

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

# **ANNUAL REPORT**

## **State Fiscal Year 2015**



# MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

## STATE FISCAL YEAR 2015 ANNUAL REPORT



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## MESSAGE FROM THE EXECUTIVE DIRECTOR

The Mississippi Department of Human Services State Fiscal Year 2015 was another highly successful year.

We continue to be totally committed to our mission, “To provide services for people in need by optimizing all available resources to sustain the family unit and encourage traditional family values thereby promoting self-sufficiency and personal responsibility for all Mississippians.”

This mission statement is far from just words. MDHS touches the lives of one in four Mississippians including our most vulnerable citizens. We share a commitment at all levels of our agency that the people that we serve deserve only our very best.

The Division of Field Operations achieved a TANF Work Program Participation Rate of 70.23 percent for Federal Fiscal Year 2012. This outstanding rate is well beyond the federally mandated rate of 50 percent. Mississippi continues to be a national leader in the “Welfare to Work” effort, placing fourth in the nation in this vitally important measurement.

Field Operations was also recognized nationally by the United States Department of Agriculture, Division of Food and Nutrition Services, for our administration of the SNAP Program. Mississippi became the first state in the history of the nutrition programs to earn bonus funding in all four categories of the High Performance Bonus System: Payment Accuracy, Timeliness in Application Processing, Increase in Program Access, and finally the CAPERS Rate that measures the overall administration of SNAP. I am also happy to report that child support collections are up almost 5 percent over the previous fiscal year, and all indicators to attain high performing status have been achieved.

The Division of Early Childhood Care and Development has stabilized participation in the Child Care Certificate program. We serve approximately 20,000 children at any given time which allows their parents to work or engage in educational activities that lead to employment.



There continues to be an increased effort to meet the new standards of quality for early childhood education mandated by the federal government.

Family and Children’s Services continues to make progress as we enter Year Five of the Modified Settlement Agreement. Although there is still work to be done, children are much safer from harm than in past years. MDHS remains dedicated to helping each child find a stable home either through reunification with their family, or when this is not possible, finding an adoptive family where they can receive love and encouragement.

The Division of Aging and Adult Services continues to protect vulnerable adults from physical, sexual and financial exploitation, and provides an array of services. Our network of Area Agencies on Aging served more than 2 million meals in home and congregate settings and provided other vital services to help seniors live independently in their homes. The Division of Community Services assists in this effort by providing energy assistance, weatherization services and case management services to the elderly, disabled or otherwise vulnerable citizens.

The Division of Youth Services has successfully completed the requirements of the Oakley Consent Decree and continues to serve adjudicated youth in community based programs, as well as in the institutional setting. And, once again, we saw a drop in the Teen Pregnancy Rate.

I have recognized all of the successes of the programmatic divisions, but we could not accomplish our mission without the dedication and hard work of the support divisions providing the financial support, personnel and operating systems that we need to accomplish our mission.

I look forward to an even better year in 2016. There is no mission more noble than helping our fellow mankind. We, at MDHS, remain committed to helping each and every family that we touch achieve a better life.



# HISTORY OF THE AGENCY

The Mississippi Department of Human Services has its origins in legislation passed in 1935 during the closing days of Governor Mike Conner's administration and the early days of the administration of Governor Hugh White in 1936. Governor Conner called a special session of the Mississippi Legislature in October 1935 to consider ways to financially assist certain groups of needy Mississippi residents. The Legislature responded by passing the "Emergency Relief Act," which created a state department of emergency relief consisting of a five member State Welfare Board, a State Commissioner and not more than 10 additional workers. The law also provided for the creation of county welfare or relief boards and appropriated \$700,000 to be given to the needy, aged, blind, crippled or otherwise disabled, and dependent children under certain conditions [Laws, 1935, Ch. 18].

The State Department of Public Welfare, the predecessor of the Department of Human Services, was created by the Legislature in April 1936 as part of the passage of the "Mississippi Old Age Security Act." The Emergency Relief Administration, which had only functioned for five months, was abolished.

The law provided for the creation of a State Board of Public Welfare, a Commissioner of Public Welfare and county boards of public welfare. It accepted the provisions of the federal Social Security Act as applicable to needy persons more than 65 years of age and appropriated \$1,000,000 to fund the program, an amount to be matched by the federal government [Laws, 1936, Ch. 175].

The Mississippi Department of Human Services (MDHS) was renamed and established by the legislature in 1989 as part of the state government's reorganization [General Laws of the State of Mississippi, 1989, Ch. 544].

The new department assumed the responsibilities of the State Department of Public Welfare and the State Board of Public Welfare. The agency also absorbed the Office of Energy and Community Services, the Juvenile Justice Advisory Committee and the Mississippi Council on Aging which was formerly within the Division of Federal/State Programs, Office of the Governor [Mississippi Code Annotated, 1972, §43-1- 6].

MDHS has seven programmatic divisions which include the Divisions of Aging and Adult Services; Community Services; Early Childhood Care and Development; Family Foundation and Support; Family and Children's Services; Field Operations; and Youth Services. MDHS maintains offices in all 82 counties of the state and employs about 3,800 Mississippians.

## MISSION STATEMENT

To provide services for people in need by optimizing all available resources to sustain the family unit and encourage traditional family values thereby promoting self-sufficiency and personal responsibility for all Mississippians.

## VISION STATEMENT

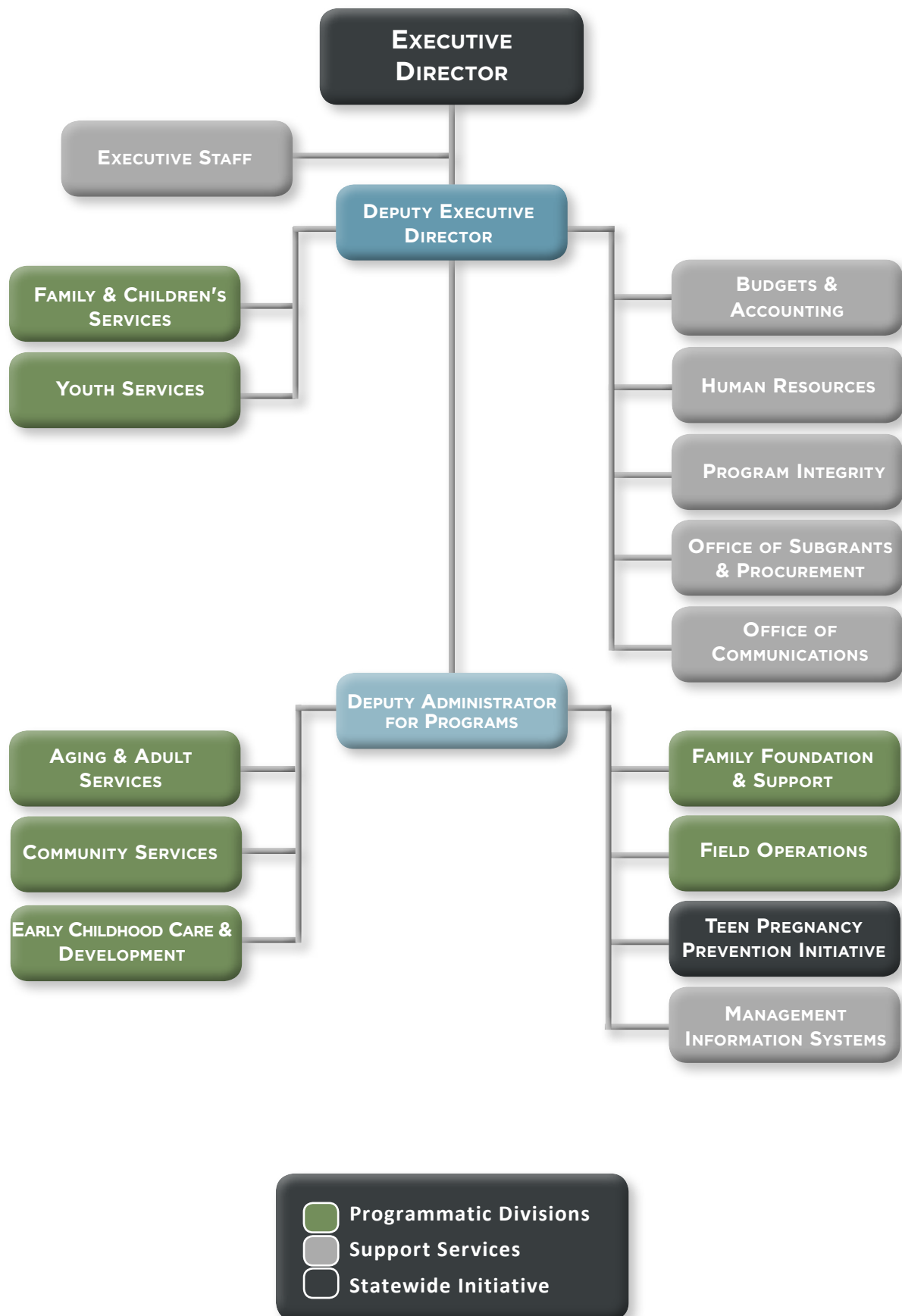
The Mississippi Department of Human Services is a respected partner in a healthy, safe, interconnected community where the basic needs of all are met in an environment of independence and dignity that affords opportunities for a better quality of life while promoting responsibility and accountability in an atmosphere of respect.

## CORE VALUES

- Integrity
- Self-Development
- Outstanding Program Delivery
- Excellent Customer Service



# ORGANIZATIONAL CHART



# PROGRAMMATIC STATISTICS & HIGHLIGHTS

## AGING & ADULT SERVICES

- Mississippi Access to Care (MAC) Centers are welcoming and accessible places located across the state where people can obtain unbiased information and assistance in locating long-term care services and supports. Individuals can reach the MAC Centers at [MississippiAccessToCare.org](http://MississippiAccessToCare.org) or by calling toll-free (844)822-4MAC (4622).
- Through the State Health Insurance Program services were provided to more than 42,500 persons through personalized sessions, presentations, workshops, and health fairs.

## COMMUNITY SERVICES

- Community Services Block Grant served 11,231 clients; the Low-Income Home Energy Assistance Program assisted 38,860 households; and the Low-Income Weatherization Assistance Program weatherized 733 Mississippi homes.

## EARLY CHILDHOOD CARE & DEVELOPMENT

- In SFY 2015, 31,084 children were served with subsidies through the Mississippi Child Care Payment Program.
- The Early Years Network provides services to early childhood care professionals and families at no cost. During SFY 2015, the EYN provided services to 34,884 early childhood care professionals and 2,814 parents.

## FAMILY & CHILDREN'S SERVICES

- As of June 30, 2015, there were 4,808 children in MDHS custody who received foster care services.

- In SFY 2015, there were 2,803 children who received adoption assistance benefits: 1,755 received federal IV-E benefits and 1,048 received state CWS benefits.

## FAMILY FOUNDATION & SUPPORT

- Healthy Homes Mississippi, a home visiting program, was expanded to counties and includes a MOU with the Mississippi Band of Choctaw Indians. The program serves pregnant mothers or families with children three months or younger, families who are low income, or have a history of substance abuse, domestic violence and/or incarceration,

## FIELD OPERATIONS

- Mississippi completed the year with a payment accuracy rate of 98.84 percent in SNAP for federal fiscal year 2015.
- Beginning in July 2012, recipients were given an opportunity to subscribe to an email for electronic notices to reduce administrative costs and allow clients to receive and view time-sensitive requests more quickly. Currently, more than 61,130 clients have subscribed MY MDHS ACCOUNT to receive notifications via email.

## YOUTH SERVICES

- During SFY 2015, 1,179 youth were served through AOPs.
- Students had a 100 percent pass rate for GED testing.

## 2015 PUBLIC HEALTH & HUMAN SERVICE LEGISLATIVE COMMITTEE MEMBERS

### Senate

Dean Kirby, Chair	Gary Jackson
Hob Bryan, Vice-Chair	Kenneth Wayne Jones
David Blount	David Parker
Terry Burton	Rita Potts Parks
Nancy Adams Collins	Willie Simmons
Joey Fillingane	Tony Smith
Hillman Frazier	Melanie Sojourner
Josh Harkins	Gary Tollison
W. Briggs Hopson III	Brice Wiggins
John Horhn	

### House of Representatives

Sam Mims, Chair	Dennis DeBar	Tom Miles
Toby Barker, Vice-Chair	James Evans	Bobby Moak
Brian Aldridge	E. Forrest Hamilton	Brent Powell
Chris Brown	John Hines	John Read
Cecil Brown	Joey Hood	Randy Rushing
Kimberly Campbell	Kevin Horan	Bobby Shows
Bryant Clark	Bobby Howell	Jeffrey C. Smith
Mary Coleman	Mac Huddleston	Linda Whittington
Carolyn Crawford	Hank Lott	Sonya Williams-Barnes
Becky Currie	Brad Mayo	

# PROGRAMMATIC DIVISIONS

- Aging & Adult Services
- Community Services
- Early Childhood Care & Development
- Family & Children's Services
- Family Foundation & Support
- Field Operations
- Youth Services





# DIVISION OF AGING & ADULT SERVICES



"Every older Mississippian living the best life possible" encompasses the vision for the Division of Aging and Adult Services. 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, administering and conducting public hearings on the State Plan of Services.
- Serving as an advocate for older persons in Mississippi.
- Funding Area Agencies on Aging within the state.
- Training the Aging Network staff.
- Coordinating resources.
- Protecting vulnerable adults.
- Leadership in service provision management and administration.

*Services and programs include Medicare counseling, Adult Protective Services and the Long Term Care Ombudsman Program.*

## SERVICES AND PROGRAMS

### ACCESS FOR SENIORS

**Mississippi Access to Care (MAC) Centers** are welcoming and accessible places located across the state where people can obtain unbiased information and assistance in locating long-term care services and supports. They provide a central source of reliable and objective information about a broad range of programs and services. MAC Centers help people understand and evaluate the various options available to them regardless of income or eligibility for publicly funded long-term care. These centers empower older adults and adults with disabilities to make informed choices, streamline access to long-term care services and supports, and are part of a larger "No Wrong Door" (NWD) System. Individuals can reach the MAC

Centers at [MississippiAccessToCare.org](https://MississippiAccessToCare.org) or by calling toll-free (844)822-4MAC (4622).

MAC Centers feature:

- A toll-free number to reach qualified staff who can provide information and referrals.
- MAC Center specialists who can provide face-to-face, unbiased person-centered counseling.
- A comprehensive resource directory available at [MississippiAccessToCare.org](https://MississippiAccessToCare.org).
- An online service and support questionnaire to help identify long-term care services and supports available in Mississippi counties.
- A partnership between agencies to assist people and provide follow-up to streamline access to available services.

**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 pickup and delivery for clients.

### ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) Unit within the Division of Aging and Adult Services was created through legislation passed in 2006. APS investigates reports of suspected abuse, neglect and exploitation of vulnerable adults. Guided by the Mississippi Vulnerable Persons Act, APS provides for the protection of at-risk vulnerable persons age 18 and older residing in private home settings through direct delivery or referral to resources within the community.

### MEDICARE COUNSELING

**The State Health Insurance Assistance Program (SHIP)** provides information, counseling and assistance to consumers and beneficiaries about Medicare as changes to the program develop. Services were provided to more than 42,500 persons through personalized sessions, presentations, workshops, and health fairs.

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**Mississippi Senior Medicare Patrol (SMP)** is an educational outreach program designed to recruit and train volunteers to assist beneficiaries in reviewing and analyzing medical statements and/or report suspicious claims, billing errors, or abuse to aid 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 develop and/or build the capacity of programs administered by public and nonprofit organizations which serve low-income individuals in an ultimate effort to bring communities out of poverty. As a sponsoring organization for VISTA, the DAAS targets programs and projects beneficial to low-income populations statewide. VISTA volunteers commit to serve for one year within local areas throughout the state.

