



# MISSISSIPPI



## DEPARTMENT OF HUMAN SERVICES

ANNUAL REPORT  
STATE FISCAL YEAR

# 2011



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# History of the Mississippi Department of Human Services and Mission Statement

## History of the Agency

The Mississippi Department of Human Services has its origins in legislation passed during the closing days of the administration of Governor Mike Conner in 1935 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 State Welfare Board of five members, a State Commissioner and not more than ten 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 handicapped 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 its passage of the “Mississippi Old Age Security Act.” The Emergency Relief Administration, which had only functioned for five months, was abolished and the law also provided for the creation of a State Board of Public Welfare, a State 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 over 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].

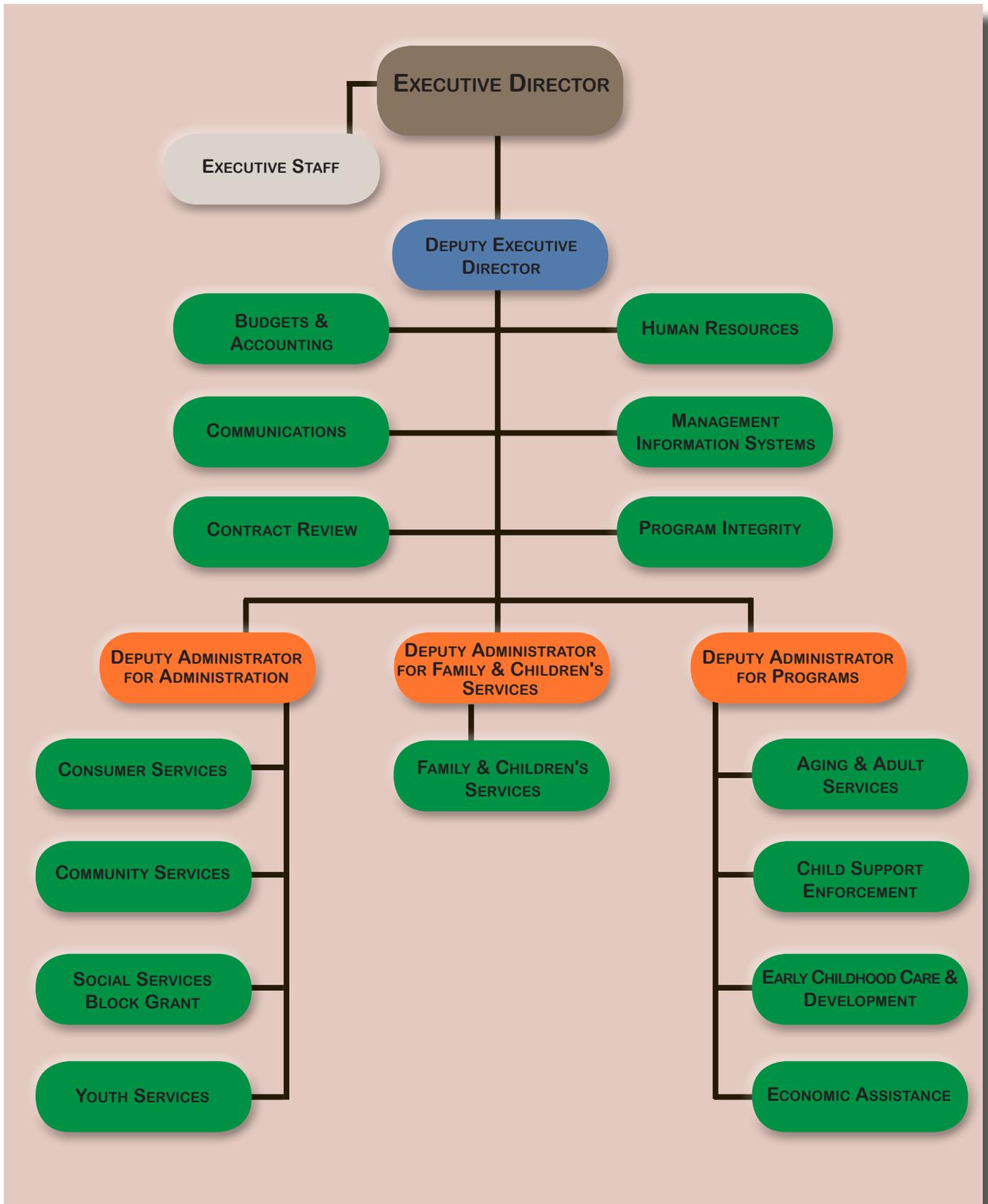
The Mississippi Department of Human Services (MDHS) was renamed and established by the legislature in 1989 as part of the state government's reorganization [General Laws of the State of Mississippi, 1989, Ch. 544]. The new department assumed the responsibilities of the State Department of Public Welfare 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 formerly within the Division of Federal-State Programs, Office of the Governor [Mississippi Code Annotated, 1972, §43-1-6]. The agency has seven programmatic divisions including the Divisions of Aging and Adult Services, Child Support Enforcement, Community Services, Early Childhood Care and Development, Economic Assistance, Family and Children’s Services and Youth Services. MDHS maintains offices in all 82 counties of the state and employs about 3,200 Mississippians.



## Agency 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.

# Organizational Chart



# Programmatic Highlights

## Public Health & Human Service Committee Members

### Senate

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

### House of Representatives

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

## Aging and Adult Services

- 358,790 meals were served in congregate settings.
- Over 2.1 million meals were served to seniors and eligible family members.
- Over 75,000 older Mississippians were served through the Area Agencies on Aging (AAA). Services include: meals, transportation, legal assistance, ombudsman advocacy and elder abuse prevention.

## Child Support Enforcement

- Child support collections totaled over \$314 million.
- Tax Offset Program intercepted over \$35 million.
- Paternity establishment percentages equaled 90% of cases where children were born out of wedlock.
- 9,071 licenses were suspended.

## Community Services

- The Low-Income Home Energy Assistance Program (LIHEAP) served over 160,000 Mississippi homes.
- The Low-Income Weatherization Assistance Program (WAP/WX) weatherized 3,792 homes in the state.

## Early Childhood Care and Development

- 49,908 children were served through the Child Care and Development Fund (CCDF).
- 497 licensed facilities statewide participated in the Quality Rating System (QRS).
- The Child Care Partnership Grant Program (CCPG) served 1,314 children through community-based organizations, business partnerships and Head Start organizations.

## Economic Assistance

- The Supplemental Nutrition Assistance Program (SNAP) issued over \$901.9 million in benefits to recipients, representing an average of over 611,000 persons, up from about \$828.7 million in SFY 2010 and 536,000 citizens.
- Surplus food items valued at \$6,190,356 were distributed to 1,730,957 eligible recipients through the Emergency Food Assistance Program (TEFAP).

## Family and Children's Services

- An average of 3,848 children received foster care services.
- The 24-hour Hotline for reports of child abuse and neglect processed 46,192 calls.

## Youth Services

- 1,488 youth received services through Adolescent Offender Programs (AOPs) serving Mississippi counties.

## PROGRAMMATIC DIVISIONS

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*Aging and Adult Services*

*Child Support Enforcement*

*Community Services*

*Early Childhood Care and Development*

*Economic Assistance*

*Family and Children's Services*

*Youth Services*



## Division of Aging and Adult Services

The vision statement for the Division of Aging and Adult Services (DAAS) is, “Every older Mississippian living the best life possible.” This statement mirrors the division’s mission statement, “Protecting the rights of older Mississippians while expanding their opportunities and access to quality services.” DAAS proactively carries out a wide range of functions related to advocacy, planning, coordination, interagency linkages, information sharing, brokering, monitoring and evaluation. The responsibilities of the division include:

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



### Access Services

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

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

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

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

### Adult Protective Services

Legislation was passed in 2006 to fund and create the Adult Protective Services (APS) Unit within the Division of Aging and Adult Services. 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. The APS program was expanded to 18 staff dedicated to protecting vulnerable adults by investigating suspected and reported claims of abuse, neglect and exploitation in local communities and homes.

Aging and Adult Services  
601-359-4929  
800-948-3090  
888-240-7539  
APS Hotline  
800-222-8000  
Aging and Disability  
Resource Center:  
MississippiGetHelp.org

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## Employment

**Title V Senior Community Service Employment** provides employment training through local community service agencies to persons who are 55 years of age and older. Persons meeting income eligibility requirements are provided training opportunities to help achieve unsubsidized employment. Statewide, 146 seniors were served through this program.

## Medicare Counseling

**The State Health Insurance Program (SHIP)** provides information, counseling and assistance to consumers about Medicare as changes to the program develop. Services were provided to over 19,000 persons through presentations, workshops and health fairs.

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

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

## VISTA

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

## Legal Assistance and Advocacy

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

- Legal Assistance for older persons who need legal advice, a consultation and/or representation. Referrals are made to legal service providers and pro bono attorneys.
- The Ombudsman Program provides a “voice for residents.” The ombudsman supports the highest possible quality of life for the resident, serves as a resident’s advocate and is responsible for investigating and attempting to resolve concerns and complaints made by or on behalf of residents of long-term care facilities.
- Elder Abuse Prevention activities include public information programs that focus on issues that can help prevent abuse, fraud and exploitation of older persons.

## Home and Community-Based Programs

Home and community-based 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 provides assistance to older persons in their home who have no one to assist them with daily activities such as personal hygiene, light housekeeping or other chores.
- Adult Day Care provides a planned program that includes a variety of health, social and support services in a protective setting usually during daytime hours. This community-based program is designed to meet the individual needs of functionally and/or cognitively impaired adults.
- The Older Adults Nutrition Program includes the Congregate Meals Program and the Home-Delivered

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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 home bound seniors unable to prepare food for themselves and who are at risk for early institutionalization.

- Emergency Services are designed to satisfy the unmet needs of older persons in crisis situations. These services can include food, medical supplies, equipment and other items needed in a crisis situation.
- Respite Services are designed to give caregivers a break from their caregiving responsibilities. Respite time varies based on the caregiver's need.
- The Family Caregiver Support Program provides support to the many caregivers who are responsible for providing care to older adults. This program has five basic services for family caregivers including:
  - ▶ Information for caregivers about available services.
  - ▶ Assistance to caregivers in gaining access to supportive services.
  - ▶ Counseling assistance.
  - ▶ Respite services.
  - ▶ Supplemental services.

## **Older Adults Nutrition Program**

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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 2011:

- 358,790 meals were served in congregate settings.
- Over 2.1 million meals were served to seniors and eligible family members.
- The DAAS provides a comprehensive system of home and community-based services to persons age 60 and older. Through the AAAs, community-based resources are coordinated to provide services to over 75,000 older Mississippians at the local level.

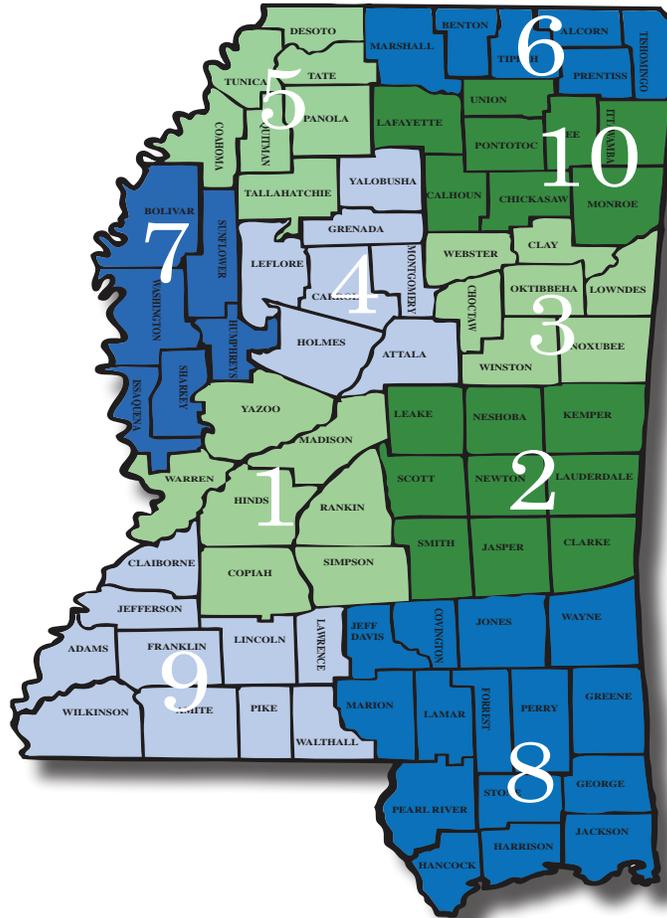
## **Special Initiatives**

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DAAS is committed to helping seniors and their caregivers access services. The following are some of the special projects for SFY 2011:

- The division provided the Chronic Disease Self-Management Program, developed by Stanford University, to 470 seniors and their caregivers to facilitate involvement in the management of their chronic disease.
- The division supported the Prescription Assistance Program for seniors and indigent people through the SenioRxMS website, offering free and low-cost prescription medication options.
- DAAS expanded the National Family Caregiver Support Program to encompass the following major components: information, assistance, respite services, supplemental services and grandparent counseling services.

# AREA AGENCIES ON AGING

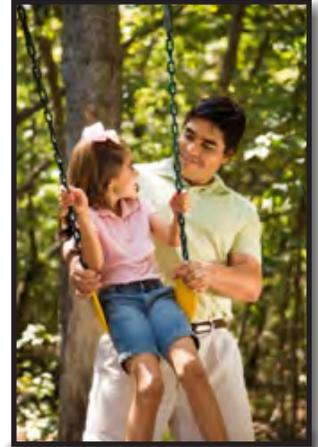


## AREA AGENCIES ON AGING

1. <b>CENTRAL MS AAA</b> Chelsea B. Crittle ccrittle@cmpdd.org 601-981-1511	6. <b>NORTHEAST MS AAA</b> Linda Presley lpresley@nempdd.com 662-728-7038
2. <b>EAST CENTRAL AAA</b> Rosie Coleman rjcoleman@ecpdd.org 601-683-2401	7. <b>SOUTH DELTA AAA</b> Sylvia Jackson sdaaaa@hotmail.com 662-378-3831
3. <b>GOLDEN TRIANGLE AAA</b> Bobby Gann bgann@gtpdd.com 662-324-4650	8. <b>SOUTHERN MS AAA</b> Robert Moore rmoore@smpdd.com 228-868-2326
4. <b>NORTH CENTRAL AAA</b> Darlena Allen dallen@ncpdd.org 662-283-2675	9. <b>SOUTHWEST MS AAA</b> Yolanda Campbell yolanda@swmpdd.com 601-446-6044
5. <b>NORTH DELTA AAA</b> Roderick Gordon rgordon@ndpdd.com 662-561-4100	10. <b>THREE RIVERS AAA</b> Cleveland Joseph cjoseph@trpdd.com 662-489-2415

# Division of Child Support Enforcement

The Division of Child Support Enforcement (DCSE) offers services to Mississippi's children and families that help ensure the families' financial, medical and emotional support from both parents. This mission empowers families to become self-sufficient so that every child is able to develop into the most productive adult possible. DCSE operates 84 offices in 82 counties to ensure the availability of child support services to all eligible persons in the State of Mississippi. These services include:



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

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

Consistent receipting and distribution of child support to children and families builds the capacity of families to become self-sufficient and less dependent upon government benefits. During SFY 2011, DCSE made a positive impact upon children and families in Mississippi and had a number of significant accomplishments.

- Child support collections totaled \$314,027,548.13.
- Paternity establishment percentages equaled 90% of cases where children were born out of wedlock.

## 2011 Legislation

House Bill (HB) 344 includes a comprehensive paternity disestablishment bill that lays out a uniform process for when the legal father may or may not disestablish paternity upon negative genetic testing. This uniformity provides clarity for courts as to when genetic testing can be allowed. This piece of legislation extends the amount of time from 60 days to one year that a legal father may rescind a birth certificate acknowledgement.

HB 344 also includes a provision that provides credit toward an obligor parent's child support arrearage when a child is paid a retroactive lump sum from the obligor's Social Security disability if the arrearage accrued during the period the obligor was ruled to be disabled by the Social Security Administration. HB 344 was passed and signed by Governor Haley Barbour on July 1, 2011.

## Programs or Initiatives

The **Tax Offset Program** is a federally mandated program that intercepts state and federal taxes from noncustodial parents who are delinquent in making their child support payments. These funds are either distributed to the custodial parent or recovered as repayment for expended TANF benefits. In SFY 2011, \$35,440,860.34 was collected through this program.

The **License Suspension Program** is a federally mandated program which allows the suspension of driver's, professional and/or recreational licenses for non-payment of child support. During SFY 2011, 9,071 licenses were suspended.

**New Hire Reporting** - Employers are mandated to report newly hired or re-hired employees to the Mississippi State Directory of New Hires within 15 days of hire so that timely action may be taken on any existing child support case.

