

**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES**

5-YEAR STRATEGIC PLAN

FOR THE FISCAL YEARS 2021 – 2025

## MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

### **1. Mississippi Department of Human Services Mission Statement**

The mission of the Mississippi Department of Human Services is to provide services to people in need by optimizing all available resources to sustain the family unit and encourage traditional values thereby promoting self-sufficiency and personal responsibility for all Mississippians.

### **2. Agency Philosophy**

The Mississippi Department of Human Services is committed to providing services to all Mississippians in need. Following our Code of Ethics, our employees values of honesty, integrity, respect, selfless service, and our unmatched desire to assist Mississippian's overcome difficulties in life we strive to promote moving supported Mississippians from receiving assistance to providing for their families through job education and employment while always treating everyone with dignity and respect. Collaboration with other state agencies, non-governmental entities, and educational institutions enables us to maximize results with limited taxpayer dollars.

### **3. Relevant Statewide Goals and Benchmarks**

a. Statewide Goal #1. To develop a robust economy that provides the opportunity for productive employment for all Mississippians.

Relevant Benchmarks #1.

1. Unemployment rate (unemployed persons actively looking for a job as it relates to the reduced number of TANF and SNAP recipients)
2. Increase collections of child support.

b. Statewide Goal #2. To make available a quality K-12 public education for all Mississippians that prepares them, upon high school graduation, to either enter the labor force with an employable skill or to successfully complete a higher education program.

Relevant Benchmarks #2.

1. Sustain home nutrition for children to enable high quality learning throughout the day.
2. Increase child support collections.

c. Statewide Goal #3. To protect the public's safety, including providing timely and appropriate responses to emergencies and disasters and to operate a fair and effective system of justice.

Relevant Benchmark # 3.

Average emergency response time to natural and manmade disasters, ESF 6.

d. Statewide Goal #4. To protect Mississippians from risk to public health and to provide them with health related information and access to quality healthcare necessary to increase the length and quality of their lives.

Relevant Benchmarks #4.

1. Percentage of children served by CCDF that receive Early and Periodic Screening, Diagnostic, and Treatment through Department of Medicaid by improving coordination and referrals.
2. Percentage of Mississippians receiving SNAP benefits to ensure quality nutrition is available.

e. Statewide Goal #5. To ensure Mississippians are able to develop their full potential by having their basic needs met, including the need for adequate food and shelter and a healthy, stable, and nurturing family environment or a competent and caring system of social support.

Relevant Benchmarks #5.

1. Percentage of population in poverty.
2. Affordability of housing (home price-to-income ratio and home price-to-rent ratios).
3. Number and percentage of children under age 18 living in families where no parent has full-time, year-round employment.
4. Substantiated incidence of child abuse or neglect (per 1,000 population).
5. Substantiated incidence of abuse of vulnerable adults (per 1,000 population).
6. Percentage of child support cases current on payments.
7. Percentage of households with food insecurity.
8. Average number of households receiving monthly food assistance through the Supplemental Nutrition Assistance Program.
9. Percentage of Mississippi households receiving food assistance through the Supplemental Nutrition Assistance Program.
10. Number and percentage of children in single-parent families.
11. Births to unmarried women as a percentage of live births.
12. Percentage of females age 15 to 19 who delay childbearing until adulthood.
13. Number and percentage of families receiving Temporary Assistance for Needy Families (TANF) during the year.
14. TANF work program participation rate.
15. Percentage of TANF participants in job training who enter employment.
16. Percentage of TANF participants in job training who enter employment at a salary sufficient to make them ineligible to continue receiving TANF benefits.
17. Percentage of TANF participants in job training who remain employed (one-year and five- year follow-up).

#### **4. Overview of the Agency 5-Year Strategic Plan**

The Mississippi Department of Human Services will strive through numerous available avenues, programmatic and fiscal, to improve the quality of life for individuals and families served by the department by providing access to:

- a. Sufficient nutritional food and sources through SNAP by working to improve automated applications and re-certifications.

- b. Quality affordable childcare to assist low income working parents to become stabilized in the job force.
- c. Employment training and job opportunity resources through collaborations with other state agencies and education institutions.
- d. Special services for those with disabilities to assist in applying for and receiving benefits.
- e. Support to both parents through the Healthy Marriage Initiative and to foster healthy relationships between non-custodial parents and children.
- f. Community development programs through the PDD's, CAA's, and outside agencies such as Casey Family Programs. .
- g. Energy assistance and weatherization through grants provided by the federal government.
- h. Support services provided by other state agencies and non-profits to achieve economic security.
- i. Protective services for vulnerable adults through Adult Protective Services.
- j. Support healthy marriages.
- k. Focus on the reduction of teen pregnancy and encouragement of healthy living.
- l. Improvements in automation to better support clients and employees by improving productivity from our employees, making access to services and benefits easier for clients, and to ultimately reduce the tax burden on tax payers.
- m. Continue to develop collaborative linkages among employees, community agencies and organizations, faith based, and non-profit groups, to combine resources and talents for the betterment of individuals and families.

## **5. Agency's External/Internal Assessment**

- a. Significant increases in the number of Mississippians served by this agency will have the most direct impact on mission success. All of our programmatic division's workloads are dependent on the current state of the nation and the state. Rising unemployment numbers, high rates of inflation, closures of large businesses, and numerous other factors outside the control of the agency determine our abilities to serve our clients in a timely and efficient manner. We constantly monitor every possible scenario to prepare for changes in workforce requirements.
- b. Most automation systems used by this agency are outdated in need of replacing. We are currently utilizing 90/10 funds to enhance or replace many of our systems. This will save the state millions of dollars and improve the efficiency of our agency and others by giving us the ability to share information.

- c. All programs except one are reliant on federal funding and support.
- d. The State Auditor has placed a full time team to support our agency in assessing and evaluating contracts, fiscal entities, and other critical areas within the agency.
- e. Our federal partners provide oversight and evaluations on an ongoing basis to ensure our compliance with laws and regulations.

**6. Agency Goals, Objectives, Strategies and Measures by Program for FY 2021 through FY 2025**

**Program 1: Division of Aging and Adult Services – FY 2020 thru FY 2024**

**GOAL A:** The mission of Division of Aging and Adult Services is to assist aging and vulnerable adults, their families, and caregivers in achieving healthy, safe, and independent lifestyles, through advocacy, protection, education, and stewardship of public resources.

**OBJECTIVE A.1.** Facilitate the provision of social supports, services, and education to promote self-reliance in Mississippi’s aging community and provide support to their family and caregivers.

*Outcome:* **Reduction in institutional placement** – Empower more Mississippians to live with dignity by promoting resident rights, advocating for those who cannot help themselves, educating families and communities of those rights and reducing incidences of abuse, neglect, and exploitation of long-term care residents.

**A.1.1. STRATEGY:** Promote the Long Term Care Ombudsman (LTCO) as trusted sources for residents to confide in.

*Output:* Increase number of in-service training to facility staff.