## LONG TERM CARE OMBUDSMAN PROGRAM

The Long Term Care Ombudsman Program is authorized by the federal Older Americans Act (42 U.S.C. §§ 3058g) and Mississippi law (§§ 43-7-51 to 43-7-79). The State Long Term Care Ombudsman Program seeks resolution to problems experienced by residents of long-term care facilities and advocates for their rights with the goal of enhancing their quality of life. Ombudsman services are provided by DAAS through contracts with AAAs which employs LTCOP staff ombudsman and utilizes volunteers in districts across the state.

## LEGAL ASSISTANCE AND ADVOCACY

Legal Assistance and Advocacy services protect and assist the elderly to secure their rights and benefits, and promote a higher quality of life. Services include:

- Referrals for legal Assistance for older persons who need legal advice, a consultation and/or representation.
- Elder Abuse Prevention activities and public information programs that focus on issues to help prevent abuse, fraud and exploitation.

## OLDER ADULTS NUTRITION PROGRAM

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. 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 2015:

- 361,627 meals were served in congregate settings.
- 1,766,681 meals were served in home settings.

## HOME AND COMMUNITY-BASED PROGRAMS

Home and community-based programs help individuals continue to function in their homes and communities while maintaining their dignity and self-worth. Programs include:

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

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

**Adult Day Care** offers planned programs that include 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.

**Emergency Services** are designed to satisfy the unmet needs of older persons in crisis situations. These services include food, medical supplies, equipment.

**Respite Services** offer caregivers a break from their caregiving responsibilities. Respite time varies based on a caregiver's specific need.

The **Family Caregiver Support Program** provides support to caregivers of older adults including:

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

**Jackson County Senior Companion Program** provides grants to qualified agencies and organizations for the dual purpose of engaging persons 55 and older, particularly those with limited incomes, in volunteer service to meet critical community needs; and to provide a high quality experience that will enrich the lives of the volunteers. Program funds are used to support Senior Companions in providing supportive, individualized services to help older adults with special needs maintain their dignity and independence.

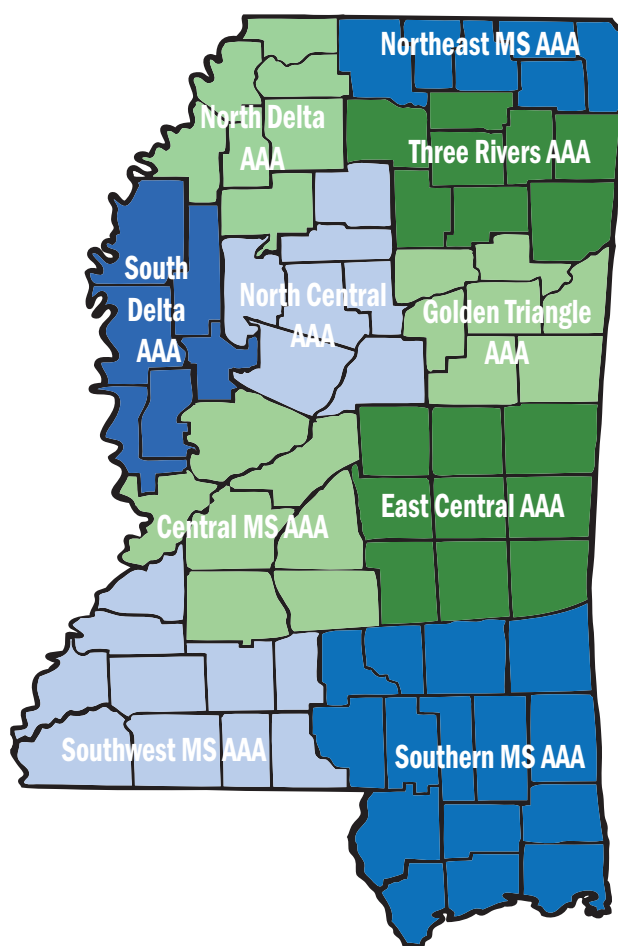
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## SPECIAL INITIATIVES

DAAS is committed to helping seniors and their caregivers' access services. During the fiscal year, the division worked to expand the National Family Caregiver Support Program which encompasses services including respite, supplemental and grandparent counseling, and information and assistance.

## AREA AGENCIES ON AGING

- Central Mississippi AAA  
601-981-1511
- East Central AAA  
601-683-2401
- Golden Triangle AAA  
662-324-4650
- North Central AAA  
662-283-2675
- North Delta AAA  
662-561-4100
- Northeast Mississippi AAA  
662-728-7038
- South Delta AAA  
662-378-3831
- Southern Mississippi AAA  
228-868-2326
- Southwest Mississippi AAA  
601-446-6044
- Three Rivers AAA  
662-489-2415



# DIVISION OF COMMUNITY SERVICES



The Division of Community Services provides a wide range of services for Mississippi's elderly, disabled and low income families with children. DCS addresses clients' immediate and long-range challenges by helping to alleviate the causes and effects of poverty. Services are provided through local networks statewide. By using the case management approach for service delivery, clients are prepared to focus on obtaining an education and/or employment in order to become self-sufficient.

*Services are provided through local networks for the elderly, disabled and low-income families with children that help to alleviate the causes and effects of poverty.*

## BUDGET

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, energy bill or weatherization assistance may be available to reduce the cost of heating and cooling while improving energy efficiency.

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

- Community Services Block Grant: \$10,667,937; clients served: 11,231.
- Low-Income Home Energy Assistance Program: \$26,946,307; households served: 38,860.
- Low-Income Weatherization Assistance Program: \$5,535,360; homes weatherized: 524.

## PROGRAMS

### COMMUNITY SERVICES BLOCK GRANT (CSBG)

Community Services Block Grant funds are used to provide a range of services and activities for the elderly, disabled and low-income families with children. Programs provide services to help clients obtain an adequate education, secure and retain meaningful employment and adequate housing, pursue health and nutrition services and access community resources and transportation.

### LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

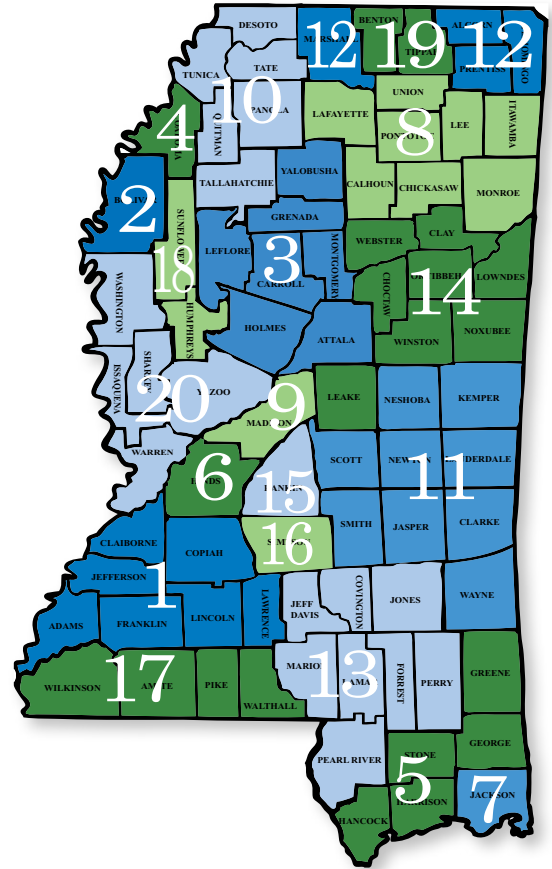
LIHEAP provides financial assistance for eligible households to help pay the cost of home energy bills and other energy-related services. Households may qualify for regular LIHEAP assistance and/or the Energy Crisis (Emergency) Intervention Program for natural gas, wood, electricity, liquid petroleum,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

### WEATHERIZATION ASSISTANCE PROGRAM

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

## COMMUNITY SERVICES LOCAL AGENCIES

1.	AJFC CAA 601-442-8681 866-243-0041	11.	MULTI-COUNTY CSA 601-483-4838 800-898-0659
2.	BOLIVAR CAA 662-846-1491	12.	NORTHEAST MS CS 662-728-2118 877-728-2118
3.	CENTRAL MS, INC. 662-283-4781 800-898-0410	13.	PRVO 601-736-9564 866-736-9564
4.	COAHOMA OPPORTUNITIES 662-624-4887	14.	PRAIRIE OPPORTUNITY 662-323-3397 888-397-5550
5.	GULF COAST CAA 228-896-1409 888-603-4222	15.	RANKIN COUNTY HRA 601-825-1309 866-724-7284
6.	HINDS COUNTY HRA 601-923-3950	16.	SOUTH CENTRAL CAA 601-847-5552 866-313-2905
7.	JACKSON COUNTY CAC 228-769-3292 866-255-9987	17.	SOUTHWEST MS OPPORTUNITY 601-684-5593 800-250-7730
8.	LIFT, INC. 662-842-9511 800-844-5438	18.	SUNFLOWER-HUMPHREYS, INC. 662-887-5655
9.	MADISON COUNTY CSA 601-855-5710	19.	UNITED CAC 662-224-8912 888-744-4407
10.	MID-STATE CAA 662-647-2463 800-523-6683	20.	WWISCAA 662-378-5857 800-820-8204





# DIVISION OF EARLY CHILDHOOD CARE & DEVELOPMENT



High quality, consistent and developmentally appropriate child care is important for young children. The Division of Early Childhood Care and Development 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 U.S. Department of Health and Human Services increased the amount available under CCDF by transferring 20 percent of available funding to the state from federal Temporary Assistance for Needy Families funds—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 funds, DECCD cannot limit the type or quality of child care available to parents.

*Provides child care for the state's current workforce and makes available to the state's future workforce early care and education to leverage available opportunities for their success in school and as adults.*

DECCD is committed to quality in all forms of child care and invests CCDF dollars in professional development initiatives proven to improve the quality of child care and increase the school-readiness of enrolled children. Consequently, DECCD not only provides child care assistance that supports the state's current workforce, but also makes available to the state's future workforce early care and education to leverage available opportunities for their success in school and as adults.

## DIRECT SERVICES

### CHILD CARE PAYMENT PROGRAM (CCPP)

**Mississippi Child Care Payment Program**, administered by DECCD, issues certificates to TANF participants, parents transitioning off TANF, low-income working parents or parents in a full-time approved education or training activities. Parents may select the provider of their choice who meets the needs of their family. An

eligible 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.

In SFY 2015, 31,084 children were served with subsidies through CCPP. Under the Child Care and Development Block Grant Amendment of 1996, the funding focus is to assist income-eligible parents with subsidized child care. DECCD administers the federally-funded CCDF grant to provide for child care services which are available to the children of parents of the following priorities:

1. Child care for TANF recipients.
2. Child care for Transitional Child Care recipients.
3. Children of very low income working parents whose income is at or below 50 percent of the State Median Income and 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 or 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 percent of the SMI and at or below 85 of the SMI.

**The Child Care Partnership Grant Program** is a special initiative developed by DECCD that promotes partnerships to address employee and community child care needs. This federal matching grant program encourages a 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 the cities of Jackson, Starkville, Vicksburg, Sanderson Farms, Inc., the Hancock County Human Resource Agency and Hinds Community College. CCPG also includes direct grants to purchase child care slots. This year approximately 1,222 children were served through community-based organizations, business partnerships and Head Start organizations through a noncompetitive process to provide child care services.

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## QUALITY TRAINING INITIATIVES

In July 2014, DECCD aligned its quality improvement initiative programs into a single network of services known as the Early Years Network. This network includes all services previously offered by individual programs such as Allies for Quality Care, Nurturing Homes, Partners for Quality Care, Project PREPARE, professional credentialing programs, etc.

The Early Years Network provides services to early childhood care professionals and families at no cost in the following 11 areas: Allies for Quality Care Pilot, professional development, nutrition and physical health, special needs and mental health, training and technical assistance, business advising, community engagement, parent education, child assessment, child care resource and referral sites, and child care quality rating and improvement systems.

With the launch of the EYN, access to these services was streamlined by giving parents and providers a single number/website/email address to use to access a coordinated system of services. During SFY 2015, the EYN provided services in all 82 counties to 34,884 early childhood care professionals and 2,814 parents.

The Mississippi Quality Stars program is Mississippi's quality rating and improvement system housed under the EYN. This program is designed to assess, improve, and communicate levels of quality in licensed early child care and education settings. Components of MS Quality Stars include: Administrative Policy, Professional Development, Learning Environments, Parental Involvement and Evaluation. As of the end of June 2015, 577 licensed facilities statewide are participating in the quality rating system. Of the 396 facilities evaluated:

- Five Star Rating: 12 facilities
- Four Star Rating: 25 facilities
- Three Star Rating: 46 facilities
- Two Star Rating: 81 facilities
- One Star Rating: 232 facilities

**Mississippi State Department of Health:** DECCD 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.

MSDH trains child care staff in the "Color Me Healthy" curriculum. Color Me Healthy teaches children about a healthy diet that includes fruits and vegetables. The program is highly visual and interactive, using color, music, dance and imaginary play. MSDH has trained 281 child care centers and more than 721 directors, teachers and nutrition staff.

**WIN Job Center/DECCD Collaboration:** DECCD, in conjunction with Friends of Children of Mississippi, Inc., have implemented a one-stop shop, on-site project in Canton. This partnership provides child care services for parents who are accessing educational resources and employment training at the WIN Multipurpose Center. This project provides year-round child care for 12 children ages eight weeks to 5 years old.

**The United Way,** through the Child Care Partnership Grant Program, encourages a local commitment to child care through community-generated financial resources that are matched with CCDF for families seeking emergency and/or protective assistance.

**The Hazlehurst Project** helps the city of Hazlehurst focus on continuity of education with the Mississippi Department of Education, Head Start centers and child care centers. DECCD is working with agencies and community partners to improve the educational opportunities for local children and families.

**Midtown Partners, Project Innovation** includes the "I Too Can Fly" Aviation Program where students work in groups 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.

**Willowood Development Center** provides care to children with developmental delays and special needs. Funding from DECCD supports skilled teaching staff and administration to provide services to children enrolled in the program.

**Consumer Information, Publications and Videos:** DECCD operates a toll-free statewide child care information hotline (1-800-877-7882) to assist parents with various questions and issues regarding child care. DECCD also provides the latest information on ways to improve the quality of child care through the distribution of publications and a video lending library with more than 200 topics available to child care staff for professional development.

## HIGHLIGHTS

During SFY 2015, DECCD dedicated efforts to improving workflow and response. The following demonstrates our progress toward this goal:

- While calls increased by over 1,100 per month from the last state fiscal year, our percentage of abandoned calls decreased by one percentage point.
- The DECCD call center operates with an average maximum customer wait time of one minute.

- The backlog of 4,220 case-related tasks was reduced to zero during this state fiscal year.
- DECCD has developed web forms for all client-related issues to eliminate slow processes related to mailing paper forms for processing by DECCD staff.
- DECCD created web referral forms for referring divisions/agencies to decrease referral-processing times.

## NEW DECCD Web Applications

DECCD has developed several web applications to streamline assistance for clients as well as child care providers.

These online tools assist in searches for quality child care providers and expedite service requests.

The **Provider Search** can help find providers in a specific county or those who have achieved Quality Star Ratings.

The **Service Request App** provides the ability to upload completed forms or request assistance online.

Go to **[mdhs.ms.gov/early-childhood-care-development](https://mdhs.ms.gov/early-childhood-care-development)** for more information or to use these new online tools.





