

**OFFICE OF THE ATTORNEY GENERAL  
5-YEAR STRATEGIC PLAN  
FOR THE FISCAL YEARS 2025 - 2029**

## OFFICE OF THE ATTORNEY GENERAL

### 1. Comprehensive Mission Statement:

Serving as guardians of the rule of law in Mississippi.

### 2. Statement of Agency Philosophy

For all Mississippians, setting the bar in the pursuit of justice, forging partnerships to solve the State's most pressing challenges, and serving with excellence in investigation, enforcement, education, and advocacy.

### 3. Relevant Statewide Goals and Benchmarks

#### Public Safety and Order

Statewide Goal #1: To protect the public's safety and assist in the operation of a fair and effective system of justice.

##### Relevant Benchmarks #1:

- Percentage of convictions after indictment
- Minimum affirmations of criminal convictions
- Caseload per attorney
- Caseload per investigator
- Number of days to close a case not resulting in charges

#### Government and Citizens

Statewide Goal #2: To create an efficient government and an informed and engaged citizenry that helps to address State challenges.

##### Relevant Benchmarks #2:

- Cost of support services as percentage of budget
- Response time to consumer complaints
- Processing time for Crime Victim Compensation requests
- Average Crime Victims Compensation award
- Average Sexual Assault Exam payment amount
- Cost savings to state agencies for legal services provided
- Number of citizens trained on cyber crimes, domestic violence, vulnerable person abuse, consumer fraud, election fraud, etc.

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

The Office of the Attorney General (AGO) is continually challenged to provide and maintain the current high quality and level of legal services in traditional areas such as representation of state officials and state agencies, criminal prosecution and appellate work, and consumer protection while concurrently adapting to newly identified areas of concern including but not limited to human trafficking, the protection of children, the elderly, and other especially vulnerable populations, and the investigation and prosecution of cyber crimes, including identity theft.

Activity of the AGO is primarily response-oriented in that cases are managed that have their origins in circumstances outside the influence or input of the agency. Thus, being able to accurately predict the caseload in any year is difficult, if not impossible. With that uncertainty comes an accompanying difficulty in determining the staffing requirements to efficiently and effectively perform the duties necessary for the best possible service to Mississippians. Like any large law firm, the ability to hire and retain talented, dedicated, and knowledgeable employees is directly proportional to the success of representation of clients. In the case of the AGO, those clients are ultimately the citizens of Mississippi.

Over the past decade, the AGO has experienced a steady increase in its caseload and in the complexity of lawsuits against state agencies and public officials, especially in employment grievance appeals and lawsuits, appeals of state agency regulatory decisions, and civil rights cases involving law enforcement personnel. Continued criminal activities of various types in the State of Mississippi result in a heavy caseload for both attorneys and investigators in divisions with jurisdiction in these areas. The caseload of the attorneys dealing with criminal appeals and habeas corpus litigation continues to be heavy and growing, as well. Additionally, the escalating problems of widespread human and drug trafficking and increased insurance fraud require additional manpower and specialized training and equipment to secure sufficient evidence for indictments and convictions.

Thus, over the next five (5) years, this agency foresees a need for additional workforce to handle the increased caseload and uncertainty of potential caseload as well as to provide support in Litigation and Opinions, Enforcement, and Other Mandated Programs. Also, the AGO's ability to hire and retain experienced staff in competition with both the private sector and other governmental agencies demonstrates a need for additional funding for salary increases. As funding becomes available, vacant positions will be filled. Divisions funded through federal and other source funds will be kept properly staffed through mid-year escalation and the normal budget request process.