*Output:* Create training manual implementing quality assurance standards/program components.

*Efficiencies:* Increase in the number of individuals serviced or units measured by 15%.

**OBJECTIVE A.2.** Provide Home and Community-Based Services to support and assist older Mississippians 60 years of age and older. Also, provide advanced leadership to promote program effectiveness and financial

management. These social and health related services promote health, self-sufficiency and independence.

*Outcome: **Better health and greater independence*** – Establish a baseline for the number of respite and Long-term services and support (LTSS) calls from the Mississippi Access to Care (MAC Center).

**A.2.1. STRATEGY:** Empower older adults and their families to make informed decisions and about (LTSS). Maintain or increase the projected number or service level for individuals and units of Home and Community-Based services provided to persons 60 years of age and older.

*Output:* Educate community stakeholders about the benefits of LTSS.

*Efficiencies:* Increase in the number of individuals serviced or units measured by 15% with an awareness component.

**OBJECTIVE A.3.** Provide In-Home and Community setting meals to persons 60 years of age or older to promote health, independence, quality of life and delay or prevent nutrition related chronic diseases.

*Outcome: **Better health***—Individuals will be surveyed to see how well the program are doing.

**A.3.1. STRATEGY:** Maintain or increase projected number or service level for individuals and units of congregate and home delivered meals served to persons 60 years of age and older.

*Output:* Congregate Meals – Units Services

*Output:* Home Delivered Meals – Units Services

*Efficiencies:* Increase the number of clients served in the Older Adult Nutrition Program by 10%.

*Efficiencies:* Home Delivered Meals, percent Reduction of Persons on Waiting List (5%)

**OBJECTIVE A.4.** Enable seniors to remain in their homes with high quality of life for as long as possible through the provision of home and community based services, including supports for family caregivers and Adult Protective Services.

Outcome: Quality of life for individual adults goes up by 30%.

**A.4.1 STRATEGY:** Ensure the rights of older people and prevent their abuse, neglect and exploitation.

*Output:* Number of APS calls will decreased due to amount of home and community based services.

*Output:* Vulnerable persons will feel safe in their own homes and have quality of life.

*Efficiencies:* Number of abuse calls will decrease and referral for LTSS in increase. (10%)

**Program 2: DIVISION CHILD SUPPORT ENFORCEMENT – FY 2021 thru FY 2025**

**Provide Child Support Enforcement services to Mississippi’s children and families that help ensure financial, medical and emotional support are received from both parents. Regular payment of child and medical support helps reduce conflict between parents, increases involvement of the non-custodial parents, increases the chance of the children reaching their full potential, and reduces reliance on government assistance.**

(Statewide Strategic Plan).

**OBJECTIVE A.1.** Effective management of all activities of the State of Mississippi Child Support Enforcement unit for the benefit of the people of Mississippi.

*Outcome:* Increase the paternity establishment rate.

*Outcome:* Increase the support order establishment rate.

*Outcome:* Increase current support paid rate.

*Outcome:* Increase number of cases with an arrearage collection.

**A.1.1. Strategy:** Increase the number of paternity establishment cases filed.

*Output:* Number of paternities established. (12,200)

*Output:* Percent of paternities established compared to number children born out of wedlock at the end of the preceding federal fiscal year. (96%)

**A.1.2. Strategy:** Increase the number of support order establishment cases filed, and close cases that meet closure criteria.

*Output:* Number of obligations established. (22,500)

*Output:* Percent of cases with a support order compared to the total caseload. (83%)

*Output:* Percent Change in Obligations Established. (2%)

**A.1.3. Strategy:** Increase IWO compliance, location of parents, identification of employers, and outreach to non-custodial parents.

*Output:* Total Collections. (\$374,500,000)

*Output:* Percentage of current support collected compared to current support owed. (54%)

*Output:* Percent of Child Support Cases Current on Payments. (25%)

**A.1.4. Strategy:** Automate processes when possible and employ data matches to locate absent parents, find employers, initiate tax offsets, FIDMs, workers compensation and personal injury claims, etc.

*Output:* Total amount of arrears collected. (\$95,000,000)

*Output:* Percent of cases with an arrears balance that received a payment. (58%)

**Program 3: Division of Early Childhood Care and Development – FY 2021 thru FY 2025**

**GOAL A:** Provide services in accordance with the intent of and regulations pertaining to the Child Care Development Fund including child care subsidy and quality improvement initiatives (Miss Code Ann. § 43-1-2 et. sec.)

**OBJECTIVE A. 1.** Provide child care subsidy to Mississippi's eligible families.

*Outcome:* Maintaining number of children in eligible families served (30,460 certificates were issued in 7/1/18-6/30/19)

*Outcome:* Increase in number of children to be served by 1%



**A.1.1. STRATEGY:** Work with Child Care Payment System developers at the Mississippi Department of Information and Technology Services to improve online application processes to parents and providers.

*Output:* Number of parent and provider applications processed through the online application flow. (12,625)

*Output:* Number of children served (22,852)

*Efficiency:* Average number of days to approve or deny parent and provider applications. (25 days)

*Efficiency:* Average cost per child – Infants (\$480)

*Efficiency:* Average cost per child – Toddlers (\$480)

*Efficiency:* Average cost per child- Pre-school (\$440)

*Efficiency:* Average cost per child – School-Age (Summer) (\$400)

*Efficiency:* Average cost per child – School-Age (After School) (\$243.92)

*Efficiency:* Average cost per child – Special Needs (\$500)

**A.1.2. STRATEGY:** Work with Child Care Payment System developers at the Mississippi Department of Information and Technology Services to improve online redetermination processes for parents. Work with the National Strategic Planning and Analysis Research Center and Early Childhood Academies to improve the online redetermination process for providers.

*Output:* Number of parent and provider redeterminations processed through the online flow. (4,221)

*Efficiency:* Percentage of parent and provider redeterminations completed online for respective redetermination time periods. (99.11%)

*Efficiency:* Improve quality of childcare in Mississippi.

**A.1.3 STRATEGY:** Work with Child Care Payment System developers at the Mississippi Department of Information and Technology Services to provide online processes to parents for the purposes of adding new children to their existing child care subsidy case.

*Output:* Number of parents adding new children to preexisting cases through the online flow. (740)

*Efficiency:* Number of children added to existing child care subsidy cases per year. (740)

**A.1.4 STRATEGY:** Work with Child Care Payment System developers at the Mississippi Department of Information and Technology Services to provide online processes to parents for the purposes of changing child care providers for their children.

*Output:* Number of parents requesting a change of provider through the online flow. (3,605)

*Efficiency:* Number of change of provider requests processed through the online flow. (3,191)

**GOAL B:** Provide intensive case management services to the families of children aged 0-3 years in the 14 poorest counties in Mississippi through Healthy Families Mississippi.

