



## ADULT PROTECTIVE SERVICES

Mississippi Department of Human Services



# WHAT IS ADULT PROTECTIVE SERVICES (APS) IN MISSISSIPPI?

- Provides protective services to abused, neglected, or exploited vulnerable adults age 18 and older who reside in private home settings.
- The APS process may range from an initial investigation of maltreatment allegations to supportive services and/or legal intervention.
- APS investigates reports of abuse in the following settings:
  - A private home setting (i.e., in his/her own home or the home of another person).
  - An unlicensed personal care home with three or fewer residents unrelated to the operator.
  - A home setting that does not require a license to operate under the Mississippi State Department of Health guidelines (i.e., boarding home).

# WHO IS A VULNERABLE PERSON?

A vulnerable person is defined in the Mississippi Vulnerable Persons Act as a person 18 years of age or older, or any minor whose ability to perform the normal activities of daily living, or to provide for his or her own care, protection from abuse, neglect, exploitation or improper sexual contact, is impaired due to:

- Mental, emotional, physical, or developmental disability or dysfunction
- Brain damage
- The infirmities of aging

The term “vulnerable person” also includes residents or patients, regardless of age, in a care facility.

# ABUSE INDICATORS

- **Physical Abuse** - Indicators such as beating, slapping, kicking, rough handling, or other abuse causing welts, cuts, burns, abrasions, sprains, bruises, dislocations, fractures, or broken bones.
- **Neglect by Caregiver/Others** - Indicators such as lack of supervision, failure to give medicine, food or personal care, not attending to bed sores.
- **Self-Neglect** - Indicators such as the inability to provide self-care (i.e. cook, eat, bathe), over-medication/under-medication, untreated medical or mental conditions, aimless wandering, causing fires.
- **Psychological/Emotional Abuse** - Indicators such as verbal threats or insults, cursing, belittling, withholding companionship or isolation.
- **Sexual Abuse** - Indicators such as Sexually Transmitted Diseases (STDs), pregnancy, bruises, bleeding, pain or itching in genital or anal areas, difficulty in walking or sitting.
- **Financial Abuse/Exploitation** - Indicators such as mismanaging money or stealing property, savings, credit cards, unusual activity in bank accounts, misuse of assets by a representative payee.

## DIRECT SERVICES

Direct Services are made available for the APS Program to assist vulnerable clients in need of immediate assistance during an APS Worker's investigation or if an individual meets the definition of a vulnerable person and is in need of services to prevent abuse, neglect, or exploitation.

*We may also be able to direct you to other services that help with:*

- Food assistance
- Utilities
- COVID Testing/vaccines/boosters
- Medications and medical supplies
- Transportation
- Adult Day Care
- Minor Home Repairs

### ***There are two ways to report vulnerable adult abuse:***

- Vulnerable Persons Abuse Hotline at 1-844-437-6282
- On-line Reporting at [www.mdhs.ms.gov/adults-seniors/](http://www.mdhs.ms.gov/adults-seniors/)



To fill out a report form,  
**SCAN HERE**



# DO YOU NEED HELP WITH CHILD CARE?

## What is the Child Care Payment Program (CCPP)?

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

### FOR PARENTS

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

### FOR PROVIDERS

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

## CHILD CARE RESOURCE AND REFERRAL CENTERS (R&Rs)

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

The services provided from R&Rs are:

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

# ELIGIBILITY AND INCOME LEVELS

There are four priority populations served by the Child Care Payment Program.

## Priority Group #1: Referred Clients

- Temporary Assistance for Needy Families (TANF)
- Transitional Child Care (TCC)
- Foster or Protective Services
- Healthy Families Mississippi clients
- Homeless agencies

*\*No income requirement*

## Priority Group #2: Special or At-Risk Populations

- Children with special needs
- Single parents with special needs
- Parents deployed in the United States Armed Services, MS National Guard or Reserve

*\*Maximum income limit is 85% of the state median income (SMI). See chart.*

FAMILY SIZE	MAXIMUM INCOME LIMIT, 85% OF SMI
2	\$38,516
3	\$47,579
4	\$56,641
5	\$65,704

## Priority Group #3: Very Low Income

- Teen parents
- Parents who are working
- Parents in an approved educational program

*\*Maximum income limit is 50% of the state median income (SMI). See chart.*

FAMILY SIZE	MAXIMUM INCOME LIMIT, 50% OF SMI
2	\$22,657
3	\$27,988
4	\$33,319
5	\$38,649

## Priority Group #4: Low Income

- Children of parent(s) in an approved, full-time educational program and/or working the required 25 hours per week