**5(A). External/Internal Assessment**

1. Additional responsibilities mandated by State or Federal Legislative action
2. Residual and long-term effects of the pandemic of COVID-19
3. Passage of federal legislation to authorize Medicaid Fraud Control Units to investigate all federally funded mandated health care programs
4. Decrease in federal funding for Medicaid Fraud Control Unit
5. Increase in the number of state agencies, boards, or commissions represented by this agency
6. Significant increase in civil suits filed against the State of Mississippi.
7. Specific rulings from the Courts which adversely impact a specific "type" of case handled within the agency
8. Significant increase in number of Mississippi prosecutors or others served through Prosecutor and Law Enforcement Training Division
9. Less reliability on General Funds appropriation for statutorily mandated programs formerly funded through fee assessments including Prosecutor Training, Cyber Crime, Vulnerable Persons, Child Desertion, Domestic Violence, Law Enforcement Officers and Firefighters Disability, Children's Advocacy Centers, Motorcycle Officer Training, and Crime Victim Compensation
10. Significant increases in medical costs and claims received for crime victims
11. Increase in illegal robocalls and fraudulent activity along with the passage of federal legislation, authorizing further enforcement and traceback ability and new responsibilities as sole enforcer for state telemarketing laws
12. New consumer protection concerns in cyber and social media
13. High turnover rate resulting in a failure to retain attorneys, investigators, and other professionals due to continuing to lag behind market salary levels

**5(B). Internal Management System Used to Evaluate Agency's Performance**

1. Processes are being automated to accurately track program measures and outputs, including the implementation of a new case management system.
2. Yearly budgets are distributed by program/sub-program.
3. Semi-annual meetings are held to assess whether each program area is on target with set program objectives, outcomes, and efficiencies. Action is taken to remedy any problems and flexibility is given in the implementation of the process to make any necessary adjustments.
4. Organizational chains of command are observed to ensure that division head is aware of all activity within each specific unit in order to monitor efficiency and effectiveness.
5. Performance Measures are reviewed by division heads and modified as needed.

6. Annual meetings are held with division heads to ensure that management and employees understand what the desired results and/or outcomes are in order to be successful.
7. Short-term performances have been developed which more effectively focus on the agency's long-term objectives.
8. Internal audit procedures are being developed for performance measures for all programs.

**6. Agency Goals, Objectives, Strategies and Measures by Program for FY 2025 through FY 2029:**

**The following goals, objectives, strategies and measures by program apply to fiscal years 2025, 2026, 2027, 2028 and 2029. As programs and state and/or federal laws change, adjustments will be made.**

**Program 1: Supportive Services**

**GOAL A:** Provide administrative and technical support in the areas of management (planning, organizing and staffing), finance, personnel, accounting, budgeting, grant management and reporting, information systems, purchasing, payroll, internal auditing, maintenance of law library, and management of all legal contracts.

**OBJECTIVE A.1.** Provide the necessary administrative support for the Office of the Attorney General to perform its mandated functions as the Chief Legal Officer of the State of Mississippi as cost efficiently, timely, and equitably as possible.

*Outcome:* Cost of Supportive Services as a percentage of the total agency budget

**A.1.1. STRATEGY:** Prepare annual legislative, information system, and personnel budgets and maintain financial data to account for budget and actual expenditures by program as well as Generally Accepted Accounting Principles (GAAP) Packets and related information for inclusion in the Comprehensive Annual Financial Report.

*Output:* Provide accurate, comprehensive reports and information to designated entities no later than due date

**A.1.2. STRATEGY:** Manage and administer grants as necessary.

- Output:* Ensure adherence to grant requirements
- Output:* Fulfill reporting requirements as dictated by the grant
- Efficiency:* Utilize grant funds to assist in the start-up of new programs and expansion of existing program

**A.1.3. STRATEGY:** Plan, develop, implement, and support computer systems, including both hardware and software residing on a Local/Wide Area Network.

- Output:* Provide taxpayers access to public information through maintenance of agency website
- Output:* Allow state and local entities, officials, attorneys, and the general public access to the Opinions Database
- Output:* Provide computer software, hardware, network, and systems necessary for the Office of the Attorney General to perform its mandated duties and responsibilities
- Efficiency:* Timely and efficient implementation and support

**GOAL B:** Administer the Law Enforcement Officers and Fire Fighters Disability Benefits Trust Fund.

**OBJECTIVE B.1.** Review claims and, if approved, make disability payments equal to 34% of the covered individual's regular base salary at the time the injury occurred, until such time as the individual returns to work or receives the maximum benefit allowed set forth in statute.

*Outcome:* Percentage of all Law Enforcement Officers and Fire Fighters Disability Benefits Trust Fund claims approved

**B.1.1. STRATEGY:** Review and approve/disapprove claims received in accordance with Standard Operating Procedures making payments as appropriate.