Child Support  
Enforcement  
601-359-4861  
877-882-4916

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**Immediate 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 a federally mandated standard and requires that the wages of the obligated parent be subject to Income Withholding unless there is good cause or a written agreement between the parties for an alternative arrangement.

**Automatic Income Withholding** - DCSE sends withholding orders automatically to the noncustodial parent's employer/payor when there is a match in the New Hire Directory. This may be suppressed with good cause or a written agreement between the parties for an alternative arrangement.

**The Central Receipting and Disbursement Unit (CRDU)**, located at the MDHS State Office in downtown Jackson, provides a convenient place to make child support payments. Scanning and imaging equipment is used to increase business operations, improve customer service and process payments in a shorter period of time with fewer errors.

**Credit Bureau Reporting** - Mississippi Enforcement and Tracking of Support System (METSS) automatically reports noncustodial parents with a delinquent balance of 60 days or more to the Credit Bureau.

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

**Central Registry for Interstate Cases** is the point of contact for other state child support agencies. Central Registry receives all out-of-state cases requiring assistance, processes the information and forwards the cases to the appropriate county office.

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

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

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

**A Simple Acknowledgment of Paternity (ASAP)** is Mississippi's voluntary paternity establishment program which makes it possible for parents to establish paternity in hospitals, birthing facilities, the State Department of Health, county health departments and DCSE. This procedure carries the same legal effect as if the parents were married at any time between conception and birth and provides for the addition of the father's name to the child's birth certificate. The outreach area for paternity establishment was further enhanced and staff was added to cover hospitals, clinics, doctor offices and state offices for assistance with testing and information.

**Mississippi Access and Visitation Program (MAV-P)** - Federal grants are provided to states to establish and administer programs to support and facilitate nonresidential parents' access to and visitation of their children. Pro Se Clinics, led by DCSE legal staff, are an important part of the MAV-P, teaching parents how to represent themselves in child support court. In addition, MAV-P offers mediation, counseling, conflict-stress classes, parenting classes, monitored visitations and supervised visitations.

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

## Key Project Summaries

**The Federal Reliability Audit for Federal Fiscal Year 2010** resulted in no deficiencies found. This audit is conducted to assess completeness, reliability and accuracy of data. In addition, it also assesses the system used to process the data and determines the accuracy of financial and case management in the state's child support or Title IV-D Program. The division is authorized by Title IV-D of the Social Security Act to collect child support. The cases, referred to as IV-D cases, are those that the division enforces, receives and distributes the payments to the custodial parent. Non-IV-D cases are those that DCSE only receives and distributes the payments.

**Field Operations** - With one the lowest number of staff positions in the nation per case, DCSE continues to increase collections and paternity establishments. Special one-time federal funds were used to hire additional staff to clear old cases, complete a special paternity project and establish a customer service call center for clients.

This year Field Operations implemented a scanning project to facilitate better communications with offices and clients throughout the state. The unit also established a centralized Financial Unit to better serve clients when adjustments, refunds and re-issues of outdated checks are needed.

The **Program Compliance Unit** completed the State's Self Assessment Report for Federal Fiscal Year 2010. This report measures state compliance with federal requirements for distribution, paternity/support establishment, enforcement, expedited process, medical support, case closure and review and adjustment. For the review, 1,459 cases were randomly extracted from within the METSS system. DCSE Auditors, along with the Division of Management Information Systems (MIS), developed Mississippi Self Assessment Audit Software to review cases based on the federal criteria and the automated system and ensure that county staff are complying with state and federal guidelines and time frames for processing child support cases.

### Collections have Increased Significantly over the last Ten Years.

2002 .....	\$191,423,391
2003 .....	\$197,330,011
2004 .....	\$206,596,005
2005 .....	\$218,293,613
2006 .....	\$230,206,702
2007 .....	\$242,768,697
2008 .....	\$264,727,367
2009.....	\$286,696,080
2010.....	\$291,569,900
2011.....	\$314,027,548

### Pro Se Workshops

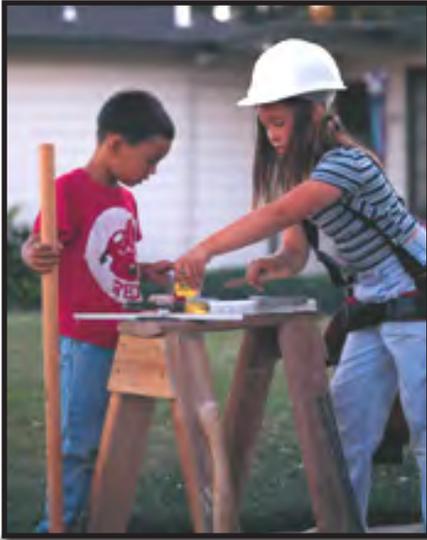
- Are you having problems seeing your children?
- Have you tried working out a solution with the co-parent through Mississippi's Access & Visitation Program?
- Are you paying child support, but visitation has not been legally established?
- Has visitation been legally established, but you continue to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

**Call 1-601-359-4861 for information on a free Pro Se Workshop.**

### License Suspensions

<i>Dept. of Public Safety</i> .....	7,922
<i>Dept./Wildlife, Fisheries/Parks</i> .....	1,118
<i>Board/Education</i> .....	5
<i>Board/Cosmetology</i> .....	9
<i>Prof. License MSDH</i> .....	4
<i>Board ABC</i> .....	1
<i>Eng./Land Surveyors</i> .....	1
<i>Insurance Comm</i> .....	11
<b>Total</b> .....	<b>9,071</b>

# Division of Community Services



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

The division works to help clients achieve self-sufficiency through activities such as education, employment, nutrition, housing, health services, community affairs and transportation. For eligible homeowners, energy bill assistance is available. Homeowners may also qualify for weatherization assistance for their homes to reduce the cost of heating and cooling while improving energy efficiency. The division also actively promotes responsible fatherhood training so Mississippi's men can learn how to be successful fathers for their children.

## Budget

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

- Community Services Block Grant (CSBG) - \$10,760,781; clients served - 105,292.
- Low-Income Home Energy Assistance Program (LIHEAP) - \$40,425,796; households served - 160,055.
- Low-Income Weatherization Assistance Program (WAP/WX) - \$1,290,592; (ARRA/WX) - \$49,421,193; homes weatherized - 3,792.

## Programs

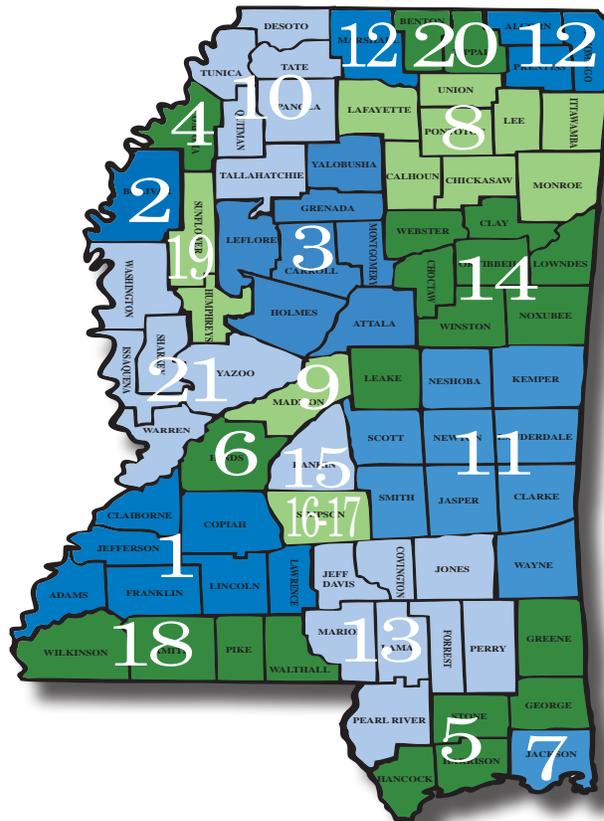
**Community Services Block Grant Program (CSBG)** funds are used to provide a range of services and activities designed to help alleviate the causes and effects of poverty. These services help clients obtain an adequate education, secure and retain meaningful employment, obtain and maintain adequate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

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

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

Community Services  
601-359-4768  
800-421-0762

# Division of Community Services Service Agency Map



## SERVICE AGENCIES

1. <b>AJFC CAA</b> 601-442-8681 866-243-0041	8. <b>LIFT, INC.</b> 662-842-9511 800-844-5438	15. <b>RANKIN COUNTY HRA</b> 601-825-1309 866-724-7284
2. <b>BOLIVAR CAA</b> 662-846-1491	9. <b>MADISON COUNTY CSA</b> 601-855-5710	16. <b>SIMPSON COUNTY HRA</b> 601-847-4611
3. <b>CENTRAL MS, INC.</b> 662-283-4781 800-898-0410	10. <b>MID-STATE CAA</b> 662-647-2463 800-523-6683	17. <b>SOUTH CENTRAL CAA</b> 601-847-5552
4. <b>COAHOMA OPPORTUNITIES</b> 662-624-4887	11. <b>MULTI-COUNTY CSA</b> 601-483-4838 800-898-0659	18. <b>SOUTHWEST MS OPPORTUNITIES</b> 601-684-5593 800-250-7730
5. <b>GULF COAST CAA</b> 228-896-1409 888-603-4222	12. <b>NORTHEAST MS CS</b> 662-728-2118 877-728-2118	19. <b>SUNFLOWER-HUMPHREYS, INC.</b> 662-887-5655 888-677-1461
6. <b>HINDS COUNTY HRA</b> 601-923-3930	13. <b>PRVO</b> 601-736-9564 866-736-9564	20. <b>UNITED CAA</b> 662-224-8912 888-744-4407
7. <b>JACKSON COUNTY CAC</b> 228-769-3292 866-255-9987	14. <b>PRAIRIE OPPORTUNITY</b> 662-323-3397 888-397-5550	21. <b>WWISCA</b> 662-378-5857 800-820-8204

# Early Childhood Care and Development



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

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

## Direct Services

**Child Care Certificate Program** - ECCD subgrants with nine designated agents who are responsible for specific counties in their region to administer the Child Care Certificate Program. Each designated agent issues certificates for child care services to TANF participants, parents transitioning off TANF, low-income working parents or parents in a full-time approved education or training activity. Parents may take these certificates to the provider of their choice that 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 2011, 49,908 children were served. As of June 30, 2011, there were 12,964 children on the waiting list for child care services.

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

1. Child care for Temporary Assistance for Needy Families (TANF) recipients.
2. Child care for Transitional Child Care (TCC) recipients.
3. Children of very low income working parents whose income is at or below the 50% State Median Income (SMI), who are at risk of going on TANF, in the following order:
  - a. Children in protective services or foster care;
  - b. Children with special needs;
  - c. Children of parents deployed in the Mississippi National Guard and Reserve;
  - d. Children of teen parents currently enrolled in school full-time;
  - e. Children of all other eligible parents at this income level.
4. Based upon the availability of funding, children of parents working the required 25 hours per week whose income falls above 50% of the SMI and at or below 85% of the SMI.

Early Childhood  
Care and  
Development  
601-359-4555  
800-877-7882

**The Child Care Partnership Grant Program (CCPG)** is a special initiative developed by ECCD to encourage partnerships that address employee and community child care needs. This federal matching grant program encourages local commitment to child care through community-generated financial resources that can be matched with federal funds. Applicants eligible for consideration for a subgrant include local or county governments, state agencies and municipalities. Current partnerships include

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the cities of Jackson, Starkville, Vicksburg, Bolton, the Hancock County Human Resource Agency and Hinds Community College. CCPG also includes direct grants to purchase child care slots. This year 1,314 children were served through community-based organizations, business partnerships and Head Start organizations through a non-competitive process to provide child care services.

## Quality Training Initiatives

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**Allies for Quality Care Program** – This ECCD funded program serves eligible, randomly selected child care centers located in Hinds and Rankin counties. The focus of this effort is to address the programmatic needs of child care centers through evaluation and intense on-site technical assistance. The program provides direct assistance to participating centers in an effort to improve the learning environment in each classroom through increased ITERS and ECERS scores; improve the nutritional quality of food provided to children; and develop an operating budget for the program and identify cost saving opportunities.

**Mississippi State Department of Health (MSDH)** – ECCD provides \$1 million in CCDF funds to the MSDH Child Care Licensure Branch to assist in funding activities associated with the administration of child care licensure within the state.

**Nurturing Home Initiative, Mississippi State University (MSU) Extension Services** provides educational training and technical assistance to unlicensed in-home childcare providers that offer full-day, full-year child care services to eligible families. This initiative is a statewide effort to improve the quality of care being provided at in-home child care settings. The training and evaluation activities delivered through this initiative will have a measurable impact on the improvement and enhancement of quality care. In the past ten years, 1,320 Mississippi in-home providers have been served.

**Partners for Quality Child Care, MSU Early Childhood Institute (ECI)** provides quality technical assistance and assessments for caregivers in licensed child care settings throughout the state and identifies the high level of quality child care through the use of nationally recognized environmental rating scales. The Infant/Toddler Environmental Rating Scales (ITERS) and the Early Childhood Environmental Rating Scales (ECERS) are used to assess the development and enhancement of licensed facilities. During SFY 2011, 851 licensed centers were served.

**Guiding Preschool Staff (GPS)** is an expansion project of Partners for Quality Child Care. This project places technical assistants in child care centers in the Mississippi Delta to guide staff in adopting best practice while providing essential supplies. The assistants have been through intensive training, have earned their Child Development Associate Certificate and have learned ways to provide the most appropriate care for children. During the fiscal year, 78 child care centers participated in the program.

**ECCD Director’s Credentialing Program, Mississippi Forum on Children and Families** provides child care center directors and staff 120 hours of module training which evaluates the knowledge and skills for successful completion of the Child Care Management Best Practices and supports quality throughout Mississippi’s child care system with professional development that offers quality age-appropriate developmental activities in child care settings. The initiative promotes the development of language, literacy, pre-reading and numeracy skills of children. Since its inception, 3,878 child care professionals have successfully completed the training.

**MSU Extension Services** provides training on the Mississippi Early Learning Guidelines, three and four-year-old programs. To date, 9,450 child care providers received distance training and 16,394 received face-to-face training. The Early Learning Guidelines Training is an essential tool used to prepare Mississippi’s youth for “Ready To Learn.”

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

**Child Care Development Associate Credential ECCD/Mississippi State University (MSU)** provides training and support to child care workers in licensed child care settings so they may obtain the Child Development Associate Credential (CDA) through the National Association for the Education of Young Children (NAEYC)

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

**Project IMPACT (Improving and Maximizing Professional Development and Achievement Through Child Care Trainings)**, Jackson State University provides statewide training and evaluation activities for childcare educators/providers to improve the quality of care for children in licensed and/or unlicensed childcare settings. To date, Project IMPACT has provided training to 2,212 childcare educators/providers.

**Project Prepare** is an evaluation-based training and technical assistance initiative for licensed child care center directors and providers in the use of best practice to serve all children, including those with high risk factors such as disabilities, chronic health impairments and special needs due to environmental factors. During SFY 2011, 2,105 providers received training and/or resources/support through workshops or On-Site Technical Assistance.

**Voices for Mississippi's Children, Inc.** provides training and evaluation activities in the field of early childhood education for child care providers, administrators, parents, licensed centers and family home providers that offer full-day and full-year child care services and promote age-appropriate developmental activities. Four mini-conferences were offered throughout the state where participants could earn up to 10 contact hours.

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

**The United Way** – The purpose of the Child Care Partnership Grant Program with United Way is to encourage local commitment to child care through community generated financial resources that are matched with Child Care and Development Funds for families seeking emergency and/or protective assistance.

**The Annual Pine Belt Childcare Directors Network Conference** provides training for approximately 400 child care providers to enhance their services for Mississippi's children.

**The Mississippi State Department of Health (MSDH)** trains child care staff in the Color Me Healthy curriculum. Color Me Healthy is a developmentally appropriate curriculum to teach children about a healthy diet that includes fruits and vegetables. The program is highly visual and interactive and uses color, music, dance and imaginary play to teach its principles. MSDH has trained 573 child care centers and over 1,325 staff to use the curriculum in preschool classrooms.

**The Quality Rating System (QRS) Enhancement Project** provides child care directors with supplies for the math, science and listening centers. The centers also received detailed descriptions of how the materials fit with the Early Childhood Environmental Rating Scale and the Early Learning Guidelines which are components of the QRS.

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

**An After-School Pilot** this year included the "I Too Can Fly" Aviation Program. Students work 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 through a project approach curriculum.