# DIVISION OF FAMILY & CHILDREN'S SERVICES



The Division of Family & Children's Services (DFCS) provides services for families and children at risk by offering protective services to children and youth through county offices across the state. Foster care and adoption placement services are also available for children in state custody; and staff conduct education and prevention activities to reduce the incidence of child abuse, neglect and exploitation.

*Leading the state in protecting children and youth from abuse, neglect and exploitation.*

## MISSION STATEMENT, VISION AND GOAL

- **Mission:** Lead the state in protecting children and youth from abuse, neglect and exploitation by providing services to promote safe and stable families.
- **Vision:** Children should grow up in a loving family environment, safe from harm without fear of disruption, and with the opportunity to experience continuity of relationships with all children having stability and a sense of belonging.
- **Goal:** No child should experience abuse or neglect; and families served by the agency will improve their abilities to protect and nurture their children as a result of state intervention.

## ORGANIZATIONAL OVERVIEW

The DFCS state-administered child welfare system is administered at the local level through 84 county offices supervised by 14 regional directors. A central strength to this system lies in the flexibility each region has to determine how best to meet the needs of children and families. Regional directors take an active part in the operations of 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 of 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; Chafee Foster Care Independence Program; and Educational Training Vouchers.

## FIELD OPERATIONS

The Field Operations director coordinates and supervises the programs and activities of DFCS professional, technical and support staff, and assists the office director with issues requiring overall leadership and management. This director also works with other MDHS divisions to appropriately budget resources and implement initiatives to ensure division practices and outcomes meet quality standards set by the agency.

Regional and county-based child welfare workers provide prevention, protection (i.e., investigations of reports of abuse, neglect and exploitation of children), placement, and reunification services at the local level. Regional resource workers recruit, train and support resource families across the state.

Accountability is paramount, and policy, practice and service delivery are monitored in order to obtain the best possible outcomes for clients.

## DFCS UNITS

Nine units covering different service areas ensure the needs of families and children are met. Units include: Continuous Quality Improvement; Finance; Administration; Permanency Planning/Placement; Prevention/ Protection; Professional Development; Resource Development; Policy; and Eligibility.

## CONTINUOUS QUALITY IMPROVEMENT (CQI)

Continuous Quality Improvement is structured to continuously focus on the work of DFCS. CQI is a means of reinforcing family-centered services for children and families and helping DFCS and the community evaluate its progress over time.

In recent years, DFCS has begun implementing new practices in child welfare. CQI evaluates the effects

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of new practices and provides information for DFCS to continue strengthening its programs.

- **The Evaluation and Monitoring Unit (EMU)** is responsible for conducting regular reviews of child welfare activities in DFCS regions of the state. EMU evaluates work for consistency with applicable laws and regulations, and principles of family-centered practice.
- **The Foster Care Review Unit (FCR)** fulfills the federal requirement to conduct reviews for all children in foster care every six months. Among other areas, the FCR evaluates to ensure timely and appropriate services are provided for children and plans are established to achieve permanency and stability in their lives.
- **The Safety Review Unit (SRU)** is responsible for conducting quality assurance reviews on all investigations of alleged maltreatment of children in foster care. SRU's purpose is to ensure high quality investigations so that children remain safe in foster care.
- **The Data Reporting Unit (DRU)** analyzes data for use in planning and monitoring the quality of DFCS' work. DFCS develops, validates and produces regular data reports on key child welfare areas of safety, permanency and well-being that are used to monitor DFCS performance, and make decisions on how to best serve children. In addition, DRU is responsible supplying data for federal reports.
- **The Complaints Review Unit (CRU)** is responsible for follow up and resolution of complaints received within the division. CRU reviews and monitors responses from county offices to help ensure client satisfaction.

Regional CQI Teams are in place across the state and often include representatives from outside the agency along with DFCS staff. Teams meet regularly to review data reports, other activities and monitor plans for improving child welfare services.

## ADMINISTRATION

The Administration Unit manages contracts, subgrants, space planning, requisitions of equipment and supplies, personnel transactions, court improvement program and property inventory.

## FINANCE

The Finance Unit is responsible for providing basic information and guidance to all areas within DFCS concerning the establishment, revision, reporting and administration of the division's annual budget, including

continuous monitoring of financial transactions and federal grants. In conjunction with DFCS leaders, this unit synchronizes financial strategies with intended services in order to ensure the best possible outcome as good stewards of federal and state funding.

## PERMANENCY PLANNING/PLACEMENT

- **The Permanency Planning/Placement Unit** is responsible for placement services which include foster care, adoption, congregate care, permanency planning, interstate placement of children, termination of parental rights, licensing of facilities and agencies, residential/therapeutic placement and unaccompanied refugee minors.

Children who come into state custody are placed in licensed foster homes, therapeutic foster homes, group homes, residential treatment facilities or with relatives.

As of June 30, 2015, there were 4,808 children in MDHS custody who received foster care services.

- **The Adoption Unit** serves children enrolled with Mississippi Medicaid who are adopted in this state, as well as in other states. During SFY 2015, 326 adoptions were finalized.

The unit also handles adoption assistance payments which provide monthly assistance for eligible special needs children who have been legally adopted. In SFY 2015, there were 2,803 children who received adoption assistance benefits: 1,755 received federal IV-E benefits and 1,048 received state CWS benefits.

- **Casey Family Programs** has provided support, training and technical assistance for Permanency Roundtables (PRT) for children that have been in state custody 36 months or longer. Through this partnership, the agency has completed Permanency Roundtables in all 14 regions of the state.

Additional training has been provided by Casey staff for those who served or will serve as Master Practitioners. The instruction provides a more in-depth understanding of what permanency is, how to achieve it for children in foster care and an opportunity for MDHS staff to enhance their skills.

As of June 30, 2015, Mississippi has completed Round Two of the PRTs for children in custody 24 months or more. Approximately 985 cases were reviewed and efforts renewed to achieve permanency. PRT tracking, follow-up activities and data collection/assessment are underway for this reporting period.



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## PREVENTION/PROTECTION

Prevention/Protection is comprised of programs designed to promote the safety of children, protect children who have been abused or neglected, and safely keep children with their families, whenever possible through the development and administration of child abuse prevention/protection services across the state.

Community-based prevention resources are continually identified and developed, and through public awareness campaigns, the community is informed on how and where to report suspected abuse or neglect of a child or vulnerable adult, as well as how to support families to prevent abuse from occurring.

Units within Prevention/Protection include the following services.

- **The Prevention Unit** is responsible for oversight of the Community Based Child Abuse Prevention federal grant, compliance with the Child Abuse Prevention and Treatment Act, Citizen's Review Board, Children's Justice Act Task Force and the Children's Trust Fund. The advisory boards allow community members and stakeholders an opportunity to be involved with child welfare practices. There is collaboration with community partners on child fatality reviews and various task forces for certain types of abuse or special needs.

To support prevention efforts, child abuse awareness events are held throughout the state to celebrate April as Child Abuse Prevention Month. Exhibits, presentations and advertisements are utilized throughout the year to promote awareness on matters such as mandatory reporting of child abuse and neglect, how to prevent child fatalities due to unsafe sleep environments and reminders about the dangers of leaving children in hot vehicles. Safe cribs are provided where needed to promote safe sleep environments for infants.

- **Family Preservation and Reunification** provides in-home therapeutic services so children can remain safely in their own home or be reunited with their families with the overall goal of preventing further child abuse/or neglect.
- **Mississippi Centralized Intake**, a 24-hour hotline, receives, electronically records and documents all reports of child and vulnerable adult abuse/neglect statewide. The hotline also serves as point of contact for division communication during natural disasters. The program is administered by an independent provider with oversight from the Prevention/

Protection Unit and utilizes a standardized decision-making process. During SFY 2015, MCI received 47,510 calls. Statewide, reports for all child or vulnerable adult abuse are referred to the MCI toll-free number 1-800-222-8000. Additionally child abuse reports can be electronically submitted at [www.msabusehotline.mdhs.ms.gov](http://www.msabusehotline.mdhs.ms.gov).

- **Central Registry** records perpetrators of child abuse and neglect. Since July 1, 2002, listing an individual's name on the Central Registry requires criminal prosecution or an order from the court. Names of prospective applicants submitted by child care providers and placement organizations for employment in child-related fields, and foster and adoptive parents are checked against the registry free of charge.

During SFY 2015, there were 60,110 names processed through Central Registry.

- The **Fingerprinting Program** facilitates and processes the fingerprinting of DFCS employees, resource parents and children over the age of 14 in resource homes to ensure appropriate background checks are performed prior to working with children or having children placed in their home.
- **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, and provides out-of-state placement and supervision for dependent children. One of the main purposes of the ICPC is to protect children from placement in dangerous or inadequate situations across state lines.

## PROFESSIONAL DEVELOPMENT

The Professional Development Unit provides quality staff development and gives DFCS personnel opportunities for educational and skills enhancement. Orientation for newly hired staff is provided within the first three months of employment through the Division of Human Resources and a newly revised Pre-Service Training is required of all direct service staff. Additionally all DFCS staff members are provided at least one training opportunity annually as it relates to their specific job function. Clinical Supervisory Training, as well and many new on-going trainings, have been developed and are now being offered to staff across the state.

## RESOURCE DEVELOPMENT

The Resource Development Unit is designed to ensure the delivery of an adequate array of protection and prevention services within the state. Achieving this goal requires maximizing the use of existing services,

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developing new services through contracts, collaborating with other agencies and service providers, as well as coordinating service/resource related work within DFCS and the state as a whole. The Resource Development Unit ensures the compatibility of existing and newly created services with the principles and practices required by the Olivia Y. Settlement Agreement; Administration for Children and Families, Children's Bureau; Council on Accreditation (COA) standards; and the Mississippi Child Welfare Practice Model.

The unit also oversees the Independent Living Program which offers adolescents in agency custody an opportunity to acquire basic life skills as they move toward self-sufficiency. In SFY 2015, of the approximately 1,222 youth in custody age 14 and up, 550 participated in the program.

## **POLICY UNIT**

The Policy Unit was created to revise, update and maintain all sections of the DFCS Policy Manual and ensure policies address necessary federal and state mandates. Revisions also focus on the safety, permanency and well-being of children through the outlining of a strong family-centered Practice Policy. Inclusion of the principles and practices of the Olivia Y. Settlement Agreement, COA standards and the Practice Model are essential.

## **ELIGIBILITY**

The Eligibility Unit is responsible for determining IV-E eligibility for foster care children as they come into MDHS custody. The unit was created to provide quality results pertaining to administering the eligibility payment program; support by interpreting DFCS eligibility policies and procedures to determine initial and ongoing eligibility payments; and ensure the availability and accessibility of effective, culturally competent services through education, training, monitoring; promotion of ongoing quality improvement; and utilization of all areas of Title IV-E eligibility.

## **INITIATIVES**

### **COUNCIL ON ACCREDITATION**

As a requirement of the Olivia Y. Settlement Agreement, Mississippi agreed to seek accreditation by the Council on Accreditation (COA), the largest independent accrediting body for organizations. COA provides high-quality social and behavioral health care services to children, youth, seniors and families in the U.S. and Canada, and 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 within an organization to measure a variety of its achievements, ensure quality improvement of services across the state and assure the safety, permanency and well-being of its children. Each period of the implementation plan encompasses one year of planning, reviewing, documenting and implementing policies, practices and procedures.

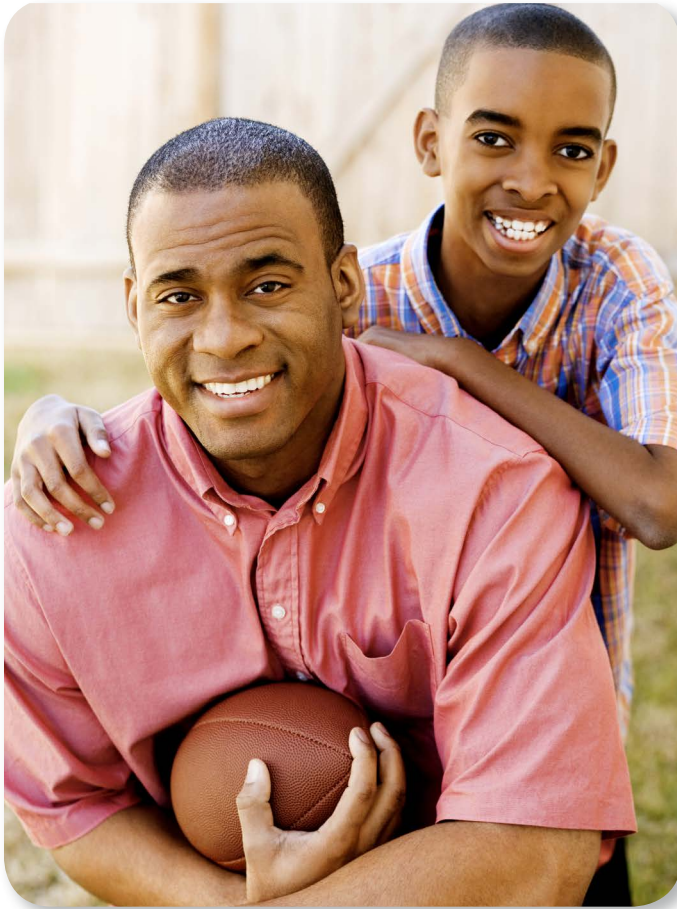
## **MISSISSIPPI CHILD WELFARE PRACTICE MODEL**

Since February 2009, DFCS has contracted with the Center for the Support of Families to assist in developing a Child Welfare Practice Model for implementation in the state. DFCS' interest in developing a practice model stems from its current effort to implement requirements associated with Olivia Y., COA standards and the Child and Family Services Review concurrently.

While many of the requirements and outcome measures of the state's various mandates are similar, others are specific to the Settlement Agreement, the COA standards or the CFSR. The division is coordinating these efforts and multiple requirements in ways that are non-duplicative and clearly understood by staff. This coordination will lead to the best and most efficient use of limited state resources; will offer the most promise for improved outcomes for children and families; and achieve projected goals for the state's child welfare system.

Toward this end, the state framed the mandates within a model of child welfare practice to be easily understood by staff and providers in the field, and can be adapted and incorporated into their interventions with children and families. The state recognizes that field staff and providers, who are ultimately responsible for meeting the requirements, need a conceptual framework that is value-based and principle-driven to guide their work. Such a framework will help them understand the reasons and values behind their intervention as opposed to being more compliance-driven in order to simply meet the terms of the current legal mandates before the state. The values and principles that provide the foundation for the practice model are the DFCS mission statement and the CFSR guiding principles which include family-centered practice, community-based and individualized services, and strengthened parental capacity to care for children.

# DIVISION OF FAMILY FOUNDATION & SUPPORT



The Division of Family Foundation and Support was established to administer programs that connect families to resources designed to equip them with the skills necessary to form healthy relationships. The division works with public and private organizations, schools, churches and other interested community groups to support families and youth, and address the issues surrounding teen pregnancy. The division provides information to promote and encourage stable family formations, healthy marriages and inspire teens to make responsible decisions.

*Family Foundation & Support administers programs that connect families to resources designed to equip them with skills necessary to form healthy relationships.*

## PROGRAMS & INITIATIVES

### COMMUNITY PARTNERS

MDHS has partnered with the Mississippi Alliance of Boys and Girls to provide abstinence education and youth development activities with a focus on youth

ages 6 to 18, and young adults 19 to 21 years old that do not have a high school diploma or GED.

