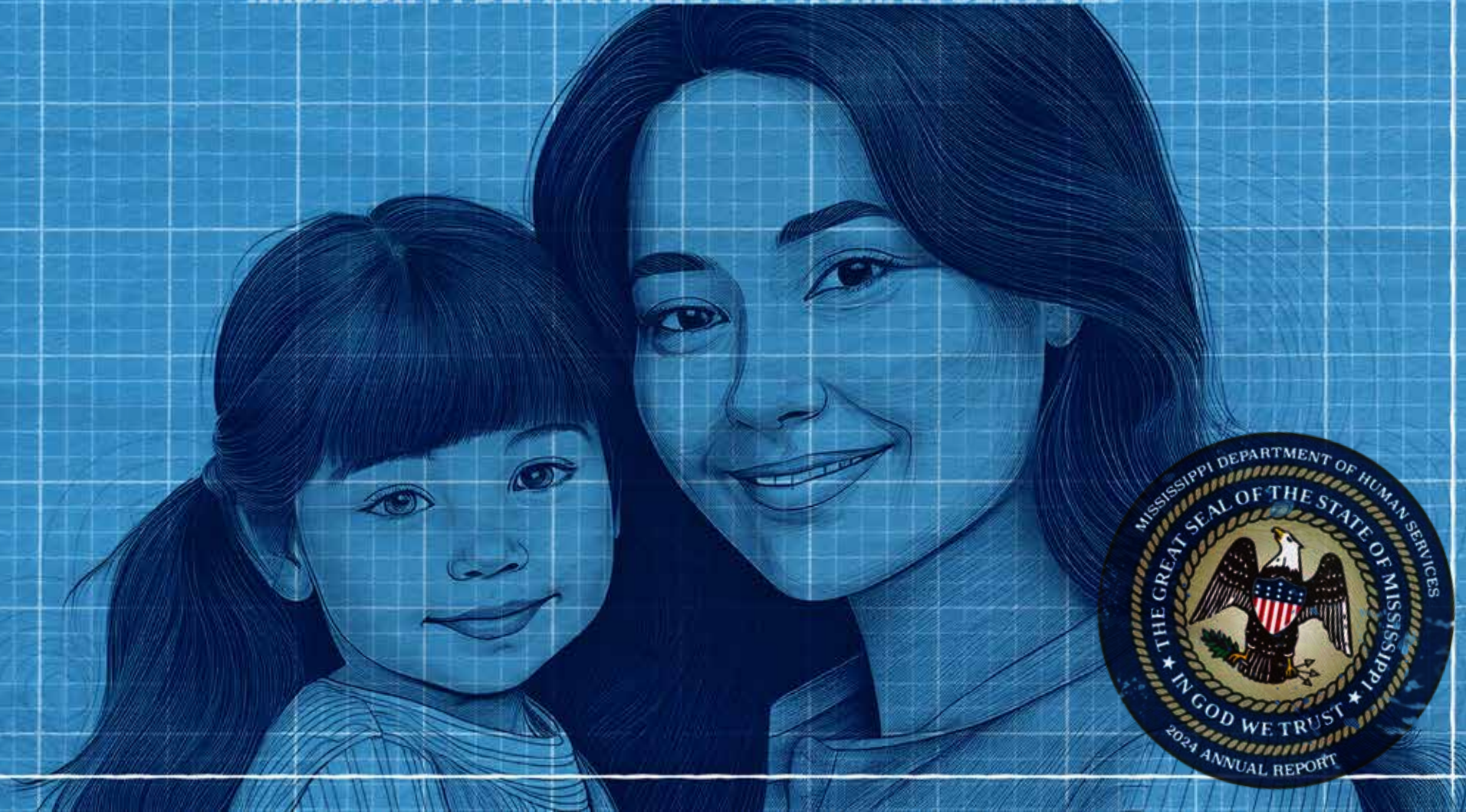


# MDHS

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES



# Help today.

# Hope tomorrow.

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Scan to watch her story

**“When I talk to them (clients) about their struggles, they realize I truly know what they’re going through.”**

**- Jenny Head**  
CW MS Coast

# A letter from the Executive Director

Welcome to the 2024 Mississippi Department of Human Services annual report. Just as we are transforming our agency's work toward integrity, excellence, and compliance, we are also transforming the way we track and report our agency's impact on the individuals and families that we serve. I believe that we have created a blueprint for not only restoring the integrity and trust of this agency, but for tracking the outcomes for the programs that we provide to Mississippians of all ages.