**OBJECTIVE B. 1.** Provide case management to Mississippi's eligible families.

*Outcome:* Increasing and maintaining staff in Healthy Families Mississippi

**B.1.1. STRATEGY:** Work with Human Resources to increase incentives to work in the program, and to provide training to improve leadership skills.

*Output:* 90% capacity staffing in program in every county

*Output:* Number of children served (657)

*Efficiency:* Stability in service delivery

**Program 4: Division of Community Services – FY 2021 thru FY 2025**

**GOAL A:** To support and stabilize low-income individuals in Mississippi in order to promote family self-sufficiency and health and safety.

**OBJECTIVE A.1.** Effectively manage and enforce the rules and regulations regarding self-sufficiency and stability of the low-income individuals of the State.

*Outcome:* Increase family self-sufficiency rate by 5% targeting fewer families utilizing more resources.

*Outcome:* Increase the number of households served with leveraging funds by

generating 5% more funds from last year.

*Outcome:* Increase the number of CSBG/LIHEAP households stabilized by 2%.

**A.1.1. STRATEGY:** Stabilize and/or achieve self-sufficiency for clients.

*Output:* Number of Households Achieving Self-Sufficiency CSBG/LIHEAP (2,500).

*Output:* Increase in rate of Households attaining self-sufficiency (2%).

*Output:* Number of Households Stabilized CSBG/LIHEAP (17,712).

*Output:* Percent increase in the number of households stabilized (2%).

*Efficiency:* Cost per Units of Served- CSBG (160.82)

*Efficiency:* Cost per Households Served- LIHEAP (561.00)

*Efficiency:* Number of days to complete eligibility determination and provide services – LIHEAP (2 days).

*Explanatory:* Availability of federal funds and comprehensible budget cuts.

*Explanatory:* The ability and/or capacity of subgrantees to implement and administer

innovative programs designed to address the causes and effects of poverty.

**A.1.2. STRATEGY:** Provide crisis (emergency) assistance to clients.

*Output:* Number of Households that received emergency crisis funds (3,529).

*Explanatory:* Availability of federal funds and comprehensible budget cuts.

*Explanatory:* Acts of God, i.e., hurricanes, ice storms, etc.

**A.1.3. STRATEGY:** Increase the number of households served with leveraging funds by generating 5% more funds from last year.

*Output:* Number of households that received assistance with leveraging funds (288).

*Explanatory:* The ability and/or capacity of subgrantees to implement and administer innovative programs designed to address the causes and effects of poverty.

**A.1.4. STRATEGY:** Increase the number of elderly and disabled clients served by 10%.

*Output:* Number of Elderly Served CSBG/LIHEAP (19,579).

*Output:* Number of Disabled Served CSBG/LIHEAP (18,000).

*Efficiency:* Cost per Units of Served- CSBG (160.82)

*Efficiency:* Cost per Households Served- LIHEAP (561.00)

*Efficiency:* Number of days to complete eligibility determination and provide services – LIHEAP (2 days).

*Explanatory:* Availability of federal funds and comprehensible budget cuts.

*Explanatory:* Approval of spending authority by State Legislators.

**A.1.5. STRATEGY:** Increase family self-sufficiency rate by 5% by targeting fewer families utilizing more resources.

*Output:* The number of people that secured adequate employment (2,259).

**A.1.6. STRATEGY:** Perform whole-house approach Weatherization measures on homes.

*Output:* Number of Households Weatherized (516).

*Efficiency:* Maximum cost to weatherize one dwelling (\$7,541).

*Explanatory:* Availability of federal funds and comprehensible budget cuts.

*Explanatory:* Acts of God, i.e., hurricanes, ice storms, etc.

*Explanatory:* The abolishment of staff pins impact Division performance.

**Program 5: Division of Economic Assistance/Temporary Assistance for Needy Families (TANF) Work Program – FY 2021 thru FY 2025**

**GOAL A:** To provide assistance to needy families with children and help parents with job preparation and support services so they can become self-sufficient. (Miss. Code Ann. § 43-17-1).

**OBJECTIVE A.1.** Exceed the federal benchmark TANF work participation rate of

50% for single parent households by 10 %.

- Outcome:* Exceed the maintenance of a TANF work participation rate at least 50% or higher for single parent households by 10%.
- Outcome:* Continuation of TANF Work Program and MDHS partnership with the Mississippi Department of Employment Security (MDES), utilizing MDES resources to provide career employment opportunities for TWP participants.
- Outcome:* Increase referrals to Families First for Mississippi (FFFM). FFFM provides referrals for those who lack a high school diploma or GED into basic education courses. In addition, participants are provided critical soft skills training in core employability skills such as time-management, organization, communication and professional behavior.
- Outcome:* Increase TANF Work participation rate to 60%

**A.1.1. STRATEGY:** Work with TANF clients who are required to participate in the TANF Work Program (TWP) to insure compliance with the TWP rules.

- Output:* Average Monthly number of TANF Households.
- Output:* Number of households receiving TANF benefits during the year.
- Output:* Percentage of TANF participants in Job Training who enter employment (%).
- Output:* Percentage of TANF participants in Job Training who enter employment at a salary sufficient to be ineligible for TANF (%).
- Output:* Percentage of TANF participants in Job Training who remain employed for one (1) year after leaving the program.
- Output:* Percentage of TANF participants in Job Training who remain employed for five (5) years after leaving the program.
- Output:* Average Monthly number of persons served in TANF Work Program.
- Output:* Persons Employed through the TANF Work Program for the year.
- Efficiency:* TANF Work Program Participation rate.

**Program 6: Division of Economic Assistance/Temporary Assistance for Needy Families (TANF) Assistance Payments – FY 2021 to 2025**

**GOAL B: To provide assistance to the agency’s TANF families to promote self-sufficiency through education, training and employment. (Miss. Code Ann. § 43-17-1).**

**OBJECTIVE B.1.** Provide supportive services to TANF clients by issuing transportation stipends, child care certificates and funds to purchase work-related items, enabling the family to move to fulltime employment and self-sufficiency.

*Outcome:* Ensure that 100% of all supportive services are made available to all TANF clients enabling families to move to self-sufficiency.

**B.1.1. STRATEGY:** Provide transportation supportive services to eligible TANF client.

*Output:* Number of transportation stipends

*Output:* The amount of transportation stipends

*Efficiency:* Transportation is one of the essential supported services in moving families off TANF to self-sufficiency.

**B.1.2. STRATEGY:** Provide assistance in job search which leads to employment.

*Output:* Number of TANF clients in job search.

*Efficiency:* An increase in job search will enable TANF client to find employment more quickly which will lead to self-sufficiency.

**B.1.3. STRATEGY:** Provide agency employment opportunities to clients receiving TANF benefits.

*Output:* Number of TANF clients employed with the agency.

*Efficiency:* Assisting with clients with obtaining full-time employment will lead to self-sufficiency.

**B.1.4. STRATEGY:** Provide child care certificates to eligible TANF clients.

*Output:* Number of Child Care Certificates

*Output:* The amount of child care certificates

*Efficiency:* Providing quality child care to working families is another essential supportive service necessary for TANF clients to move to full-time employment.