The agency also works with other community organizations to provide youth mentoring, job preparation and other character development activities for young people in Mississippi including:

- Big Brothers, Big Sisters
- Cal Ripken, Sr. Foundation
- Jobs for Mississippi Graduates
- YMCA of Memphis/Mid-South Y-CAP of Desoto, MS

### FAMILIES FIRST FOR MISSISSIPPI

Families First Resource Center providers offer services to strengthen families of all backgrounds and life circumstances by providing parenting education and support through seminars, workshops, classes, presentations and consultations.

The Mississippi Community Education Center serves the southern region of the state and the Families First Resource Center of Northeast Mississippi serves the state's northern region.

In November 2013, the Noncustodial Fatherhood Program was implemented. Noncustodial fathers in the program complete parenting classes, fatherhood and job readiness training, and receive job placement assistance. Others services include:

- Parenting Education
- Community Awareness of Healthy Family Development
- Healthy Marriage
- Responsible Fatherhood
- Youth Development
- Abstinence Education
- Resources Library

### HEALTHY HOMES MISSISSIPPI

Healthy Homes Mississippi (HHM) is a home visiting program and serves pregnant mothers or families with children three months or younger who are low income families, or families with a history of substance abuse, domestic violence, and/or incarceration. HHM family support workers (FSW) are social workers, who assist families with physical and mental health issues, financial planning, parenting information, community support and





services and building healthy social support networks.

HHM currently serves families in Claiborne, Coahoma, Copiah, Holmes, Humphreys, Issaquena, Jefferson, Sharkey, Sunflower, Tallahatchie, Tunica, Washington, and Wilkinson counties.

The program also has a Memorandum of Understanding with the Mississippi Band of Choctaw Indians (MBCI) to implement a home visiting program on the Choctaw Indian Reservation in Neshoba County.

### HEALTHY TEENS FOR A BETTER MISSISSIPPI

In January 2012, Governor Phil Bryant, in his first State of the State address, issued a directive to the Mississippi Department of Human Services and the Mississippi State Department of Health to develop a plan for preventing and reducing teen pregnancy in Mississippi. In response to this directive, the Healthy Teens for a Better Mississippi Initiative was established to promote the use of multiple strategies, e.g., abstinence and abstinence-plus sex education, and youth development programs, coalition building and media outreach to prevent and reduce teen births.



Bringing together diverse partners from all sectors of society, along with youth leaders from across the state, the initiative has worked to ensure that youth are engaged, and both youth and adults have access to culturally competent education and information.

### MISSISSIPPI ACCESS & VISITATION PROGRAM (MAV-P)

Federal grants are provided to states to establish and administer programs that support and facilitate non-custodial parents' access to, and visitation with their children. Pro-se Workshops, led by MDHS legal staff, are an important part of the MAV-P, teaching parents how to represent themselves in child support court, understand their rights and establish appropriate visitation schedules with their children. In addition, MAV-P offers mediation, counseling, classes in conflict management, stress reduction and parenting, and monitored and supervised visitations.



Watch your **THOUGHTS**  
They become **WORDS**  
Watch your **WORDS**  
They become **ACTIONS**  
Watch your **ACTIONS**  
They become **HABITS**  
Watch your **HABITS**  
They become your **CHARACTER**  
Watch your **CHARACTER**  
It becomes your **DESTINY**

QUESTIONS?  
1.800.590.0818



Healthy Teens for a  
Better Mississippi

If you're not ready to be a parent,  
Don't make a baby.



Be a kid. Don't have one.

QUESTIONS?  
1.800.590.0818



Healthy Teens for a  
Better Mississippi

# DIVISION OF FIELD OPERATIONS

The Division of Field Operations encompasses both economic assistance and child support services. With an office in all 82 counties, staff is dedicated to serving the people of Mississippi.



## ECONOMIC ASSISTANCE

The Division of Field Operations is responsible for economic assistance programs which ensure nutrition and other basic needs are met for low and medium-income individuals and families in Mississippi. The division administers the Supplemental Nutrition Assistance Program (formerly known as the Food Stamp Program), and Temporary Assistance for Needy Families which provides employment, training and support services for clients, including transportation and child care, which are intended to promote self-sufficiency.

*Field Operations staff work to encourage and strengthen families so they can achieve self-sufficiency. Customer service and excellent program delivery are key to division's success.*

DFO, with offices in each county, are under the guidance of a county director who has both programmatic and administrative responsibilities. Offices are divided among 13 regions with a regional director who has oversight responsibility for the counties within that region. At the State Office, staff provide support for policy, procedures, training and technical assistance needed for program administration.

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

- Mississippi completed the year with a payment accuracy rate of 98.84 percent in SNAP for federal fiscal year 2015.
- The state reported TANF participation rate was 70.23 percent for FFY 2015.
- Beginning in July 2012, recipients were given an opportunity to subscribe to an email for electronic notices to reduce administrative costs and allow clients to receive and view time-sensitive requests more quickly. Currently, more than 61,130 clients have subscribed [MY MDHS ACCOUNT](#) to receive notifications via email.

## PROGRAM OPERATIONS/ADMINISTRATIVE UNIT

DFO is responsible for the administration of economic assistance programs in the 82 county offices, five branch offices and 13 regional offices. Staffing, personnel transactions, grant management, grievance and disciplinary issues, as well as inventory control and other administrative support issues related to both economic assistance and child support field staff are handled by this unit.

## CUSTOMER SERVICE

Client inquiries and resolution 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. 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.

## 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 claims are reviewed and approved by the Claims Management Unit and referred to the Office of Administrative Hearings or the Office of Fraud Investigations for possible court action. The Claims Management Unit collects over-issuances through programs such as the Treasury Offset Program which deducts funds from federal retirement payments,



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federal income tax refunds, vendor payments and some federal salaries.

## **POLICY/TRAINING UNIT/SYSTEM HELP DESK**

Training is continuous for the staff of DFO. 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 additionally provided as needed for: county directors, supervisors, case management, eligibility workers, case reviews and corrective actions. System support is provided through the Help Desk to ensure technical issues are addressed in a timely manner and within regulatory requirements.

## **ECONOMIC ASSISTANCE PROGRAMS**

### **SNAP**

The Supplemental Nutrition Assistance Program, formerly known as the food stamp program, provides monthly benefits to help low income households buy the food they need for good health. Eligibility criteria, income, resource limits and benefit maximums are set by federal laws and regulations. Those who meet the criteria may qualify for SNAP benefits including one who:

- Works for low wages.
- Is unemployed or works part-time.
- Receives TANF, Social Security Income or other assistance payments.
- Is elderly or disabled and lives on a small income.

### **TANF**

The Temporary Assistance for Needy Families program provides assistance for needy families with children up to age 18 years without regard to race, creed, color, gender, age, disability or national origin. Monthly TANF money payments are made for children, deprived of at least one parent, and their needy caretaker relatives who do not have enough income or resources to meet their everyday needs by state program standards.

### **TANF AND SNAP WORK PROGRAM**

The TANF Work Program provides assistance to needy families with children, and helps parents with job preparation and support services so they can become self-sufficient. The state also operates a volunteer SNAP Employment and Training Program for SNAP recipients residing in Hinds County, and each household is offered an opportunity for adult members to engage

in the program. The SNAP E&T Program was expanded in July 2011 to include a tuition assistance program. Eligible SNAP recipients, who are enrolled in a career and technical program at one of eight participating community colleges, may receive help with tuition expenses that are not paid by the Pell or other grants. Candidates are then placed in appropriate work settings after referrals through the Case Management Unit.

## **THE EMERGENCY FOOD ASSISTANCE PROGRAM**

TEFAP, a federal program, helps supplement the diets of low-income Americans by providing emergency food and nutrition assistance at no cost. Under TEFAP, the USDA makes commodity foods available to local state food banks for distribution to approved soup kitchens, food pantries and homeless shelters. In SFY 2015 surplus food items valued at \$6,426,480 were distributed to 1,909,770 eligible recipients.

### **SNAP-ED**

The goal of SNAP-Ed is to improve the likelihood that SNAP participants and applicants will make healthy food choices on their limited budgets, and choose physically active lifestyles consistent with the current Dietary Guidelines for Americans, the Food Guide Pyramid and MyPlate. 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 2015, SNAP-Ed expenditures were approximately \$2,280,822.13.

## **DISASTER RELIEF EFFORTS**

DFO assumes leadership, on behalf of MDHS, of Emergency Support Function 6 (Mass Care, Housing and Human Services) per the Mississippi Comprehensive Emergency Management Plan. As such, DFO 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, as well as non-governmental organizations (i.e., Mississippi Emergency Management Agency, Mississippi State Department of Health, Mississippi Division of Medicaid, American Red Cross, Voluntary Organizations Active in Disaster, the Salvation Army and Mississippi National Guard) for activities relating to potential or actual States of Emergency declared by the Governor. County DFO offices are responsible for specific disaster functions as determined by the Comprehensive Emergency Management Plan in their respective county.

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## CHILD SUPPORT ENFORCEMENT

The Division of Field Operations offers child support services to Mississippi's children and families that help ensure financial, medical and emotional support are received from both parents. This service helps families become self-sufficient so that every child is able to develop into the most productive adult possible. Child support services are available through 65 MDHS county offices and five regional privatized offices. Services include:

- Location of noncustodial parents.
- Establishment of paternity.
- Establishment of orders for medical and child support.
- Collection and distribution of child support payments through a central unit.
- Enforcement of child support orders.
- Review and adjustment of orders.
- Working in conjunction with other states to collect and disburse child support.

These services have contributed to a decrease in Mississippi's public assistance rolls which reduce expenditures for TANF and other government benefits.

Consistent receipting and distribution of child support to children and families builds the capacity of families to become self-sufficient. During SFY 2015:

- Child support collections increased to \$352,077,837.
- Paternity establishment percentages equaled 93.8 percent of cases where children were born out of wedlock.

## CHILD SUPPORT PROGRAMS

Child support staff work to deliver quality services to Mississippians in the most cost effective way possible. Numerous programs are in place to help collect payments from noncustodial payments including but not limited to:

- The federally mandated **Tax Offset Program** 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 2015, \$39,769,542 was collected through this program.
- The **License Suspension Program** allows for suspension of drivers, professional and/or recreational licenses for non-payment of child support. During the fiscal year 2015, 8,346 licenses were suspended.
- Employers are required 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 any existing child support case.

- **Income Withholding** is the process whereby the employer of a noncustodial parent withholds an amount for payment of the current support obligation with any additional amounts to be applied toward past due support and fees if applicable. **Immediate income withholding** is federally mandated and requires that wages of the obligated parent be subject to income withholding.

Child Support staff also send **withholding orders automatically** to the noncustodial parent's employer/payor when there is a match in the New Hire Directory.

- Mississippi Enforcement and Tracking of Support System automatically reports noncustodial parents to the **Credit Bureau** with a delinquent balance of 60 days or more to the Credit Bureau.
- **State Parent Locator Unit** 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 unit processes cases requiring assistance and redirects the information to the appropriate county office.
- **Mississippi Employment Security Commission Interface:** Several interfaces are processed each month with MDES 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:** 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** is a federally mandated automated nationwide communication network linking child support agencies which allows information between states to flow electronically.
- **A Simple Acknowledgment of Paternity** is a 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 MDHS county offices. 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.
- **The Financial Institution Data Match** is an interface with financial institutions that is intended to identify accounts belonging to parents who are delinquent in their child support obligation.

# FIELD OPERATIONS STATISTICS

## TANF

### Average Monthly Caseload

Families: .....	7,400
Persons: .....	15,009
Adults: .....	3,623
Children: .....	11,385

### Average Monthly Payments

Statewide: .....	\$1,025,334
Family: .....	\$138.44
Person: .....	\$68.31

## SNAP

### Average Number of Recipients

Households: .....	257,854
Persons: .....	642,045

### Average Monthly Benefit

Household: .....	\$257.38
Person: .....	\$119.40

## CLAIMS

Claims established for SNAP benefits improperly received .....	4,968
SNAP collections total .....	\$3,771,814.35
TANF claims established for TANF benefits improperly received .....	135
TANF claims collections .....	\$18,563

## TEN YEAR OVERVIEW OF CHILD SUPPORT COLLECTIONS

2005 .....	\$218,293,613
2006 .....	\$230,206,702
2007 .....	\$242,768,697
2008 .....	\$264,727,367
2009 .....	\$286,696,080
2010 .....	\$291,569,900
2011 .....	\$314,027,548
2012 .....	\$332,298,518
2013 .....	\$332,391,084
2014 .....	\$340,284,469
2015 .....	\$352,077,837

## LICENSE SUSPENSIONS DUE TO NONPAYMENT OF CHILD SUPPORT

Dept. of Public Safety .....	7,190
Dept. of Wildlife, Fisheries & Parks .....	482
Board of Education .....	5
Board of Cosmetology .....	6
Professional License (MSDH) .....	5
Insurance Commission .....	10
Board of Funeral Service .....	1
Total .....	8,346

# DIVISION OF YOUTH SERVICES



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

*The vision for DYS is that every child experience success with caring families and nurturing communities that cherish children and teach them to value family and community.*

## MISSION

The mission of DYS is to provide leadership to promote change for youth, families 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 DYS is that every child experience success with caring families, and in nurturing communities that cherish children and teach them to value family and community. This vision is guided by the fact that decisions and actions which affect children today, determine their quality of life tomorrow.

## COMMUNITY SERVICE PROGRAMS

### GOALS

- To ensure a balanced approach of accountability, competency development and community safety while providing quality services to 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 multiagency, cooperative partnerships with local communities.
- To establish uniformity in DYS services, case management practices and procedures.

## SERVICES

**Probation and After-Care Services** are provided to juveniles referred to Youth Courts in all 83 youth courts in the state. Individual, group and family counseling, intake, pre-court investigations, case management, referral and placement services are provided by Youth Services counselors. Additionally, the development of a risk assessment tool and graduated sanctions policy has enhanced the delivery of services to the community.

**The Interstate Commission for Juveniles, Children in Need of Supervision**, along with DYS, provide 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:** 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. DYS currently supervises one IACCII program to better serve youth with special needs. If proven successful, this program may be expanded to other areas of the state to provide appropriate treatment for eligible youth.

**Electronic Monitoring Services:** Currently the division provides Electronic Monitoring Services to 10 counties as a form of alternative to detention for the Youth Courts.

## ADOLESCENT OPPORTUNITY PROGRAMS

Adolescent Opportunity Programs are a community-based partnership with DYS, mental health agencies, community agencies and local multiagency councils. AOPs provide a mechanism within communities to coordinate services, share resources and reduce the number of young offenders placed in state custody.

### GOALS

The program, which focuses on the family, seeks to assist local communities in coordinating and providing



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services to at-risk youth and their families. Its purpose is to decrease criminal activity, improve school attendance and performance, and inspire adolescents to become 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 and 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. During SFY 2015, 1,179 youth were served through AOPs.

Within existing programs, DYS provides the Responsible Fatherhood Program, Healthy Marriage Program, Evidence-Based Practices, and Investment in Excellence. According to social learning theory, the closer treatment provided is to the environment in which youth normally function, the more effective treatment will be. To this end, the AOP strives to bring treatments closer to their home environments and families.

## INSTITUTIONAL PROGRAMS

### OAKLEY YOUTH DEVELOPMENT CENTER

#### 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 risk of re-offending.
- To address the specific criminogenic factors causing delinquent behavior.

Oakley Youth Development Center (OYDC), located in rural Hinds County, incorporates holistic, therapeutic programs to promote rehabilitation. Oakley 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 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 protocols which gather medical, dental, recreational, educational, vocational and psychological data on each student. Students receive a complete physical and full-scale psychological assessment which includes IQ

testing, personality profiling, suicide risk assessment, completion of a drug and alcohol abuse risk questionnaire, 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: Cognitive Behavior Therapy (CBT); 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 training.