Blueprints provide the design and strict guidelines to build stronger and more efficient buildings. In the same way, our strategic plan, mission statement, and guiding statutes constitute the blueprint for the work of building a more engaging and connected MDHS.

I am pleased to report that beginning with this annual report, MDHS will be implementing an annual report based on the metrics developed in the Strategic Plan adopted in 2023. Over the next three years, MDHS will include additional outcomes as report metrics are compiled by each division.


By monitoring outcomes, MDHS will position itself to make informed policy and programmatic recommendations to more effectively support and more efficiently deliver services to our clients, while protecting the taxpayers' investment in our state.

This first year, we will be providing the first available outcome reports since implementation of the Strategic Plan. In addition, we will lay out the basic statistical measurements from each individual program. This will provide readers with a clear picture of where we come from and where we are going as an agency.

As you read this annual report, I also invite you to engage our Strategic Plan by scanning the QR code in this letter. This "Blueprint" only constitutes the beginning of our commitment to building a stronger agency and engaging stakeholders to understand the impact that our services have in Mississippi.

Over the first five years of my leadership, I believe that MDHS has made considerable strides responding to the needs of Mississippians, while implementing internal controls that create a spirit of compliance and transparency, and move this agency toward excellence.

Our agency's more than 1,500 employees are committed to our mission, vision and values. We know that human services is personal, and we are determined to create a more accessible and effective service delivery system that works for everyone.



## Accomplishments:

- Strengthened the Agency's Office of Inspector General
- Created the Office of Compliance and instituted stronger internal controls
- Developed a five year Strategic Plan
- In 2021, MDHS implemented the first increase in TANF benefits since 1999.
- Sought and received an appropriation for a \$150 million modernization of eligibility systems.
- Filed a Civil Complaint to recoup misused TANF funds.
- Redesigned the Agency website to be more responsive to client needs with a current page view of over 13 million monthly.
- Continuous growth of the compliance program with no financial audit findings for FY'23 with two consecutive years of no questioned costs.

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# Strategic Plan

MDHS plays a vital role in improving family well-being and economic growth in the state of Mississippi. Investing in the well-being of families creates the foundation for a strong and prosperous community. Families that have the support to make informed decisions and manage their basic needs are better equipped to thrive. As MDHS stewards and effectively utilizes its valuable resources to support those in need, more Mississippians are given the opportunity to engage in meaningful employment and relationships that contribute to healthy families and communities in Mississippi's growing economy.

MAC Center  
**18,701**  
 Relates to Goal 6

Families Participated in  
 Parenthood Initiatives  
**18,680**  
 Relates to Goal 7

Total Child Support Collected  
**\$357,168,068**  
 Relates to Goal 3

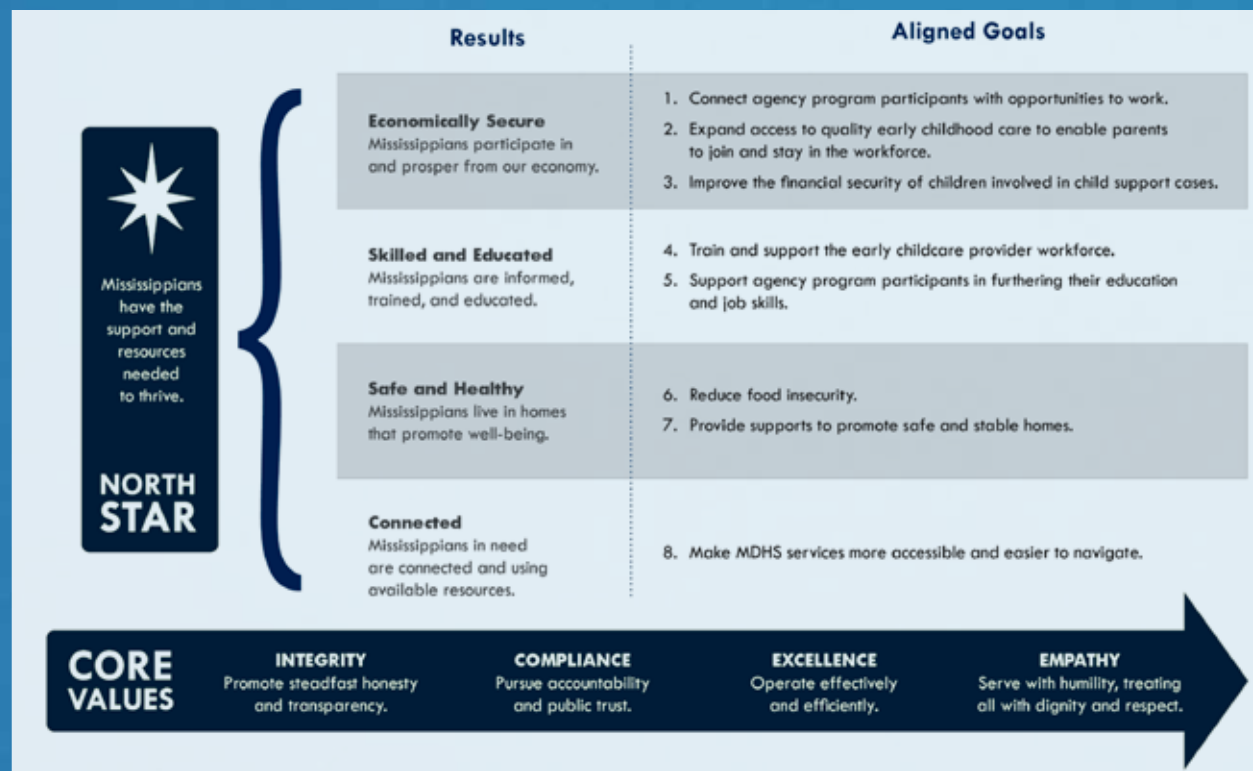
Individuals Received Workforce  
 Training & Education  
**18,701**  
 Relates to Goal 5

