244.52
Bolivar, W.	124,199.10	Marshall	183,329.00
Calhoun	126,646.35	Monroe	574,913.38
Carroll	57,330.00	Montgomery	76,207.89
Chickasaw, E.	71,860.44	Neshoba	337,071.61
Chickasaw, W.	118,606.07	Newton	74,039.79
Choctaw	44,598.36	Noxubee	39,161.97
Claiborne	22,191.81	Oktibbeha	128,148.18
Clarke	35,514.27	Panola	335,147.04
Clay	265,708.72	Pearl River	1,125,534.48
Coahoma	177,422.73	Perry	61,245.76
Copiah	749,902.97	Pike	284,701.93
Covington	118,887.66	Pontotoc	368,078.03
DeSoto	792,442.50	Prentiss	345,911.66
Forrest	1,368,855.12	Quitman	64,759.05
Franklin	21,799.23	Rankin	705,435.35
George	23,750.25	Scott	224,543.81
Greene	2,919.27	Sharkey	0.00
Grenada	41,259.57	Simpson	192,407.74
Hancock	696,979.95	Smith	2,904.54
Harrison	1,481,248.03	Stone	747,175.58
Hinds	3,199,021.67	Sunflower	150,328.44
Holmes	79,658.76	Tallahatchie	65,927.01
Humphreys	157,109.81	Tate	95,114.10
Issaquena	0.00	Tippah	260,922.04
Itawamba	192,098.67	Tishomingo	322,381.61
Jackson	2,649,339.06	Tunica	115,798.08
Jasper	91,265.10	Union	492,604.16
Jefferson	136,118.39	Walthall	102,463.50
Jefferson Davis	129,649.20	Warren	723,649.86
Jones	215,366.41	Washington	485,865.83
Kemper	65,054.78	Wayne	120,251.45
Lafayette	160,222.39	Webster	131,280.42
Lamar	184,569.55	Wilkinson	14,055.78
Lauderdale	848,249.11	Winston	89,419.66
Lawrence	83,987.31	Yalobusha	55,580.85
Leake	53,329.69	Yazoo	622,445.94