- Output:* Number of claims received
- Output:* Number of claims approved
- Efficiency:* Accuracy of dispositions (approvals/disapprovals) upon review to total claims processed
- Explanatory:* Documentation from outside sources

## **Program 2: Training**

**GOAL A:** Provide continuing legal education and technical assistance training for Mississippi's state, county, municipal and youth court prosecutors. (Section 37-26-1, Miss. Code Ann. (1972) and Section 43-21-117, Miss. Code Ann. (1972)) in order to enhance criminal justice services for the citizens of Mississippi.

**OBJECTIVE A.1.** Provide Mississippi prosecuting attorneys with critical, applicable, and timely continuing legal education focused on prosecutor-specific topics not otherwise available within the state.

*Outcome:* Ratings of training presentations by participants

**A.1.1. STRATEGY:** Offer training opportunities to all prosecutors.

*Output:* Number of training sessions conducted

*Output:* Number of participants trained

*Output:* Number of participants who retain membership in the Bar

*Efficiency:* Cost of training for each prosecutor compared to availability from the private sector

*Explanatory:* Costs of travel, lodging and materials

*Explanatory:* Variation of subject matter depending upon Legislative action and court decisions

**GOAL B:** Provide training for criminal investigators, victim assistance coordinators, and other District Attorney personnel to enhance their support of the criminal justice system of Mississippi.

**OBJECTIVE B.1.** Provide applicable, timely and focused training to criminal justice technical support staff in order to strengthen their positive impact on prosecutorial success within the criminal justice systems of Mississippi.

*Outcome:* Ratings of training presentations by participants

**B.1.1. STRATEGY:** Offer training opportunities to all criminal justice support staff through a series of training sessions conducted throughout the year.

*Output:* Number of individuals trained

*Output:* Number of training sessions conducted

*Efficiency:* Cost of training for each criminal justice personnel compared to availability from the private sector

*Explanatory:* Costs of travel, lodging and materials

*Explanatory:* Variation of subject matter depending upon Legislative action and court decisions

**GOAL C:** Implement and train end users on the statewide case management system for District Attorneys' offices.

**OBJECTIVE C.1.** Train staff of the individual District Attorneys' offices throughout the state on how to work with the new case management system.

*Outcome:* Rating of presentation by participants

**C.1.1. STRATEGY:** Incorporate case management system training into the regularly scheduled support staff training programs.

*Output:* Number of employees receiving certification of training in the case management system

*Efficiency:* Cost of implementing case management system state-wide within the District Attorneys' offices

*Efficiency:* Common dashboard that shares information

*Explanatory:* Periodic updates of the system through software improvements

### **Program 3: Litigation**

The primary purpose of the Attorney General's Litigation Program is to manage all litigation, both criminal and civil, on behalf of the State and its agencies, officials and employees in a timely and professional manner (Section 7-5-1, Miss. Code Ann. (1972)), and to maintain a docket of such cases.

**GOAL A:** Represent the State in all direct criminal appeals, post-conviction review, federal habeas corpus, and other criminal proceedings in the Supreme Court of Mississippi, the Mississippi Court of Appeals, the Fifth Circuit Court of Appeals, the United States District Courts and on certiorari to the Supreme Court of the United States.

**OBJECTIVE A.1.** Provide effective full-service legal representation for the State of Mississippi in criminal case appeals and extradition matters.

*Outcome:* Percentage of affirmations of criminal convictions attained

**A.1.1. STRATEGY:** Provide expert representation for the State in all direct criminal appeals, post-conviction reviews and extradition matters.

- Output:* Number of criminal appeals received
- Output:* Number of criminal appeals filed
- Output:* Number of miscellaneous responses filed
- Output:* Number of oral arguments delivered
- Output:* Number of Certiorari Petitions filed
- Output:* Number of extraditions processed
- Output:* Number of extradition appeals
- Output:* Number of extradition hearings
- Output:* Number of cases open
- Efficiency:* Average caseload per attorney
- Explanatory:* Actions antecedent to AGO involvement in the litigation
- Explanatory:* Congressional actions, Legislative actions, or court decisions

**OBJECTIVE A.2.** Provide full-service legal representation for the State of Mississippi in matters of death penalty review.