*\*Income falls between 50% and 85% of the state median income (SMI). See chart.*

FAMILY SIZE	INCOME LIMIT BETWEEN 85% AND 50% OF SMI
2	\$22,657-\$38,516
3	\$27,988-\$47,579
4	\$33,319-\$56,641
5	\$38,649-\$65,704

*\*SMI = state median income*



**SCAN HERE**

for more information or to  
fill out an application, or visit  
[www.mdhs.ms.gov/eccd/parent-information](http://www.mdhs.ms.gov/eccd/parent-information)

# SENIOR NUTRITION PROGRAM



*The senior nutrition programs aim to reduce hunger, food insecurity, and malnutrition of older Mississippians. The programs strive to promote socialization, nutrition, and the overall health and well-being of older individuals.*

## CONGREGATE MEALS

Congregate meals are served in community settings such as senior centers, churches, or senior housing communities. Meal sites offer an opportunity to meet friends and engage in social activities while having a nutritious meal.

## HOME-DELIVERED MEALS

Home-delivered meals are meals provided to eligible homebound persons in their home. To determine eligibility for the home-delivered meal program, you must be evaluated by trained personnel and documented on a current Consumer Information Form (CIF). Through the evaluation, you must meet the Older Americans Act (OAA) definition for homebound be 60 years of age or older, or be the legal spouse of an eligible person.

## FOOD PANTRIES

The three food banks below help to provide food to over 500 non-profit organizations, including food pantries, in communities across Mississippi:

- **North MS** - Mid-South Food Bank <https://www.midsouthfoodbank.org>
- **Central MS** - Mississippi Food Network <https://www.msfoodnet.org>
- **South MS** - Catholic Charities of South Mississippi Food Bank <https://catholiccharitiesofsouthms.org/about-us>

*\*Food pantry services are available to all eligible Mississippians regardless of age.*



For a list of food pantries  
serving your local area,

**SCAN HERE**

## **ESAP** *Elderly Simplified Application Project for Supplemental Nutrition Assistance Program (SNAP)*

Low-income seniors need to know about the Elderly Simplified Application Project (ESAP). This project is designed to make it easier for seniors to apply for and receive SNAP benefits.

### **THE VERIFICATION PROCESS IS SIMPLE**

Eligibility workers use data matching to verify an applicants information from other government data systems.

### **WHO QUALIFIES FOR ESAP?**

In order to qualify for the simplified application, everyone in the household will need to be at least 60 years old and have no earned income.

To apply for SNAP, visit  
[www.mdhs.ms.gov/economic-assistance/snap](http://www.mdhs.ms.gov/economic-assistance/snap)  
or contact your local county office.

For a list of Area  
Agencies on Aging,

**SCAN HERE**





# HOME AND COMMUNITY-BASED SERVICES

*Home and Community-Based Services help older individuals continue to live in their homes independently while maintaining their dignity and self-worth. Services include help around the house, financial aid, and transportation options.*

## RESPITE VOUCHERS

Respite Care is the temporary care of a sick, elderly, or disabled person, providing relief for their usual caregiver. Vouchers may be used to pay an in-home care agency, an Adult Day Center, or a private individual to provide respite care. Approved family caregivers can get up to \$300 from the first voucher.

*Respite care is available for anyone who is providing unpaid care for a dependent person of any age with a significant disability or chronic illness requiring 24/7 care.*

## HOMEMAKER SERVICES

The main goal of Homemaker Services is to provide the older Mississippians an opportunity to continue living independently. Homemakers aid with daily activities and assist with other things as well.

Below is a list of just some of the services provided by the Homemakers program:

- Grocery Shopping
- Meal Preparation
- Kitchen Cleaning and Organization
- Cleaning and Organizing Bathrooms
- Vacuuming and Sweeping
- Laundry

## TRANSPORTATION

Transportation Services around Mississippi are locally organized efforts which help older adults get to medical appointments, run errands, and participate in recreational activities.

*To find out more information about receiving these services, please contact your local Area Agency on Aging (AAA) to receive assistance.*

## INFORMATION AND REFERRAL/ASSISTANCE

Through this service, older adults and their caregivers can obtain information to make informed decisions regarding long-term services and programs.

*This service also will help people locate services near them and find out if they qualify.*

## OUTREACH COORDINATORS

Outreach Coordinators seek out older adults to educate and connect them with services that may be available to them. This service, like Information and Referral/Assistance, is an essential tool for ensuring the aging population knows about available programs and services.