The Honors Program 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, and participate in student government which helps direct program activities. Students engage in work projects, both on the Oakley campus and the in local community, to earn additional privileges. The facility has become the first secure juvenile institution in the nation to offer youth an opportunity to participate in the international program, The Duke of Edinburgh Award Program, a character building course. OYDC has eight youth who have received the Bronze Medal through their participation.

#### Academic and Vocational Programs

To continue their educational advancement during their commitment, students are placed in academic and vocational classes at the OYDC, Williams School, according to their previous school placement and educational evaluation. The 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.
- Internet technology allows students to experience virtual field trips and view satellite downlinks of various programs.
- Classrooms, through the Mississippi Educational Television Interactive Video Network (METIVN), are equipped as part of the STAR School Project.
- Williams School has a licensed library/media specialist who provides instructional planning



and assistance to students and teachers.

- GED Preparation and Testing is offered to eligible students. Students tested have an average pass rate of 100 percent.
- ACT® preparation and testing is offered to students who have graduated or earned a GED.
- Vocational Technical Education funds and grants are used to provide programs such as Welding, Carpentry, Small Engine Repair, Basic Business Computer and Custodial Maintenance.
- The Mississippi Arts Commission, Community in Schools Grant Project, uses licensed instructors from a nearby college to teach Creative Writing and Art classes.

## YOUTH OFFENDER FACTS

### Youth Court Statistics

- 11,156 youth were served by Youth Courts.
- 6,749 youth were warned and released or placed on informal supervision.
- 2,386 youth were placed on formal probation.
- 165 youth were placed on parole following release from Oakley.

### OYDC Offender Statistics

- The average population at the facility was 67.
- 170 youth were committed during SFY 2015.
- 90 percent of youth were 16-year-olds.
- 78 percent of youth were African-American; 22 percent Caucasian or other.
- 99 percent of committed youth were felony offenders.
- The average length of stay for a felony offense was 20 weeks.
- The recidivism rate was 22 percent.

## SETTLEMENT AGREEMENT

In 2005, 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 renegotiated in May 2010, reducing the number of facility provisions from 73 to 23, with one federal monitor. In August 2014, the suit was dismissed by the federal court.

## DYS ADMINISTRATION/STATE OFFICE

### Repair and Renovation

DYS coordinates the immediate and future needs

for capital improvements, repair and renovations by prioritizing projects through the Department of Finance and Administration (DFA), Bureau of Building, Grounds and Real Property Management which 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. Services are provided through contracts which include: medical, psychological, psychiatric, dental, medical, waste 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 budget. DYS was appropriated a general fund budget of \$17.9 million and special funds (federal) of \$12.4 million for SFY 2014. The finance unit manages the allocation of funds in compliance with federal and state rules as established by DFA. These functions include the budget request, budget allocation, budget expenditure and state and federal fund maintenance.

## Personnel Management

The Personnel Unit oversees the personnel transactions for 398 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 recruitment, selection, retention and separation.

REGIONAL OFFICES	
REGION 1	662-252-6709
REGION 2	662-843-8556
REGION 3	601-859-1276
REGION 4	601-485-7880
REGION 5	601-823-9058
REGION 6A	228-696-6501
REGION 6B	228-467-7945
REGION 7	601-985-3040

# SUPPORT DIVISIONS

- Budgets & Accounting
- Human Resources
- Management Information Systems
- Program Integrity
- Office of Subgrants & Procurement



# DIVISION OF BUDGETS AND ACCOUNTING



The Division of Budgets and Accounting provides complete, accurate and timely financial management information for MDHS. DBA's efforts are focused on ensuring that MDHS staff have sufficient information to make optimum use of entrusted federal, state and other funds in serving vulnerable and needy Mississippians. As MDHS' programs become more efficient and effective in their outreach, DBA is committed to maintaining budgets and accounting resources with knowledge, skills and abilities that keep pace with current technologies and innovations.

*Budgets & Accounting manages more than \$149 million in general funds and approximately \$1.220 billion in federal and other funds.*

## OFFICE OF BUDGETS

- **Budgets compiles the annual budget request and five-year strategic plan for the agency and each of its divisions and support services offices.** The agency's budget consists of approximately \$149 million in general funds and approximately \$1.220 billion in federal and other funds. These budgetary and planning efforts are required by state law.
- **Accounting and reports for federal grants and other funds awarded to the agency:** The agency accesses funds from approximately 40 to 50 federal grants in addition to state appropriated general funds. Budgets performs the internal accounting daily for this activity and performs quarterly reporting

to federal grantor agencies.

- **Accounting and reports for grants awarded by the agency to subrecipients:** The Office of Budgets performs internal accounting daily for financial control of subgrants. This includes payments to subgrantees and monitoring budgetary and contract compliance of the subgrantees.
- **Maintaining the agency's Cost Allocation Plan and statistical reporting:** Adherence to federally mandated cost principles are maintained in Budgets. Statistical data are collected for purposes of allocating shared costs among federal grants as required by law. This office also accounts for performance targets and measures for performance-based budgeting requirements in state law.

## OFFICE OF ACCOUNTING

- **General Accounting:** This includes general ledger maintenance, financial statements preparation, accounts payable, accounts receivable, record keeping and archives, and banking
- **Centralized Purchasing:** Efficient use of agency funds and compliance with state purchasing rules and regulations are the primary focus of this general accounting function. Centralization of this function helps insure consistent application of state purchasing policies.
- **Fixed asset accounting:** Physical and financial control of agency fixed assets are maintained through rigorous inventory processes, strict accountability for missing property and a complete and accurate fixed asset database.
- **Payroll processing and travel expense reimbursement:** Timekeeping and issuance of payroll bimonthly to more than 3,300 employees is processed through this office which also handles travel expense reimbursements to employees, many of whom travel regularly, such as social workers.

# DIVISION OF HUMAN RESOURCES



The Division of Human Resources 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 within the agency. The division duties are fulfilled through: Personnel Management and Administration; Contract Management, Corrective Discipline and Grievance; Staff Development and Training; and Administrative Services.

*Human Resources is an integral part of the MDHS family and works to support staff throughout the state.*

## PERSONNEL MANAGEMENT & ADMINISTRATION UNIT

The Personnel Management and Administration Unit processes personnel transactions, posts recruitment information and promotional opportunities and serves as liaison between the Mississippi State Personnel Board, MMRS and various MDHS divisions. The unit monitors the Performance Development System and oversees the Supplemental Insurance Committee who handles the cafeteria and insurance plans. It also maintains the agency's organizational charts, works to meet staffing needs and provide training services for personnel to ensure the highest degree of competency.

## CONTRACT MANAGEMENT, CORRECTIVE DISCIPLINE & GRIEVANCE UNIT

The Contract Management, Corrective Discipline and Grievance Unit reviews and monitors all personal, professional and legal services contracts to ensure compliance with the Personal Services Contract Review Board regulations. The unit acts as a liaison between the divisions and the PSCRB to ensure that the appropriate contract information is presented at monthly PSCRB meetings for approval. Staff also enters data into MAGIC to ensure appropriate payment processing for all contractual services.

The unit administers and monitors the agency's Employee Discipline System, Employee Grievance System and the Employee Appeals Process for disciplinary matters. Staff also provides guidance and policy interpretation on employee discipline and grievance process, and is a liaison between the State Personnel Board and the Office of the Attorney General on the Employee Appeals Process. Additional responsibilities include monitoring the MDHS Leave Reporting System, processing workers' compensation and tort claims, and ensuring all documented disabilities are accompanied by workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990.

## STAFF DEVELOPMENT & TRAINING UNIT

The Staff Development and Training Unit supports professional growth by providing training programs and workshops based on the specific needs of the agency at no cost to employees. Staff Development oversees MDHS' involvement in the SPB Certified Public Manager Program, the agency's Educational Assistance Program and the agency Lending Library. Some workshops are approved for continuing education hours toward social work units by the Mississippi Chapter of the National Association of Social Workers.

## OFFICE OF ADMINISTRATIVE SERVICES

The Office of Administrative Services provides quality service and professional assistance to the agency and its clients. Administrative Services oversees housing, maintenance, security and protection and 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.



# DIVISION OF MANAGEMENT INFORMATION SYSTEMS



The Division of Management Information Systems is responsible for providing information technology services to the agency including planning, operations, security, maintenance, procurement and oversight of the agency's IT infrastructure.

This infrastructure includes data centers, desktop environments, internal local area network management, external wide area network management and data communications to local, state and federal agencies.

*MIS staff strive to excel in their ability to deliver quality, reliable service and technology to the agency and clients.*

MIS is divided into four primary areas:

- Application Development which maintains and develops software and systems;
- Information Technology Administrative Services which works with all MDHS divisions on the purchase of IT related items, IT budgets, inventory and other administrative related functions;
- Operations whose staff is responsible for large scale print and batch jobs;
- Security, Network and Hardware which keeps the infrastructure secure and functional.

The MIS staff strive to excel in their ability to deliver quality, reliable service and technology to the agency and clients regardless of their position or location.

MIS continues to have a long, successful partnership with the Mississippi Department of Information Technology Services which operates the agency's mainframe and maintains network connectivity for remote offices statewide.

## *Redefining Through Emerging Technology*

As MDHS positions itself to take advantage of technological opportunities, the following are key areas:

- Modernization and re-engineering of the four legacy systems to new platforms, which will be a multiyear endeavor.
- Continuing to "virtualize" technology for servers, storage area networks, desktops and laptops.
- Increasing worker connectivity and collaboration across divisional and organizational boundaries by exploiting new services.
- Advance innovation and collaboration in public human services by leveraging informatics and information technology.
- Provide IT tools to effectively support knowledge sharing, creation, communication and delivery of timely information.
- Implementing network management tools to enable MIS to become more proactive and efficiently utilize current technology and knowledge.
- Upgrade legacy front-end applications to web-based technology.
- Standardization of open system applications, i.e., infrastructure, database, coding standards, versioning control and software development tools.
- Move toward more mobile applications as well as remote management of all MDHS end-user devices.

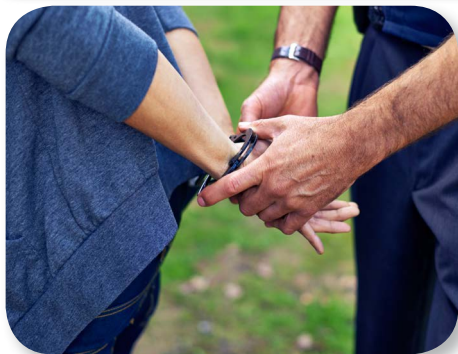
## MIS SUPPORT

MIS provides information technology support to all divisions within the agency including, but not limited to:

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

Division goals include building, training and retaining a strong, professional, technical staff of state employees to ensure MDHS is successful in carrying out its functions through the use of technology and connectivity.

# DIVISION OF PROGRAM INTEGRITY



The mission of the Division of Program Integrity is to take the initiative in ensuring that all programs administered by 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: Fraud Investigations, Special Investigations, Investigative Audit, Administrative Hearings and Monitoring. Key accomplishments for the division include:

- Maintained current status of all subgrant monitoring reviews and audits of MDHS county offices.
- An increase in the number of SNAP program violation claims investigated by the Office of Fraud Investigations as well as an increased number of investigations conducted as a result of calls through the MDHS fraud hotline.
- Increased the number of arrests of SNAP trafficking by retailers and clients for SNAP trafficking made by the Special Investigations Trafficking team.
- Collaborated with the Division of Youth Services to have a Christmas Party for youth at Oakley Youth Development Center. Divisions from within MDHS contributed to the many gifts that were purchased for students.

*PI is comprised of the Offices of Fraud Investigations, Special Investigations, Investigative Audit, Administrative Hearings and Monitoring.*

## PROGRAM INTEGRITY OFFICES

### 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 2015, the office investigated 2,901 suspected

SNAP and TANF program violations including excessive requests of \$1,712,906. Investigations are referred by the Division of Field Operations or through the MDHS Fraud Hotline.

### 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 2015, 117 special investigative actions were conducted. The office, in conjunction with the United States Department of Agriculture and other law enforcement entities, also conducted trafficking investigations involving 74 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 the USDA, Food and Nutrition Services. The office conducted 48 arrests of retailers for a total restitution amount of \$57,871.96.

In addition, the Office of Special Investigations provides protective services for members of the executive staff and dignitaries who have business at the agency and provides specialized training for investigators. Specialized training includes biannual firearms training for 20 armed investigators within the agency.

### 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 2015, two subgrants were audited with \$2,411,855 in total awards which resulted in \$311,949 of identified questioned costs. In addition, child care certificates associated with four child care centers were audited and resulted in \$11,587 of questioned costs. The total amount of questioned costs resolved was \$175,497 and OIA recovered \$24,692 from a combination of current and previous audits.

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In addition to subgrant/vendor audits, the Office of Investigative Audit conducted 33 internal reviews of MDHS, Division of Family and Children's Services (DFCS) county offices and one federally mandated audit of improper payments for child care certificates for the Division of Early Childhood Care and Development.

## ADMINISTRATIVE HEARINGS

The Office of Administrative Hearings is charged with conducting Fair Hearings and Administrative Disqualification Hearings. A Fair Hearing provides an applicant or recipient an opportunity to appeal an agency action or its failure to act, in connection with the SNAP and TANF Work Programs. When an applicant or recipient disagrees with the action that has been taken, the hearing gives them an opportunity to describe more fully their circumstance, to present new or additional information and have their 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 on their behalf, if they disagree with the findings of the county office. The decision of the Administrative Hearings Officer will determine whether or not an intentional program violation has occurred. During SFY 2015, Administrative Hearings reviewed 2,894 SNAP/TANF cases which resulted in TANF sanctions and SNAP disqualifications in the amount of \$3,660,995.25.

## MONITORING

The Office of Monitoring was formed as an independent appraisal arm of MDHS and is charged with the task of conducting comprehensive programmatic and fiscal reviews of programs administered by MDHS subgrantees and subrecipients. These activities 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 contracts.

**Monitoring Subgrants and Vendor Contracts:** The Governor designates MDHS as the lead agency for the state of Mississippi to administer various federal programs and 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 2015, the office was referred 280 subgrants in the amount of \$118,584,705 which were required to be monitored prior to the end of the subgrant period. Monitoring reviews, including subsequent follow-up reviews, were completed for 426 subgrants or \$150,791,029 during the state fiscal year which included multiple-year subgrants awarded during prior fiscal years and not previously monitored.

During SFY 2015, \$4,360,710 in questioned costs were identified. During this period, \$44,507 in questioned costs were recovered and \$587,504 questioned costs were resolved by subgrantees and subrecipients providing adequate documentation necessary to clear the findings.

- **Reviewing Single Audits:** The Single Audit Act requires MDHS to review independent audit reports for each of its subgrantees and subrecipients to ensure that they are in compliance.
- **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 586 ARMs, which included both original agreements and any subsequent modifications.
- **Tracking the status of Subgrant and Vendor Agreements:** OM developed and currently maintains a computer-based tracking system which determines the current status of any subgrantee, subrecipient or vendor that is being monitored. The system also enables OM to more efficiently coordinate monitoring reviews and thereby makes the best use of OM's resources.

# OFFICE OF SUBGRANTS & PROCUREMENT



The Office of Subgrants & Procurement was created to bring together the fiscal functions of Social Services Block Grant and responsibility of working with divisions in developing and submitting grant applications. Staff coordinate with all divisions on initial contract/subgrant development and procurement to ensure adherence to established laws, policies, procedures, rules and regulations along with reviewing, tracking and retaining official agency copies including, but not limited to: contracts, subgrants, MOUs, MOAs and interagency agreements.