**B.1.5. STRATEGY:** Provide work-related expense items to eligible TANF clients.

*Output:* Number of work-related expense items

*Output:* The amount of work-related expense items

*Efficiency:* The ability to purchase items necessary to perform a job is critical in obtaining and maintaining full-time employment.

**B.1.6. STRATEGY:** Identify TANF claims more accurately and increase the agency's collection efforts.

*Output:* The number of TANF claims

*Output:* The total amount of all TANF claims

*Efficiency:* Providing accuracy in determining and processing TANF claims will result in an increased amount of collections.

**Program 7: Division of Economic Assistance/Supplemental Nutrition Assistance Program (SNAP)  
Food Assistance – FY 2021 thru FY 2025**

**GOAL C:** To provides monthly benefits through SNAP to help families with food insecurity.  
(State Strategic Plan).

**OBJECTIVE C. 1.** Provide more effective SNAP outreach in order to reach hard to serve families.

*Outcome:* Increased SNAP outreach efforts through the generation plus (gen+) referral process enables participants to receive services from partnering divisions, Families First of Mississippi (FFFM) and/or through local community resources to assist in improving the mental and physical components that impact their families and their ability to thrive.

**C.1.1. STRATEGY:** Partner with local programs in providing outreach efforts to increase awareness of the SNAP program for hard to serve families.

*Output:* Increase the participation rate in the SNAP program.

*Output:* Average monthly households.

*Output:* Supplemental Nutrition Assistance Program – SNAP (\$)

*Output:* Percentage of Mississippi Households Receiving SNAP benefits (%)

*Efficiency:* Reduce cases of food insecurity thru greater participation in the SNAP program.

**OBJECTIVE C.2.:** Increase the SNAP accuracy rate by 1%.

*Outcome:* Maintain SNAP accuracy rate of 96% or higher.

*Outcome:* Effective E&T program.

*Outcome:* Maintain establishment of SNAP claims

*Outcome:* Maintain collections at the previous year's level

*Outcome:* Maintain/reduce previous year's error rate

*Outcome:* Save \$10,000 in SNAP benefits

**C.2.1. STRATEGY:** Increase specific training programs such as conferences and webinars designed to increase SNAP accuracy rate.

*Output:* SNAP accuracy rate achieved

*Output:* Dollar value of SNAP benefits saved.

*Efficiency:* Increase accuracy rates and lower the fraud and abuse rates.

**C.2.2. STRATEGY:** Offer E&T services to all clients in the SNAP program.

*Output:* Number of counties in which E&T services are offered.

*Output:* Total number of SNAP clients in counties where E&T services are available.

*Output:* Number of clients participating in E&T services.

*Efficiency:* Percentage of clients participating in E&T services.

**Program 8: Division of Economic Assistance/Supplemental Nutrition Assistance Program (SNAP) Education – FY 2021 thru FY 2025**

**GOAL D:** To provide SNAP-Ed eligible persons and low-income families with evidence-based nutrition education and obesity prevention.

**OBJECTIVE: D.1.** Provide Supplemental Nutrition Assistance Program Education

*Outcome:* Increase healthy food choices and physical exercise.

**A.1.1 STRATEGY:** Partner with local implementing agencies to provide nutrition education to increase awareness of healthy food choices.

*Output:* Increase participation in food preparation demonstrations.

*Output:* Conduct individual or group educational session on maintaining Healthy body weight

*Output:* Increase participation of youth and elderly population by 2%

*Efficiency:* Reduce the number of individuals making poor food choices  
And zero percent participation in physical activities.

**GOAL D:** To help supplement the diets of low-income people, including the elderly by providing emergency food assistance at no cost.



**OBJECTIVE: D.2.** Provide U.S. Department of Agriculture (USDA) purchased nutritious food available through The Emergency Food Assistance Program (TEFAP)

*Outcome:* Increase nutritious foods access to low-income people, including the elderly.

**D.2.1 STRATEGY:** Partner with food banks to distribute USDA purchased foods.

Output: Decrease the number of low-income people with food insecurity.

*Output:* Provide nutrition education to low-income people on food at food pantries and soup kitchens

*Output:* Increase supplemental food access

*Efficiency:* Reduce the number of people with incomes below the poverty level with food security and reduce hunger.

**GOAL D:** To improve the health of low-income persons 60 years of age.

**OBJECTIVE D.1** Provide monthly USDA nutritious foods to supplement the diets of persons 60 years of age through the Commodity Supplemental Food Program (CSFP)

*Outcome:* Increase the availability of nutritious foods to persons 60 years of age and older.

**D.1.1 STRATEGY:** Partner with food banks and distributing agency to distribute monthly food boxes to the elderly population.

*Output:* Decrease the number of elderly person with food Insecurities.

*Output:* Provide nutrition education

*Output:* Increase supplemental food access to person at least 60 Years of age.

*Efficiency:* Percentage of elderly persons participating in the Commodity Supplemental Food Program (CSFP)

**GOAL E: To provide SNAP Outreach services to a targeted area of the State**

**OBJECTIVE E.1:** Provide outreach services to persons in rural areas that experience barriers apply For SNAP benefits.

*Outcome:* Increase the number of elderly participants participating in the SNAP program through a contract with local community providers.

**E.1.1. STRATEGY:** Partner with local agency to provide outreach activities to increase SNAP awareness in rural areas.

*Output:* Increase the number of elderly participants receiving SNAP Benefits in rural area by 2%

*Output:* Use SNAP outreach mailers and materials to reach target population.

*Output:* Increase outreach assistance by 2%

*Efficiency:* Percentage of elderly participants participating in the SNAP program.

**GOAL F: To provide Sexual Risk Avoidance Education to youth 10-19 years of age**

**OBJECTIVE:** Provide medically accurate information to young people through the SRAE Program.

*Outcome:* Decreasing the number of young people participating in risky Behaviors.

**F.1.1. STRATEGY:** Partner with local boys and girls clubs to provide Sexual Risk Avoidance Education (SRAE) to youth.

*Output:* Youth will be taught using a medically accurate/age  
Appropriate curricula

*Output:* SRAE services will be provided to youth

*Output:* Teen pregnancy about clubs youth will decrease by 1%

*Efficiency:* Percentage of youth participating in risky behaviors (drugs, Alcohol, tobacco, sexual activities) will be reduced through Education.

**Program 9: Support Services Division/Program Integrity & Office of Inspector General – FY 2021 thru FY 2025**

**GOAL A: Ensure all programs administered by MDHS are compliant with all federal and state laws, regulations and/or policies (Statewide Strategic Plan)**

**OBJECTIVE A.1.** Conduct programmatic and fiscal reviews of all programs administered by MDHS subgrantees.

*Outcome:* Monitor applicable subgrantees for compliance with federal regulations, state law, and the terms of the subgrant agreement.