## FAMILY CAREGIVER SUPPORT PROGRAM

The Family Caregiver Support Program provides support to unpaid caregivers providing care in a private setting. Below is a list of some of the services provided to support these caregivers:

- Information about available services
- Assistance in gaining access to services
- Individual counseling
- Respite
- Supplemental services

## CASE MANAGEMENT

Case managers help older adults develop a care plan by identifying their needs through a comprehensive assessment.



### FIND WHAT YOU NEED

To see more information and find the program(s) that best meets your needs, please scan the QR code or visit <https://www.mdhs.ms.gov/adults-seniors/services-for-seniors/>



### SCAN HERE

To contact your local MAC Center, or visit <https://www.mississippiaccessstocare.org/help-info/about-mac-centers>

# MISSISSIPPI LONG-TERM CARE OMBUDSMAN

DEPARTMENT OF HUMAN SERVICES



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

## **THE MISSION OF MISSISSIPPI'S LONG-TERM CARE OMBUDSMAN PROGRAM IS TO:**

- Enhance the quality of life of each resident
- Ensure the highest level of personal care
- Protect individuals' rights
- Seek resolution of problems in a professional manner

*An Ombudsman strives to be the voice for residents while encouraging self-advocacy by providing education about residents' rights.*

## **WHAT IS THE MISSISSIPPI LONG-TERM CARE OMBUDSMAN PROGRAM?**

An Ombudsman (awm-budzman) advocates for the rights of residents living in long-term care facilities such as nursing homes or assisted living facilities.

***Ombudsman services are always confidential and free.***

## **WHAT ARE RESIDENTS' RIGHTS?**

- To be treated with dignity and respect.
- To choose schedules and activities.
- To be fully informed of all personal information.
- To share a complaint with anyone without any repercussions.
- The right to decide who visits and who does not.
- To have information regarding personal financial affairs.
- The right to have private conversation with anyone you decide.
- The right to appeal a discharge or transfer.

## **WHAT WE CAN HELP WITH:**

- Residents' rights
- Environmental concerns
- Discharge and eviction
- Personal care concerns
- Quality of life issues



### **SCAN HERE**

For information about the  
State Long-Term Care  
Ombudsman Program

*Anyone who needs assistance for a long-term care resident or facility should contact the toll free number at **1-888-844-0041**.*



## ARE YOU AN UNPAID CAREGIVER IN NEED OF A BREAK?

# RESPITE VOUCHER PROGRAM

### WHO IS ELIGIBLE?

Respite care is available for anyone who is providing unpaid care for a dependent person of any age with a significant disability or chronic illness requiring 24/7 care.

### HOW DO I APPLY?

Call the Mississippi Access to Care (MAC) Center at 1-844-822-4622 and speak to a resource specialist to receive assistance with completing an application or to request an application from your local office.

### HOW DOES THE RESPITE VOUCHER PROGRAM WORK?

These vouchers may be used to pay an in-home care agency, an Adult Day Center, or a private individual to provide care to the dependent person while the caregiver is away.

**Initial vouchers are provided in the amount of \$300.00 per household to approved family caregivers. Once approved, the caregiver can reapply for a REPEAT respite service in the amount of \$290 after approximately six months from the initial approval date.**

Caregivers can also apply for **EMERGENCY** respite to receive a one-time payment of \$590 in the following situations:

- An emergency or unusual circumstance that is an unplanned situation that prevents the caregiver from providing the care required to the care recipient.
- An unplanned event that threatens the health and safety of the care recipient or caregiver.

Vouchers can only be used to pay for breaks (respite) for caregivers. They may **NOT** be used to:

- Pay the family caregiver directly for the care they are providing.
- Pay medical bills or purchase medical supplies.
- Pay for care that occurred before the voucher was issued.
- Offset the cost of paid care already in place.



To find your local  
MAC Center,

**SCAN HERE**

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# NEED HELP WITH MEDICARE?

## STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP)

SHIP provides information and help to people with Medicare, people who may need Medicare, and people looking into Medicare for someone else. SHIP provides free and objective one-on-one counseling to assist Mississippians in navigating Medicare, Medicaid, and associated plans.



## HOW SHIP HELPS:

- Medicare Enrollment
- Claims and Billing
- Medicaid
- Medicare Part D Extra Help/Medicare Savings Program
- Medicare Diabetes Prevention Program
- Other Insurance Programs and Other Resources

## NEED A MORE AFFORDABLE PRESCRIPTION DRUG PLAN?

SHIP can help you find a prescription drug plan or Medicare Advantage Plan for the lowest estimated cost for the year.