OUT OF STATE TRAVEL FISCAL YEAR 2010

Employee's Name	Destination	Purpose	Total Cost	Funding Source
Katrina Andrews	Atlanta, GA	2009 National Medicare Workshop	\$ 1,162	100% Federal
Katrina Andrews	Silver Spring, MA	State Health Insurance Assistance Program	\$ 3,667	100% Federal
Maxine Baggett	Albuquerque, NM	Interstate Commission for Juveniles	\$ 790	100% State
Anita Ballard	San Antonio, TX	Adult Protective Services Annual Conference	\$ 1,184	100% Federal
Raymond E Boyd	Memphis, TN	Dialectical Behavior Conference	\$ 390	100% Other
Debbie E Brewer	Montgomery, AL	Alabama Title IV-E Review Conference	\$ 1,266	100% Other
Debbie E Brewer	Lithonia, GA	Conference Policy/Issues/Review	\$ 2,134	50% Federal 50% State
Vera Butler	Washington, DC	Community Based Abstinence Education Grant Training	\$ 2,143	100% Federal
Karen Chatham	Atlanta, GA	Supplemental Nutritional Assistance Program Annual Meeting	\$ 894	100% Other
Edna Clark	San Antonio, TX	Adult Protective Service Annual Conference	\$ 1,185	100% Federal
Bobbie G Cole	Nashville, TN	National Independent Living Conference	\$ 1,061	100% Other
John Davis	Atlanta, GA	Mandatory Policy Meeting	\$ 2,150	100% Federal
Pamela Dulaney	Nashville, TN	139TH Congress of Correction Conference	\$ 2,045	100% State
Jayna F Estes	Little Rock, AK	Western Region Child Support Enforcement Conference	\$ 544	66% Federal 34% State
Mary Fuller	Arlington, VA	Conference on New Strategies Changing/Reporting/Issues	\$ 714	100% Other
Tamara Garner	Lansing, MI	Child Welfare Review Training	\$ 600	100% Other
Tamara Garner	Detroit, MI	Michigan's Review-Prepare for MS Review	\$ 624	100% Other
Dana A Gearhart	Ann Arbor, MI	Assistance Developer Training	\$ 826	100% Federal
Carol Girod	Atlanta, GA	Web-Based Tax offset Training	\$ 1,830	100% Federal
Betty Green	Washington, DC	National Senior Medicare Patrol	\$ 1,519	75% Federal 25% State
Susan Hermes	Memphis, TN	Service America Conference	\$ 361	100% Federal
Lorraine Hunter	Washington, DC	2010 Consultation State Refugee Coordinators	\$ 1,086	100% Other
Allison Killebrew	Little Rock, AK	Western Region Child Support Enforcement Conference	\$ 561	66% Federal 34% State
Pamela E. Knight	San Antonio, TX	Adult Protective Services Annual Conference	\$ 1,099	100% Federal
Barbara Kinnel	Sparks, NV	National Assoc of Program Info/Performance Measurement Conference	\$ 1,830	100% Other
Katrina J McMillan	New Orleans, LA	Child Sexual Abuse/Exploitation Conference	\$ 794	100% Other
Jennifer Murray	New York, NY	2009 National Conference, Council On Accreditation	\$ 1,627	100% Other
Walley R Naylor	Washington, DC	19th National Child Support Enforcement Training	\$ 1,357	66% Federal 34% State
Walley R Naylor	Chicago, IL	Nations Council of Child Support Board Meeting	\$ 823	66% Federal 34% State
Walley R Naylor	Little Rock, AK	Annual Child Support Enforcement Training	\$ 1,016	66% Federal 34% State
David Noble	Atlanta, GA	Mandatory Policy Meeting	\$ 1,751	100% Federal
Katherine Pittman	Nashville, TN	139TH Congress of Correction Conference	\$ 1,198	100% Other
Clarence Powell	Washington, DC	Juvenile Accountability Session Conference	\$ 735	100% Other
Clarence Powell	Albuquerque, NM	Interstate Commission for Juveniles	\$ 750	100% Other
Clarence Powell	Louisville, KY	Juvenile Accountability Session Conference	\$ 1,232	100% Other
Cedric Robinson	Indianapolis, ID	National Symposium Juvenile Services	\$ 1,054	100% State
Charlotte Robinson	Indianapolis, ID	National Symposium Juvenile Services	\$ 1,063	100% State
Tonya Rogillio	Arlington, VA	New Strategies for Changing Times	\$ 305	100% Other
Denise B Rouse	Arlington, VA	New Strategies for Changing Times	\$ 610	100% Other
Gloria Sanders	Indianapolis, ID	National Symposium Juvenile Services	\$ 1,063	100% State
Patricia A Shannon	Arlington, VA	Social Services Contracts/Grants	\$ 1,381	100% Other
Doris Sirgew	Sparks, NV	National Assoc of Program Info/Performance Measurement Conference	\$ 1,803	50% Federal, 50% State
Jane Smith	Atlanta, GA	Web-Based Tax offset Training	\$ 1,906	100% Federal
Robin Smith	Atlanta, GA	Mandatory Policy Meeting	\$ 1,747	100% Federal
Cheryl Sparkman	Atlanta, GA	Mandatory Policy Meeting	\$ 1,822	100% Federal
Mary A Tucker	Little Rock, AK	Western Region Child Support Enforcement Conference	\$ 479	66% Federal 34% State
Jeffrey R Wedgeworth	Austin, TX	Leadership Summit/Protection of Children	\$ 653	100% Other
Ruth A Williams	Santa Fe, NM	Violence Against Women Conference	\$ 1,691	100% Federal
Ruth A Williams	Dallas, TX	Safe Haven Grant	\$ 1,348	100% Federal
Lori L Woodruff	Dallas, TX	24th National Training Institution Information	\$ 1,052	100% Other
Lillie C Young	Arlington, VA	Children's Justice Act Grantee's Meeting	\$ 1,017	100% Other
		Total SFY 2010 Travel Expenses	\$ 61,946	