*Outcome:* Review independent audit reports submitted by MDHS subgrantees that receive cumulative federal funds of \$750,000 or more each federal fiscal year.

**A.1.1. STRATEGY:** Monitor subgrant supported activities and provide technical assistance to subgrantees that are considered a high risk.

*Output:* Number of subgrants awarded by MDHS that require a monitoring review.

*Output:* Preparation of monitoring review reports.

*Efficiency:* The requested percentage for 2020 for monitoring reviews to be conducted within acceptable time frames is to be 98%.

**A.1.2. STRATEGY:** Review independent audit reports of each applicable subgrantee that is required if the subgrantee receives federal funds of more than \$750,000 each federal fiscal year. This was previously known as the Single Audit Act Requirement.

*Output:* Number of MDHS subgrantees that receive cumulative federal funds of \$750,000 or more each federal fiscal year and therefore require an independent audit report and MDHS receives a copy of such.

*Efficiency:* Percentage of required independent audit reports reviewed by the programmatic funding division along with Program Integrity within required timeframes.

**OBJECTIVE A.2.** Identify and investigate MDHS alleged programmatic fraud by individual benefit recipients by either conducting an investigation, in which could also include an investigative audit.

*Outcome:* Conduct investigations obtained through referral from MDHS programmatic divisions, obtained through the MDHS telephonic fraud hotline, the online public fraud referral form, quality control reviews and any other method of receiving a referral.

**A.2.1. STRATEGY:** Conduct fraud investigations or directed investigative audit referred by the means listed above within required timeframes.

*Output:* Number of investigations conducted through the means listed above.

*Output:* Total amount of improper payments recovered.

*Efficiency:* The requested percentage for 2020 for referred/obtained fraud investigations or investigative audits to be conducted timely is to be 100%.

**OBJECTIVE A.3.** Conduct investigations of SNAP trafficking in retail stores.

*Outcome:* Conduct investigations, referred by FNS (Food Nutrition Services), of retailers involved in the alleged illegal use, transfer and/or trafficking of SNAP benefits.

**A.3.1. STRATEGY:** Conduct United States Department of Agriculture (USDA) authorized investigations of trafficking of SNAP benefits.

*Output:* Number of trafficking investigations authorized by the USDA.

*Output:* Trafficking arrests and prosecutions.

*Efficiency:* Percentage of trafficking investigations conducted.

**OBJECTIVE A.4.** Hold wrongdoers accountable and maximize recovery of public funds.

*Outcome:* Conduct investigations and partner with the Division of Administrative Hearings and Attorney General’s Office to pursue all appropriate legal means to hold fraud perpetrators accountable and to recover said fraudulently used funds.

**A.4.1. STRATEGY:** Conduct special investigations referred/directed by MDHS management.

*Output:* Number of fraud investigations conducted.

*Output:* Number of guilty cases through Administrative Hearings and Attorney General’s Office.

*Efficiency:* The requested percentage for 2020 for special investigations to be conducted is to be 95%.

**A.4.2. STRATEGY:** Conduct administrative disqualification hearings and fair hearings that is required per federal requirements for eligibility programs.

*Output:* Number of hearings conducted.

*Output:* Number of guilty cases through Administrative Hearings and Attorney General’s Office.

*Efficiency:* The requested percentage for 2020 for administrative disqualification hearings and fair hearings to be conducted timely is to be 99%.

**Program 10: Division of Youth Services – FY 2021 thru FY 2025**

**Goal A: Support and sustain the operations of Community Services by providing training and adequate manpower to meet the needs of the courts. (Statewide Strategic Plan)**

**OBJECTIVE A.1** Effectively manage the training of Youth Services Counselors assigned to the youth courts throughout the state and reduce the workload of the youth services counselors.

*Outcome:* Counselors have a better understanding of job responsibilities, serve courts in a more effective manner, and become more efficient at their jobs. This is accomplished by having one division wide training session each year and two regional sessions each year.

**A.1.1 STRATEGY:** Conduct yearly training specifically geared to the needs of the counselors

*Output:* Number of counselors receiving annual training.

*Efficiency:* 15% Percentage reduction in caseloads due to annual training

*Explanatory:* Counselors see a 15% reduction in caseloads as a result of spending more time with clients because they are better trained

**A.1.2 STRATEGY;** Conduct semi-annual visits to each region to reinforce yearly training

*Output:* Number of visits to all regions by Division Director and Director of Community Services.

*Efficiency:* 100% Percentage of regions visited by Division Director and Director of Community Services

**A.1.3 STRATEGY:** Continue to request additional staffing for the community based on caseloads and national standards

*Output:* Number of additional staff requested

*Efficiency:* Number of additional staff hired thereby handling approximately 12,500 children in the system yearly

*Explanatory:* Counselors handle no more than 35 active cases at a time, this requires an addition 35 youth service counselors PINS be obtained

**A.1.4 STRATEGY:** Continue to close cases in Community and keep cost of cases at a reasonable level.

*Output:* Move cases from active to closed as quickly as feasible

*Efficiency:* By adding more counselors each counselor would have a smaller caseload enabling them to more cases along, by the end of the fiscal year there should be 8,000 closed cases

*Explanatory:* The larger the case load the less time each counselor has to spend with each client

**A.1.5 STRATEGY:** Reduce the number of youth admitted to the state institution by resolving the case locally or diverting from the court system all together.

*Output:* Reduce the percentage of youth sent to Oakley and at the same time divert the number of youth in the juvenile system

*Efficiency:* Offer more options in community instead of admitting youth to institutional care. Only accept at intake cases of a criminal nature, status offenses should be warned and released such as truancy.

*Explanatory:* By doing this we will hold the cost of service per child in community to \$5,0000

**A.1.6 STRATEGY:** Find alternative placement for youth

*Output:* Reduce the youth committed to Oakley through alternative placement

*Efficiency:* It is more cost effective to rehabilitate youth in community

*Explanatory:* In the past DYS had an alternative program called Adolescent Opportunity Program. Funding was lost for this program although it is in law that we would have such a program. This is an unfunded mandate but the program was shown to be effective in reducing youth in the system. So for now there will be no placements in alternative programs

**Goal B: Support and sustain the operations of Oakley Youth Development Center by continuing to improve programs and services provided to youth committed to the facility. (Statewide Strategic Plan)**

**OBJECTIVE B.1** Provide continuous training to the staff with both new ideas and refresher training.

*Outcome:* Staff becomes more compliant with facility policies and provides better services to the youth assigned to Oakley resulting in reduced recidivism by 10% per year over the previous year.