**Mississippi Early Childhood Association (MSECA)** partners with ECCD to offer directors of licensed child care centers memberships and/or opportunities to attend conferences. MSECA is open to all who are concerned with the care and education of young children. The group facilitates growth for child care professionals; proposes constructive legislation to safeguard the welfare and enhance the educational opportunities of our youngest citizens; cooperates with local, state and national organizations in the interest of young children;

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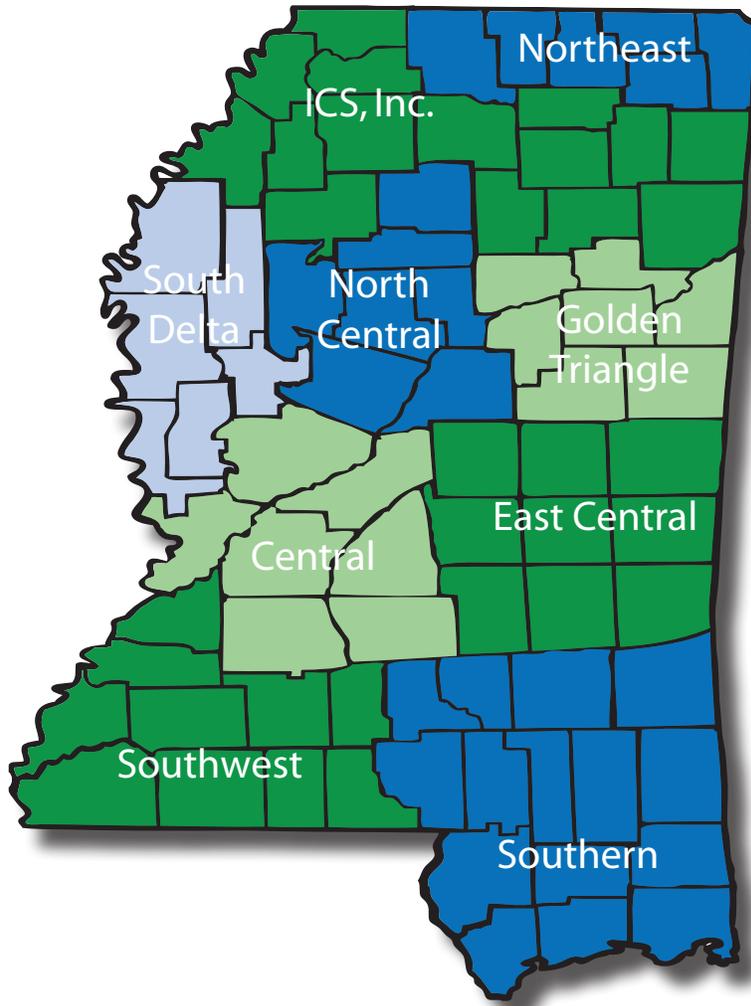
utilizes and develops talents of parents, teachers, administrators, social workers, medical personnel and other persons interested in young children; and supports quality education and child care for all children regardless of ethnicity, creed or gender.

## Highlights

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- Governor Haley Barbour issued a signed proclamation to recognize April as “Month of the Child” in the state. During the week of April 11-15, 2011, ECCD visited child care centers to educate children and caregivers on the importance of eating healthy and being fit. Centers were provided nutrition materials to teach children about healthy foods and fitness materials to encourage active play.
- ECCD implemented the Mississippi Child Care Quality Step System (MCCQSS) as a system to assess, improve and communicate the level of quality in licensed early child care and education settings. Components of MCCQSS include: Administrative Policy, Professional Development, Learning Environments, Parental Involvement and Evaluation. Currently 497 licensed facilities statewide are participating in the Quality Rating System (QRS).
- Mississippi adopted the motto “Step Up to Star Quality.” As licensed child care providers advance to higher “Star Step” levels of quality care, they receive an ongoing Quality Bonus ranging from 7% to 25% if they serve subsidized families participating in the CCDF Childcare Certificate program.
- MDHS cosponsored the Mississippi Early Childhood Collaborative Summit April 4, 2011 with the Mississippi Department of Education and the Mississippi Head Start Association to foster communication that will advance the cause of effective early education.

# ECCD Provider Map



## DESIGNATED AGENTS

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

## Division of Economic Assistance

The Division of Economic Assistance (DEA) is responsible for programs which ensure nutrition, health care and other basic needs are met for low and medium-income individuals and families in Mississippi. The division administers the Supplemental Nutrition Assistance Program (SNAP), formerly known as the food stamp program, and the Temporary Assistance for Needy Families (TANF) Program which provides employment, training and support services for clients such as transportation and child care, which are intended to promote self-sufficiency. DEA has offices in each county of the state under the guidance of a county director who has both programmatic and administrative responsibilities. The offices are divided among seven regions with a regional director who has oversight responsibility for the counties within the 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 service delivery and fiscal integrity.

- DEA completed the document imaging project which created electronic files for claims records, SNAP and TANF case files.
- Mississippi completed the year with a payment accuracy rate of 98.08% in SNAP for federal fiscal year (FFY) 2010.
- The state reported TANF participation rate was 70.82% for FFY 2010.
- Outstanding Performance in Claims Award: This annual award was presented to only one state in each region by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS). The award recognized DEA for achieving the highest percentage of claims collections per capita over the fiscal year.
- Quality Control (QC) Star Award: The FFY 2010 QC Star award was presented to DEA by the USDA/FNS for being top in the region. The award was determined by weighing measurable standards of excellence in quality control with rating criteria to include transmission timeliness, case completion rate, case review accuracy and validity of data transmitted to USDA/FNS.
- Quality Control (QC) Program Integrity Award: The FFY 2010 QC Program Integrity Award was presented to DEA by the USDA/FNS for showing a continuous dedication and commitment to payment accuracy by achieving the lowest combined payment error rate and negative error rate as averaged over the past three years.

### Field Operations/Administrative Unit

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

### Customer Service

Client inquiries and 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.

Economic Assistance  
601-359-4810  
Client Inquiry  
800-948-3050  
Foundation for Families  
800-590-0818

## **PAYMENT TOTALS SFY 2011**

### **TANF**

#### **TANF AVERAGE MONTHLY CASELOAD**

Families: 11,765  
Persons: 24,853  
Adults: 6,367  
Children: 17,994

#### **TANF AVERAGE MONTHLY PAYMENTS**

Statewide: \$1,652,385  
Family: \$140.65  
Person: \$66.49

### **SNAP**

#### **TOTAL VALUE OF SNAP ISSUED \$901,922,308**

#### **AVERAGE NUMBER OF RECIPIENTS**

**RECEIVING SNAP**  
Households: 266,944  
Persons: 611,515

**AVERAGE  
MONTHLY BENEFIT  
VALUE OF SNAP**  
Household: \$281.56  
Person: \$122.90

### **CLAIMS**

3,740 claims were established for SNAP benefits improperly received.

SNAP collections totaled \$4,405,701.11

148 TANF claims were established for TANF benefits improperly received.

TANF claims collections totaled \$33,507.08

## **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). SIPV claims are reviewed and approved by the Claims Management Unit and referred to the Division of Program Integrity, Office of Administrative Hearings or the Office of Fraud Investigations for possible court action. The Claims Management Unit collects over-issuances through programs such as the Treasury Offset Program (TOP) which deducts funds from federal retirement payments, federal income tax refunds, vendor payments and some federal salaries.

## **Policy/Training Unit/System Help Desk**

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

Training is continuous for the staff of DEA. Newly hired staff members, such as eligibility workers and case managers, are trained in policies, procedures, TANF, SNAP, related work programs and computer systems. Time management, customer service and interview techniques are also included in the curriculum. New clerical staff are trained in policies, procedures, computer systems, customer service and time management. New supervisors and county directors attend a week of administrative training. Specialized training is provided as needed. Staff training sessions include: County Director Training, Supervisor Training, Case Management Training, Eligibility Worker Training, Case Review Training and Corrective Action Training (CAT) for select staff. System support is provided through the Help Desk to ensure technical issues are addressed in a timely manner and within regulatory requirements.

## **Foundation for Families Unit**

The Foundation for Families Unit encompasses the Abstinence and Healthy Marriage Initiatives and works with public and private organizations, schools, churches and other interested community groups to address the issues of out-of-wedlock births and teen pregnancy by providing information to encourage teens to make responsible decisions, promoting and encouraging stable family formation and healthy marriages.

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## TANF and SNAP Work Programs

The TANF Work Program (TWP) serves all 82 counties in the state with emphasis on providing assistance to needy families with children and providing parents with job preparation, work and supportive services to enable them to become self-sufficient. The state operates the SNAP Employment and Training Program in Hinds County and each household is offered an opportunity for adult members to engage in the program. Referrals are made to the project coordinator who places candidates in available and appropriate work settings.

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## The Emergency Food Assistance Program (TEFAP)

TEFAP is a federal program which helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost. Under TEFAP, commodity foods are made available to states by the USDA who provide the food to local food banks which distribute the items to approved soup kitchens, food pantries and homeless shelters. In SFY 2011 surplus food items valued at \$6,190,356 were distributed to 1,730,957 eligible recipients.

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## 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 and the Food Guide Pyramid. SNAP-Ed classes are taught to eligible participants in various settings such as school classrooms, TANF classes, public housing sites, food banks and pantries, Head Start Centers and Women, Infants and Children (WIC) locations. In SFY 2011, SNAP-Ed expenditures were approximately \$5,309,670.

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## Disaster Relief Efforts

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



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

# Division of Family and Children's Services

## Mission Statement



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

## Vision Statement

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

## Organizational Overview

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

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

## 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. The Field Operations director also works with other MDHS divisions to appropriately budget resources and implement initiatives that will ensure division practices and outcomes meet quality standards set by the agency.

Regional and county-based child welfare workers provide prevention, protection (includes 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 our clients.

Family and Children's  
Services  
601-359-4999  
Child Abuse Hotline  
800-222-8000  
Adoption  
800-821-9157  
Foster Care  
800-345-6347

## DFCS UNITS

Eight units covering different service areas ensure that the needs of families and children are met and include the: Continuous Quality Improvement Unit (CQI), Finance and Administration Unit, Permanency Planning/Placement Unit, Prevention/Protection Unit, Professional Development Unit, Resource Development Unit, Policy Unit and Eligibility Unit.

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## Continuous Quality Improvement (CQI) Unit

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The Performance Improvement Unit was restructured into the CQI program comprised of three distinct units: Foster Care Review, which carries out the mandated agency review of foster care cases through records review and follow-up; Mississippi Automated Child Welfare Information System (MACWIS), which operates and maintains the MACWIS Case Management and Data System; and Evaluation and Monitoring, which supports the mandates resulting from the Olivia Y. vs. Barbour Lawsuit Settlement Agreement and associated COA requirements.

## Finance and Administration Unit

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

## Permanency Planning/Placement Unit

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

During SFY 2011, an average of 3,848 children received foster care services. Children in the custody of the agency are placed in licensed foster homes, therapeutic foster homes, group homes, residential treatment facilities or relative placement.

- The Adoption Unit finalized 297 adoptions during SFY 2011. There were 608 children in the custody of the agency who were freed for adoption with a plan of adoption by the end of the fiscal year. During this time period, 2,172 children received adoption assistance benefits, 1,324 received IV-E/Federal funded benefits and 848 received Child Welfare System/State funded benefits.
- The Interstate Compact for the Placement of Children (ICPC) assures the safety of children being placed across state lines, both those going out of state as well as those coming into the state and provides out-of-state placement and supervision of dependent children. One of the major purposes of the ICPC is to protect children from placement in dangerous or inadequate situations across state lines. During SFY 2011 there were 903 ICPC cases handled either for placement of children from other states into Mississippi or placement of Mississippi children in other states with relatives. This number includes closures, approvals, Regulation 7 Priority Placements (expedited referrals that must be completed in 20 workdays), disruptions and residential treatment facility placements. There were 386 ICPC adoption cases handled and 129 international adoptions processed for adoptive purposes.
- The Independent Living Program (ILP) offers services for adolescents in agency custody the opportunity to acquire basic life skills as they move toward self-sufficiency. In SFY 2011, of the approximately 1,756 youth in custody age 14 and up, 1,107 were actively participating in the program.
- The Licensure Program develops and revises licensure standards for resource homes. In SFY 2011, there were 35 licensed child placing facilities, 53 residential child care facilities and 9 emergency shelters. There was one new child placing facility, four new residential child care facilities opened and nine residential facilities closed during the year. There were approximately 1,600 licensed resource homes of which 256 of those are therapeutic homes.
- The Unaccompanied Refugee Program (URM) provides services to refugee children who are eligible for resettlement in the United States but do not have a parent or a relative available and committed to providing long-term care. Upon arrival in the United States, these children receive foster care services and benefits. In SFY 2011, Mississippi served 21 Unaccompanied Refugee Minors. The state of Mississippi is one of only ten core sites around the United States which resettles URM youth. Services are provided through a 100% federally funded contract.

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## Prevention/Protection Unit

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The Prevention/Protection Unit is comprised of programs designed to 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 identified and developed. 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.

- In April, the annual "Picnic for Prevention," was held at Lefleur's Bluff State Park in Jackson. This event helps raise awareness in the state's capital city at a time during the year when the whole nation stops to focus on child abuse prevention.
- Blue Ribbon activities were sponsored throughout the state to promote prevention of abuse and neglect.
- The Prevention unit is responsible for the 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. These advisory boards allow community members and stakeholders an opportunity to be involved with child welfare practices.
- The Comprehensive Family Support Services Program provides Family Preservation and Reunification Services. This intensive home-based program for families provides therapeutic services so children can remain safely in their own home or be reunited with their families with an overall goal of preventing further child abuse and/or neglect.

The Protection Unit is responsible for the oversight and management of the Mississippi Centralized Intake program, the CAN Central Registry and the Fingerprinting program. In 2009, DFCS implemented the Mississippi Centralized Intake to receive and electronically record and document all reports of child and vulnerable adult abuse/neglect statewide. The program is administered by an independent provider with oversight from the Prevention/Protection Unit and differs from the hotline previously maintained by the agency in that Centralized Intake staff determine whether calls should be sent to county offices for handling or referred for support services. Prior to implementation of this program, calls were received and handled locally and tracked manually.

- In SFY 2011, Mississippi Centralized Intake received a total of 46,192 calls.
- All reports of child or vulnerable adult abuse are referred to the Mississippi Centralized Intake at 1-800-222-8000 or online at: [www.msabusehotline.mdhs.ms.gov](http://www.msabusehotline.mdhs.ms.gov).

DFCS maintains a central registry of perpetrators of abuse and neglect who have been identified through "evidenced" investigations by DFCS. Since July 1, 2002, listing of an individual's name on the MDHS Central Registry requires criminal prosecution or an order from the Youth Court. Names of prospective applicants submitted by child care providers and placement organizations for employment in child-related fields, as well as foster and adoptive parents, are checked against the registry free of charge.

- During SFY 2011 there were 49,524 names processed through the central registry.
- The Fingerprinting Program is responsible for ensuring all DFCS employees, resource parents and children over the age of 14 in resource homes, have appropriate background checks performed prior to working with children or having children placed in their home.
- In SFY 2011 the Fingerprint Program processed 1,911 criminal history background checks.

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## Professional Development Unit

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The Professional Development Unit provides quality staff development for staff that promotes the safety and well-being of families and children in Mississippi 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. Additionally, Child Welfare Professional Development

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training is offered to all direct service staff and every DFCS staff member is provided at least one training opportunity annually as it relates to their specific job function. Plans are underway to develop web-based training modules to enhance training opportunities.

## **Resource Development Unit**

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The Resource Development Unit is a newly created program within the division that 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, 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 services and newly created services with the principles and practices required by the Olivia Y. Settlement Agreement, the Administration for Children and Families (Children's Bureau), Council on Accreditation (COA) standards and the Mississippi Child Welfare Practice Model.

## **Policy Unit**

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The Policy Unit was created to coordinate revision of all sections of the DFCS Policy Manual and ensure policies address necessary federal and state mandates along with 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. The Policy Unit is required to make the manual available to all staff via the DFCS Data Dashboard, as well as issue bulletins of changes in policy while sections are being revised. Since the inception of the Policy Unit in August 2009, all sections of the policy have been revised in draft form and currently Section B (Intake and Assessment), Section C (Prevention/Protection/In-Home Services), Section D (Foster Care) and Section E (Eligibility) have been released to the Data Dashboard as permanent policy.

## **Eligibility Unit**

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DFCS provides individual entitlement for qualified children, forms partnerships with universities to build social worker workforce and maximizes potential strategies to increase state and federal funding in support of Title IV-E. The Eligibility Unit implements existing and newly created services for qualified children throughout the state and assists state courts so that prompt permanency hearings are held and helps county judges concerning requirements of IV-E eligibility. The Eligibility Unit coordinates revisions with the Policy Unit concerning procedures required by the Olivia Y. Settlement Agreement and proposes strategies for short and long term funding actions that build and utilize vital services supporting Title IV-E.