*Outcome:* Percentage of death penalty review cases affirmed

**A.2.1. STRATEGY:** Provide effective representation for the State in matters involving death penalty review.

- Output:* Number of death penalty appeals - briefs, responses, and motions -filed
- Output:* Number of death penalty arguments and hearings conducted
- Output:* Number of death penalty review cases open at any time
- Efficiency:* Average caseload per attorney
- Explanatory:* Actions antecedent to AGO involvement in the litigation
- Explanatory:* Congressional actions, Legislative actions, or court decisions

**OBJECTIVE A.3.** Provide full-service legal representation for the State of Mississippi in all non-death penalty Federal Habeas Corpus cases.

*Outcome:* Percentage of appeals for relief in Federal Habeas Corpus cases denied.

**A.3.1. STRATEGY:** Provide effective representation for the State in all non-death penalty Federal Habeas Corpus cases.

*Output:* Number of briefs, responses, and motions filed

*Output:* Number of arguments and hearings

*Output:* Number of cases open at any time

*Efficiency:* Average caseload per attorney

*Explanatory:* Actions antecedent to AGO involvement in the litigation

*Explanatory:* Congressional actions, Legislative actions, or court decisions

**GOAL B:** Provide trial and appellate legal representation to the State, State agencies and boards, and State officials and employees, who are being sued in their official and individual capacities, through hearings, trials and appeals in cases as varied as discrimination, constitutional challenges, Section 1983 suits, and administrative actions in all state and federal courts.

**OBJECTIVE B.1.** Provide effective trial and appellate legal representation in lawsuits brought against governmental agencies, officials, and employees.

*Outcome:* Percentage of cases won, penalties reduced or avoided, resignations of liable parties or other favorable outcomes as a result of legal action

**B.1.1. STRATEGY:** Provide expert legal representation to governmental agencies, officials and employees in lawsuits brought against them.

*Output:* Number of cases opened

*Output:* Number of cases closed

*Efficiency:* Average caseload per attorney

*Explanatory:* Actions antecedent to AGO involvement in the litigation

*Explanatory:* Congressional actions, Legislative actions, or court decisions

**OBJECTIVE B.2.** Provide legal representation for the State in Section 1983 Prisoner cases.

*Outcome:* Percentage of cases won, penalties reduced or avoided, resignations of liable parties or other favorable outcomes as a result of legal action

**B.2.1. STRATEGY:** Provide effective representation for the State and its subdivisions in all matters pertaining to Section 1983 Prisoner cases.

*Output:* Number of cases opened

*Output:* Number of cases closed

*Efficiency:* Average caseload per attorney

*Explanatory:* Actions antecedent to AGO involvement in the litigation

*Explanatory:* Congressional actions, Legislative actions, or court decisions

#### **Program 4: Opinions**

**GOAL A:** Respond to all requests for Official Attorney General Opinions in a timely manner, in accordance with Section 7-5-25, Miss. Code Ann. (1972).

**OBJECTIVE A.1.** Provide accurate and timely responses to all requests for Official Attorney General Opinions as they are received.

*Outcome:* Percentage of opinion requests assigned to attorneys within three days or less

*Outcome:* Percentage of opinion requests completed within 75-100 days for regular requests and 30-45 days for expedited requests.

##### **A.1.1. STRATEGY:**

*Output:* Number of opinions written

*Efficiency:* Average number of opinions per attorney

*Explanatory:* Number of attorneys on staff

*Explanatory:* Number of opinion requests received

#### **Program 5: State Agency Representation**

**GOAL A:** Provide day-to-day legal representation of state agencies in accordance with Section 7-5-1, et seq., Miss. Code Ann. (1972) and Section 173 of the Mississippi Constitution.

**OBJECTIVE A.1.** Provide day-to-day legal representation of state agencies.

*Outcome:* Percentage of good/excellent ratings for legal services

**A.1.1. STRATEGY:** Provide day-to-day legal representation of state agencies on a contractual basis.

- Output:* Number of state agencies represented
- Output:* Number of attorneys representing state agencies
- Efficiency:* Estimated cost savings for state agencies
- Explanatory:* Number of state agencies requesting representation
- Explanatory:* Number of staff requested by or assigned to represent state agencies