**B.1.1 STRATEGY:** Conduct yearly training specifically geared to the needs of the staff

*Output:* Number of Oakley staff receiving annual training

*Efficiency:* 95% Percentage of Oakley staff receiving annual training

**B.1.2 STRATEGY:** Conduct internal audits for each programmatic area

*Output:* Number of program audits conducted internally for the year

*Efficiency:* 100% Percentage of programs audited internally during year

*Explanatory:* No area has less than 85% compliance in any phase of the program. As a result of the audit a Corrective Action Plan is developed for each area falling under the threshold with a timeline to get it back into compliance

**B.1.3 STRATEGY:** Reduce cost per child of the institution by upgrading the facility to a more cost effective operation

*Output:* The facility needs upgrades to reduce the overall operating costs

*Efficiency:* Old infrastructure breaks down frequently and needs to be replaced with newer more cost efficient equipment

*Explanatory:* With this improvement the facility can increase yearly admissions to about 300 per year

**B.1.4 STRATEGY:** Through outreach increase the number of volunteers in both community as well as institution

*Output:* Recruit more volunteers willing to work with juveniles involved with the justice system

## **Program 11: Support Services Division/Human Resources – FY 2021 thru FY 2025**

**GOAL A: Provide quality human resources services to all divisions of MDHS.**

**OBJECTIVE A.1.** Training all employees, with a concentration on management positions, on policy and procedures as they pertain to MDHS, state regulatory agencies and federal regulations.

*Outcome:* Reduce supervisor errors due to lack of knowledge and agency costs associated with non-compliance of MDHS, state regulatory agencies and federal policies and procedures.



**A.1.1. STRATEGY:** Provide employees training classes pertaining to personnel policies and procedures.

*Output:* Uniform interviewing practices and scoring scale within the agency, transaction paperwork completed accurately by hiring managers prior to submission to Human Resources and knowledge of all other personnel processes.  
*Efficiency:* Reducing processing times in the Division of Human Resources, costs associated with complaints/lawsuits and provide knowledge of personnel policy and procedures to all MDHS employees.

**A.1.2. STRATEGY:** Provide employees training classes pertaining to compliance policies and procedures.

*Output:* Provide informative trainings on FMLA, timely reporting of Worker's Compensation claims, disciplinary actions and leave policy. *Efficiency:* Keeping employees aware of safety precautions, to result in fewer claims being filed which will keep Workers Compensation cost down and provide knowledge of compliance processes.

**GOAL B: Increase retention of employees thereby reducing turnover.**

**OBJECTIVE B.1.** Identify factors which are contributing to low retention and high turnover.

*Outcome:* Reduced costs associated with turnover.

**B.1.1. STRATEGY:** Review all exit questionnaires.

*Output:* Identify critical concerns of departing employees.

*Efficiency:* Increase retention rates.

**B.1.2. STRATEGY:** Survey employees to determine top of concerns.

*Output:* Conduct focus group meetings periodically with employee groups and discuss top concerns.

*Efficiency:* Implement improvements based on findings of focus group meetings.

**GOAL C: Converting all MDHS forms, FMLA, PERS, DFA and other regulatory agencies while moving from manual processing to electronic processing to enhance efficiency.**

**OBJECTIVE C.1.** To become paperless as a division, while working with other agencies to accept electronic signatures and routing submission through electronic processes.

*Outcome:* Reducing cost associated with processing, maintenance and disposal of paper documents while streamlining all HR processes from start (employee) to finish (processed in house or verified and submitted to another regulatory agency.)

**C.1.1. STRATEGY:** Convert all MDHS, PERS, DFA and other forms used by DHS employees to fillable forms and DocuSign Power forms.

*Output:* All forms and routing processes will be updated and placed on the employee portal.

*Efficiency:* All MDHS employees will use the easily accessible and current electronic forms.

**C.1.2. STRATEGY:** Meet with other regulatory agencies about the benefits of accepting electronic signatures and submissions from MDHS.

*Output:* Increase number of agencies accepting electric signatures and electronic submissions from MDHS.

*Efficiency:* Gain approval of regulatory agencies in accepting and processing electronic signatures and submissions from MDHS.

## **Program 12: Social Services Block Grant – FY 2021 thru FY 2025**

**GOAL A:** To furnish social services, best suited to the needs of the individuals residing in the State, by giving each sub-grantee the flexibility to determine what services will be provided, who is eligible to receive services, and how funds are distributed among the various services within the State (Statewide Strategic Plan)

**OBJECTIVE A. 1.** 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; and to secure admission or referral for institutional care when other options fail.

*Outcome:* Needy individuals in the state receive optimum social services assistance from SSBG funds.

**Needy Individuals Projected: 141,978**

**A.1.1. STRATEGY:** Provide SSBG funding via sub-grant to the Mississippi Department of Human Services' Division of Family and Children's Services.

*Output:* Number of clients served by the Division of Family and Children's Services.

*Efficiency:* Average Cost Per Client served by the Division of Family

and Children’s Services.

**Child Protective Services (CPS) manages division of Family and Children Services.**

**A.1.2. STRATEGY:** Provide SSBG funding via sub-grant to the Mississippi Department of Human Services’ Division of Aging and Adult Services.

*Output:* Number of clients served by the Division of Aging and Adult Services

*Efficiency:* Average cost per client served by the Division of Aging and Adult Services

**Number of Clients: 141,978**

**Average Cost: 347.48**

**A.1.3 STRATEGY:** Provide SSBG funding via sub-grant to the Mississippi Department of Human Services’ Division of Youth Services.

*Output:* Number of clients served by the Division of Youth Services.

*Efficiency:* Average cost per client served by the Division of Youth Services.

**SSBG pays for counselors only, Youth Services tracks Juveniles & associated costs (see Program 10)**

**Program 13: Support Services Division/Budgets and Accounting – FY 2021 thru FY 2025**

**GOAL A: The Division of Budgets and Accounting’s efforts are focused on ensuring that MDHS management has complete, accurate, and timely financial information needed to ensure optimum use of entrusted federal, state and other funds in serving vulnerable and needy Mississippians. (Statewide Strategic Plan)**

**OBJECTIVE A. 1.** Timely submission of Annual Budget Request and 5-Year Strategic Plan and maintenance of agency financial records in accordance with Generally-Accepted Accounting Principles (GAAP) and governmental regulations.

*Outcome:* An acceptable Annual Budget Request and 5-year Strategic Plan to the Legislative Budget Office and the Department of Finance and Administration and an unqualified audit by the State Auditor’s office.

**A.1.1. STRATEGY:** Support programmatic personnel in completion of annual budget request and 5-year strategic plan and implementation of corrective actions for 100% of Single Audit Findings by the State Auditor.

*Output:* Number of program budgets and 5-year strategic plans supported

*Output:* Number of action plans for Single Audit Findings implemented (9 action plans implemented)

*Efficiency:* Percentage of Single Audit Findings for which action plans were implemented. (95%)

#### **Program 14: Support Services Division/Management Information Systems – FY 2021 thru FY 2025**

**GOAL A:** To allow agency employees better working environments by using more modern technology and creating systems that allows for staff to work in a more efficient manner.