2010 VEHICLE REPORT

Vehicle Location	Use	Vehicle Type	Model Year	Model	Tag Number	Mileage 6/30/10	Avg. Miles Per Year
CTS	Administrative	Truck	1998	Ford Truck	G-05765	37,444	2,611
CTS	Maintenance	Truck	1995	Ford Truck	S-15456	75,458	4,679
CTS	School	Bus	1991	Chevy Bus	G-43421	44,637	2027
CTS	Security	Truck	1996	GMC Sierra	G-29141	181,911	11,012
OTS	Administrative	Car	1997	Ford Taurus	G-01436	71,349	6940
OTS	Administrative	Car	1997	Ford Taurus	G-02284	73,023	752
OTS	Administrative	Truck	2003	Ford Truck	G-26846	63,531	6,181
OTS	Administrative	RV	2006	Ford Mobile Home	G-41205	4,037	593
OTS	Administrative	*RV	2005	Ford Mobile Home	G-41206	4,038	377
OTS	Clinic	Car	1996	Ford Taurus	S-16282	61,989	376
OTS	Maintenance	Truck	1996	Ford Truck	S-16343	85,389	3,217
OTS	Maintenance	Truck	1998	Ford Truck	G-05796	97,993	4,317
OTS	Maintenance	Car	1998	Ford Taurus	G-07391	85,268	384
OTS	Maintenance	Truck	1999	Ram Truck	G-10814	47,860	3,725
OTS	School	Van	1998	Ford Windstar	G-06021	105,829	2,011
OTS	School	Van	2009	Caravan	G-49902	11,754	10,696
OTS	School	Van	2009	Caravan	G-49903	10428	9556
OTS	Security	Truck	2001	Ram Truck	G-14432	58,317	7,728
OTS	Security	Truck	2001	Ram Truck	G-14433	88,137	9,985
OTS	Security	Truck	2001	Ram Truck	G-15481	53,943	8,797
OTS	Security	Van	2005	Ford Econoline	G-32971	100,099	9,806
OTS	Warehouse	Van	1997	Dodge Caravan	G-03455	51,846	572
PROPERTY	Property	Truck	1993	F-150	G-42856	115,768	3,784
SO	Administrative	Van	2000	Dodge Caravan	G-13898	105,048	5,314
SO	Administrative	Car	2005	Ford Crown Vic	G-30630	84,700	12,893
SO	Administrative	Van	2008	Chevy Uplander	G-44809	61,883	2,729
SO	Administrative	Van	2008	Chevy Uplander	G-44807	55,422	22,524
SO	Administrative	Car	2008	Chevy Impala	G-45413	53,933	22,186
SO	Administrative	Car	2009	Chevy Impala	G-48301	42,983	26,134
SO	Administrative	Car	2009	Chevy Impala	G-48300	37,241	23,917
SO	Youth Services	Car	2003	Ford Taurus	G-27186	99,340	5,847
SOLD	School-OTS	Bus	1989	Chevy Bus	G-35129	63,284	1
SOLD	Security	Car	1999	Ram Wagon	G-10767	73,075	0
SOLD	Security-OTS	Car	1999	Ram Wagon	G-10813	110,180	1,260
SOLD	Security-OTS	Truck	2000	Ford Econoline	G-37671	159,702	0