## **Initiatives**

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**Accreditation in Mississippi** - As a requirement of the Olivia Y. vs. Barbour lawsuit, Mississippi agreed to seek accreditation by the Council on Accreditation (COA). COA is the largest independent accrediting body for organizations that provide high-quality social and behavioral health care services to children, youth, seniors and families in the United States and Canada. COA partners with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards. Accreditation is designed to be a framework within which an organization can measure a variety of its achievements, ensure quality improvement of services across the state and assure the safety, permanency and well-being of all Mississippi children. DFCS is in the fourth year of the Five Year Accreditation Plan to become accredited by COA. Each period of the implementation plan encompasses one year of planning, reviewing, documenting and implementing policies, practices and procedures.

**Mississippi Child Welfare Practice Model** - In February 2009, DFCS contracted with the Center for the Support of Families (CSF) 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 efforts to implement requirements associated with the Olivia Y. Settlement Agreement, COA standards and the Child and Family Services Review (CFSR) 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

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CFSR. The division is coordinating these efforts and multiple requirements in ways that are non-duplicative and clearly understood by staff statewide. This coordination will lead to the best and most efficient use of limited state resources, and will offer the most promise for improving outcomes for children and families and achieving the goals in place for the state's child welfare system.

Toward this end, the state decided to frame its many mandates within a model of child welfare practice that staff and providers in the field will easily understand, adapt to and incorporate into their interventions with children and families. The state recognizes that staff and providers in the field, who will ultimately be responsible for meeting the requirements, need a conceptual framework that is value-based and principle-driven that they can rely on to guide their work with children and families on a daily basis. Such a framework will help staff and providers understand the reasons and values behind their interventions 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 will provide the foundation for the practice model are the DFCS child welfare mission statement and principles and the CFSR guiding principles, which include family-centered practice, community-based services, individualized services and strengthening parental capacity to care for their children.

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

DFCS entered into a Memorandum of Understanding (MOU) with the ACCWIC for a project term July 1, 2009-September 20, 2011 to provide technical assistance for the purpose of executing the Mississippi Change Management Implementation Project to develop the organizational capacity to plan, implement and sustain the Mississippi Child Welfare Practice Model. The ACCWIC will provide coaching on best practices, foster systemic and lasting improvements, promote peer-to-peer learning and networking, create tool kits and develop resource manuals to document what works and under what conditions and ways, as well as design methodologies to develop findings that inform implementation and facilitate continuous quality practice.

**Casey Family Programs** is working with the agency to implement Permanency Roundtables and deliver Permanency Values and Skills Training to stakeholders and staff participating in the Permanency Roundtables. In addition to the formal training, Casey Family Programs staff will coach DFCS staff during actual Permanency Round Table meetings.

# Division of Youth Services

The Division of Youth Services (DYS) administers the community services and institutional programs for juveniles who have been adjudicated delinquent in Mississippi Youth Courts or who are at risk of becoming delinquent. 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.



## Mission

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

## Vision

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

## Community Service Programs

### GOALS

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

### SERVICES

**Probation and After-Care Services** are provided to juveniles referred to the Youth Courts in all 82 counties in Mississippi. Individual, group and family counseling, intake, pre-court investigations, case management, referral and placement services are provided by Youth Services Counselors.

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

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

Youth Services  
601-359-4972  
866-312-7215

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## **Adolescent Opportunity Program**

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

### **GOALS**

The program, which focuses on the family, seeks to assist local communities in coordinating and providing services to at-risk youth and their families. Its purpose is to decrease criminal activity, improve school attendance and performance and inspire adolescents to become more positive, goal-oriented individuals. It is designed to provide treatment within a therapeutic setting and a safe controlled environment in which counselors teach adolescents how to develop social 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 2011, 1,488 youth were served through the AOPs.

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

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## **Institutional Program**

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### **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, located near Raymond, Mississippi, 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 at the institution is designed to build basic concepts of self-discipline, self-worth, personal responsibility, attention to detail, a sense of urgency and respect for constituted authority.

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## **Intake and Admissions**

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

### **Mental Health and Rehabilitative Programs**

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

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

## **ACADEMIC AND VOCATIONAL PROGRAMS**

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

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

## **Youth Offender Facts**

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### **YOUTH COURT STATISTICS**

- 17,235 youth were served by Youth Courts
- 13,511 youth were warned and released
- 2,423 youth were placed on formal probation
- 1,158 youth were placed on informal supervision
- 143 youth were placed on parole following release from Oakley

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## **INSTITUTIONAL OFFENDER PROFILE**

- The average youth at Oakley is a 15-year-old male.
- The average population at Oakley was 59; 192 youth attended Oakley during the year.
- 93% of youth were male.
- 86% of youth were African American with 14% White or Other.
- 83% of committed youth were felony offenders in SFY 2011.
- The average length of stay for a felony offense was 16 weeks.
- The recidivism rate for SFY 2011 was 24%.

## **Settlement Agreement**

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

## **DYS Administration/State Office**

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### **Repair and Renovation**

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

### **Personal Services and Legal Contracts**

The Contract Unit of DYS procures personal services contracts through competitive solicitation and negotiation. 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.

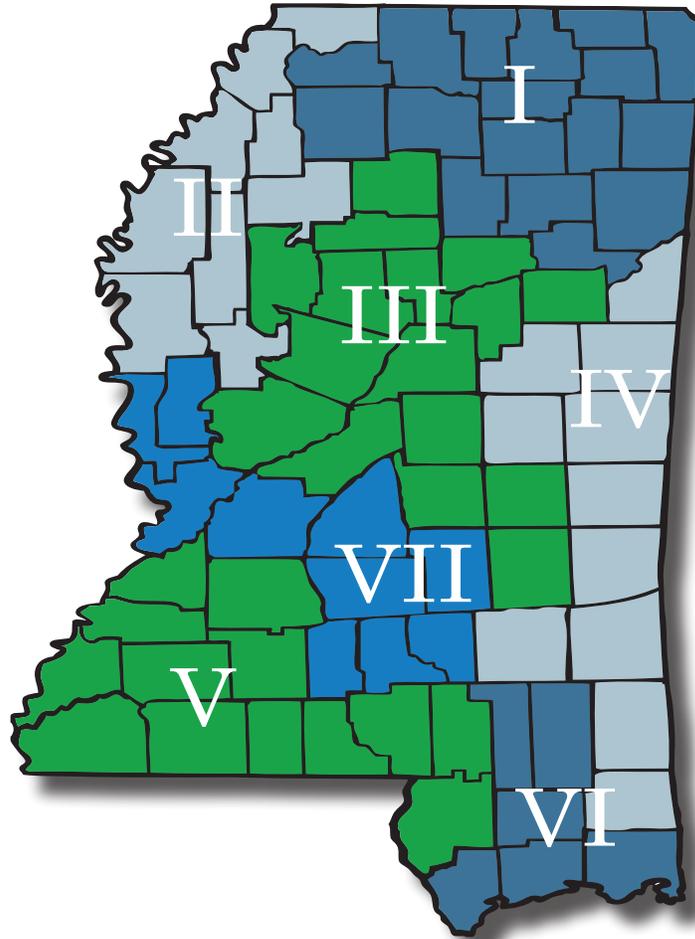
### **Finance Management**

The Finance Unit is responsible for the fiscal management of the division's annual appropriated budget. DYS was appropriated a general fund budget of \$17.3 million and special funds (federal) of \$12.4 million for SFY 2011. 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.

## Division of Youth Services Regional Map



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

## SUPPORT DIVISIONS

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*Budgets and Accounting*

*Human Resources*

*Management Information Systems*

*Program Integrity*

*Social Services Block Grant*



# Division of Budgets and Accounting

The Division of Budgets and Accounting (DBA) provides complete, accurate and timely financial management information to program divisions and other support divisions within the agency. DBA's successful delivery of this financial information enables MDHS to make decisions that can optimize use of revenue sources and derive maximum benefit from fund expenditures. To ensure the intended results, DBA finds it essential to maintain a group of highly competent and professionally-trained staff and provide them with ample tools and resources needed to do their jobs. This team of dedicated employees strives to deliver superior customer service to the agency and the individuals served by MDHS.



## Division Offices

**The Office of Budgets, Grant Management, Cost Allocation and Research and Statistics** provides fiscal management support to the agency's divisions. A project is under way to automate collection cost allocation data that will enhance our ability to access federal grants. In addition to increasing labor productivity for the division, the project will also help key staff at the county-level within the Divisions of Family and Children's Services and Economic Assistance work more efficiently. Major responsibilities for the unit include:

- Preparation and submission of the agency's annual budget request. MDHS has a budget of which over \$119 million is general funds. In addition to the general funds budget, the division provides financial management for over \$1.2 billion in special, primarily federal, funds which enables the agency to provide services to eligible Mississippians.
- Preparation of federal financial reports.
- Maintenance of the agency's Cost Allocation Plan.
- Preparation of subgrantee fiscal reports.
- Monitoring expenditures and budget authority.
- Developing and administering the various time studies and random moment samples or surveys.
- Preparation of the five-year strategic plan.
- Compiling, reporting and monitoring performance measurement indicators for MDHS program divisions.

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

- Handling all orders for goods or services that require the issuance of a purchase order.
- Coordinating and finalizing the Generally Accepted Accounting Principles (GAAP) package.
- Receipting and depositing agency funds.
- Maintenance by the Property Unit of detailed records of fixed assets and management and control of the physical inventory of all equipment owned by MDHS. The agency owns approximately 11,200 equipment items with a value of approximately \$17,400,000.

**The Office of Payroll and Payables** is responsible for payroll accounting and processing payments to vendors and employees. Major responsibilities include:

- Processing and delivering payroll for almost 3,200 MDHS employees.
- Handling payment of invoices and processing and approval of Temporary Assistance for Needy Families (TANF) Work Program (TWP) and foster care board payments.

Budgets and  
Accounting  
601-359-4662

## Division of Human Resources



The Division of Human Resources (HR) facilitates the effective and efficient delivery of vital services to MDHS clients and beneficiaries across the state by providing human resources and administrative support services to the various divisions within the agency. The division duties are fulfilled through: Personnel Management/Administration, Contracts Management/Corrective Discipline and Grievance, Staff Development and Training and Administrative Services.

### **Personnel Management/Administration Unit**

The Personnel Management/Administration Unit processes personnel transactions, posts recruitment information, and promotional opportunities and ensures all employees with documented disabilities are afforded workplace accommodations, when necessary, according to the Americans with Disabilities Act of 1990 (ADA). The unit monitors the Performance Appraisal Review System and oversees the Supplemental Insurance Committee who handles the cafeteria and insurance plans. The unit works to meet staffing needs and provide training services for personnel to ensure the highest degree of competency.

### **Contracts Management/Corrective Discipline and Grievance Unit**

The Contracts Management/Corrective Discipline and Grievance Unit reviews and monitors all personal, professional and legal services contracts to ensure compliance with the Personal Services Contract Review Board (PSCRB) 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. The unit also enters data into the Statewide Payroll and Human Resources System (SPAHRS) to ensure appropriate payment processing for all contractual services.

The unit administers and monitors the department's Employee Discipline System, Employee Grievance System and the Employee Appeals Process for disciplinary matters. It also provides guidance and policy interpretation on employee discipline and grievance process and is a liaison between the State Personnel Board and 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 (ADA).

### **Staff Development and 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 further oversees MDHS' involvement in SPB's Certified Public Manager Program (CPM), the Agency's Educational Assistance Program and the agency lending library. Some workshops are approved for continuing education hours towards social work units (SWU) by the Mississippi Chapter of the National Association of Social Workers (NASW).

### **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.

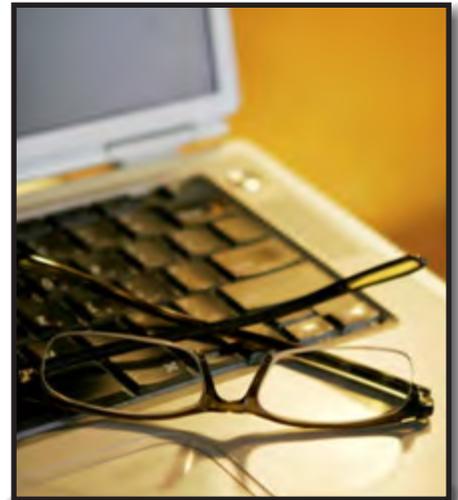
Human Resources  
601-359-4444  
800-433-1210

## Division of Management Information Systems

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

One of the primary goals for the division is to deliver automation functionality to more than 3,239 MDHS employees in all 82 counties of the state via the internet browser. The technology, which supports text, high quality graphics, audio and video, is routed to remote locations via Wyse "thin clients" or "smart terminals." These smart terminals increase efficiency and greatly reduce overall cost by keeping the technology and data contained at the main office data center in Jackson. The MIS staff excels in their ability to deliver quality, reliable service and technology to all divisions and clients, regardless of their position or location.

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



### Current MIS Projects

MIS has many ongoing projects including: scanning programs, building a data warehouse for each legacy system's data, training staff on how to use COGNOS, IBM's Business Intelligence tool.

### Redefining MDHS with 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.
- Utilizing "virtualization" technology for servers, SAN and possibly desktops and laptops.
- Increasing worker connectivity and collaboration across divisional and organizational boundaries by exploiting LOTUS DWA email.
- Creating an Intranet and utilizing a Portal for website development and maintenance.
- Implementing a network management tool that allows MIS to more efficiently by utilizing current technology and knowledge.

MIS supports all divisions within the agency and provides information technology support in the following areas: Mainframe application systems and computer operations, network services, infrastructure/resource management and systems security, systems support and administration to include such services as wireless technology, IT planning, IT procurement, system interfaces, feasibility studies, needs assessments and Project Management.

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 support of the state's broadband efforts.

Management  
Information  
Systems  
601-359-4600  
800-345-6347

## Division of Program Integrity



The mission of the Division of Program Integrity (PI) is to ensure that all programs administered by the agency are performed in such a manner so as to comply with applicable federal and state laws and regulations. Key responsibilities for the division include:

- Maintaining current status of all SNAP and TANF claims and monitoring subgrants.
- Increasing the number of arrests for SNAP trafficking made by the Special Investigations team who investigates SNAP trafficking by retailers and clients.

### Office of Fraud Investigations

The Office of Fraud Investigations is charged with detection, investigation and verification of alleged fraud in federal public assistance programs administered by MDHS, primarily the SNAP and TANF programs. During SFY 2011, the office received 1,267 suspected program violation claims from the Division of Economic Assistance. Of the 1,267 claims referred, the Office of Fraud Investigations determined that 748 claims were intentional program violations and were able to establish repayment and/or recoupment agreements for a total of \$1,808,224.

### Office of Special Investigations

The Office of Special Investigations is responsible for investigating matters of alleged employee misconduct and/or MDHS program violations of state and/or federal laws and regulations on the part of MDHS staff, its clients or its vendors. During SFY 2011, the office, in conjunction with the USDA and other law enforcement entities, conducted trafficking investigations involving 98 retailers. Trafficking investigations, ultimately, are aimed at preventing illegal use, transfer and trafficking of SNAP benefits. Investigations focus on retailers that are authorized to accept and redeem SNAP and clients who sell SNAP benefits for cash and/or goods other than food items as defined by U.S. Department of Agriculture (USDA), Food and Nutrition Services (FNS). The office conducted 35 arrests of retailers for a total restitution amount of \$83,675.35.

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

During SFY 2011, the Office of Special Investigations performed 1,601 background investigations and conducted 73 internal investigations. Specialized training includes biannual firearms training for 20 armed investigators within the agency.

### Office of Investigative Audit

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

In SFY 2011, one subgrant was audited with an award of \$2,489,935. During the audit, the office identified \$596,291 of questioned costs. In addition, child care certificates issued to parents whose children attend two child care centers were audited and resulted in questioned costs of \$96,951. The total amount of questioned costs recovered was \$16,979 and the amount resolved was \$1,056,791. In addition to subgrant/vendor audits, the Office of Investigative Audit performed internal reviews of ten MDHS county offices.

Program Integrity  
601-359-4900

Fraud Hotline  
800-299-6905

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## Office of Administrative Hearings

---

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

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

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

During SFY 2011, 735 Fair Hearings were handled which included 518 SNAP cases, 205 TANF cases and 12 FS MSCAP cases. Also, 1,253 Administrative Disqualification Hearing decisions were rendered in the SNAP program. As a result of these decisions, 1,234 persons were disqualified from the SNAP program for periods ranging from 12 months to permanent disqualification for fraudulent use of SNAP totaling \$1,177,348.

## Office of Monitoring

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

During SFY 2011, \$8,316,473 in questioned costs was identified. During this period, questioned costs totaling \$163,502 were recovered and questioned costs totaling \$5,947,184 were resolved by subgrantees and subrecipients providing adequate documentation necessary to clear the findings.

- **Monitoring Subgrants and Vendor Contracts:** The Governor designates MDHS as the lead agency for the state 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 2011, OM was referred 479 subgrants totaling \$300,701,824 which were required to be monitored prior to the end of the subgrant period. Monitoring reviews, including subsequent follow-up reviews, were completed for 496 subgrants that totaled \$303,667,042 during the state fiscal year which included subgrants awarded during prior fiscal years and were not monitored previously.