Home Delivered Meals  
**743,157**  
 Relates to Goal 6

Home Delivered Meals  
**743,496**  
 Relates to Goal 6

LIHEAP Served  
**18,701**  
 Relates to Goal 7

MDHS Website  
**New for 2024**  
 Relates to Goal 8



\* Please note the metrics on this page are just a sample that relate to the MDHS Strategic Plan.

# Aging and Adult Services

Helping older Mississippians connect to the services they need.

## Programs and Services

- Adult Protective Services
- Mississippi Access to Care (MAC) Network
- State Health Insurance Assistance Program (SHIP)
- Transition to Community Referral
- Legal Assistance & Advocacy Services
- State Long-Term Care Ombudsman
- Family Caregiver Support & Respite
- Area Agencies on Aging
- Senior Centers
- Home Delivered Meals
- Community Meals for Seniors
- Homemaker Services
- Transportation Assistance

Respite Services

**18,701**

Total Number of People Served

Transportation Services

**2,855**

Total Number of People Served

## State Long-Term Ombudsman Care

**1,205** - Complaints Filed  
**1,101** - Complaints Resolved  
**1,649** - Information & Referral Calls  
**4,822** - Visits to Facilities

MAC Center

**18,701**

Total Number of People Served

Home Delivered Meals

**743,157**

Total Number of People Served

Congregate Meals

**327,496**

Total Number of People Served

## Adult Protective Services

**10,742** - Calls Received by Call Center  
**7,813** - Reports to APS  
**4,639** - Screened in with Services  
**1,228** - Information & Referrals  
**1,701** - Prevention Referrals  
**1,722** - Clients Served with Direct Services

Homemaker Services

**1,565**

Total Number of People Served

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# Child Support Enforcement

Every child needs financial and emotional support from both parents. Even when parents do not live together, it is important they work together to support their child(ren).

## Programs and Services

- State Parent Locator Unit
- Paternity Establishment
- Establishing Court Orders for Child Support and Medical Support
- Income Withholding
- Intercepting Unemployment Benefits
- Tax Offset Program
- Liens
- Accounts Frozen and Seized
- License Suspension Program
- Bankruptcy Claims to Preserve Support Orders

**\$357,168,068**

Total Amount of Child Support Collected

**227,035**

Child Support Cases

**46,278**

Absent Parents Located

**\$276,298,930**

Collected From Income Withholding

**\$33,208,251**

Collected From Tax Offsets

**\$2,611,831**

Collected From Account Seizures

**5,989**

Licenses Suspended for Nonpayment

**1,963,048**

Collected From Unemployment Benefits

**\$3,153,675**

Collected From Liens

**\$498,100**

Collected From Bankruptcy

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# Community Services

Community Services provides an array of services for elderly, disabled, low-income individuals and families, and families with children in local communities.