## 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.

Ninety-eight percent of federal funds coming into the state are allocated to state agencies, special projects or pilot projects that can be duplicated in other areas of the state and the remaining two percent is used for administration at the state level.

The objective of SSBG is to enable states to meet the needs of its residents through locally relevant social services. SSBG funds support programs that allow communities to achieve or maintain economic self-sufficiency to prevent, reduce or eliminate dependency

on social services. 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 one percent of funds which are set-aside for special projects to advocate and establish quality programs during the fiscal year.

## ADMINISTRATION

OSP has four direct staff persons and works with the State Attorney General's Office and the Divisions of Budgets and Accounting; Human Resources, Contract Management Unit; Management Information Systems; and Program Integrity.

### SSBG FUNDING CHART

Division Service Dollars	\$22,276,796
Administration	\$235,196
Cost Allocation	\$262,154
Special Projects	\$730,445
Total Federal Dollars	\$23,504,591

### SSBG DIVISION FUNDS ALLOCATED

Funds Allocated	Clients Served	Type	Allocation
DAAS	61,953	SSBG	\$6,820,413
DFCS	62,046	TANF/SSBG	\$13,476,184
DYS	6,469	SSBG	\$1,980,199
Total	130,468		\$22,276,796



# FUNDING, FINANCIAL AND STATISTICAL INFORMATION



# FUNDING AND EXPENDITURES SFY 2015

## TOTAL EXPENDITURES BY DIVISION

Division	Salaries	Travel	Contractual Services	Commodities	Capital Outlay Other Than Equipment	Capital Outlay Equipment	Total Vehicles	Wireless Communication Devices	Subsidies, Loans and Grants	Total Expenditures
Field Operations	\$37,719,010	\$756,051	\$12,342,101	\$586,926		\$398,395			\$950,452,597	\$1,002,255,081
Family Foundation and Support	16,456,231	456,603	17,571,455	139,573		26,374			1,144,171	35,794,406
Family & Children's Services	61,674,198	7,193,547	32,887,260	762,387		1,124,600			46,671,611	150,313,604
Early Childhood Care and Development	2,627,068	259,096	1,314,958	126,991		98,510			79,167,026	83,593,649
Social Services Block Grant	175,897	4,191	-4,117	1,063		5,014			0	182,049
Aging & Adult Services	1,944,227	168,692	394,423	72,509		40,765			15,802,540	18,423,155
Youth Services	15,178,969	273,334	3,172,562	852,506		269,192			6,473,835	26,220,398
Community Services	798,622	97,729	537,659	87,276		21,344			37,020,358	38,562,989
Support Services	10,078,440	290,602	2,797,722	190,719		162,862			83,019	13,603,364
<b>Total</b>	<b>\$146,652,663</b>	<b>\$9,499,845</b>	<b>\$71,014,022</b>	<b>\$2,819,951</b>	<b>\$0</b>	<b>\$2,147,056</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,136,815,157</b>	<b>\$1,368,948,695</b>

## SOURCE OF FUNDING BY DIVISION

DIVISION	Federal	State	Other	Total
Field Operations	\$956,872,561	\$33,172,137	\$12,210,382	\$1,002,255,080
Family Foundation and Support	27,522,851	8,271,555	0	\$35,794,406
Family & Children's Services	77,980,523	72,333,080	0	\$150,313,604
Early Childhood Care and Development	76,133,429	7,460,220	0	\$83,593,649
Social Services Block Grant	182,049	0	0	\$182,049
Aging & Adult Services	16,385,402	2,037,753	0	\$18,423,155
Youth Services	7,352,652	18,774,909	92,837	\$26,220,398
Community Services	38,562,989	0	0	\$38,562,989
Support Services	7,127,636	6,475,728	0	\$13,603,364
<b>Total</b>	<b>\$1,208,120,092</b>	<b>\$148,525,383</b>	<b>\$12,303,218</b>	<b>\$1,368,948,695</b>

# 2015 AGING & ADULT SERVICES FUNDING AND APS STATISTICS

GRANT	ALLOCATION	STATE/LOCAL MATCH	PURPOSE	ALLOCATION METHOD
Older Americans Act (OAA) Title III/VII	\$9,084,717	25% Admin; 15% III B & C (5% State Cash, 10% Local Cash); 25% III E Local/In-Kind	To provide a system of Home and Community-Based Services.	Administration on Aging (AoA) funds allocated by funding formula to AAAs.
Social Services Block Grant (SSBG)	\$6,820,413	25% Services; (10% Local Cash, 15% Local In-Kind)	To supplement the Home and Community-Based System.	Same as Title III.
Nutrition Service Incentive Program (NSIP)	\$1,623,757	N/A	To support the Older Americans Act and SSBG Meals Program.	AoA funds allocated proportionally to AAAs based on eligible meals served.
USDA-Child and Adult Day Care Food Program (CACFP)	\$116,895	N/A	To provide meals for eligible clients participating in Adult Day Care (ADC) services.	Department of Education (DOE) reimbursement for food served in ADC setting (lunch and snacks).
State Health Insurance Assistance Program (SHIP)	\$544,489	N/A	To provide counseling for Medicare health insurance and supplemental insurance.	Centers for Medicare/Medicaid Services funds allocated per funding formula to AAAs as approved in grant.
Senior Medicare Patrol (SMP)	\$161,602	25% Admin (Cash or In-Kind)	To recruit and train volunteers to detect Medicare/Medicaid billings discrepancies.	AoA funds allocated for statewide coverage as approved in grant application.
State Home Delivered Meals	\$1,000,000	N/A	To provide home-delivered meals to eligible clients.	State funds allocated equally among AAAs.
Adult Protective Services (APS)	\$1,000,000	\$443,300	To provide protection for abused, neglected and exploited adults under the Vulnerable Adults Act.	Funds allocated from Social Services Block Grant and General State Funds.
Mississippi Access to Care (MAC)	\$2,179,500	N/A	To provide a central source of reliable and objective information about a broad range of programs and services.	RFP: Awarded to three PDDs based on population data.

## Adult Protective Services Statistics – SFY 2015

APS Program Administrator - State Office	1
APS ASWS – Located in 4 MDHS County Offices	4
APS Workers – Located in 15 MDHS County Offices	25
Intake Reports Received and Screened	4,398
Intake Reports Screened Out for Investigation	1,237
Intake Reports Screened In for Investigation/Assigned	3,161
Total Investigations Reports Completed	2,172
Investigation Reports Evidenced	474
Investigation Reports Not Evidenced	1,698
Victim Findings Evidenced as a Result of Investigations	532
Victim Findings Not Evidenced as a Result of Investigations	3,003
Total Victim Findings Completed as a Result of Investigations	3,534

# CHILD ABUSE & NEGLECT STATISTICS SFY 2015

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
<b>State Totals</b>	<b>2,953</b>	<b>6,757</b>	<b>14,063</b>	<b>556</b>	<b>612</b>	<b>15</b>	<b>6,245</b>	<b>24,956</b>									
Adams	24	56	120	4	4	0	65	208	Leflore	35	55	132	7	5	0	51	234
Alcorn	50	97	228	11	9	0	111	395	Lincoln	42	87	221	3	7	0	74	360
Amite	11	18	56	4	1	0	31	90	Lowndes	55	113	205	16	12	0	95	401
Attala	26	47	111	5	2	0	27	191	Madison	42	142	155	5	8	1	40	353
Benton	12	22	37	3	1	0	20	75	Marion	32	56	190	8	1	0	101	287
Bolivar	34	96	129	5	3	1	51	268	Marshall	39	79	167	12	7	0	63	304
Calhoun	13	31	87	4	5	0	40	140	Monroe	43	89	257	6	5	0	105	400
Carroll	4	24	27	0	2	0	20	57	Montgomery	8	16	32	3	3	0	16	62
Chickasaw	24	45	85	6	4	0	49	164	Neshoba	25	68	172	6	0	0	74	271
Choctaw	10	14	37	0	1	0	16	62	Newton	19	34	57	1	4	0	16	115
Claiborne	7	11	19	0	1	0	16	38	Noxubee	10	20	26	1	2	0	12	59
Clarke	19	33	64	2	1	0	23	119	Oktibbeha	19	52	83	2	7	0	51	163
Clay	11	53	61	4	1	0	15	130	Panola	30	91	153	7	9	1	43	291
Coahoma	28	63	141	6	5	0	65	243	Pearl River	58	121	273	12	13	0	110	477
Copiah	31	68	108	4	7	1	63	219	Perry	14	33	67	1	2	0	44	117
Covington	23	39	86	2	3	0	43	153	Pike	63	106	290	13	9	1	176	482
Desoto	130	336	548	31	39	3	272	1,087	Pontotoc	53	87	228	4	19	0	126	391
Forrest	98	243	393	12	16	0	120	762	Prentiss	28	52	151	3	5	0	53	239
Franklin	6	16	31	1	1	0	14	55	Quitman	7	12	30	1	0	0	4	50
George	29	50	127	7	4	0	77	217	Rankin	111	274	698	16	32	0	416	1,131
Greene	5	24	47	0	2	0	17	78	Scott	31	54	108	9	3	0	73	205
Grenada	22	76	131	4	6	0	63	239	Sharkey	4	10	15	1	0	0	7	30
Hancock	37	128	320	10	27	0	165	522	Simpson	29	71	149	4	14	0	68	267
Harrison	191	509	1160	39	52	1	537	1,952	Smith	12	22	44	0	3	0	8	81
Hinds	269	600	1168	53	43	2	425	2,135	Stone	10	39	80	3	6	0	34	138
Holmes	23	42	64	4	5	0	18	138	Sunflower	29	60	103	3	2	0	50	197
Humphreys	13	10	46	2	1	0	17	72	Tallahatchie	8	19	40	0	0	0	9	67
Issaquena	0	1	2	0	0	0	0	3	Tate	35	47	75	11	3	0	64	171
Itawamba	27	56	163	8	5	0	66	259	Tippah	18	39	139	1	8	0	69	205
Jackson	153	360	758	19	35	2	353	1,327	Tishomingo	19	57	101	1	6	0	39	184
Jasper	21	31	51	3	3	0	21	109	Tunica	13	34	41	1	1	0	18	90
Jefferson	1	10	31	5	1	0	9	48	Union	41	75	216	6	8	0	109	346
Jeff Davis	6	17	33	2	0	0	25	58	Walthall	18	23	62	4	10	0	32	117
Jones	68	178	413	20	11	1	114	691	Warren	22	103	172	9	5	0	65	311
Kemper	10	11	27	0	2	0	15	50	Washington	93	136	292	20	10	0	182	551
Lafayette	30	73	131	5	9	0	65	248	Wayne	24	48	134	3	2	0	54	211
Lamar	40	115	233	8	11	0	95	407	Webster	10	17	51	2	1	0	21	81
Lauderdale	91	199	429	19	14	0	124	752	Wilkinson	6	14	31	1	1	0	10	53
Lawrence	15	27	52	2	2	0	27	98	Winston	14	44	77	4	4	0	27	143
Leake	20	42	68	4	0	0	12	134	Yalobusha	23	55	104	3	7	0	64	192
Lee	111	266	510	21	28	1	215	937	Yazoo	18	66	110	4	1	0	51	199

## REPORTS

- There were 24,956 reports of child abuse, neglect or exploitation during SFY 2015.
- 6,245 of the 24,956 reports were evidenced.

## EVIDENCED REPORTS

Sexual Abuse .....	877
Physical Abuse .....	1,293
Physical Neglect.....	3,704
Medical Neglect .....	134
Emotional Abuse .....	234
Exploitation .....	3
<b>Total Evidenced Reports .....</b>	<b>6,245</b>



# CHILD SUPPORT CASES FOR MONTH OF JUNE 2015

County	TANF/FC IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases	Total	County	TANF/FC IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases	Total
<b>State Total</b>	<b>35,775</b>	<b>291,930</b>	<b>2,171</b>	<b>329,876</b>	Leflore	570	5,439	3	6,012
Adams	555	4,872	10	5,437	Lincoln	454	3,429	21	3,904
Alcorn	298	2,392	26	2,716	Lowndes	1,126	6,252	188	7,566
Amite	117	1,351	3	1,471	Madison	670	6,867	59	7,596
Attala	289	2,203	3	2,495	Marion	330	2,673	14	3,017
Benton	74	697	4	775	Marshall	593	3,712	30	4,335
Bolivar	1,338	6,525	34	7,897	Monroe	543	3,479	26	4,048
Calhoun	163	1,424	12	1,599	Montgomery	75	1,044	4	1,123
Carroll	48	660	3	711	Neshoba	305	3,627	39	3,971
Chickasaw	323	2,198	9	2,530	Newton	170	1,949	20	2,139
Choctaw	85	653	3	741	Noxubee	464	1,982	8	2,454
Claiborne	215	1,758	0	1,973	Oktibbeha	458	4,022	27	4,507
Clarke	164	1,700	18	1,882	Panola	722	4,753	8	5,483
Clay	372	2,569	12	2,953	Pearl River	507	4,222	9	4,738
Coahoma	1,118	5,065	3	6,186	Perry	84	826	4	914
Copiah	441	3,263	6	3,710	Pike	597	5,116	5	5,718
Covington	326	3,293	11	3,630	Pontotoc	135	1,844	13	1,992
DeSoto	985	10,107	305	11,397	Prentiss	195	1,725	8	1,928
Forrest	870	7,864	19	8,753	Quitman	264	1,311	0	1,575
Franklin	83	777	5	865	Rankin	560	7,083	45	7,688
George	0	0	0	0	Scott	184	1,924	15	2,123
Greene	0	0	0	0	Sharkey	169	1,015	0	1,184
Grenada	262	2,391	7	2,660	Simpson	220	1,247	2	1,469
Hancock	337	3,534	33	3,904	Smith	268	2,487	21	2,776
Harrison	1,860	16,610	183	18,653	Stone	98	965	2	1,065
Hinds	3,360	28,610	107	32,077	Sunflower	718	4,366	1	5,085
Holmes	507	3,152	13	3,672	Tallahatchie	229	1,735	0	1,964
Humphreys	401	1,779	0	2,180	Tate	316	2,388	12	2,716
Issaquena	0	0	0	0	Tippah	112	1,535	28	1,675
Itawamba	152	1,353	18	1,523	Tishomingo	106	985	8	1,099
Jackson	1,633	14,328	283	16,244	Tunica	239	2,130	8	2,377
Jasper	133	1,723	10	1,866	Union	193	1,706	19	1,918
Jefferson	217	1,272	2	1,491	Walthall	181	1,659	4	1,844
Jeff Davis	0	0	0	0	Warren	525	6,592	44	7,161
Jones	667	7,051	76	7,794	Washington	1,563	8,956	53	10,572
Kemper	151	1,035	10	1,196	Wayne	310	2,400	6	2,716
Lafayette	173	2,614	17	2,804	Webster	103	712	4	819
Lamar	270	3,165	10	3,445	Wilkinson	134	1,277	4	1,415
Lauderdale	1,104	9,240	47	10,391	Winston	407	2,081	2	2,490
Lawrence	151	996	4	1,151	Yalobusha	146	1,436	7	1,589
Leake	185	2,330	6	2,521	Yazoo	527	4,939	5	5,471
Lee	778	7,484	83	8,345	CRDU 2	0	2	0	2