MDHS 20 HIGHEST SALARIES SFY 2010

Rank	Title	Salary
1.	Executive Director	\$130,000
2.	Deputy Director	\$106,250
3.	Deputy Administrator	\$98,065
4.	Deputy Administrator	\$92,250
5.	Deputy Administrator	\$89,357
6.	Chief Systems Information Officer	\$85,000
7.	Office Director II	\$80,198
8.	Office Director II	\$80,010
9.	Office Director II	\$76,599
10.	Office Director I	\$72,741
11.	Attorney, Senior	\$72,500
12.	Office Director I	\$71,991
13.	Chief Financial Officer	\$71,500
14.	Officer Director II	\$70,000
15.	Officer Director II	\$70,000
16.	Systems Manager III	\$68,291
17.	Bureau Director II	\$67,001
18.	Bureau Director II	\$67,001
19.	Bureau Director II	\$67,001
20.	Systems Manager III	\$66,539

CONTACT INFORMATION
TOLL FREE NUMBERS



CONTACT INFORMATION

Don Thompson, Executive Director

Leah Buffington, Executive Administrative Assistant..... 601-359-4457

Mark A. Smith, Deputy Executive Director

Brittany Brewer, Administrative Assistant 601-359-9669

Earl D. Walker, Director, Division of Budgets & Accounting 601-359-4662

Daren Vandevender, Director, Division of Human Resources 601-359-4444

Tim Ragland, Director, Division of Management Information Systems 601-359-4600

Laura Griffin, Director, Division of Program Integrity..... 601-359-4900

Leigh Washington, Contract Review 601-359-4416

Julia Bryan, Public Information Officer, Office of Communications 601-359-4517

Richard A. Berry, Deputy Administrator for Programs

Beth Handelman, Administrative Assistant 601-359-4458

Dan George, Director, Division of Aging and Adult Services 601-359-4929

Walley Naylor, Director, Division of Child Support Enforcement 601-359-4861

Jill Dent, Director, Office for Children and Youth..... 601-359-4555

Cheryl Sparkman, Director, Division of Economic Assistance 601-359-4810

Lori L. Woodruff, Deputy Administrator for Family & Children's Services

Beth Handelman, Administrative Assistant 601-359-4458

Linda Millsap, Director, Division of Family & Children's Services..... 601-359-4999

Richard Harris, Deputy Administrator for Administration

Gail Smith, Administrative Assistant 601-359-4180

Sollie Norwood, Director, Division of Community Services..... 601-359-4768

Derra Dukes, Director, Social Services Block Grant 601-359-4778

Kathy Pittman, Director, Division of Youth Services 601-359-4972

Jennifer Boler, Office of Consumer Services..... 601-359-4414

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

Public Information (800-345-MDHS) 1-800-345-6347 601-359-4500
 TDD- Telephone Deaf Device 1-800-676-4154 601-359-2656

AGING & ADULT SERVICES

Client Assistance (Routing for AAAs) 1-800-948-3090 601-359-4929
 MICAP 1-888-240-7539

CHILD SUPPORT

Information Desk/Call Center 1-866-388-2836 601-359-4861
 Client Automated Voice Response 1-800-434-5437 601-354-6039
 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 1-800-948-3050 601-359-4796
 Foundation for Families 1-800-590-0818 601-359-4688
 EBT Help Desk 1-866-449-9488 601-359-4419
 EBT Help Line-Retailers 1-866-598-1772
 EBT Help Line-Customers 1-866-512-5087 601-359-4429
 EPPICard Customer Service 1-866-461-4095

FAMILY & CHILDREN'S SERVICES

Child Abuse Hotline 1-800-222-8000 601-359-4991
 Adoption Resource Exchange 1-800-821-9157 601-359-4407

HUMAN RESOURCES

Personnel 1-800-433-1210 601-359-4444

PROGRAM INTEGRITY

Fraud Hotline 1-800-299-6905 601-359-4907

YOUTH SERVICES

Division of Youth Services 1-866-312-7215 601-359-4972

For more information, visit the Mississippi Department of Human Services on the web at:

www.mdhs.state.ms.us



**750 North State Street
Jackson, Mississippi 39202
(601) 359-4500
www.mdhs.state.ms.us**