## Programs and Services

- Low-Income Home Energy Assistance Program (LIHEAP)
- Community Services Block Grant (CSBG)
- Home Weatherization Assistance Program

**\$40,130,886**

Spent on LIHEAP Services

LIHEAP Served

**18,701**

Clients



**\$1,934,725**

Spent on Energy Crisis Intervention Program Services (ECIP)

ECIP Served

**3,637**

Clients

**\$6,509,331**

Allocated for Home Energy Saving Measures

Weatherization Assistance Program Served

**305**

Homes

**\$2,358,280**

Spent on CSBG Services

CSBG Served

**2,947**

Clients

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# Early Childhood Care and Development

Investing in Mississippi's future by supporting the care and development of young children in the state.

## Programs and Services

- Child Care Payment Program (CCPP)
- MS Lift Resource and Referral Centers (R&Rs)

Child Care Payment Program

**\$170,459,183**

in payments to child care providers on behalf of

**40,890 children**

## R&R Visitors

<b>10,993</b> Teachers	<b>11,882</b> Parents	<b>12,115</b> Community	<b>34,990</b> Total
---------------------------	--------------------------	----------------------------	------------------------

R&R Community Events

**812**

R&R Items Checked Out

**19,261**

## Director Credential Training

**2,153** - Enrolled

**1,524** - Completed

**204** - Enrolled in Renewal

**196** - Completed Renewal

## Training Sessions

**4,309** - Total Technical Assistance Sessions

**2,249** - Total Professional Development Sessions

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# Economic Assistance

Helping Mississippians gain self-sufficiency and lead better lives.

## Programs and Services

- Supplemental Nutrition Assistance Program (SNAP)
- The Emergency Food Assistance Program (TEFAP)
- Commodity Supplemental Food Program (CSFP)
- SNAP-Ed Nutrition Education
- Temporary Assistance for Needy Families (TANF)

### TEFAP

**782,828** - Families Served  
**1,706,587** - Individuals Served  
**549,702** - Meals Served at Soup Kitchens, Shelters, And Mobile Pantries

Food Boxes

**156,144**

Provided by CSFP

SNAP-Ed Direct Education

**9,881**

Participants

Number of SNAP Applications

**5,057**

Taken Through SNAP Outreach

	Total Number of Cases	Total Number of Individuals/ Recipients	Total Amount Issued
SNAP	<b>195,818</b>	<b>390,761</b>	<b>\$857,858,107</b>
TANF	<b>1,538</b>	<b>2,782</b>	<b>\$4,064,616</b>

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# Workforce Development and Partnership Management

Connecting Mississippians with the support they need to build their skills, participate in the workforce, and strengthen their families.

## Programs and Services

- Skills2Work
- TANF Work Program (TWP)
- Workforce Training and Educational Programs
- Afterschool and Parenthood Initiatives

**206**

Skills2Work Participants Through Partnerships with Hinds Community College and Refill Jackson Initiative

**9**

Subgrantees Providing Afterschool Program Activities, Parenthood Initiative Programs, and Workforce Training & Education Programs

**7,010**

Children Participated In Afterschool Program Activities

**5,480**

Individuals Received Workforce Training & Education

**18,680**

Families Participated In Parenthood Initiatives

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# Youth Services

Administers probation, aftercare services and institutional programs for youth who have been adjudicated delinquent in Mississippi Youth Courts or are at risk of becoming delinquent

## Programs and Services

- Community Services and Programs
- Probation and Aftercare Services
- Rehabilitation and Treatment for Adjudicated Youth
- The Williams School at Oakley

**6,077**

Youth Served In The Community

**345**

Youth Served From 27 States Through the Interstate Compact For Juveniles

## Youth Development

- 84** - Students Served through The Williams School at Oakley
- 57** - Obtained Their GED
- 227** - Obtained Their High School Diploma
- 9** - Joined The Military
- 3** - Graduated From Job Corps



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# Compliance

The Office of Compliance assists in fostering a culture that promotes integrity and ethical conduct while ensuring the agency is compliant with all applicable rules and regulations. Four divisions within the Office of Compliance support the agency in achieving these goals: Internal Audit, Monitoring, Programmatic Quality Control (QC) and SNAP Quality Control.