**A.1.2. STRATEGY:** Provide representation in legal proceedings brought by state agencies, boards, and commissions.

- Output:* Number of petitions for Termination of Parental Rights filed on behalf of Mississippi Department of Child Protection Services
- Output:* Number of orders for Termination of Parental Rights
- Output:* Number of petitions for conservatorships or emergency services filed on behalf of Mississippi Department of Human Services, Mississippi Department of Mental Health, or another agency
- Output:* Number of conservatorship actions closed
- Output:* Number of petitions filed on behalf of state agencies
- Output:* Number of orders or judgments entered in actions filed on behalf of state agencies
- Efficiency:* Average caseload per attorney
- Explanatory:* Legislative actions or court decisions

## **Program 6: Insurance Integrity Enforcement**

**GOAL A:** Investigate and prosecute claims of insurance abuses and crimes involving insurance, in accordance with Section 7-5-301 through Section 7-5-311, et. seq., Miss Code Ann. (1972).

**OBJECTIVE A.1.** Investigate and prosecute Workers' Compensation insurance fraud.

- Outcome:* Percentage of positive results of Workers' Compensation fraud cases

**A.1.1. STRATEGY:** Investigate and successfully prosecute Workers' Compensation fraud.

- Output:* Number of Workers' Compensation fraud complaints received
- Output:* Number of Workers' Compensation fraud complaints remanded
- Output:* Number of Workers' Compensation fraud open cases
- Output:* Number of Workers' Compensation fraud charges/indictments
- Efficiency:* Average caseload per investigator
- Explanatory:* Number of investigators
- Explanatory:* Number of referrals received
- Explanatory:* Type, quality, and complexity of complaints

**OBJECTIVE A.2.** Investigate and prosecute Other Insurance fraud.

*Outcome:* Percentage of positive results of other insurance cases

**A.2.1. STRATEGY:** Investigate and successfully prosecute Other Insurance fraud.

- Output:* Number of Other Insurance complaints received
- Output:* Number of Other Insurance complaints remanded
- Output:* Number of Other Insurance open cases
- Output:* Number of Other Insurance fraud charges/indictments
- Efficiency:* Average caseload per investigator
- Explanatory:* Number of investigators
- Explanatory:* Number of referrals received
- Explanatory:* Type, quality, and complexity of complaints

**Program 7: Other Mandated Programs**

Other Mandated Programs includes the investigation and prosecution of all illegal activities relating to Medicaid fraud, elder abuse/neglect/exploitation, drug trafficking, and misconduct of public officials and business enterprises. In addition, assistance is provided to United States Attorneys, district attorneys, and federal, state, and local law enforcement agencies in the performance of their duties. Other Mandated Programs also addresses domestic violence, human trafficking, juvenile prevention, intervention, and juvenile justice alternatives. These Programs utilize the State's asset forfeiture statutes and provide prosecutors and law enforcement officers with pre-arrest asset investigative assessments and post-arrest legal and prosecutorial assistance.

**GOAL A:** Investigate and prosecute fraud committed by Medicaid providers and abuse, neglect, and financial exploitation perpetrated upon vulnerable persons who

are residents or patients in health care facilities in accordance with Section 43-13-219, Miss. Code Ann. (1972).

**OBJECTIVE A.1.** Investigate and prosecute crimes of Medicaid fraud.

*Outcome:* Percentage of Medicaid fraud convictions vs. dispositions

**A.1.1. STRATEGY:** Investigate and successfully prosecute Medicaid fraud committed by providers.

*Output:* Number of Medicaid fraud complaints received  
*Output:* Number of Medicaid fraud cases opened  
*Output:* Number of Medicaid fraud charges/indictments  
*Output:* Number of Medicaid fraud convictions obtained  
*Output:* Amount of Medicaid fraud restitution, civil penalties and investigative costs recovered  
*Efficiency:* Average caseload per investigator and prosecutor  
*Explanatory:* Number of investigators and prosecutors  
*Explanatory:* Type, quality, and complexity of complaints

**OBJECTIVE A.2.** Investigate and prosecute crimes of abuse, neglect and financial exploitation perpetrated against vulnerable persons who are residents or patients in health care facilities.

*Outcome:* Percentage of Medicaid abuse convictions vs. dispositions

**A.2.1. STRATEGY:** Investigate and successfully prosecute Medicaid abuse, neglect, and financial exploitation in health care facilities.