- **Reviewing Single Audits:** The Single Audit Act requires MDHS, as a primary recipient, to review independent audit reports for each of its subgrantees and subrecipients to ensure that they are in compliance. During SFY 2011, OM reviewed 154 independent audit reports or Subgrantee Audit Information Forms from subgrantees and subrecipients and transmitted copies of the audits or other information to the MDHS funding divisions.
- **Completing Administrative Review Memorandums (ARM):** As a part of the agency's pre-award review process applicable to all subgrants and vendor contracts, OM researched its records to determine whether there are any unresolved monetary findings so that necessary corrective actions can be conducted prior to the issuance of subsequent subgrants/contracts. OM processed 966 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.

# Social Services Block Grant

## Mission and Purpose



In 1981, Congress created a block grant for states to provide social services under the Omnibus Budget Reconciliation Act [Public Law 97-35]. In response, a wide range of community social services for individuals and families was authorized. Persons eligible for services are those whose income is at or below poverty level or who are unable to responsibly care for themselves.

Of the 100 percent of federal funds coming into the state, 95.70 percent is allocated to state agencies, special projects or pilot projects that can be duplicated in other areas of the state and the remaining 4.3 percent is used for administration at the state level.

The objective of SSBG is to empower states so they may furnish social services that are best suited for their residents. Federal block grant funds may be used to provide services directed toward one of the following five goals specified by law:

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

SSBG allocates a one percent set-aside for special projects. These set-aside funds are used to advocate and establish quality programs during the funding year. Projects funded this fiscal year include: The Communities in Schools of Greenwood Leflore, Inc. that served 1,338 children with at-risk intervention and after school programs.

## Administration

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

SSBG Funding SFY 2011	
Total Service Dollars	\$24,579,150
Administration	\$327,181
Cost Allocation	\$265,612
Special Projects	\$663,375
Total Federal Dollars *	\$25,835,318

SSBG Funds Allocated	Clients Served	Type	Allocation
DMH	216	SSBG	\$618,984
MDHS, DAAS	11,395	SSBG	\$6,320,413
MDHS, DFCS	33,875	TANF/SSBG	\$14,379,751
MDHS, DYS	8,139	SSBG	\$3,635,000
Special Projects	6,117	SSBG	\$243,986

Social Services  
Block Grant  
601-359-4775

## Funding, Financial and Statistical Information



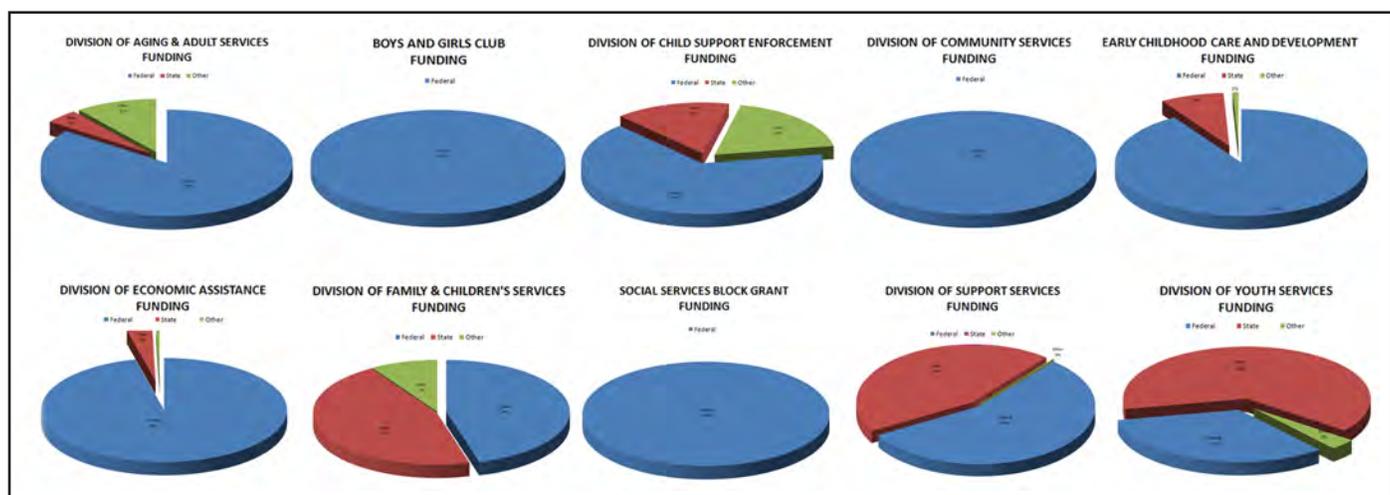
# State Fiscal Year 2011 Funding and Expenditures

## Total Expenditures by Budget Unit

DIVISION	Salaries	Travel	Contractual Services	Commodities	Capital Outlay Other Than Equipment	Capital Outlay Equipment	Total Vehicles	Wireless Communication Devices	Subsidies, Loans and Grants	Total Expenditures
Economic Assistance	\$41,777,383	\$698,298	\$11,466,608	\$439,942	\$0	\$113,965	\$0	\$0	\$964,494,976	\$1,018,991,172
Child Support Enforcement	18,675,506	144,086	14,398,336	264,532	0	266,209	0	0	6,978,415	40,727,084
Family & Children's Services	43,549,294	4,312,341	13,186,781	485,539	0	180,196	0	0	44,292,683	106,006,834
Early Childhood Care & Development	856,208	8,800	353,297	19,465	0	30,254	0	0	94,617,214	95,885,238
SSBG	222,302	10,049	42,701	2,736	0	16,684	0	0	4,127,280	4,421,752
Aging & Adult Services	1,472,238	112,932	621,079	69,994	0	9,561	0	0	20,623,941	22,909,745
Youth Services	14,960,432	189,196	3,123,260	626,189	24,475	140,605	0	0	7,572,310	26,636,467
Community Services	1,424,793	307,574	892,996	194,713	0	74,518	0	0	64,155,513	67,050,107
Boys and Girls Clubs	0	0	0	0	0	0	0	0	1,000,000	1,000,000
Support Services	9,621,384	250,647	2,289,479	126,582	0	58,213	0	0	31,086	12,377,391
<b>Total</b>	<b>\$132,559,540</b>	<b>\$6,033,923</b>	<b>\$46,374,537</b>	<b>\$2,229,692</b>	<b>\$24,475</b>	<b>\$890,205</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,207,893,418</b>	<b>\$1,396,005,790</b>

## Source of Funding by Budget Unit

DIVISION	Federal	State	Other	Total
Economic Assistance	\$980,860,592	\$33,886,000	\$4,244,580	\$1,018,991,172
Child Support Enforcement	26,822,973	6,269,000	7,635,111	40,727,084
Family & Children's Services	48,454,191	48,157,982	9,394,661	106,006,834
Early Childhood Care & Development	87,335,609	7,840,000	709,629	95,885,238
SSBG	4,421,752	0	0	4,421,752
Aging & Adult Services	19,521,616	987,000	2,401,129	22,909,745
Youth Services	8,771,954	16,952,000	912,513	26,636,467
Community Services	67,050,107	0	0	67,050,107
Boys and Girls Clubs	1,000,000	0	0	1,000,000
Support Services	6,879,186	5,478,000	20,205	12,377,391
<b>Total</b>	<b>\$1,251,117,980</b>	<b>\$119,569,982</b>	<b>\$25,317,828</b>	<b>\$1,396,005,790</b>



# Aging & Adult Services Funding and APS Statistics

<b>DAAS FEDERAL FISCAL YEAR 2011 FUNDING CHART</b>			
Grant	Funding	Federal Allocation	State Match
Older Americans Act	Title III & VII	\$10,961,204	25% Admin, 5% Services
Social Services Block Grant	Title XX	\$6,320,413	25% AAA, Admin and Services
Senior Community Service Employment Program (SCSEP)	US Dept. of Labor	\$1,107,712	10% Admin and Services
Nutrition Services Incentive Program (NSIP)	Administration on Aging (AoA)	\$2,113,771	No Match Required
Child and Adult Care Food Program	MS Dept. of Education	\$140,000	No Match Required
MS SHIP	Centers for Medicare and Medicaid Services (CMS)	\$1,057,608	No Match Required
SMP	AoA	\$233,333	25% Admin
Senior Medicare Patrol Expansion Grant	AoA	\$100,000	No Match Required
Chronic Disease Self-Management Program (CDSMP)	AoA	\$400,000	No Match Required
Senior Companion Program	Corp. of National & Community Service (CNCS)	\$180,426	25% Admin
AmeriCorps/VISTA	CNCS	\$50,000	No Match Required
State Funded Home Delivered Meals	State Funds	\$1,000,000	N/A
APS	Title XX	\$500,000	\$443,300

<b>MDHS DAAS APS Program Chart</b>	
APS Program Adm. State Office	1
APS ASWSs – Located in 3 MDHS County Offices	3
APS Workers – Located in 11 MDHS County Offices	18
Intake Reports Received and Screened	3,953
Intake Reports Screened Out for Investigation	1,221
Intake Reports Screened In for Investigation/Assigned	2,732
Total Investigation/Reports Completed	1,848
Investigation Reports Evidenced	463
Investigation Reports Not Evidenced	1,385
Victim Findings as a Result of Investigations	2,830
Victim Findings Evidenced as a Result of Investigations	564
Victim Findings Not Evidenced as a Result of Investigations	2,266
Total Victim Findings Completed as a Result of Investigations	2,830

# Child Support Cases, June 2011

County	TANF/FC <sup>1</sup> IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases	County	TANF/FC <sup>1</sup> IV-D Cases	Non-TANF IV-D Cases	Non-IV-D Cases
Adams	773	6,161	14	Lee	1,014	8,054	90
Alcorn	317	2,329	38	Leflore	716	6,438	4
Amite	160	1,553	1	Lincoln	558	3,661	18
Attala	348	2,462	7	Lowndes	1,231	6,357	188
Benton	111	737	7	Madison	607	6,261	25
Bolivar, E.	1,138	4,933	36	Marion	441	3,159	6
Bolivar, W.	322	1,276	1	Marshall	758	4,114	47
Calhoun	213	1,495	17	Monroe	623	3,694	32
Carroll	76	799	7	Montgomery	102	1,070	4
Chickasaw, E.	189	891	-	Neshoba	419	3,768	69
Chickasaw, W.	289	1,500	3	Newton	207	2,283	34
Choctaw	140	1,128	4	Noxubee	496	2,047	8
Claiborne	305	2,225	11	Oktibbeha	511	4,121	44
Clarke	199	1,959	30	Panola	875	5,547	7
Clay	433	2,653	24	Pearl River	664	5,130	10
Coahoma	1,178	5,553	11	Perry	141	1,214	2
Copiah	507	4,498	10	Pike	885	5,888	9
Covington	224	1,876	15	Pontotoc	219	2,323	19
DeSoto	1,112	9,232	317	Prentiss	247	2,108	11
Forrest	1,089	8,677	22	Quitman	265	1,301	3
Franklin	112	809	-	Rankin	765	8,511	73
George	166	1,601	31	Scott	324	3,491	67
Greene	101	804	6	Sharkey	162	940	3
Grenada	317	2,386	11	Simpson	460	2,850	18
Hancock	437	4,166	60	Smith	162	1,574	8
Harrison	2,277	18,270	274	Stone	182	1,239	5
Hinds	4,443	38,306	166	N Sunflower	904	5,260	5
Holmes	736	3,625	22	Tallahatchie	297	1,956	-
Humphreys	520	2,040	1	Tate	397	3,046	34
Issaquena	18	121	-	Tippah	150	1,539	40
Itawamba	236	1,702	12	Tishomingo	181	981	8
Jackson	1,542	13,913	420	Tunica	245	2,230	14
Jasper	174	1,952	19	Union	203	1,697	25
Jefferson	263	1,502	4	Walthall	225	1,653	2
Jeff Davis	234	1,701	5	Warren	741	8,078	71
Jones	956	9,278	167	Washington	1,850	10,426	47
Kemper	174	1,154	5	Wayne	481	3,041	26
Lafayette	272	2,793	27	Webster	131	675	6
Lamar	309	3,353	10	Wilkinson	255	1,635	4
Lauderdale	1,224	10,533	92	Winston	497	2,605	10
Lawrence	221	1,237	6	Yalobusha	170	1,431	11
Leake	194	2,920	5	Yazoo	756	5,634	13
				CRDU <sup>2</sup>			8
<b>Subtotals</b>	<b>24,049</b>	<b>186,103</b>	<b>1,918</b>		<b>20,517</b>	<b>149,030</b>	<b>1,128</b>
<b>Total</b>					<b>44,566</b>	<b>335,133</b>	<b>3,046</b>

<sup>1</sup> Includes IV-E Foster Care (FC) Cases

<sup>2</sup> Central Receiving and Disbursement Unit, State Office

# Child Support Collections, SFY 2011

Child Support Enforcement Collections by County State Fiscal Year 2011			
Adams	\$2,473,438.30	Lee	\$5,192,450.94
Alcorn	\$1,779,954.12	Leflore	\$2,994,698.97
Amite	\$827,741.37	Lincoln	\$2,507,672.88
Attala	\$1,650,060.19	Lowndes	\$4,503,326.69
Benton	\$621,439.65	Madison	\$2,767,195.97
Bolivar, E.	\$3,091,072.94	Marion	\$1,948,523.82
Bolivar, W.	\$924,561.60	Marshall	\$2,462,036.32
Calhoun	\$1,372,614.23	Monroe	\$2,578,132.17
Carroll	\$567,525.93	Montgomery	\$977,928.18
Chickasaw, E.	\$521,726.03	Neshoba	\$2,907,644.94
Chickasaw, W.	\$1,078,880.04	Newton	\$1,371,242.70
Choctaw	\$589,643.56	Noxubee	\$1,500,811.74
Claiborne	\$1,117,966.34	Oktibbeha	\$3,043,801.98
Clarke	\$1,415,770.66	Panola	\$3,156,283.18
Clay	\$2,245,294.04	Pearl River	\$2,401,810.08
Coahoma	\$2,934,087.87	Perry	\$892,854.68
Copiah	\$1,739,692.58	Pike	\$3,504,049.43
Covington	\$1,763,007.03	Pontotoc	\$1,720,079.53
Desoto	\$7,363,725.03	Prentiss	\$1,090,211.81
Forrest	\$3,958,437.93	Quitman	\$977,457.48
Franklin	\$803,029.51	Rankin	\$4,040,118.57
George	\$1,761,218.58	Scott	\$1,994,210.14
Greene	\$1,048,586.98	Sharkey	\$650,914.09
Grenada	\$1,968,291.20	Simpson	\$2,264,245.06
Hancock	\$1,894,827.16	Smith	\$983,894.16
Harrison	\$8,250,840.95	Stone	\$1,049,603.89
Hinds	\$13,296,441.39	Sunflower	\$2,823,758.84
Holmes	\$2,215,561.64	Tallahatchie	\$1,276,200.07
Humphreys	\$997,844.65	Tate	\$1,656,665.26
Issaquena	\$72,555.63	Tippah	\$1,572,074.93
Itawamba	\$1,029,860.35	Tishomingo	\$925,046.59
Jackson	\$6,401,587.75	Tunica	\$1,198,191.93
Jasper	\$1,640,681.44	Union	\$1,353,520.45
Jeff Davis	\$1,162,987.30	Walthall	\$1,157,320.58
Jefferson	\$860,567.42	Warren	\$2,499,655.93
Jones	\$3,311,993.45	Washington	\$4,934,712.38
Kemper	\$1,036,557.69	Wayne	\$1,640,044.33
Lafayette	\$1,595,243.89	Webster	\$656,019.28
Lamar	\$1,915,484.80	Wilkinson	\$757,077.91
Lauderdale	\$4,589,353.36	Winston	\$1,673,527.20
Lawrence	\$934,631.46	Yalobusha	\$1,020,611.45
Leake	\$1,664,273.70	Yazoo	\$1,728,732.17
County Collections Total: \$182,843,418.44			
CRDU: \$883,348.08			
Tax Offset: \$38,056,394.57			
State Office: \$92,244,387.04			
<b>Total Collections: \$314,027,548.13</b>			