# FOSTER CARE BOARD PAYMENTS SFY 2015

County	Payments	County	Payments
<b>State Total</b>	<b>\$33,931,717.12</b>		
Adams	301,171.74	Leflore	39,171.68
Alcorn	615,333.85	Lincoln	397,405.50
Amite	37,731.96	Lowndes	364,618.20
Attala	105,095.33	Madison	392,235.07
Benton	60,499.12	Marion	438,812.02
Bolivar	227,321.48	Marshall	447,830.57
Calhoun	220,706.74	Monroe	702,210.82
Carroll	15,718.02	Montgomery	11,506.32
Chickasaw, E.	138,049.62	Neshoba	315,219.25
Choctaw	0.00	Newton	76,543.42
Claiborne	110,390.34	Noxubee	52,177.00
Clarke	30,207.31	Oktibbeha	204,321.40
Clay	107,864.13	Panola	158,471.48
Coahoma	153,405.71	Pearl River	1,391,397.21
Copiah	212,138.16	Perry	230,503.19
Covington	52,107.34	Pike	116,366.15
DeSoto	818,580.61	Pontotoc	501,979.24
Forrest	1,153,996.83	Prentiss	185,437.17
Franklin	39,428.41	Quitman	20,075.00
George	40,904.05	Rankin	1,279,366.23
Greene	18,165.62	Scott	274,035.74
Grenada	129,771.37	Sharkey	16,075.77
Hancock	2,473,340.92	Simpson	209,200.38
Harrison	4,582,709.71	Smith	981.69
Hinds	5,154,666.16	Stone	748,368.12
Holmes	82,517.82	Sunflower	125,079.54
Humphreys	74,200.17	Tallahatchie	0.00
Issaquena	68.49	Tate	189,698.27
Itawamba	258,397.26	Tippah	245,442.00
Jackson	1,988,607.45	Tishomingo	289,735.68
Jasper	12,006.56	Tunica	57,759.33
Jefferson	38,184.55	Union	483,666.75
Jefferson Davis	159,846.25	Walthall	120,944.44
Jones	184,263.95	Warren	773,775.88
Kemper	118,481.36	Washington	567,123.25
Lafayette	233,614.70	Wayne	39,508.75
Lamar	173,737.83	Webster	46,242.96
Lauderdale	695,610.17	Wilkinson	77,437.77
Lawrence	98,582.22	Winston	195,121.74
Leake	79,045.75	Yalobusha	163,555.40
Lee	505,176.16	Yazoo	480,671.52

# FOSTER CARE NUMBERS BY COUNTY SFY 2015

County	Children in Foster Care	County	Children in Foster Care
<b>State Total</b>	<b>7,557</b>		
Adams	50	Leflore	6
Alcorn	127	Lincoln	83
Amite	7	Lowndes	95
Attala	40	Madison	92
Benton	18	Marion	184
Bolivar	47	Marshall	98
Calhoun	54	Monroe	95
Carroll	4	Montgomery	2
Chickasaw	31	Neshoba	71
Claiborne	20	Newton	16
Clarke	4	Noxubee	18
Clay	33	Oktibbeha	33
Coahoma	42	Panola	33
Copiah	59	Pearl River	243
Covington	23	Perry	49
DeSoto	170	Pike	28
Forrest	233	Pontotoc	90
Franklin	10	Prentiss	63
George	35	Quitman	2
Greene	17	Rankin	291
Grenada	29	Scott	42
Hancock	642	Sharkey	5
Harrison	1,346	Simpson	52
Hinds	886	Smith	6
Holmes	26	Stone	144
Humphreys	16	Sunflower	19
Issaquena	1	Tate	18
Itawamba	51	Tippah	55
Jackson	444	Tishomingo	64
Jasper	6	Tunica	8
Jefferson	8	Union	102
Jefferson Davis	34	Walthall	31
Jones	57	Warren	162
Kemper	22	Washington	96
Lafayette	53	Wayne	16
Lamar	45	Webster	9
Lauderdale	148	Wilkinson	14
Lawrence	20	Winston	29
Leake	17	Yalobusha	32
Lee	81	Yazoo	105

Chart represents the total number of children in custody by county for SFY 2015, report dated 8/31/15.

# SNAP APPLICATIONS SFY 2015

County	Received	Approved	Denied	County	Received	Approved	Denied
<b>State Total</b>	<b>165,997</b>	<b>119,473</b>	<b>37,358</b>	Leflore	2,478	1,965	446
Adams	1,554	1,108	386	Lincoln	1,802	1,261	376
Alcorn	1,787	1,279	403	Lowndes	3,156	2,467	538
Amite	460	368	73	Madison	2,814	1,981	658
Attala	902	669	177	Marion	1,487	1,086	308
Benton	430	338	73	Marshall	1,717	1,113	428
Bolivar	2,661	2,025	576	Monroe	1,611	1,159	319
Calhoun	605	484	104	Montgomery	571	399	195
Carroll	349	273	63	Neshoba	1,580	1,204	326
Chickasaw	914	659	167	Newton	1,043	739	272
Choctaw	394	315	67	Noxubee	676	590	82
Claiborne	695	551	128	Oktibbeha	3,127	2,009	925
Clarke	933	698	187	Panola	1,877	1,302	459
Clay	1,348	1,060	261	Pearl River	2,897	2,209	523
Coahoma	2,089	1,592	426	Perry	682	525	136
Copiah	1,670	1,276	327	Pike	2,889	2,081	633
Covington	945	764	171	Pontotoc	1,369	919	359
DeSoto	6,332	4,309	1,651	Prentiss	1,301	894	287
Forrest	5,514	3,735	1,437	Quitman	652	429	216
Franklin	363	269	71	Rankin	4,408	3,061	1,000
George	1,705	1,179	390	Scott	1,685	1,140	407
Greene	566	468	102	Sharkey	369	305	84
Grenada	1,241	830	315	Simpson	1,503	1,047	307
Hancock	2,485	1,800	564	Smith	659	487	161
Harrison	13,821	10,545	2,582	Stone	1,045	757	224
Hinds	17,197	11,693	4,640	Sunflower	2,194	1,773	350
Holmes	1,408	1,067	256	Tallahatchie	683	468	164
Humphreys	786	642	120	Tate	1,370	943	350
Issaquena	66	48	14	Tippah	960	675	227
Itawamba	1,011	724	237	Tishomingo	839	533	295
Jackson	8,444	6,036	2,014	Tunica	939	812	194
Jasper	782	607	131	Union	1,127	733	286
Jefferson	431	284	104	Walthall	678	489	141
Jefferson Davis	824	566	191	Warren	3,202	2,269	670
Jones	3,893	2,627	967	Washington	3,766	3,083	521
Kemper	443	336	94	Wayne	1,209	928	206
Lafayette	2,246	1,332	690	Webster	401	301	91
Lamar	2,960	1,939	783	Wilkinson	543	397	93
Lauderdale	4,611	3,365	958	Winston	981	729	203
Lawrence	661	515	143	Yalobusha	665	525	158
Leake	1,062	685	312	Yazoo	1,777	1,396	256
Lee	4,677	3,230	1,129	MSCAP	380	306	56



# SNAP BENEFIT VALUE SFY 2015

County	Benefit Value	County	Benefit Value
<b>State Total</b>	<b>\$919,930,435</b>		
Adams	10,369,350	Leflore	18,023,506
Alcorn	8,803,349	Lincoln	9,947,741
Amite	3,194,734	Lowndes	21,133,787
Attala	5,481,641	Madison	16,700,608
Benton	2,927,770	Marion	7,890,086
Bolivar	17,895,916	Marshall	10,731,151
Calhoun	4,353,103	Monroe	9,928,087
Carroll	2,029,752	Montgomery	2,922,693
Chickasaw	5,689,637	Neshoba	10,427,833
Choctaw	2,571,250	Newton	5,664,138
Claiborne	5,734,489	Noxubee	6,323,122
Clarke	4,983,388	Oktibbeha	12,397,469
Clay	8,026,528	Panola	12,771,791
Coahoma	16,027,487	Pearl River	17,100,831
Copiah	11,019,573	Perry	3,543,828
Covington	5,818,938	Pike	15,767,355
DeSoto	29,181,763	Pontotoc	6,581,114
Forrest	23,610,900	Prentiss	5,765,811
Franklin	1,898,741	Quitman	4,030,582
George	7,194,302	Rankin	21,449,255
Greene	3,367,760	Scott	9,246,355
Grenada	6,297,295	Sharkey	3,088,516
Hancock	12,196,347	Simpson	7,497,174
Harrison	67,497,001	Smith	3,527,828
Hinds	100,506,880	Stone	4,608,848
Holmes	10,255,377	Sunflower	15,838,435
Humphreys	6,445,798	Tallahatchie	4,677,433
Issaquena	447,846	Tate	8,026,330
Itawamba	4,515,729	Tippah	5,239,291
Jackson	37,325,924	Tishomingo	2,842,775
Jasper	4,609,755	Tunica	7,323,693
Jefferson	3,494,993	Union	5,005,596
Jefferson Davis	4,141,908	Walthall	4,304,370
Jones	16,432,916	Warren	17,303,670
Kemper	2,868,456	Washington	32,196,136
Lafayette	7,303,330	Wayne	7,524,580
Lamar	11,800,711	Webster	3,017,301
Lauderdale	25,268,079	Wilkinson	3,499,156
Lawrence	3,836,992	Winston	5,806,554
Leake	5,593,135	Yalobusha	4,320,675
Lee	21,797,634	Yazoo	13,118,454

# SNAP PARTICIPATION FOR MONTH OF JUNE 2015

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
<b>State Total</b>	<b>292,432</b>	<b>628,682</b>	<b>\$75,349,730</b>				
Adams	3,613	7,361	863,076	Leflore	6,164	12,570	1,490,598
Alcorn	3,096	6,670	712,879	Lincoln	3,179	6,852	824,022
Amite	1,246	2,476	266,136	Lowndes	6,881	13,942	1,748,795
Attala	1,924	4,206	461,319	Madison	5,082	11,185	1,371,793
Benton	1,046	2,193	243,281	Marion	2,585	5,679	643,021
Bolivar	6,265	12,034	1,456,313	Marshall	3,409	7,501	880,998
Calhoun	1,460	3,143	350,717	Monroe	3,344	6,999	785,873
Carroll	815	1,659	166,785	Montgomery	1,089	2,218	233,758
Chickasaw	1,928	4,227	458,033	Neshoba	3,030	7,663	882,460
Choctaw	1,002	1,914	215,744	Newton	1,816	4,118	454,971
Claiborne	1,837	3,796	471,345	Noxubee	2,429	4,404	515,060
Clarke	1,740	3,598	406,658	Oktibbeha	4,216	8,283	1,030,319
Clay	2,683	5,590	645,275	Panola	3,993	9,048	1,045,459
Coahoma	5,076	10,712	1,331,446	Pearl River	5,023	11,496	1,400,689
Copiah	3,762	7,529	898,490	Perry	1,101	2,292	262,701
Covington	1,877	4,288	480,477	Pike	4,971	11,031	1,326,987
Desoto	8,022	19,222	2,370,675	Pontotoc	1,955	5,009	541,859
Forrest	7,285	15,850	1,952,819	Prentiss	1,960	4,298	452,202
Franklin	685	1,371	146,063	Quitman	1,468	2,844	319,416
George	2,108	4,788	603,701	Rankin	6,247	14,813	1,780,423
Greene	1,059	2,335	275,455	Scott	2,780	6,626	756,360
Grenada	2,289	4,772	511,726	Sharkey	1,096	2,076	250,704
Hancock	3,906	8,356	998,620	Simpson	2,402	5,440	602,899
Harrison	20,230	42,997	5,532,233	Smith	1,111	2,620	287,119
Hinds	29,253	64,255	8,188,540	Stone	1,492	3,098	379,806
Holmes	3,635	7,315	825,132	Sunflower	5,555	10,235	1,290,028
Humphreys	2,354	4,389	521,483	Tallahatchie	1,756	3,650	372,361
Issaquena	170	324	37,412	Tate	2,370	5,573	635,250
Itawamba	1,438	3,405	366,889	Tippah	1,790	4,028	420,343
Jackson	11,061	23,629	3,094,353	Tishomingo	1,097	2,404	230,858
Jasper	1,711	3,522	379,415	Tunica	2,242	4,937	609,741
Jefferson	1,145	2,541	296,512	Union	1,561	3,851	403,332
Jefferson Davis	1,543	3,007	340,915	Walthall	1,438	3,052	342,704
Jones	5,056	11,983	1,340,630	Warren	5,440	11,788	1,452,963
Kemper	1,109	2,175	237,190	Washington	10,550	20,815	2,639,428
Lafayette	2,457	5,174	606,470	Wayne	2,571	5,375	641,448
Lamar	3,375	7,935	959,915	Webster	1,053	2,120	236,356
Lauderdale	7,925	17,187	2,090,463	Wilkinson	1,395	2,580	279,835
Lawrence	1,298	2,713	317,140	Winston	1,991	4,146	461,143
Leake	1,844	4,392	469,350	Yalobusha	1,511	3,099	343,397
Lee	6,584	15,038	1,757,089	Yazoo	4,377	8,853	1,074,087

# PERCENTAGE OF MISSISSIPPI POPULATION RECEIVING SNAP FOR MONTH OF JUNE 2015

County	SNAP Persons June 2015	Percentage	County	SNAP Persons July 2015	Percentage
<b>State Total</b>	<b>628,682</b>	<b>21.0%</b>			
Adams	7,361	23.2%	Leflore	12,570	40.0%
Alcorn	6,670	17.8%	Lincoln	6,852	19.7%
Amite	2,476	19.6%	Lowndes	13,942	23.3%
Attala	4,206	21.9%	Madison	11,185	11.0%
Benton	2,193	26.4%	Marion	5,679	22.0%
Bolivar	12,034	35.6%	Marshall	7,501	20.7%
Calhoun	3,143	21.3%	Monroe	6,999	19.4%
Carroll	1,659	16.2%	Montgomery	2,218	21.3%
Chickasaw	4,227	24.4%	Neshoba	7,663	26.0%
Choctaw	1,914	23.1%	Newton	4,118	18.9%
Claiborne	3,796	41.8%	Noxubee	4,404	39.6%
Clarke	3,598	22.1%	Oktibbeha	8,283	16.8%
Clay	5,590	27.6%	Panola	9,048	26.3%
Coahoma	10,712	43.2%	Pearl River	11,496	20.8%
Copiah	7,529	26.1%	Perry	2,292	18.7%
Covington	4,288	22.1%	Pike	11,031	27.5%
DeSoto	19,222	11.2%	Pontotoc	5,009	16.2%
Forrest	15,850	20.8%	Prentiss	4,298	16.9%
Franklin	1,371	17.5%	Quitman	2,844	37.0%
George	4,788	20.5%	Rankin	14,813	10.0%
Greene	2,335	16.3%	Scott	6,626	23.3%
Grenada	4,772	22.0%	Sharkey	2,076	44.7%
Hancock	8,356	18.2%	Simpson	5,440	19.8%
Harrison	42,997	21.6%	Smith	2,620	16.2%
Hinds	64,255	26.4%	Stone	3,098	17.3%
Holmes	7,315	39.6%	Sunflower	10,235	37.2%
Humphreys	4,389	50.2%	Tallahatchie	3,650	24.7%
Issaquena	324	23.2%	Tate	5,573	19.8%
Itawamba	3,405	14.5%	Tippah	4,028	18.3%
Jackson	23,629	16.7%	Tishomingo	2,404	12.4%
Jasper	3,522	21.2%	Tunica	4,937	46.6%
Jefferson	2,541	33.4%	Union	3,851	13.7%
Jefferson Davis	3,007	25.4%	Walthall	3,052	20.5%
Jones	11,983	17.5%	Warren	11,788	24.6%
Kemper	2,175	21.4%	Washington	20,815	42.5%
Lafayette	5,174	9.8%	Wayne	5,375	26.2%
Lamar	7,935	13.2%	Webster	2,120	21.3%
Lauderdale	17,187	21.6%	Wilkinson	2,580	28.1%
Lawrence	2,713	21.7%	Winston	4,146	22.4%
Leake	4,392	18.9%	Yalobusha	3,099	25.2%
Lee	15,038	17.6%	Yazoo	8,853	31.8%