*Output:* Number of Medicaid abuse complaints received  
*Output:* Number of Medicaid abuse cases opened  
*Output:* Number of Medicaid abuse charges/indictments  
*Output:* Number of Medicaid abuse convictions obtained  
*Efficiency:* Average caseload per investigator and prosecutor  
*Explanatory:* Number of investigators and prosecutors  
*Explanatory:* Type, quality, and complexity of complaints

**GOAL B:** Conduct official investigations in accordance with Section 7-5-59, Miss. Code Ann. (1972), which details white-collar crime and official corruption and assisting district attorneys and local law enforcement officials in the performance of their duties; and impanel a statewide grand jury to investigate and charge large-scale drug offenders in accordance with Section 13-7-1, et seq., Miss Code Ann. (1972).

**OBJECTIVE B.1.** Investigate and prosecute white-collar criminals and large-scale drug offenders.

*Outcome:* Percentage of defendants convicted after indictment

**B.1.1. STRATEGY:** Investigate and successfully prosecute white-collar criminals and large-scale drug offenders.

*Output:* Number of complaints received

*Output:* Number of investigations opened

*Efficiency:* Average number of days to close a case not resulting in charges

*Efficiency:* Average caseload per investigator and prosecutor

*Explanatory:* Number of investigators and prosecutors

*Explanatory:* Type, quality, and complexity of complaints

*Explanatory:* Actions antecedent to AGO involvement

**GOAL C:** Investigate and prosecute high technology crime in accordance with Section 7-5-59, Miss. Code Ann. (1972) to provide a safe electronic environment in Mississippi for the communication of information, ideas and commercial transactions and protect children from the dangers of those who would use the internet to harm them.

**OBJECTIVE C.1.** Investigate and prosecute cyber crimes.

*Outcome:* Minimum percent of convictions after indictment

**C.1.1. STRATEGY:** Investigate and successfully prosecute cyber crimes including possession of child pornography.

*Output:* Number of complaints received

*Output:* Number of investigations opened

*Output:* Number of complaints resolved (no cases opened)

*Efficiency:* Average caseload per investigator and prosecutor

*Explanatory:* Number of investigators and prosecutors

*Explanatory:* Actions antecedent to AGO involvement

**GOAL D:** Investigate and prosecute those accused of crimes against vulnerable persons in accordance with Section 43-47-5, et seq., Miss. Code Ann. (1972).

**OBJECTIVE D.1.** Investigate and prosecute crimes against vulnerable persons.

*Outcome:* Minimum percent of convictions after indictment

**D.1.1. STRATEGY:** Investigate and successfully prosecute crimes against vulnerable persons.

*Output:* Number of complaints received  
*Output:* Number of investigations opened  
*Output:* Number of complaints resolved (no cases opened)  
*Efficiency:* Average caseload per investigator and prosecutor  
*Explanatory:* Number of investigators and prosecutions  
*Explanatory:* Actions antecedent to AGO involvement

**GOAL E:** Investigate and prosecute delinquent child support cases in accordance with Section 43-19-61, Miss. Code Ann. (1972).

**OBJECTIVE E.1.** Investigate and prosecute delinquent child support cases.

*Outcome:* Minimum percent of convictions after indictment

**E.1.1. STRATEGY:** Investigate and successfully prosecute individuals who willfully, unlawfully, feloniously, and knowingly refuse to provide for the support and maintenance of their natural children.

*Output:* Number of complaints received  
*Output:* Number of investigations opened  
*Output:* Number of complaints resolved (no cases opened)  
*Efficiency:* Average caseload per investigator and prosecutor  
*Explanatory:* Number of investigators and prosecutions  
*Explanatory:* Actions antecedent to AGO involvement

**GOAL F:** Investigate prosecute, and resolve claims and crimes against consumers related to scams, other unfair, anticompetitive or deceptive business practices, telemarketing, identity theft, home repair fraud, intellectual property crimes, and mediate consumer complaints in accordance with Section 75-24-1, et seq., Miss. Code Ann. (1972).

**OBJECTIVE F.1.** Investigate and prosecute consumer-related cases.

*Outcome:* Minimum percent of convictions after indictment, judgments after civil enforcement actions, and number of injunctive orders and assurances of voluntary compliance.