**OBJECTIVE A.1:** Enhance the Client Application and Registration System (CARS) that routes applicant information for review and processing prior to entry into the Mississippi Application Verification Eligibility Reporting & Info Control System (MAVERICS) database. These enhancements feature an ESAP Application routing, preregistration two month cycles, bad data routing, separating the SNAP/TANF applications. CARS eventually replaces the MAVERICS front-end.

**Outcome:** To present applications to the county clerks by a predetermined priority when the clerk clicks “Next Application” on the on-line registration section and then processes to application.

**Outcome:** To move existing “green screens” to a more modern technology and allow for better workflow.

**OBJECTIVE A.2:** Rewrite of the MAVERICS backend to a new platform.

**Outcome:** To allow for better support of the system and faster deployment of upgrades that support the agency staff.

**OBJECTIVE A.3:** JAWS and METSS Improvements by moving existing “green screens” to a new GUI front-end or a rewrite of the system.

**Outcome:** To allow workers a better working environment by using more modern technology.

**OBJECTIVE A.4:** Create a calendaring system that to be used by county staff that will automatically set appointments for staff to work with clients.

**Outcome:** To help staff serve clients in a timelier manner. It will also allow the clients to set up their own appointments.

**OBJECTIVE A.5:** Purchase of a new Youth Services Case Management System.

**Outcome:** To allow for better reporting within the division and can possibly be used to secure federal funding.

**OBJECTIVE A.6:** Installation of a new service desk system to provide for a better relationship between IT and Programmatic areas as well as better reporting of service tickets to determine areas of need.

**Outcome:** To provide better communication between IT and programmatic staff as well as determining resource needs and improving customer service to the programmatic areas.

**OBJECTIVE A.7:** Unify and improve various Staff-Facing Applications and Program Data

**Outcome:** To enhance/maintain MDHSONe as a modular web application platform.

**Outcome:** To create/maintain a module that manages staff and third-party login accounts and system entitlements.

**Outcome:** To create/maintain a client module that will manage client accounts.

**Outcome:** To develop a single sign-on that will allow users the ability to only have to sign-on once.

**Outcome:** To create a Master Data Management tool that will allow for client information to be used across different systems.

**OBJECTIVE A.8:** Virtual Roma Enhancements

**Outcome:** To improve the system for Community Services.

**GOAL B:** Give clients a better experience by using more modern technology and creating systems that allow for clients to interact with MDHS in a more efficient manner.

**OBJECTIVE B.1:** Develop and enhance the Common Web Portal which provides a real-time eligibility verification service for both the Division of Medicaid (DOM) and MDHS.

**Outcome:** To allow an applicant to use one form to apply for Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF), and Low Income Housing Energy Assistance Program (LIHEAP) benefits.

**OBJECTIVE B.2:** Deploy a Child Support web portal for clients to access a central place which provides a gateway to their case related information for various programs administered by the agency. Improve customer satisfaction by giving clients immediate access to all case information in one place.

**Outcome:** To reduce number of client complaints as well as increase staff productivity.

**OBJECTIVE B.3:** Deploy a Child Support mobile application (app) for clients to access case related information from any type of mobile device (cell phones, tablets, iPads, etc.) as well as adding a payment portal to the app. This will provide clients with real-time access to case information from almost any location and while in transit.

**Outcome:** To give clients a mobile app will increase customer satisfaction.

**OBJECTIVE B.4:** Unify and Improve Customer Service through Self-Service Applications

**Outcome:** To enhance and maintain the web and mobile platforms of myMDHS for self-service clients.

**Outcome:** To ensure myMDHS contains intake applications (PTIGs) through the online and mobile SNAP/TANF intake application.

**OBJECTIVE B.5:** Enhance Automated Phone Support to Customers.

**Outcome:** To expand Interactive Voice Response (IVR) to include other areas agency wide.

**Outcome:** To enhance Interface with Certificate Signing Requests (CSR) through a Session Initiation Protocol (SIP).

**Outcome:** To enhance the IVR System to redesign caller navigation, cover additional programs, add module to MDHSONe.

**GOAL C:** Unify and Improve Reporting and Business Analytics by standardizing on PowerBI.

**OBJECTIVE C.1:** Provide Access to Live, Web-Based Reports.

**Outcome:** To create/maintain the Reporting Module.

**OBJECTIVE C.2:** Create Business Intelligence Dashboards.

**Outcome:** To provide better real time information for decision making.

**OBJECTIVE C.3:** Generate Ad-Hoc reports as needed.

**Outcome:** To analyze and report internal and external use.

**GOAL D:** Further enhancements of current operations in support of MDHS program areas.

**OBJECTIVE D.1:** Child Care Provider Direct Deposit. Provide the ability to allow Child Care Providers to sign up for direct deposit to receive their monthly payments.

**Outcome:** To provide a more efficient and quick way to pay Child Care Providers.

**OBJECTIVE D.2:** Smartsheet Application Creation. Smartsheet application development for every division within MDHS.

**Outcome:** To further the ability to collect and maintain data digitally, as well as allowing for more efficient processing across all of MDHS with the use of Smartsheet web forms.

**OBJECTIVE D.3:** MyResources. Develop a web application for all Mississippians to find information about resources available in their area.

**Outcome:** To help connect people through technology to services offered in their area, while maintaining both ease of use and responsive design constraints.

**OBJECTIVE D.4:** WIOA Integration. Send all WIOA referrals digitally to our partner National Strategic Planning and Analysis Research Center (NSPARC) in order to automatically process in the WIOA HUB.

**Outcome:** To remove the highly burdensome manual paper process currently in use in EA county offices.

**OBJECTIVE D.5:** Improve workflows to the agency's document repository system to make further use of the system throughout the agency.

**Outcome:** Allows support divisions to deliver faster services to all MDHS divisions and employees.

**OBJECTIVE D.6:** Purchase of a Forms Generator that will allow for faster and better notices to be published to clients.

**Outcome:** To send clients notices in a timelier manner.

**OBJECTIVE D.7:** Improve analytics for the agency.

**Outcome:** To access county and state level performance measurements on a daily basis.

**Outcome:** To allow timely identification of problem areas.

**Outcome:** To allow performance improvement planning and monitoring resulting in increased incentive totals on the federal reports and increased federal funding.

**GOAL E:** Infrastructure enhancements that will create a better, more secure working environment for all agency staff and allow IT staff to get more timely updates to systems and software.

**OBJECTIVE E.1:** Expand usage of Citrix Virtual Applications (formerly XenApp) across the agency.

**Outcome:** To deploy new applications and updates more quickly across the agency.

**OBJECTIVE E.2:** Increase security of agency network.

**Outcome:** To provide for a more secure working environment for MDHS field staff.

**OBJECTIVE E.3:** Upgrade/Redo datacenter networking as well as county network speed.

**Outcome:** To increase security by segmenting network traffic and increase available network bandwidth to the counties.

**OBJECTIVE E.4:** Move all Microsoft Office based products to the cloud.

**Outcome:** To place all Microsoft Office Apps in one area along with data loss prevention and enterprise class governance and control.