# TANF APPLICATIONS SFY 2015

County	Received	Approved	Denied	County	Received	Approved	Denied
<b>State Total</b>	<b>13,452</b>	<b>190</b>	<b>12,672</b>	Leflore	172	0	148
Adams	76	0	69	Lincoln	146	0	137
Alcorn	69	1	70	Lowndes	304	4	281
Amite	12	0	10	Madison	324	5	290
Attala	74	1	69	Marion	101	0	104
Benton	20	0	19	Marshall	182	2	163
Bolivar	194	2	178	Monroe	93	0	87
Calhoun	25	0	21	Montgomery	12	0	35
Carroll	8	0	8	Neshoba	81	2	88
Chickasaw	126	1	113	Newton	61	0	56
Choctaw	11	0	10	Noxubee	56	1	56
Claiborne	51	0	50	Oktibbeha	186	1	181
Clarke	52	0	51	Panola	229	5	199
Clay	116	1	112	Pearl River	139	7	115
Coahoma	392	9	389	Perry	49	1	55
Copiah	168	1	162	Pike	180	3	180
Covington	56	0	59	Pontotoc	12	0	21
DeSoto	525	9	499	Prentiss	31	1	31
Forrest	154	1	140	Quitman	53	3	61
Franklin	24	0	22	Rankin	343	2	294
George	110	7	105	Scott	170	3	156
Greene	21	0	21	Sharkey	23	0	38
Grenada	65	0	61	Simpson	154	1	95
Hancock	138	0	135	Smith	33	0	38
Harrison	1,011	7	910	Stone	47	0	43
Hinds	2,290	60	2,214	Sunflower	143	2	129
Holmes	90	1	84	Tallahatchie	78	0	74
Humphreys	67	2	56	Tate	77	0	73
Issaquena	7	0	6	Tippah	35	1	36
Itawamba	52	1	50	Tishomingo	51	0	77
Jackson	866	6	851	Tunica	95	0	133
Jasper	27	0	21	Union	52	0	53
Jefferson	29	0	26	Walthall	33	0	27
Jefferson Davis	34	0	31	Warren	310	6	255
Jones	454	1	455	Washington	411	14	307
Kemper	23	0	21	Wayne	111	0	90
Lafayette	100	0	90	Webster	27	0	31
Lamar	165	4	157	Wilkinson	8	0	8
Lauderdale	578	6	499	Winston	40	2	42
Lawrence	61	1	75	Yalobusha	34	0	28
Leake	107	0	119	Yazoo	40	0	33
Lee	278	2	286	MSCAP	9	0	10



# TANF MONEY PAYMENTS SFY 2015

County	Payments	County	Payments
State Total	12,304,004		
Adams	59,299	Leflore	185,154
Alcorn	104,532	Lincoln	110,243
Amite	32,680	Lowndes	362,275
Attala	100,196	Madison	270,164
Benton	21,210	Marion	46,825
Bolivar	466,710	Marshall	88,972
Calhoun	26,445	Monroe	121,574
Carroll	10,985	Montgomery	23,760
Chickasaw	82,877	Neshoba	88,724
Choctaw	30,629	Newton	49,616
Claiborne	37,923	Noxubee	188,795
Clarke	21,496	Oktibbeha	102,203
Clay	110,306	Panola	173,894
Coahoma	520,155	Pearl River	154,022
Copiah	150,581	Perry	35,755
Covington	29,096	Pike	127,885
DeSoto	232,203	Pontotoc	34,451
Forrest	176,490	Prentiss	36,256
Franklin	11,348	Quitman	99,376
George	67,404	Rankin	255,092
Greene	16,329	Scott	108,590
Grenada	70,007	Sharkey	43,454
Hancock	71,616	Simpson	106,519
Harrison	793,128	Smith	19,817
Hinds	1,805,352	Stone	23,457
Holmes	224,995	Sunflower	319,884
Humphreys	303,912	Tallahatchie	80,779
Issaquena	7,353	Tate	54,984
Itawamba	49,090	Tippah	34,538
Jackson	467,138	Tishomingo	25,917
Jasper	29,167	Tunica	85,985
Jefferson	76,133	Union	28,308
Jefferson Davis	20,612	Walthall	34,071
Jones	154,294	Warren	273,482
Kemper	15,606	Washington	962,490
Lafayette	25,240	Wayne	92,254
Lamar	101,292	Webster	14,827
Lauderdale	294,449	Wilkinson	28,299
Lawrence	73,334	Winston	105,433
Leake	54,779	Yalobusha	43,432
Lee	148,237	Yazoo	167,820

# TANF PARTICIPATION FOR MONTH OF JUNE 2015

Number of Recipients							Number of Recipients						
County	Families	Children	Adults	Amount of Assistance	Min Grant	Max Grant	County	Families	Children	Adults	Amount of Assistance	Min Grant <sup>1</sup>	Max Grant <sup>1</sup>
<b>State Total</b>	<b>6,485</b>	<b>9,888</b>	<b>2,877</b>	<b>\$884,252</b>	<b>\$10</b>	<b>\$314</b>							
Adams	33	45	2	4,109	110	193	Leflore	95	145	48	\$12,982	\$10	\$266
Alcorn	65	90	15	8,028	44	218	Lincoln	60	98	15	8,037	71	218
Amite	21	31	2	2,728	110	146	Lowndes	188	278	105	26,108	22	266
Attala	54	76	31	7,239	58	194	Madison	134	233	57	18,423	19	242
Benton	15	19	2	1,866	110	146	Marion	27	38	8	3,603	95	194
Bolivar	257	370	144	36,086	46	290	Marshall	37	67	14	5,268	110	194
Calhoun	14	20	4	1,864	110	194	Monroe	60	96	26	7,973	61	218
Carroll	7	8	1	754	22	146	Montgomery	12	20	1	1,608	110	194
Chickasaw	45	71	10	6,023	83	218	Neshoba	58	91	32	7,749	87	266
Choctaw	16	24	9	2,165	23	218	Newton	33	56	15	4,439	17	194
Claiborne	15	28	3	2,142	110	218	Noxubee	102	143	71	14,572	92	218
Clarke	9	15	2	1,254	110	170	Oktibbeha	63	92	24	8,594	109	194
Clay	52	82	36	7,296	24	194	Panola	86	127	31	11,827	63	266
Coahoma	277	406	202	39,883	24	218	Pearl River	84	133	13	10,830	22	194
Copiah	73	111	30	9,905	24	194	Perry	16	27	5	2,788	95	194
Covington	18	25	3	2,202	51	170	Pike	58	93	13	7,835	84	242
DeSoto	108	191	30	14,809	18	242	Pontotoc	19	30	1	2,267	10	218
Forrest	99	163	21	13,041	13	242	Prentiss	25	35	4	2,970	28	170
Franklin	11	13	2	1,174	29	146	Quitman	50	77	25	6,891	110	194
George	34	64	12	5,024	110	218	Rankin	134	222	41	18,408	28	242
Greene	11	15	4	1,293	34	194	Scott	47	88	14	6,428	79	194
Grenada	44	68	4	5,443	16	194	Sharkey	34	49	18	4,542	34	194
Hancock	36	58	9	4,799	19	194	Simpson	56	88	21	7,602	55	194
Harrison	401	616	204	56,018	23	266	Smith	10	13	1	1,134	110	146
Hinds	922	1,457	452	127,603	11	314	Stone	14	20	5	1,876	110	194
Holmes	110	159	52	15,192	68	266	Sunflower	190	269	82	25,086	11	218
Humphreys	153	193	93	20,769	19	218	Tallahatchie	41	61	12	5,446	85	218
Issaquena	3	5	1	426	110	170	Tate	27	47	12	3,914	110	218
Itawamba	32	49	3	4,057	39	194	Tippah	23	37	3	2,790	39	170
Jackson	233	381	159	34,195	23	266	Tishomingo	19	28	1	2,101	20	170
Jasper	13	19	3	1,682	110	218	Tunica	54	88	28	7,766	87	242
Jefferson	35	49	16	4,690	85	242	Union	20	29	1	2,514	110	170
Jeff Davis	9	11	1	1,086	110	170	Walthall	18	27	4	2,366	110	194
Jones	92	148	14	11,568	12	239	Warren	119	194	47	16,356	17	266
Kemper	7	13	1	998	110	194	Washington	508	709	286	69,613	25	242
Lafayette	17	31	3	2,081	55	170	Wayne	53	79	29	7,341	55	194
Lamar	53	90	16	7,501	62	218	Webster	11	14	1	1,115	22	146
Lauderdale	162	241	74	22,240	16	218	Wilkinson	19	24	0	2,234	110	146
Lawrence	45	64	15	5,863	42	194	Winston	63	90	30	7,858	11	194
Leake	27	43	10	3,600	38	242	Yalobusha	25	34	3	3,063	48	194
Lee	82	123	18	10,627	73	194	Yazoo	83	114	17	10,612	83	194

<sup>1</sup> Total TANF program [TANF-Basic and TANF-Unemployed Parent (UP)].

## PERCENTAGE BY COUNTY RECEIVING TANF FOR MONTH OF JUNE 2015

County	Children	Adults	Percentage	County	Children	Adults	Percentage
<b>State Total</b>	<b>9,888</b>	<b>2,877</b>	<b>0.43%</b>				
Adams	45	2	0.15%	Leflore	145	48	0.61%
Alcorn	90	15	0.28%	Lincoln	98	15	0.32%
Amite	31	2	0.26%	Lowndes	278	105	0.64%
Attala	76	31	0.56%	Madison	233	57	0.29%
Benton	19	2	0.25%	Marion	38	8	0.18%
Bolivar	370	144	1.52%	Marshall	67	14	0.22%
Calhoun	20	4	0.16%	Monroe	96	26	0.34%
Carroll	8	1	0.09%	Montgomery	20	1	0.20%
Chickasaw	71	10	0.47%	Neshoba	91	32	0.42%
Choctaw	24	9	0.40%	Newton	56	15	0.33%
Claiborne	28	3	0.34%	Noxubee	143	71	1.93%
Clarke	15	2	0.10%	Oktibbeha	92	24	0.23%
Clay	82	36	0.58%	Panola	127	31	0.46%
Coahoma	406	202	2.45%	Pearl River	133	13	0.26%
Copiah	111	30	0.49%	Perry	27	5	0.26%
Covington	25	3	0.14%	Pike	93	13	0.26%
DeSoto	191	30	0.13%	Pontotoc	30	1	0.10%
Forrest	163	21	0.24%	Prentiss	35	4	0.15%
Franklin	13	2	0.19%	Quitman	77	25	1.33%
George	64	12	0.33%	Rankin	222	41	0.18%
Greene	15	4	0.13%	Scott	88	14	0.36%
Grenada	68	4	0.33%	Sharkey	49	18	1.44%
Hancock	58	9	0.15%	Simpson	88	21	0.40%
Harrison	616	204	0.41%	Smith	13	1	0.09%
Hinds	1,457	452	0.78%	Stone	20	5	0.14%
Holmes	159	52	1.14%	Sunflower	269	82	1.28%
Humphreys	193	93	3.27%	Tallahatchie	61	12	0.49%
Issaquena	5	1	0.43%	Tate	47	12	0.21%
Itawamba	49	3	0.22%	Tippah	37	3	0.18%
Jackson	381	159	0.38%	Tishomingo	28	1	0.15%
Jasper	19	3	0.13%	Tunica	88	28	1.09%
Jefferson	49	16	0.86%	Union	29	1	0.11%
Jeff Davis	11	1	0.10%	Walthall	27	4	0.21%
Jones	148	14	0.24%	Warren	194	47	0.50%
Kemper	13	1	0.14%	Washington	709	286	2.03%
Lafayette	31	3	0.06%	Wayne	79	29	0.53%
Lamar	90	16	0.18%	Webster	14	1	0.15%
Lauderdale	241	74	0.40%	Wilkinson	24	0	0.26%
Lawrence	64	15	0.63%	Winston	90	30	0.65%
Leake	43	10	0.23%	Yalobusha	34	3	0.30%
Lee	123	18	0.17%	Yazoo	114	17	0.47%

# CONTACT INFORMATION





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## CONTACT INFORMATION

### EXECUTIVE OFFICE

Executive Director Richard Berry .....	601-359-4457
Deputy Executive Director Mark Smith .....	601-359-9669
Deputy Administrator for Programs John Davis.....	601-359-4458

### DIRECTORS

Aging and Adult Services Director Melinda Bertucci.....	601-359-4915
Budgets and Accounting Director Earl Walker .....	601-359-4662
Community Services Director Tina Ruffin.....	601-359-4768
Early Childhood Care and Development Laura Dickson .....	601-359-4555
Family and Children's Services Director Mike Gallarno .....	601-359-4999
Field Operations Director Cathy Sykes .....	601-359-4093
Human Resources Director Daren Vandevender .....	601-359-4444
Management Information Systems CSIO Mark Allen.....	601-359-4600
Program Integrity Director Laura Griffin .....	601-359-4900
Youth Services Director James Maccarone .....	601-359-4972

### STATE OFFICE

Physical Address.....	750 North State Street, Jackson, MS 39202
Mailing Address .....	PO Box 352, Jackson, MS 39205
Public Information.....	800-345-MDHS (800-345-6347) ..... 601-359-4500
Telephone Deaf Device .....	TDD (800-676-4154) ..... 601-359-2656

### WEB INFORMATION

Website .....	<a href="http://www.mdhs.ms.gov">http://www.mdhs.ms.gov</a>
Twitter.....	<a href="http://twitter.com/MS_DHS">http://twitter.com/MS_DHS</a>
Facebook .....	<a href="http://www.facebook.com/msdhs">http://www.facebook.com/msdhs</a>

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## CONTACT INFORMATION

### GENERAL INFORMATION

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

### AGING & ADULT SERVICES

Aging & Adult Services .....	888-240-7539
Client Assistance (Routing for AAAs) .....	800-948-3090
Mississippi Access to Care (MAC) Centers.....	844-822-4MAC.....844-822-4622
SHIP (Medicare Assistance).....	888-240-7539
Adult Protective Services (APS) Hotline .....	800-222-8000

### COMMUNITY SERVICES

CSBG/LIHEAP/WAP Programs .....	800-421-0762
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### EARLY CHILDHOOD CARE AND DEVELOPMENT

Child Care Express.....	800-877-7882
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### FAMILY AND CHILDREN'S SERVICES

Child Abuse Hotline .....	800-222-8000
Adoption Resource Exchange .....	800-821-9157
Foster Care .....	800-345-6347

### FAMILY FOUNDATION & SUPPORT

Family Foundation & Support Information and Services .....	800-590-0818
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### FIELD OPERATIONS

#### CHILD SUPPORT SERVICES

Child Support Call Center.....	877-882-4916
Client Automated Voice Response .....	800-434-5437
METSS Help Desk.....	866-512-5087

#### ECONOMIC ASSISTANCE SERVICES

Client Inquiry .....	800-948-3050
EBT Help Desk .....	866-449-9488
EBT Help Line-Retailers.....	866-598-1772
EBT Help Line-Customers.....	866-512-5087
EPPICard Customer Service .....	866-461-4095

### HUMAN RESOURCES

Personnel.....	800-433-1210
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### PROGRAM INTEGRITY

SNAP Fraud Hotline .....	800-299-6905
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### YOUTH SERVICES

Division of Youth Services.....	866-312-7215
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750 North State Street  
Jackson, Mississippi 39202  
800-345-6347  
601-359-4500  
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