## OPEN MEDICARE ENROLLMENT PERIOD: OCTOBER 15 - DECEMBER 7

SHIP Counselors are trained and eager to help, please call 1-844-822-4622 to schedule your free counseling session.



### SCAN HERE

For Area Agencies on  
Aging information

### SCAN HERE

For Information regarding  
Mississippi Access to  
Care Centers





# DO YOU NEED HELP PAYING FOR FOOD EACH MONTH?

*SNAP helps keep healthy food on the table for you and your family.*



## WHAT IS THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)?

SNAP provides monthly benefits helping low-income households buy the food they need. SNAP operates at a local level through the Mississippi Department of Human Services. Nationally, SNAP is the largest program in the domestic hunger safety net. Benefits are provided on an easy-to-use Electronic Benefits Transfer (EBT) card that can be swiped at the store.

## WHY SNAP?

- Your SNAP EBT card is easy to use
- Benefits the entire family
- Access to fresh food
- Apply quickly online or in-person
- Get food from your local grocery store or online

## INCOME GUIDELINES AND BENEFIT AMOUNTS

The amount of benefits provided from SNAP are determined by household income and other factors. If your monthly income is equal to or below the following amounts, then you may qualify for SNAP:

(130% of poverty level)

FAMILY MEMBERS	MAXIMUM MONTHLY INCOME (BEFORE TAXES)	MAXIMUM MONTHLY INCOME (AFTER TAXES)	ESTIMATED MONTHLY BENEFIT AMOUNT
1	\$1,396	\$1,074	\$250
2	\$1,888	\$1,452	\$459
3	\$2,379	\$2,830	\$658
4	\$2,871	\$2,209	\$835
5	\$3,363	\$2,587	\$992

*\*These numbers are subject to change. All numbers are accurate as of June 2022.*

## HOW AND WHERE CAN YOU USE SNAP:

### HOW

Your benefits will be distributed onto an EBT card and you can use them to buy staple food items.

### WHERE

Like a credit card, your EBT card can be used to buy food at most grocery stores, some online retailers, and even some local farmer's markets.



### APPLYING FOR SNAP IS EASY!

To find out if you are eligible or to apply for SNAP, please scan the QR code or visit [www.access.ms.gov](http://www.access.ms.gov)

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EDUCATION (SNAP-ED)

The purpose of SNAP-Ed is to provide education to individuals to help improve their dietary practices and ability to manage food resources. SNAP-Ed is free and available to all age groups participating in SNAP.

MDHS partners with Mississippi State University Extension Service to operate the Happy Healthy Mississippi Program.

The Happy Healthy Mississippi Program helps SNAP recipients learn to:

- Cook healthy meals themselves
- Handle food safely
- Save money on groceries
- Read food labels in the grocery store
- Be more active
- And more!

*\*If you are eligible for SNAP then you are also eligible for SNAP-Ed*

Visit [www.HappyHealthy.ms](http://www.HappyHealthy.ms) for resources, recipes, or to connect with educator.



# NEED FINANCIAL ASSISTANCE WHILE LOOKING FOR A JOB?

## **TANF may be for you!**

Temporary Assistance for Needy Families (TANF) provides cash assistance and services to families with children under the age of 18. TANF allows parents and guardians to find jobs and job training while meeting the family's most basic needs.

## **WHO IS ELIGIBLE FOR TANF CASH ASSISTANCE?**

To be eligible for TANF, a family must have at least one child living in the house under the age of 18 and monthly income that is at or below the following gross monthly income limit:

*(185% of poverty level)*

HOUSEHOLD SIZE	GROSS MONTHLY INCOME LIMIT
<b>1</b> <i>(child only)</i>	<b>\$403</b>
<b>2</b>	<b>\$542</b>
<b>3</b>	<b>\$680</b>
<b>4</b>	<b>\$819</b>
<b>5</b>	<b>\$958</b>

*\*Cooperation with Child Support is a requirement to receive TANF benefits. These numbers are subject to change. All numbers are accurate as of June 2022.*

## **HOW CAN TANF HELP?**

- Provides up to 60 months of benefits.
- Helps with expenses when you are out of work.
- Builds work-readiness skills.
- Serves any size family.
- Assists with finding a job through the TANF Work Program (TWP).
- You may also be eligible for the Child Care Payment Program.