# TANF Applications SFY 2011

	Received	Approved	Denied		Received	Approved	Denied
Adams	102	1	104	Leflore	222	2	195
Alcorn	122	0	110	Lincoln	272	9	243
Amite	18	0	17	Lowndes	418	10	362
Attala	105	3	102	Madison	584	17	520
Benton	34	0	27	Marion	248	4	191
Bolivar	230	8	202	Marshall	234	3	238
Calhoun	81	2	65	Monroe	141	2	140
Carroll	46	0	43	Montgomery	43	0	42
Chickasaw	61	0	50	Neshoba	88	1	85
Choctaw	20	0	21	Newton	64	2	57
Claiborne	58	1	53	Noxubee	42	2	37
Clarke	93	0	84	Oktibbeha	347	2	321
Clay	125	4	114	Panola	343	11	336
Coahoma	358	11	322	Pearl River	385	11	341
Copiah	198	4	181	Perry	56	0	47
Covington	95	0	92	Pike	359	7	316
DeSoto	603	26	521	Pontotoc	28	2	24
Forrest	260	8	242	Prentiss	71	0	68
Franklin	21	0	20	Quitman	61	0	57
George	188	4	163	Rankin	474	29	455
Greene	36	2	33	Scott	268	20	228
Grenada	158	3	134	Sharkey	18	0	21
Hancock	169	1	158	Simpson	286	8	222
Harrison	997	23	883	Smith	74	0	71
Hinds	2,462	162	2,197	Stone	89	0	72
Holmes	136	4	127	Sunflower	262	9	248
Humphreys	123	2	100	Tallahatchie	107	0	93
Issaquena	4	0	2	Tate	102	6	100
Itawamba	48	0	42	Tippah	83	1	70
Jackson	961	25	854	Tishomingo	114	0	113
Jasper	66	0	63	Tunica	65	0	61
Jefferson	83	1	56	Union	39	0	35
Jefferson	79	1	62	Walthall	135	3	116
Davis							
Jones	874	2	832	Warren	293	3	225
Kemper	45	1	41	Washington	433	20	336
Lafayette	147	3	117	Wayne	158	3	140
Lamar	161	1	148	Webster	31	0	35
Lauderdale	904	13	775	Wilkinson	25	0	21
Lawrence	63	2	56	Winston	77	1	74
Leake	140	1	133	Yalobusha	71	2	68
Lee	497	9	470	Yazoo	172	2	143
<b>StateTotal</b>					<b>18,353</b>	<b>520</b>	<b>16,383</b>

# TANF for June 2011

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
<b>State Total</b>	<b>11,609</b>	<b>17,896</b>	<b>6,674</b>	<b>\$1,617,869</b>	<b>\$10</b>	<b>\$338</b>
Adams	69	104	12	9,005	83	194
Alcorn	90	144	29	12,154	71	266
Amite	31	50	5	3,990	75	194
Attala	106	156	71	13,925	10	242
Benton	32	46	15	4,295	24	218
Bolivar	392	547	252	53,508	10	218
Calhoun	35	47	11	4,420	11	194
Carroll	16	20	5	2,041	110	175
Chickasaw	140	220	93	20,454	47	290
Choctaw	35	49	19	4,721	87	218
Claiborne	47	69	24	6,574	85	218
Clarke	15	23	5	1,938	38	194
Clay	116	168	87	16,525	14	242
Coahoma	452	674	338	64,409	10	242
Copiah	92	142	41	12,719	34	242
Covington	30	47	12	3,942	25	194
DeSoto	251	438	163	36,471	14	338
Forrest	147	235	37	19,248	10	242
Franklin	18	22	6	2,340	110	146
George	46	77	25	6,828	100	218
Greene	20	35	11	2,980	110	218
Grenada	55	74	17	6,998	73	194
Hancock	53	82	15	6,927	36	218
Harrison	616	1,035	392	89,233	23	290
Hinds	1,773	2,900	1,175	255,857	10	314
Holmes	272	374	172	37,947	24	242
Humphreys	316	384	223	42,974	27	218
Issaquena	14	21	7	1,850	110	194
Itawamba	44	72	8	5,780	100	218
Jackson	390	635	284	57,220	10	242
Jasper	38	58	21	4,989	22	242
Jefferson	56	67	28	7,262	77	194
Jefferson Davis	34	44	14	4,239	27	194
Jones	181	297	63	24,186	14	266
Kemper	18	28	8	2,441	90	170
Lafayette	39	59	9	4,789	59	194
Lamar	84	155	38	11,459	11	266
Lauderdale	261	416	122	35,607	16	260
Lawrence	63	100	35	9,113	85	218
Leake	33	56	17	4,750	88	242
Lee	178	291	75	24,700	29	218

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

# TANF June 2011 Continued

County	Number of Recipients			Amount of Assistance	Minimum Grant	Maximum Grant
	Families	Children	Adults			
Leflore	180	272	89	\$24,549	\$25	\$266
Lincoln	113	166	62	15,786	69	242
Lowndes	320	483	207	44,483	14	242
Madison	248	400	142	35,332	36	242
Marion	83	122	46	11,487	20	218
Marshall	87	133	53	12,640	34	242
Monroe	104	164	63	14,013	12	218
Montgomery	29	46	2	3,802	110	194
Neshoba	77	123	36	10,165	16	250
Newton	36	52	17	4,530	12	194
Noxubee	117	155	65	15,917	39	218
Oktibbeha	105	168	52	14,648	45	242
Panola	184	299	102	25,824	24	218
Pearl River	160	241	57	21,208	11	266
Perry	33	51	13	4,578	74	194
Pike	170	263	93	23,674	28	218
Pontotoc	32	54	2	4,108	68	194
Prentiss	48	64	18	6,190	19	194
Quitman	68	89	26	8,687	19	218
Rankin	229	394	125	33,283	13	266
Scott	71	131	39	10,208	25	242
Sharkey	41	58	22	5,770	110	194
Simpson	69	98	30	9,139	29	242
Smith	20	29	5	2,656	110	194
Stone	26	33	13	3,462	16	194
Sunflower	331	431	201	44,843	24	218
Tallahatchie	98	137	57	13,377	29	194
Tate	52	72	26	6,826	36	218
Tippah	29	51	6	3,898	14	266
Tishomingo	41	71	12	5,122	28	242
Tunica	26	39	11	3,572	15	194
Union	32	51	10	3,619	25	194
Walthall	61	90	28	8,195	11	194
Warren	243	409	148	35,007	10	266
Washington	868	1,271	577	121,772	14	290
Wayne	87	145	55	12,063	10	242
Webster	24	33	5	2,929	51	218
Wilkinson	50	66	11	6,111	25	194
Winston	92	146	54	12,866	25	218
Yalobusha	34	47	6	4,280	58	170
Yazoo	193	288	104	26,442	14	266

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

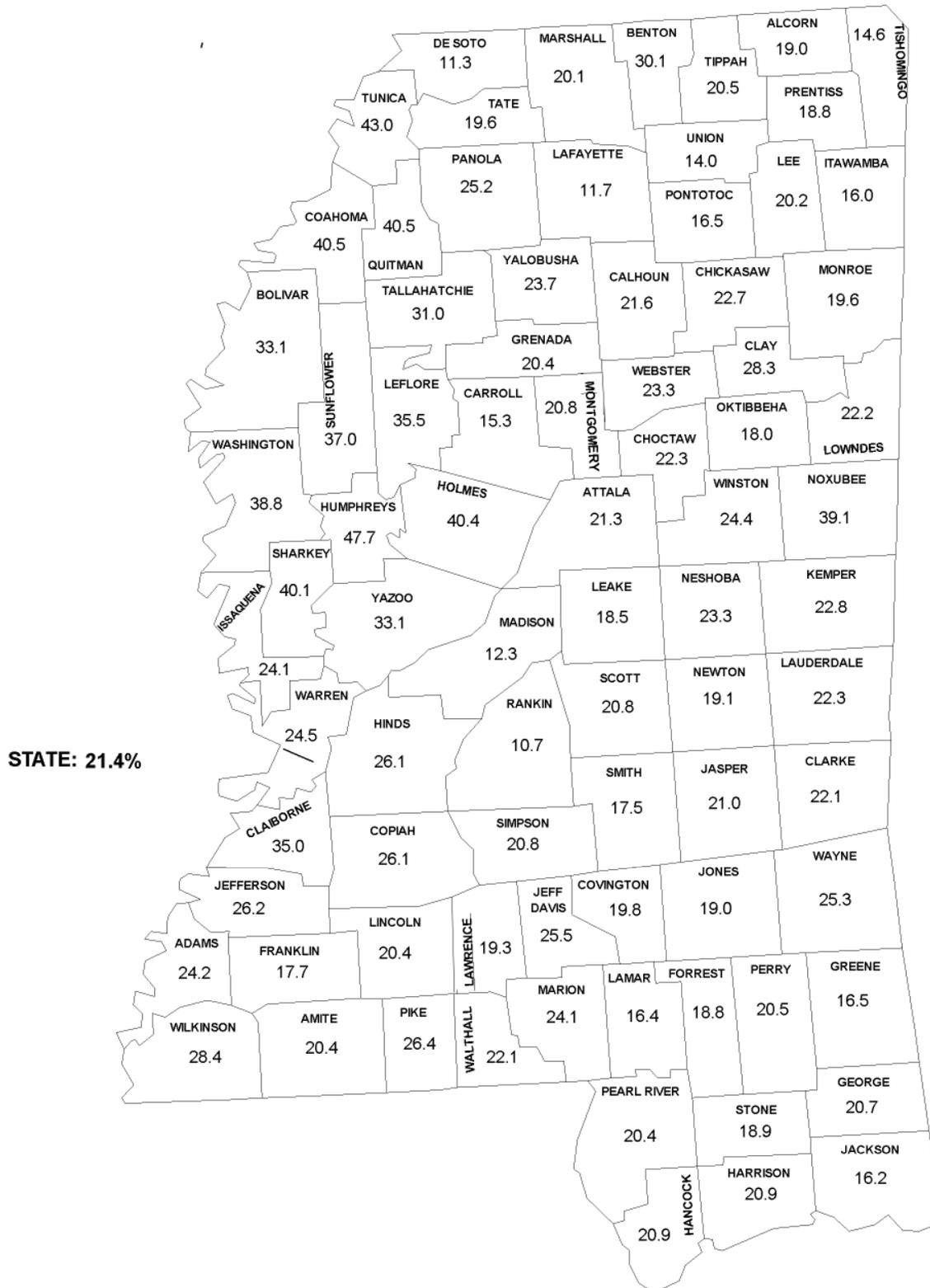
# TANF Money Payments SFY 2011

County	Payments	County	Payments
Adams	118,979	Leflore	293,066
Alcorn	172,296	Lincoln	179,350
Amite	48,791	Lowndes	608,219
Attala	143,732	Madison	445,674
Benton	49,230	Marion	159,943
Bolivar	650,081	Marshall	179,380
Calhoun	59,961	Monroe	190,779
Carroll	21,249	Montgomery	51,757
Chickasaw	245,489	Neshoba	119,200
Choctaw	62,113	Newton	52,710
Claiborne	86,455	Noxubee	221,129
Clarke	32,402	Oktibbeha	183,172
Clay	205,474	Panola	290,353
Coahoma	741,045	Pearl River	281,363
Copiah	157,391	Perry	55,987
Covington	57,168	Pike	284,508
DeSoto	463,226	Pontotoc	48,157
Forrest	257,123	Prentiss	83,171
Franklin	28,044	Quitman	106,485
George	84,284	Rankin	400,658
Greene	28,140	Scott	122,005
Grenada	94,263	Sharkey	77,486
Hancock	91,887	Simpson	147,995
Harrison	1,030,133	Smith	31,425
Hinds	3,061,006	Stone	44,900
Holmes	480,174	Sunflower	650,089
Humphreys	511,667	Tallahatchie	164,156
Issaquena	23,892	Tate	100,292
Itawamba	74,510	Tippah	47,299
Jackson	616,173	Tishomingo	48,878
Jasper	57,911	Tunica	39,273
Jefferson	85,818	Union	40,544
Jefferson Davis	57,576	Walthall	96,426
Jones	324,497	Warren	362,053
Kemper	32,289	Washington	1,498,827
Lafayette	62,788	Wayne	128,494
Lamar	97,486	Webster	45,517
Lauderdale	436,085	Wilkinson	87,893
Lawrence	93,833	Winston	175,122
Leake	58,469	Yalobusha	59,983
Lee	291,855	Yazoo	329,920

**State Total**

**\$19,828,623**

# Percentage of Mississippi Population Receiving SNAP Benefits, June 2011



# SNAP Participation, June 2011

County	Households	Persons	Benefit Value	County	Households	Persons	Benefit Value
Adams	3,395	7,423	888,614	Leflore	5,609	12,284	1,516,068
Alcorn	3,045	6,790	769,478	Lincoln	3,222	7,094	871,420
Amite	1,222	2,654	312,228	Lowndes	6,289	13,226	1,701,122
Attala	1,834	4,198	477,623	Madison	5,014	11,436	1,450,421
Benton	1,117	2,400	286,816	Marion	2,658	6,197	747,157
Bolivar	6,111	12,157	1,524,266	Marshall	3,158	7,405	901,975
Calhoun	1,396	3,114	351,565	Monroe	3,260	7,237	859,307
Carroll	726	1,574	173,338	Montgomery	1057	2,314	247,578
Chickasaw	1,892	4,235	489,743	Neshoba	2,670	7,068	836,170
Choctaw	979	2,016	302,703	Newton	1774	4,308	481,472
Claiborne	1,660	3,769	480,406	Noxubee	2,351	4,544	534,805
Clarke	1,680	3,804	442,817	Oktibbeha	3,879	8,004	1,012,603
Clay	2,593	5,856	689,284	Panola	3,746	8,880	1,035,756
Coahoma	4,859	10,914	1,374,942	Pearl River	4,795	11,781	1,485,539
Copiah	3,539	7,595	930,419	Perry	1,111	2,473	298,105
Covington	1,723	4,068	464,905	Pike	4,352	10,529	1,302,315
Desoto	7,194	17,857	2,274,869	Pontotoc	1,871	4,815	543,497
Forrest	6,650	15,217	1,935,053	Prentiss	2,065	4,838	547,690
Franklin	660	1,473	158,262	Quitman	1700	3,395	412,745
George	1,887	4,699	599,370	Rankin	6,116	15,256	1,915,864
Greene	1,013	2,375	273,931	Scott	2,465	6,112	728,771
Grenada	2,127	4,712	532,845	Sharkey	1,126	2,172	281,073
Hancock	3,705	8,552	1,083,265	Simpson	2,367	5,805	678,167
Harrison	17,029	37,947	4,991,232	Smith	1,109	2,774	307,666
Hinds	27,853	64,667	8,474,657	Stone	1,376	3,133	395,178
Holmes	3,767	8,201	977,709	Sunflower	5,557	10,961	1,428,883
Humphreys	2,331	4,679	583,759	Tallahatchie	1,699	3,923	434,310
Issaquena	188	388	49,116	Tate	2182	5371	657,646
Itawamba	1,461	3,673	413,903	Tippah	1,893	4,445	502,929
Jackson	9,375	21,566	2,820,435	Tishomingo	1,210	2,783	298,133
Jasper	1,687	3,771	421,095	Tunica	1,937	4,488	557,521
Jefferson	1,008	2,342	267,819	Union	1,469	3,812	413,814
Jefferson Davis	1,498	3,203	373,994	Walthall	1,439	3,376	399,846
Jones	5,165	12,905	1,499,096	Warren	5,033	11,791	1,510,704
Kemper	1,082	2,243	257,892	Washington	10,087	21,181	2,755,995
Lafayette	2,233	5,127	624,951	Wayne	2,341	5,231	625,704
Lamar	3,318	8,220	1,022,317	Webster	1,061	2,291	257,813
Lauderdale	7,745	17,658	2,189,897	Wilkinson	1,441	2,882	351,180
Lawrence	1,188	2,571	313,205	Winston	2,188	4,717	570,659
Leake	1,683	4,269	477,376	Yalobusha	1,535	3,267	378,606
Lee	6,856	16,546	1,994,255	Yazoo	4,354	9,275	1,173,527
				State Total	277,040	630,302	\$77,979,184

# SNAP Benefit Value, SFY 2011

County	Benefit Value	County	Benefit Value
Adams	10,356,344	Leflore	17,192,149
Alcorn	9,029,863	Lincoln	10,168,362
Amite	3,572,775	Lowndes	19,923,091
Attala	5,652,808	Madison	17,032,628
Benton	3,409,492	Marion	8,817,419
Bolivar	17,915,107	Marshall	10,671,013
Calhoun	3,955,575	Monroe	10,104,608
Carroll	1,982,884	Montgomery	2,925,803
Chickasaw	5,850,832	Neshoba	9,759,387
Choctaw	2,866,047	Newton	5,375,978
Claiborne	5,485,169	Noxubee	6,291,338
Clarke	5,067,697	Oktibbeha	11,401,364
Clay	8,193,219	Panola	12,165,531
Coahoma	16,019,830	Pearl River	16,977,274
Copiah	10,713,817	Perry	3,471,669
Covington	5,515,268	Pike	15,347,957
DeSoto	25,699,147	Pontotoc	6,269,789
Forrest	22,148,458	Prentiss	6,375,511
Franklin	1,859,998	Quitman	4,689,492
George	6,971,377	Rankin	22,177,852
Greene	3,190,529	Scott	8,419,203
Grenada	6,194,273	Sharkey	3,307,047
Hancock	11,840,635	Simpson	7,938,058
Harrison	56,529,370	Smith	3,592,605
Hinds	98,817,543	Stone	4,610,849
Holmes	11,492,879	Sunflower	16,657,175
Humphreys	6,635,274	Tallahatchie	5,214,320
Issaquena	553,992	Tate	7,765,415
Itawamba	4,886,378	Tippah	5,974,222
Jackson	31,782,603	Tishomingo	3,534,244
Jasper	4,940,136	Tunica	6,256,601
Jefferson	3,046,806	Union	4,829,788
Jefferson Davis	4,324,468	Walthall	4,620,018
Jones	17,429,199	Warren	16,889,139
Kemper	3,111,878	Washington	32,470,285
Lafayette	6,887,737	Wayne	7,149,224
Lamar	11,563,986	Webster	3,084,156
Lauderdale	25,702,570	Wilkinson	4,046,911
Lawrence	3,512,429	Winston	6,734,739
Leake	5,645,660	Yalobusha	4,454,199
Lee	23,590,869	Yazoo	13,655,023
		<b>State Total</b>	<b>902,286,357</b>