## Monitoring

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

Assessed

**\$918,139**

In Questioned Costs Across All Agency Programs

*(Data is from Fiscal year 2024)*

## Internal Audit

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

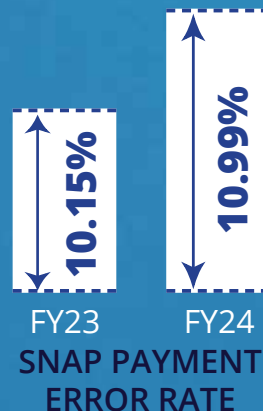
Completed **918,139** Audits

Implemented **918** Corrective Action Plans

## SNAP QC

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

*(Data is from Federal Fiscal year 2024)*



## Programmatic QC

Programmatic QC conducts quality reviews to determine whether MDHS

programs are meeting program requirements and successfully achieving program goals/objectives. All programs within the agency are assessed to identify and help correct potential issues of program policies and ensure eligibility and payment accuracy across agency programs.

Reviewed **7,045** Cases Resulting In **696** Findings

Resulting In **\$30,763** Identified In Overpayments

*(Data is from Calendar year 2024)*

# Inspector General

The Office of Inspector General provides objective oversight to promote integrity and efficiency of MDHS programs and operations while ensuring appropriate due process.

## Benefit Recovery Unit

The Benefit Recovery Unit (BRU) is responsible for establishing, monitoring, tracking, and recovering overpayments as a result of improper benefit payments found within programs at MDHS. BRU is also responsible for the recovery of subgrantee collections related to Monitoring Audits and OIG investigations.

DECCD Recovery	SNAP/TANF Recovery	Subgrant Recovery	Cost Avoidance	LIHEAP Recovery
\$493,511	\$6,056,994	\$216,615	\$23,298	\$10,094
<b>TOTAL RECOUPMENT: \$6,800,514</b>				

### Investigations

The Investigations Division conducts in-depth investigations of all MDHS cases involving suspected fraud, misuse, and/or abuse.

#### Investigative Analytics (Fraud Complaints)

**2,617** - Substantiated Cases

**2,472** - Unsubstantiated Cases

**5,089** - Total Cases Closed

#### Investigations

**185** - Substantiated Cases

**407** - Unsubstantiated Cases

**592** - Total Cases Close

### Administrative Hearings

The Administrative Hearings Division conducts two type of administrative hearings for program applicants or clients: fair hearings and disqualification hearings. The division also administers subgrantee agency appeal hearings.

**2,178** - SNAP Disqualification Hearings

**1,394** - Fair Hearings

**23** - Programmatic Appeals Hearings

**20** - Subgrantee Hearings

**11** - Programmatic Disqualification Hearings

# Total Expenditures by Division

Division	Salaries	Travel	Contractual Services	Commodities	Capital Outlay Equipment	Total Vehicles	Wireless Comms Devices	Subsidies Loans	Total Expenditures
Aging & Adult Services	\$4,108,840	\$345,563	\$1,676,630	\$479,732	\$54,692	\$41,895		\$26,660,846	\$33,368,198
Child Support	\$2,034,830	\$51,328	\$36,118,368	\$94,193	\$15,534			\$159,719	\$38,473,972
Community Services	\$1,156,189	\$49,313	\$1,577,402	\$63,615	\$39,318			\$68,473,367	\$71,359,204
Early Childhood Care & Development	\$8,108,732	\$397,396	\$19,026,471	\$310,446	\$83,741			\$228,896,734	\$256,823,520
Economic Assistance	\$41,048,715	\$497,540	\$19,783,770	\$371,034	\$828,881			\$920,289,019	\$982,818,959
Youth Services	\$16,624,049	\$227,125	\$3,074,555	\$481,726	\$322,748			\$1,234,096	\$21,964,299
Social Services Block Grant	\$64,573		\$7,533						\$72,106
Support Services	\$20,672,427	\$214,356	\$4,540,594	\$569,896	\$340,698	\$83,790	\$549	\$1,350,184	\$27,772,494

# Total Funding by Division

Division	Federal	State	Total
Aging & Adult Services	\$30,820,775	\$2,547,422	\$33,368,197
Child Support	\$27,454,408	\$11,019,564	\$38,473,972
Community Services	\$71,359,205		\$71,359,205
Early Childhood Care & Development	\$249,531,995	\$7,291,527	\$256,823,521
Economic Assistance	\$959,170,776	\$23,648,183	\$982,818,959
Youth Services	\$6,041,788	\$15,922,511	\$21,964,299
Social Services Block Grant	\$72,106		\$72,106
Support Services	\$12,450,954	\$15,321,540	\$83,317,482

“Numbers have an important story to tell. They rely on you to give them a voice.”

- Stephen Few

Data Visualization Expert



**“Good design is obvious,  
Great design is transparent.”  
- Joe Sparano**

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