**OBJECTIVE E.5:** Upgrade the Checkpoint firewall from R77.30 to R80.20.

**Outcome:** To provide newer versions of code with increased performance for all MDHS staff.

**OBJECTIVE E.6:** Put infrastructure in place to allow developers to request and provision IT resources online. Enhance the ability to add new people to the system(s) and all products they need access to, such as change control, window support products, etc.

**Outcome:** To decrease the time to make resources available to developers.

**OBJECTIVE E.7:** Develop network standards for each user.

**Outcome:** To ensure adequate bandwidth for all users.

**GOAL F:** Standardization, including but not limited to case type priorities and data ownerships, and development of a referral process that properly handles case referrals and updates from MAVERICS, JAWS, METSS, Medicaid and MACWIS.

**OBJECTIVE F.1:** Increase federal performance statistics.

**Outcome:** To properly standardize case type priorities and allow for increased distributions on the federal report and increased federal funding.

**OBJECTIVE F.2:** Improve case processing.

**Outcome:** To reduce case data errors and case processing time which eliminates delays in moving the case to the next step.

**OBJECTIVE F.3:** Increase recovery of assistance paid to the client.

**Outcome:** To reduce case status errors and allow recovery of child support payments for the associated program.

**OBJECTIVE F.4:** Standardization of client information across systems.

**Outcome:** To allow staff to see a client across programs and better serve them.

**GOAL G:** Connect SNAP and TANF customers with workforce training and workforce services.

**OBJECTIVE G.1:** Exchange client referrals and records with WIOA Partners.

**Outcome:** To maintain/enhance the WIOA Hub Referral Module.

**OBJECTIVE G.2:** Enroll clients in workforce training.

**Outcome:** To maintain/enhance the SNAP E&T Module.

**OBJECTIVE G.3:** Create individualized adult success plan and exchange with WIOA partners.

**Outcome:** To add Success Plans to Relevant MDHSONe Modules (CCDF).

**Outcome:** To add the Success Plan view for Head of Household to myMDHS (CCDF).

**OBJECTIVE G.4:** MDHS WIOA Integration.

**Outcome:** To better provide for the state's workforce. (THIS IS NOT VERY SPECIFIC OR QUANTIFIABLE.)

**OBJECTIVE G.5:** Enhance MDHSONe E&T Module.

**Outcome:** To include CRC data, integration with MS Works for job recommendations.

**Outcome:** To provide dashboard board third party providers.

**Outcome:** To automate the non-compliance process.



**Outcome:** To migrate JAWS functionality.

**Outcome:** To modify transportation screen mileage rate.

**GOAL H:** Improve Continuity of Service and Reduce Administrative Churn.

**OBJECTIVE H.1:** Provide flexible access to self-service applications and document submission.

**Outcome:** To create kiosk version of myMDHS and distribute kiosks to all county offices (PTIG).

**OBJECTIVE H.2:** Provide self-service SNAP / TANF renewal application.

**Outcome:** to add SNAP/TANF Renewal Application to myMDHS (PTIG).

**OBJECTIVE H.3:** Leverage push notifications for mobile customers.

**Outcome:** To add push notification capabilities to amplify effect of agency notices for renewal to myMDHS mobile applications (PTIG).

**GOAL I:** Ensure a High-Quality Early Care and Learning Environment for Mississippi's Children.

**OBJECTIVE I.1:** Allow parents to apply for CCDF vouchers through self-service.

**Outcome:** To add self-service CCDF application to myMDHS (CCDF).

**OBJECTIVE I.2:** Allow parents to view early learning information for eligible children.

**Outcome:** To add scorecard view to myMDHS (CCDF).

**Outcome:** To add child success plan view to myMDHS (CCDF).

**OBJECTIVE I.3:** Allow staff to assist with CCDF application.

**Outcome:** To add staff-assisted CCDF application to MDHSONe (CCDF).

**OBJECTIVE I.4:** Allow staff and third-party users to enter data used in calculating the child scorecard.

**Outcome:** To add module to MDHSONe to support the PDGB5 grant scorecard (CCDF).

**OBJECTIVE I.5:** Implement Mississippi's Family-Based Unified and Integrated Early Childhood System of Designations for Childcare Centers.

**Outcome:** To create/maintain Provider Information Portal (PIP) Module in MDHSONe to provide self-service access for Childcare Center Directors (CCDF).

**Outcome:** To add Application for Standard Designation to PIP Module (CCDF).

**Outcome:** To add Staff Functionality to PIP Module to review/approve applications (CCDF).

**Outcome:** To add Application for Comprehensive Designation to PIP Module (TBD).

**Outcome:** To add Curriculum Reviewer Functionality to PIP Module to review/approve applications (CCDF).

**Outcome:** To add ECA Functionality to PIP Module to manage staff training courses and view centers requiring technical assistance (CCDF).

**GOAL J:** To prevent and detect programmatic waste, fraud and abuse with a holistic approach by using modern technology like predictive analytics and collective intelligence to promote efficiency and effectiveness for the agency.

**OBJECTIVE J.1:** Creation of a SNAP Quality Control Module to include the Management Evaluation and Improper Payment review.

**Outcome:** To ensure better programmatic delivery while identifying systemic error issues.

**Outcome:** To create reports based on the data stored in the module.

**OBJECTIVE J.2:** Creation of a Claims/Benefit Recovery Module that allows for Program Integrity to efficiently monitor the repayment of the claim, while allowing the client the same transparency by providing said information on the client's portal and allowing a client the ability to make a direct payment towards the claim.

**Outcome:** To add functionality on monitoring recoupment and repayments from improper payments identified in the programmatic divisions.

**Outcome:** To add communications to all other programmatic systems.

**Outcome:** To add communications to the funding source account.

**Outcome:** To provide transparency to the client concerning the improper payment.

**OBJECTIVE J.3:** Add to the Claims/Benefit Recovery Module to include Administrative Hearings that has the ability to generate notices and decisions or to be able to communicate to the forms generator previously acquired. Additionally, have the functionality to impose sanctions and disqualifications by communicating with the proper programmatic system.

**Outcome:** To have a central database for all agency appeals with all supporting documentation.

**Outcome:** To send clients notices in a timelier manner.

**Outcome:** To disqualify or sanction the guilty individual in a timelier manner.

**OBJECTIVE J.4:** To allow the Claims/Benefit Recovery Module to be able to communicate with a case management system that is procured through the proper avenues.

**Outcome:** Will be able to track an alleged fraud tip through initiation to repayment.

**OBJECTIVE J.5:** Enhancements to Claims/Benefit Recovery Module, in which includes all additions.

**Outcome:** To prevent and detect waste, fraud and abuse of programs within the agency.

**OBJECTIVE J.6:** Creation of a quality control module for all other programmatic divisions, in which has the ability to pull samples and information from the specific programmatic system.

**Outcome:** To ensure better programmatic delivery while identifying systemic error issues.

**Outcome:** To create reports based on the data stored in the module.