# SNAP Program Applications, SFY 2011

	Received	Approved	Denied		Received	Approved	Denied
State Total	190,896	138,346	45,255				
Adams	1,787	1,283	472	Leflore	2,606	2,088	423
Alcorn	2,071	1,442	504	Lincoln	2,108	1,561	465
Amite	652	491	139	Lowndes	3,315	2,580	659
Attala	1,043	714	235	Madison	3,698	2,549	918
Benton	608	452	117	Marion	1,792	1,322	379
Bolivar	2,643	2,007	540	Marshall	2,464	1,577	768
Calhoun	786	585	183	Monroe	2,108	1,556	489
Carroll	457	329	112	Montgomery	661	457	166
Chickasaw	398	302	85	Neshoba	1,596	1,227	324
Choctaw	511	403	105	Newton	1,143	814	269
Claiborne	791	595	178	Noxubee	858	717	131
Clarke	1,086	821	229	Oktibbeha	3,369	2,224	921
Clay	1,481	1,113	302	Panola	2,361	1,561	706
Coahoma	2,476	1,888	527	Pearl River	3,392	2,516	720
Copiah	1,949	1,521	389	Perry	954	696	212
Covington	1,259	916	279	Pike	2,942	2,006	854
DeSoto	6,752	4,462	2,138	Pontotoc	1,622	1,107	452
Forrest	5,894	4,165	1,426	Prentiss	1,601	1,131	350
Franklin	397	305	84	Quitman	837	680	146
George	1,673	1,269	330	Rankin	5,446	3,819	1,583
Greene	770	613	154	Scott	1,848	1,242	524
Grenada	1,442	959	372	Sharkey	439	395	41
Hancock	2,999	2,297	581	Simpson	1,875	1,348	423
Harrison	14,244	10,821	3,122	Smith	784	586	184
Hinds	20,832	14,669	5,699	Stone	1,156	833	280
Holmes	1,791	1,264	436	Sunflower	2,698	2,176	479
Humphreys	926	746	134	Tallahatchie	760	562	172
Issaquena	99	76	15	Tate	1,469	1,015	413
Itawamba	1,312	916	336	Tippah	1,398	970	355
Jackson	9,136	6,504	2,264	Tishomingo	1,080	704	295
Jasper	921	720	161	Tunica	1,138	886	205
Jefferson	471	300	147	Union	1,381	1,001	331
Jefferson Davis	957	652	241	Walthall	924	633	230
Jones	4,163	2,882	1,044	Warren	3,394	2,400	719
Kemper	561	395	140	Washington	4,813	3,828	744
Lafayette	2,330	1,407	662	Wayne	1,476	1,075	317
Lamar	3,060	2,310	666	Webster	564	462	101
Lauderdale	5,404	3,835	1,288	Wilkinson	652	538	100
Lawrence	762	600	133	Winston	1,191	926	239
Leake	1,341	895	335	Yalobusha	924	709	205
Lee	5,258	3,930	1,180	Yazoo	2,130	1,636	423
				MSCAP	436	379	56

# Family & Children's Services Abuse & Neglect Statistics SFY 2011

County	Sexual Abuse	Physical Abuse	Physical Neglect	Medical Neglect	Emotional Abuse	Exploitation	Total Evidenced Allegations	Total Investigations	County	Sexual Abuse	Physical Abuse	Physical Neglect	Medical Neglect	Emotional Abuse	Exploitation	Total Evidenced Allegations	Total Investigations
Adams	5	10	41	2	8	0	66	204	Lee	13	52	82	5	4	0	156	682
Alcorn	22	15	42	0	7	0	86	372	Leflore	3	9	19	3	0	0	34	145
Amite	3	8	8	0	0	0	19	64	Lincoln	10	14	28	0	1	0	53	243
Attala	3	4	2	0	0	0	9	157	Lowndes	7	21	23	7	4	0	62	320
Benton	3	2	5	0	1	0	11	69	Madison	12	9	15	1	2	0	39	297
East Bolivar	24	9	4	6	3	0	46	261	Marion	10	14	25	1	0	0	50	144
West Bolivar	4	3	7	1	0	0	15	59	Marshall	16	8	29	9	2	0	64	270
Calhoun	8	5	18	3	5	0	39	163	Monroe	12	24	62	3	10	0	111	376
Carroll	4	3	5	0	1	0	13	54	Montgomery	1	11	6	2	1	0	21	100
E. Chickasaw	2	2	22	0	3	0	29	64	Neshoba	6	13	44	1	0	0	64	235
W. Chickasaw	7	5	21	3	4	0	40	150	Newton	6	9	5	0	0	0	20	121
Choctaw	4	4	6	0	1	0	15	55	Noxubee	6	3	5	0	0	0	14	62
Claiborne	0	4	0	1	1	0	6	26	Oktibbeha	3	15	39	4	6	0	67	176
Clarke	4	6	17	1	5	0	33	134	Panola	4	8	21	2	2	0	37	242
Clay	4	13	11	2	1	0	31	132	Pearl River	16	33	59	6	5	1	120	467
Coahoma	8	9	16	1	2	0	36	220	Perry	1	4	12	0	0	0	17	73
Copiah	9	10	23	1	1	0	44	221	Pike	15	30	71	3	6	0	125	296
Covington	1	4	3	0	0	0	8	141	Pontotoc	15	21	52	2	6	0	96	337
Desoto	35	56	108	3	8	0	210	989	Prentiss	10	13	22	1	3	0	49	257
Forrest	13	25	32	1	5	0	76	529	Quitman	3	0	7	0	0	0	10	50
Franklin	3	4	3	0	0	0	10	52	Rankin	40	32	137	1	10	0	220	985
George	13	25	21	3	3	0	65	230	Scott	13	7	22	0	0	0	42	243
Greene	1	11	3	0	1	0	16	72	Sharkey	1	0	3	2	0	0	6	39
Grenada	4	10	6	0	1	0	21	201	Simpson	6	5	14	2	4	0	31	275
Hancock	10	26	44	2	32	0	114	386	Smith	7	1	5	0	0	0	13	88
Harrison	53	142	299	11	30	2	537	1,557	Stone	8	10	23	1	1	0	43	177
Hinds	120	80	103	6	3	1	313	1,582	Sunflower	6	5	14	1	0	0	26	197
Holmes	3	5	12	1	0	0	21	136	Tallahatchie	1	5	7	3	0	0	16	68
Humphreys	1	7	5	0	0	0	13	54	Tate	4	11	20	1	2	0	38	140
Issaquena	1	1	0	0	0	0	2	7	Tippah	10	13	55	1	2	0	81	225
Itawamba	10	13	53	1	1	0	78	250	Tishomingo	7	16	22	2	3	0	50	164
Jackson	47	97	158	9	22	0	333	1,009	Tunica	1	4	9	0	1	0	15	68
Jasper	3	6	17	0	3	0	29	85	Union	11	9	48	2	8	0	78	296
Jefferson	3	0	5	0	0	0	8	30	Walthall	5	6	24	1	5	0	41	122
Jeff Davis	5	5	4	0	0	0	14	43	Warren	9	26	32	3	3	0	73	278
Jones	16	29	65	0	7	0	117	486	Washington	52	39	158	4	5	0	258	665
Kemper	0	2	2	0	0	0	4	32	Wayne	13	13	37	5	8	0	76	197
Lafayette	11	16	28	9	13	0	77	252	Webster	2	4	1	0	0	0	7	43
Lamar	7	17	32	1	0	0	57	332	Wilkinson	2	2	5	1	1	0	11	37
Lauderdale	32	36	108	11	6	0	193	756	Winston	6	9	10	2	2	0	29	88
Lawrence	7	2	7	1	0	0	17	67	Yalobusha	1	7	3	1	2	0	14	108
Leake	2	6	0	0	0	0	8	164	Yazoo	9	5	16	2	2	0	34	166

## ABUSE AND NEGLECT REPORT SNAPSHOT

### TOTALS

- 21,409 reports of child abuse or neglect were investigated in SFY 2011

- Of the 21,409 reports, 5,290 were evidenced.

### EVIDENCED REPORTS

Physical Neglect ..... 2,657  
 Physical Abuse ..... 1,277  
 Sexual Abuse ..... 898  
 Emotional Abuse ..... 289  
 Medical Neglect ..... 165  
 Exploitation ..... 4  
**TOTAL EVIDENCED REPORTS ..... 5,290**

# Foster Home Care Payments SFY 2011

County	Payments County	Payments
<b>State Total</b>	<b>\$28,921,268.29</b>	
Adams	652,555.36	Lee 369,630.83
Alcorn	410,254.73	Leflore 130,986.87
Amite	106,764.48	Lincoln 445,633.35
Attala	9,558.66	Lowndes 386,113.96
Benton	44,078.47	Madison 319,222.12
Bolivar, E.	138,309.75	Marion 162,442.03
Bolivar, W.	107,799.59	Marshall 219,483.23
Calhoun	135,993.59	Monroe 587,895.01
Carroll	64,146.47	Montgomery 95,018.88
Chickasaw, E.	92,284.75	Neshoba 545,783.13
Chickasaw, W.	94,728.42	Newton 56,410.47
Choctaw	46,566.52	Noxubee 139,858.54
Claiborne	3,024.00	Oktibbeha 219,757.25
Clarke	3,901.92	Panola 350,610.93
Clay	218,784.97	Pearl River 1,117,384.57
Coahoma	142,455.84	Perry 31,626.05
Copiah	614,034.96	Pike 311,717.55
Covington	162,624.38	Pontotoc 302,534.78
DeSoto	864,656.98	Prentiss 284,457.17
Forrest	1,229,928.30	Quitman 28,931.55
Franklin	23,238.21	Rankin 528,394.64
George	21,466.51	Scott 284,078.86
Greene	3,325.50	Sharkey 7,963.26
Grenada	26,289.69	Simpson 359,514.55
Hancock	1,094,551.58	Smith 97,685.44
Harrison	1,540,569.52	Stone 911,453.84
Hinds	3,763,753.02	Sunflower 139,853.04
Holmes	129,596.88	Tallahatchie 66,912.00
Humphreys	154,335.84	Tate 82,109.98
Issaquena	0.00	Tippah 286,241.04
Itawamba	204,757.66	Tishomingo 274,779.69
Jackson	2,609,272.84	Tunica 85,163.28
Jasper	58,851.48	Union 385,002.64
Jefferson	105,737.82	Walthall 176,162.55
Jefferson Davis	289,250.69	Warren 616,366.34
Jones	276,852.02	Washington 770,651.22
Kemper	61,400.12	Wayne 103,194.89
Lafayette	172,824.13	Webster 119,871.01
Lamar	186,712.44	Wilkinson 16,836.57
Lauderdale	661,587.82	Winston 170,085.06
Lawrence	149,810.97	Yalobusha 47,274.72
Leake	29,341.53	Yazoo 580,196.99

## Contact Information, County Directory and Toll Free Numbers



## Contact Information

Executive Director Don Thompson .....	601-359-4457
Deputy Executive Director Mark Smith.....	601-359-9669
Deputy Administrator for Administration Richard Harris .....	601-359-4180
Deputy Administrator for Family and Children's Services Lori Woodruff .....	601-359-4458
Deputy Administrator for Programs Richard (Rickey) Berry .....	601-359-4458
Aging and Adult Services, Interim Director Melinda Bertucci .....	601-359-4929
Budgets & Accounting, Director Earl Walker .....	601-359-4662
Child Support Enforcement, Director Walley Naylor.....	601-359-4861
Community Services, Director Sollie Norwood.....	601-359-4768
Early Childhood Care and Development, Director Jill Dent .....	601-359-4555
Economic Assistance, Director John Davis .....	601-359-4424
Family and Children's Services, Director .....	601-359-4999
Human Resources, Director Daren Vandevender .....	601-359-4444
Management Information Systems, CSIO, Tim Ragland.....	601-359-4600
Program Integrity, Director Laura Griffin.....	601-359-4900
Social Services Block Grant, Director Derra Dukes .....	601-359-4778
Youth Services, Director Kathy Pittman .....	601-359-4972
Office of Communications, Julia Bryan .....	601-359-4517
Office of Consumer Services, Jennifer Boler .....	601-359-4414

### STATE OFFICE

Physical Address.....	750 North State Street, Jackson, MS 39202
Mailing Address .....	PO Box 352, Jackson, MS 39205
Public Information.....	(800-345-MDHS) 1-800-345-6347 or 601-359-4500
Telephone Deaf Device .....	(TDD) 1-800-676-4154 or 601-359-2656

### WEB INFORMATION

Website .....	<a href="http://www.mdhs.state.ms.us">www.mdhs.state.ms.us</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>

DIVISIONS	TOLL FREE	DIRECT LINE
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**GENERAL INFORMATION**

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

**AGING & ADULT SERVICES**

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

**CHILD SUPPORT**

Information Desk/Call Center.....	1-877-882-4916 .....	601-359-4861
Client Automated Voice Response.....	1-800-434-5437.....	601-354-6039
METSS Help Desk.....	1-800-937-9803.....	601-359-4601
EPPICard Customer Service.....	1-866-461-4095.....	

**COMMUNITY SERVICES**

LIHEAP/WAP Programs .....	1-800-421-0762.....	601-359-4770
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**EARLY CHILDHOOD CARE AND DEVELOPMENT**

Child Care Express.....	1-800-877-7882.....	601-359-9672
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**ECONOMIC ASSISTANCE**

Client Inquiry .....	1-800-948-3050 .....	601-359-4796
Foundation for Families.....	1-800-590-0818 .....	601-359-4688
EBT Help Desk .....	1-866-449-9488 .....	601-359-4419
EBT Help Line-Retailers.....	1-866-598-1772 .....	
EBT Help Line-Customers.....	1-866-512-5087 .....	601-359-4429
EPPICard Customer Service.....	1-866-461-4095.....	