**SCAN HERE**

To apply for TANF or visit  
[www.access.ms.gov](http://www.access.ms.gov)



# JOB TRAINING AND SKILLS DEVELOPMENT

## TANF WORK PROGRAM (TWP)

The goal of the Temporary Assistance for Needy Families (TANF) Work Program (TWP) is to move Mississippians to self-sufficiency by preparing them for a job, helping with job readiness training, job skills training, vocational training, and other educational training programs. Applicants for TANF are referred to the TANF Work Program to help them find or keep a job.

## WORK ACTIVITIES

Once approved for TANF and referred to the TWP, a case worker will determine the specific work activities needed. Based on the needs of each family, recipients may be required to participate in one or more of the following activities:

- Employment
- Work Experience
- Community Service
- Education
- Job Readiness/Job Search
- Job Skills Training

## CHILD CARE

TWP participants are eligible for Child Care Vouchers through the Child Care Payment Program.

Clients may select an approved childcare provider of their choice. A referral will be sent to the Division of Early Childhood Care and Development (DECCD). DECCD will issue a certificate for the child(ren) and pay the provider directly.

## CHILD SUPPORT

Compliance with Child Support Enforcement is a requirement to receive TANF benefits.

## TRANSPORTATION

TWP provides a monthly work travel allowance.

*\*Clients are responsible for making their own transportation arrangements.*

# SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EDUCATION & TRAINING (SNAP E&T)

SNAP E&T helps SNAP participants gain workforce skills, training, and other career and technical training to assist them with obtaining regular employment which will lead them to economic self-sufficiency.

## SUPPORT PROGRAMS

### Skills2Work (S2W)

The S2W program could help you:

- Receive industry specific job skills.
- Earn industry recognized certifications.
- Earn your GED or High School Equivalency.
- Earn a nationally recognized certification from ACT WorkKeys.
- Work through barriers that are keeping you from succeeding.

SNAP recipients qualify for Skills2Work if they are:

- Between the ages of 18-59.
- Required to register for work as a condition of SNAP eligibility or a recipient of Unemployment Insurance (UI).
- Enrolled or accepted for enrollment in a high school equivalency program or career/technical program of study.

ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC):

- Is a credential that is earned.
- Measures work skills needed in a variety of jobs and industries.
- Confirms that the recipient is willing and ready to work.



To fill out a Skills2Work  
application,

**SCAN HERE**

# NEED HELP WITH UTILITY BILLS?

## PROGRAMS:

### LIHWAP

*Low-Income Household Water Assistance Program*

LIHWAP provides financial assistance to eligible households for managing costs associated with:

- Water bills
- Wastewater/sewer bills
- Stormwater fees
- Groundwater fees
- Reconnection fees
- Late fees
- Lien removal fees (water-related)

### LIHEAP

*Low-Income Home Energy Assistance Program*

LIHEAP provides financial assistance to eligible households for managing costs associated with:

- Home energy bills
- Energy crisis
- Purchase, repair, or replacement of air conditioners and heaters

#### **Who is eligible for LIHWAP and LIHEAP?**

To be eligible for LIHEAP and LIHWAP, the applicant's household income must be at or below 60% of the state median income to qualify for these programs. This is approximately \$21,488 for a single person household.

# HOME WEATHERIZATION

## Weatherization Assistance Program

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

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

### Who is eligible for Weatherization Assistance?

The Weatherization Assistance Program is available to individuals who are within 200% of the current federal poverty guidelines. Please see chart below.

## OTHER SUPPORT PROGRAMS

### Community Services Block Grant (CSBG)

CSBG funding supports projects that:

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

### Who is eligible for CSBG?

Individuals must be within 125% of the current Federal Poverty Guidelines. Please see chart below.

CSBG may be able to help if you need:

- Mortgage assistance
- Assistance with obtaining a job
- Rental assistance
- Assistance with obtaining education

And more!

### 2022 GUIDELINES

HOUSEHOLD SIZE	POVERTY GUIDELINE	125% OF POVERTY GUIDELINE	200% OF POVERTY GUIDELINE	60% STATE MEDIAN INCOME
1	\$13,590	\$16,987.50	\$27,180	\$21,488
2	\$18,310	\$22,887.50	\$36,620	\$28,100
3	\$23,030	\$28,787.50	\$46,060	\$34,711
4	\$27,750	\$34,687.50	\$55,500	\$41,323
5	\$32,470	\$40,587.50	\$64,940	\$47,935



To apply for these programs, visit [www.access.ms.gov](http://www.access.ms.gov) and select "Apply Here," call 800-421-0762, visit your local Community Action Agency (CAA), or scan the QR code. Application process is the same for all 4 programs.

To find your local CAA, visit [www.mdhs.ms.gov/community-services](http://www.mdhs.ms.gov/community-services)