**F.1.1. STRATEGY:** Investigate and successfully prosecute consumer related cases.

*Output:* Number of cases litigated

*Output:* Restitution to consumers

*Output:* Costs/Fees recovered

*Efficiency:* Number of cases opened on behalf of the Consumer Protection Division and consumer-related cases within the Public Integrity Division

*Explanatory:* Number of investigators or assigned attorneys

*Explanatory:* Actions antecedent to AGO involvement

*Explanatory:* Type, quality, and complexity of complaints

**OBJECTIVE F.2.** Mediate consumer complaints.

*Outcome:* Average number of days to respond to consumer complaints

**F.2.1. STRATEGY:** Successfully mediate consumer complaints.

*Output:* Number of inquiries received

*Efficiency:* Number of cases opened on behalf of the Consumer Protection Division

*Explanatory:* Actions and/or events antecedent to AGO involvement

*Explanatory:* Type, quality, and complexity of inquiries

**GOAL G:** Provide training for law enforcement, judges, government attorneys, prosecutors, and court personnel in the areas of domestic violence, dating violence, stalking, sexual assault, domestic abuse protection orders, and related matters including human trafficking and victim rights in accordance with Section 93-21-31, Miss. Code Ann. (1972), and administer the Mississippi Domestic Abuse Protection Order Registry and train court clerks, dispatch and law enforcement on usage of the Registry and the Mississippi Uniform Offense Report per Sections 93-21-9 and 93-21-25, Miss. Code Ann. (1972).

**OBJECTIVE G.1.** Provide training, guidance, and resources in the areas of domestic violence.

*Outcome:* Percentage of positive training evaluations

**G.1.1. STRATEGY:** Effectively train officials, law enforcement personnel and safety providers to combat interpersonal violence.

*Output:* Number of law enforcement officers trained  
*Output:* Number of prosecutors trained  
*Output:* Number of court personnel trained  
*Output:* Number of interpersonal violence victims assisted  
*Output:* Number of SANE nurses trained  
*Output:* Number of dispatchers trained  
*Output:* Number of multi-disciplinary representatives trained  
*Efficiency:* Average number of trainings per staff member  
*Explanatory:* Number of staff  
*Explanatory:* Actions antecedent to AGO involvement

**GOAL H:** Ensure compliance with state laws that prohibit the sale of tobacco products and alcohol to minors in accordance with Section 97-32-21, Miss. Code Ann. (1972), oversee all Retailer Tobacco Prevention Education Programs per Section 97-32-3, Miss. Code Ann. (1972), and ensure compliance with state laws that prohibit the sales of alcohol (beer and light wine) to minors in accordance with Section 67-3-53, Miss. Code Ann. (1972).

**OBJECTIVE H.1.** Conduct on-site inspections of retail establishments to ensure compliance with state laws that prohibit the sale of tobacco products and alcohol to minors.

*Outcome:* Percentage of convictions vs. dispositions

**H.1.1. STRATEGY:** Conduct on-site inspections of retail establishments and provide retailer training.

*Output:* Number of compliance checks  
*Output:* Number of violations  
*Output:* Number of retailer trainings  
*Output:* Number of clerks trained  
*Output:* Amount of fines and court costs recovered  
*Output:* Permit suspension  
*Efficiency:* Average case load per investigator  
*Efficiency:* Average number of retailer trainings per investigator  
*Explanatory:* Number of investigators

## **Program 8: Crime Victims Compensation**

**GOAL A:** Provide financial assistance and support services to victims of violent crime and their family members in accordance with Section 99-41-1, et seq., Miss. Code Ann. (1972).

**OBJECTIVE A.1.** Relieve the hardships of crime victims and assist in their recovery whenever possible by providing compensation, direct services, advocacy, and public awareness and education to victims, their family members, law enforcement, court officials, and the public at large.

*Outcome:* Percentage of claims processed timely

**A.1.1. STRATEGY:** Assist crime victims and their families in their recovery from violent crimes in a timely manner.

- Output:* Number of Crime Victims Compensation claim applications received
- Output:* Amount of Crime Victims Compensation funds awarded
- Output:* Number of individuals assisted
- Output:* Number of Sexual Assault Forensic Exams funded
- Efficiency:* Average Crime Victims Compensation award
- Efficiency:* Average Sexual Assault Exam payment amount
- Explanatory:* Number of staff
- Explanatory:* Failure to provide appropriate information or documentation