**FAMILY & CHILDREN'S SERVICES**

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

**HUMAN RESOURCES**

Personnel.....	1-800-433-1210.....	601-359-4444
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**PROGRAM INTEGRITY**

Fraud Hotline .....	1-800-299-6905.....	601-359-4907
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**YOUTH SERVICES**

Division of Youth Services.....	1-866-312-7215 .....	601-359-4972
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Adams	150 East Franklin (DEA, DCSE, DFCS) Natchez, MS 39120 601-442-1481 (DEA) 601-446-8521 (DCSE) 601-442-7031 (DFCS)	Alcorn	2690 S. Harper Road (DEA, DCSE, DFCS) Corinth, MS 38834 662-286-2205 (DEA) 662-286-7753 (DCSE) 662-286-7738 (DFCS)
Amite	185 Irene Street (DEA, DCSE) 179 Irene Street (DFCS) Liberty, MS 39645 601-657-8066 (DEA) 601-657-8066 (DCSE) 601-657-4188 (DFCS)	Attala	717 Fairground Road (DEA, DCSE, DFCS) Kosciusko, MS 39090-0729 662-289-4881 (DEA) 662-289-4280 (DCSE) 662-289-1379 (DFCS)
Benton	183 Court Street (DEA) 384 Ripley Street (DCSE, DFCS) Ashland, MS 38603 662-224-6245 (DEA) 662-224-6271 (DCSE, DFCS)	Bolivar E	212 N. Pearman Avenue (DEA) 206 N. Pearman Avenue (DFCS) 606 N. Martin Luther King Dr. (DCSE) Cleveland, MS 38732-1628 662-843-8311 (DEA) 662-843-8611 (DCSE) 662-843-0294 (DFCS)
Bolivar W	706 Bradford Street (DEA) 403 Martin Luther King Dr. (DCSE) Rosedale, MS 38769 662-759-3552 (DEA) 662-759-6872 (DCSE) 662-759-3552 (DFCS)	Calhoun	237 S Murphree Street (DEA, DCSE, DFCS) Pittsboro, MS 38951 662-412-3169 (DEA) 662-412-3171 (DCSE) 662-412-3183 (DFCS)
Carroll	205 Lee Street (DEA, DCSE) Vaiden, MS 39176 201 Jefferson Street (DFCS) Carrolton, MS 38917 662-464-5961 (DEA) 662-464-5275 (DCSE) 662-237-9235 (DFCS)	Chickasaw E	234 West Main Room 101 (DEA, DCSE) 110 North Olive Street (DFCS) Okolona, MS 38860 662-447-5511 (DEA) 662-447-5025 (DCSE) 662-447-5497 (DFCS)
Chickasaw W	745 West Church Street (DEA, DCSE) 101 Castle Street (DFCS) Houston, MS 38851 662-456-3724 (DEA) 662-456-5787 (DCSE) 662-456-3978 (DFCS)	Choctaw	223 W Main Street (DEA) 583 W. Main Street (DCSE, DFCS) Ackerman, MS 39735-0280 662-285-6269 (DEA) 662-285-3702 (DCSE) 662-285-3770 (DFCS)
Claiborne	417 Industrial Drive (DEA, DCSE, DFCS) Port Gibson, MS 39150 601-437-5115 (DEA) 601-437-5047 (DCSE) 601-437-5159 (DFCS)	Clarke	29 Harris Avenue (DEA, DCSE, DFCS) Quitman, MS 39355 601-776-3756 (DEA) 601-776-3758 (DCSE) 601-776-3529 (DFCS)
Clay	360 Washington Street (DEA, DCSE, DFCS) West Point, MS 39773 662-494-3843 (DEA) 662-494-7218 (DCSE) 662-494-8987 (DFCS)	Coahoma	917 Ohio Avenue (DEA) 701 Ritchie Street (DCSE) 236 Sharkey, 2nd Floor Suite 229 (DFCS) Clarksdale, MS 38614 662-624-3050 (DEA) 662-624-3066 (DCSE) 662-624-3008 (DFCS)
Copiah	640 Georgetown Street, Suite 2 (DEA, DCSE, DFCS) Hazlehurst, MS 39083 601-894-2321 (DEA) 601-894-2598 (DCSE) 601-894-4666 (DFCS)	Covington	107 Arrington Avenue (DEA, DCSE) Collins, MS 39428 601-765-6585 (DEA) 601-765-5018 (DCSE) 601-765-5005 (DFCS)

Desoto	3210 Hwy 51 South (DEA) 3246 Hwy 51 South Suite 2 (DCSE, DFCS) Hernando, MS 38632 662-429-4461 (DEA) 662-449-1401 (DCSE) 662-429-1480 (DFCS)	Forrest	1604 W. Pine Street (DEA, DCSE, DFCS) Hattiesburg, MS 39401 601-554-4350 (DEA) 601-554-4361 (DCSE) 601-554-4354 (DFCS)
Franklin	90 Mill Road (DEA, DCSE, DFCS) Bude, MS 39630 601-384-5837 (DEA) 601-384-2369 (DCSE, DFCS)	George	38 London Street, Suite B (DEA); Suite A (DFCS) 416 Dewey Street Lucedale, MS 39452 601-947-7551 (DEA) 601-947-3996 (DCSE) 601-947-0230 (DFCS)
Greene	1008 Jackson Avenue (DEA, DCSE, DFCS) Leakesville, MS 39451 601-394-2362 (DEA) 601-394-5910 (DCSE) 601-394-2730 (DFCS)	Grenada	1240 Fairground Rd, Ste B-DEA; Ste. C-DCSE; Ste D-DFCS Grenada, MS 38901 662-226-1971 (DEA) 662-226-1416 (DCSE) 662-226-1990 (DFCS)
Hancock	3066 Longfellow Dr (DEA) 6058 Longfellow Dr Trailer 17 (DFCS) 3072 Longfellow Dr Bldg 21 (DCSE) Bay St Louis, MS 39520 228-467-4565 (DEA) 228-464-2808 (DCSE) 228-467-4100 (DFCS)	Harrison	10260 Larkin Smith Road (DEA, DCSE, DFCS) Gulfport, MS 39505-3400 228-897-5600 (DEA) 228-897-5791 (DCSE) 228-897-5970 (DFCS)
<u>Hinds</u>	4777 Medgar Evers Blvd (DEA, DCSE, DFCS) Jackson, MS 39283-1677 601-362-9892 (DEA) 601-432-1252 (DCSE) <u>601-364-7447 (DFCS)</u>	Holmes	22419 Depot Street (DEA) Hwy 12 East (DCSE, DFCS) Lexington, MS 39095 662-834-1221 (DEA) 662-834-0012 (DCSE) 662-834-0009 (DFCS)
<u>Bolton</u>	300 East Madison Street (DEA) Bolton, MS 39041 <u>601-866-4454 (DEA)</u>		
<u>Midtown</u>	215 McTyere Street (DEA) Jackson, MS 39202 601-355-5536 (DEA)		
Humphreys	16463 US Hwy 49, Suite C (DEA, DCSE) 101 South Street (DFCS) Belzoni, MS 39038 662-247-2323 (DEA) 662-247-1876 (DCSE) 662-247-2117 (DFCS)	Issaquena	129 Court Street (DEA, DCSE, DFCS) Mayersville, MS 39113 662-873-6296 (DEA) 662-873-2241 (DCSE) 662-873-2441 (DFCS)
Itawamba	305 W Cedar Street (DEA, DCSE, DFCS) Fulton, MS 38843-0637 662-862-9781 (DEA) 662-862-9789 (DCSE) 662-862-4251 (DFCS)	Jackson	5343 Jefferson Street (DEA, DCSE, DFCS) Moss Point, MS 39563 228-769-3275 (DEA) 228-769-3321 (DCSE) 228-769-3444 (DFCS)
Jasper	37 West 8 <sup>th</sup> Avenue (DEA, DCSE, DFCS) Bay Springs, MS 39422 601-764-2151 (DEA) 601-764-2605 (DCSE) 601-764-3219 (DFCS)	Jefferson	235 Medgar Evers Blvd (DEA, DCSE, DFCS) Fayette, MS 39069 601-786-3571 (DEA) 601-786-6006 (DCSE) 601-786-6010 (DFCS)
Jeff Davis	1185 B Frontage Rd (DEA, DCSE, DFCS) Prentiss, MS 39474-1167 601-792-8620 (DCSE) 601-792-4206 (DEA, DFCS)	Jones	923 Sawmill Rd (DEA, DCSE, DFCS) Laurel, MS 39441-1943 601-426-1200 (DEA) 601-426-2999 (DCSE) 601-426-2266 (DFCS)

Kemper	14608 Hwy 39 North (DEA, DCSE, DFCS) Dekalb, MS 39328 601-743-2826 (DEA) 601-743-5421 (DCSE) 601-743-2850 (DFCS)	Lafayette	819 Jackson Avenue (DEA, DCSE) 1301 B Monroe Avenue (DFCS) Oxford, MS 38655 662-234-1861 (DEA) 662-232-2438 (DCSE) 662-234-1863 (DFCS)
Lamar	207 Main Street (DEA, DFCS) 300 North Street (DCSE) Purvis, MS 39475 601-794-1050 (DEA) 601-794-1054 (DCSE) 601-794-1080 (DFCS)	Lauderdale	5224 Valley Street (DEA, DCSE) 5226 Valley Street (DFCS) Meridian, MS 39301-1891 601-483-3337 (DEA) 601-482-3269 (DCSE) 601-484-5124 (DFCS)
Lawrence	1200 Nola Road (DEA, DCSE, DFCS) Monticello, MS 39654 601-587-7632 (DEA) 601-587-4892 (DCSE, DFCS)	Leake	201 W. M. Chipley Street (DEA, DCSE) 115 N. Pearl Street (DFCS) Carthage, MS 39051 601-267-3242 (DEA) 601-267-0254 (DCSE) 601-267-8093 (DFCS)
Lee	220 South Industrial Road (DEA, DCSE, DFCS) Tupelo, MS 38802 662-841-9050 (DEA) 662-841-9126 (DCSE) 662-841-9737 (DFCS)	Leflore	216 Hwy 7 South (DEA, DCSE, DFCS) Greenwood, MS 38930 662-453-3124 (DEA) 662-453-1197 (DCSE) 662-455-7917 (DFCS)
Lincoln	300 East Chickasaw Street (DEA, DCSE, DFCS) Brookhaven, MS 39602 601-833-3311 (DEA) 601-833-3536 (DCSE) 601-835-2838 (DFCS)	Lowndes	1604 College Street (DEA, DCSE, DFCS) Columbus, MS 39701 662-328-5278 (DEA) 662-329-5742 (DCSE) 662-245-4612 (DFCS)
Madison	867 Martin Luther King (DEA, DCSE, DFCS) Canton, MS 39046 601-859-1276 (DEA) 601-859-4813 (DCSE) 601-859-5858 (DFCS)	Marion	511 South Main Street (DEA, DCSE) 226 Broad Street, Suite 1 (DFCS) Columbia, MS 39429 601-736-6383 (DEA) 601-736-8692 (DCSE)
Marshall	230 East College Street (DEA, DCSE, DFCS) Holly Springs, MS 38635 662-252-4511 (DEA) 662-252-6531 (DCSE) 662-252-3465 (DFCS)	Monroe	104 ½ N. Mattubba Street (DEA, DCSE, DFCS) Aberdeen, MS 39730 662-369-2872 (DEA) 662-369-2907 (DCSE) 662-369-2879 (DFCS)
Monroe/Amory	300 South Front St., Suite 2 (DEA) Amory, MS 38821 662-256-1015 (DEA)	Montgomery	705 Alberta Drive (DEA, DCSE) 204 S. Front Street (DFCS) Winona, MS 38967 662-283-2922 (DEA, DCSE) 662-283-3430 (DFCS)
Neshoba	1016 Holland Avenue (DEA, DCSE, DFCS) Philadelphia, MS 39350 601-656-1451 (DEA, DCSE, DFCS)	Newton	14712 Hwy 15 South (DEA, DCSE, DFCS) Decatur, MS 39327 601-635-4490 (DEA) 601-635-2346 (DCSE) 601-635-2798 (DFCS)
Noxubee	601 W. Pearl Street (DEA, DCSE, DFCS) Macon, MS 39341 662-726-5884 (DEA) 662-726-5887 (DCSE) 662-726-5885 (DFCS)	Oktibbeha	213 Yeates Street (DEA, DCSE) 106 A. Felix Long (DFCS) Starkville, MS 39760-0865 662-323-1566 (DEA) 662-320-9566 (DCSE) 662-323-1573 (DFCS)

Panola	335 E. Lee Street (DEA, DCSE, DFCS) Sardis, MS 38666 662-487-2095 (DEA) 662-487-2000 (DCSE) 662-487-2098 (DFCS)	Pearl River	167 Savannah Millard Rd. (DEA, DCSE) 417 Hwy 11 N (DFCS) Poplarville, MS 39470 601-403-2424 (DEA) 601-403-2421 (DCSE) 601-795-3038 (DFCS)
Perry	201 First Street W. (DEA, DCSE, DFCS) New Augusta, MS 39462 601-964-8374 (DEA) 601-964-8377 (DCSE) 601-964-8378 (DFCS)	Pike	1002 Warren Krout Rd. (DEA, DCSE, DFCS) McComb, MS 39648 601-684-7100 (DEA) 601-684-7945 (DCSE) 601-684-0195 (DFCS)
Pontotoc	341 Center Ridge Road (DEA, DCSE, DFCS) Pontotoc, MS 38863 662-489-2923 (DEA) 662-489-3972 (DCSE) 662-489-3970 (DFCS)	Prentiss	100 Hotel /Church Street (DEA, DCSE) 110 N. Main Street (DFCS) Booneville, MS 38829 662-728-3118 (DEA) 662-728-2017 (DCSE) 662-728-8010 (DFCS)
Quitman	1054 Martin Luther King Dr. (DEA, DCSE, DFCS) Marks, MS 38646 662-326-8021 (DEA) 662-326-7911 (DCSE) 662-326-7913 (DFCS)	Rankin	603 Marquette Road (DEA, DCSE, DFCS) Brandon, MS 3904 601-825-7210 (DEA) 601-825-6800 (DCSE) 601-825-1040 (DFCS)
Scott	512 Airport Road (DEA) 301 Main Street 309 B Smith Street (DFCS) Forest, MS 39074 601-469-4762 (DEA) 601-469-1628 (DCSE) 601-469-2010 (DFCS)	Sharkey	613 Martin Luther King Jr. Street (DEA, DCSE) 1000 Chestnut Street (DFCS) Rolling Fork, MS 39159 662-873-4325 (DCSE) 662-873-2655 (DEA, DFCS)
Simpson	109 West Pine, Ste 1 (DEA, DFCS); Ste 2 (DCSE) Mendenhall, MS 39114 601-847-3815 (DEA) 601-847-2014 (DCSE) 601-847-4081 (DFCS)	Smith	353 Hwy 37 S (DEA, DCSE, DFCS) Raleigh, MS 39153 601-782-4505 (DEA) 601-782-9800 (DCSE) 601-782-9807 (DFCS)
Stone	648 Fairgrounds Road (DEA, DCSE, DFCS) Wiggins, MS 39577 601-928-4996 (DEA) 601-928-2057 (DCSE) 601-928-2510 (DFCS)	Sunflower	225 Martin Luther King Drive (DEA, DCSE) 204 E. Baker Street (DFCS) Indianola, MS 38751 662-887-2051 (DEA, DCSE) 662-887-2795 (DFCS)
Sunflower N.	630 Elisha & Everett Langdon Street (DEA) Ruleville, MS 38771 662-756-4301 (DEA)	Tallahatchie	200 South Market Street (DEA, DCSE, DFCS) Charleston, MS 38921 662-647-5571 (DEA) 662-647-3369 (DCSE) 662-647-2202 (DFCS)
Tate	1428 Brownsferry Road (DEA, DCSE, DFCS) Senatobia, Ms 38668 662-562-4478 (DEA, DCSE) 662-562-6623 (DFCS)	Tippah	159 Bails Road (DEA, DCSE) 412 E. Water Street (DFCS) Ripley, MS 38663 662-837-9307 (DEA) 662-837-1196 (DCSE) 662-837-1198 (DFCS)

Tishomingo	1008 Battleground Dr. Rm 104 (DEA) 108 W. Eastport Street (DCSE) 1505 Betty Dale Dr (DFCS) Iuka, MS 38552 662-423-7020 (DEA) 662-423-7060 (DCSE) 662-423-7041 (DFCS)	Tunica	1490 Edwards Avenue (DEA, DCSE, DFCS) Tunica, MS 38676 662-363-1771 (DEA, DFCS) 662-363-1143 (DCSE)
Union	923 Fairground Spur Road (DEA, DCSE) 814 Hwy 348 (DFCS) New Albany, MS 38652 662-534-1984 (DEA) 662-534-1985 (DCSE) 662-534-1986 (DFCS)	Walthall	901 Union Road (DEA, DFCS, DCSE) Tylertown, MS 39667 601-876-2191 (DEA, DCSE) 601-876-3238 (DFCS)
Warren	1316 Openwood Street (DEA, DCSE) 110 Grove Street, Suite E (DFCS) Vicksburg, MS 39183 601-636-1512 (DEA) 601-631-6262 (DCSE) 601-636-1597 (DFCS)	Washington	925 Main Street (DEA) 585 Tennessee Gas Rd, Ash Bayou Mall Ste 3&4 (DCSE) 240 Theobald Street (DFCS) Greenville, MS 38702-1019 662-335-6051 (DEA) 662-334-2585 (DCSE) 662-378-0319 (DFCS)
Wayne	1104-A Cedar Street (DEA, DCSE, DFCS) Waynesboro, MS 39367 601-735-4752 (DEA) 601-735-6244 (DCSE) 601-735-6254 (DFCS)	Webster	53 Government Avenue (DEA, DFCS) 319 E. Gould Avenue (DFCS) Eupora, MS 39744 662-258-4771 (DEA) 662-258-3010 (DCSE) 662-258-7733 (DFCS)
Wilkinson	1391 Hwy 61 South (DEA, DCSE, DFCS) Woodville, MS 39669 601-888-7313 (DCSE) 601-888-4311 (DEA, DFCS)	Winston	458 Vance Street (DEA, DCSE, DFCS) Louisville, MS 39339 662-773-8034 (DEA) 662-773-8834 (DCSE)
Yalobusha	217 Frostland Drive (DEA) 7072 CR 436 (DCSE) 7084 CR 436 (DFCS) Water Valley, MS 38965 662-473-2951 (DEA) 662-473-5022 (DCSE) 662-473-1071 (DFCS)	Yazoo	1315 Grady Avenue (DEA, DCSE) 104 S. Main Street (DFCS) Yazoo City, MS 39194 662-746-5821 (DEA) 662-746-2129 (DCSE) 662-746-5834 (DFCS)





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