

Mississippi Department of Human Services
MDHS Operations Plan 0901
Disaster Operations
November 2, 2009

I. Situation. The State of Mississippi may experience a major disaster, either man-made or natural, that affects services provided by this agency. The purpose of this document is to establish procedures to continue services to our clients during and after such disasters.

II. Mission. The Mississippi Department of Human Services (MDHS) provides authorized individual assistance services and benefits to citizens of Mississippi and/or other states during and after a man-made or natural disaster, either declared or non-declared, statewide, to ensure clients currently receiving benefits and new clients requiring benefits, are supported.

III. Execution.

A. Concept of the Operation. Before, during and after a disaster MDHS will provide all means of available support to the citizens of Mississippi. The MDHS Emergency Operations Center (MDHSEOC) will activate at the direction of the Executive Director. Economic Assistance, Child Support, Family and Children Services, Public Affairs and other designated divisions will provide ESF6 (Mass Care) support at the State of Mississippi Emergency Operations Center located in Pearl and to local communities across the state at the direction of the Governor.

B. Scheme of Maneuver.

1. Executive Director's Office (EDO). The EDO will provide command and control for all MDHS operations through the MDHS EOC located at the State Office. The ED will designate individuals from the EDO to perform Officer in Charge (OIC) duties for EOC operations.

See Annex A to OP LAN 0901, MDHS Disaster Operation.

2. Budgets and Accounting (B&A). B&A will provide financial and logistical support throughout the disaster operation. B&A will provide one senior person per shift in the MDHSEOC knowledgeable in fiscal operations during a disaster with the authority, verbal and signatory, to authorize expenditures and commit resources. B&A will provide subsistence support for the MDHSEOC, minimum three meals daily (break fast, lunch and dinner) as directed by the ED. B&A will provide logistics support as required to locations throughout the state as directed by the ED. B&A will provide shelter support in the affected area if deemed necessary by the ED.

See Annex B, Budgets and Accounting, to OPLAN0901, MDHS Disaster Operations.

3. Human Resources (HR). HR will provide personnel services and administrative support to all employees and facilities of MDHS during the disaster. HR will provide one person per shift to support MDHSEOC operations per shift. HR will track and report all employees affected and involved in the disaster.

See Annex C, Human Resources, to OPLAN 0901, MDHS Disaster Operations.

4. Management Information Systems (MIS). MIS will provide support to all MDHS entities during disaster operations. This support includes setting up communications systems in the MDHSEOC, providing support for MDHS mobile operations at remote locations, (2 employees), providing one employee per shift to support MDHSEOC operations to provide technical support for the MDHSEOC and all other locations affected by the disaster. Ensuring the support systems for each division are operational and assessable to all entities of MDHS and supporting organizations is priority.

See Annex D, Management Information Systems, to OPLAN 0901, MDHS Disaster Operations.

5. Program Integrity (PI). PI will provide one employee per shift to support MDHSEOC operations and two employees, minimum, to support mobile operations providing individual assistance. Other PI employees may be directed by the ED to provide security to mobile operations.

See Annex E, Program Integrity, to OPLAN0901, MDHS Disaster Operations.

6. Aging and Adult Services (DAAS). DAAS will provide one employee per shift to support MDHSEOC operations. DAAS APS workers will visit shelters in the affected areas during the disaster. DAAS will communicate with the Area Agencies on Aging in the affected locations to collect information for support operations ensuring the aged population in the affected area(s) receive subsistence and other needed support are priorities. Tracking the movement of seniors out of the affected areas will ensure funding is redistributed to relocation areas across the state.

See Annex F, Aging and Adult Services, to OPLAN 0901, MDHS Disaster Operations.

7. Child Support Enforcement (CSE). CSE will provide one employee per shift to support MDHSEOC operations. CSE will also provide employees to support shelter operations in their respective areas. The primary responsibility of CSE is to ensure payment(s) of Child Support is not interrupted. *See Annex G, Child Support Enforcement, to OPLAN 0901, MDHS Disaster Operations.*

8. Economic Assistance (EA). EA is responsible for providing two employees per shift to support MDHSEOC operations. The primary function of EA in the MDHSEOC is to track shelter operations and plan for and support mobile operations. This will be accomplished through constant communications with the State EOC, (MEMA), and the State Early Response Team (SERT). EA will provide adequate trained staff to support the State Emergency Operations Center, (MEMA), and a constant link with supporting agencies to provide additional support for sheltering. EA is also responsible for conducting mobile operations across the state. Conducting these includes deploying the two disaster operations vehicles located at Oakley Training School, (OTS), the generator located at OTS, and the enclosed cargo trailer located at OTS. EA is responsible for maintaining the disaster inventory located in the basement of the state office and loading this equipment and supplies in the cargo trailer. EA is responsible for establishing and maintaining individual assistance sites as directed by the ED. EA will support all shelter operations in the disaster area as directed by the Division Director of Economic Assistance. EA will ensure all County Directors have a designated seat at each County Emergency Operations Center.

See Annex H, Economic Assistance, to OPLAN 0901, MDHS Disaster Operations.

9. Office for Children and Youth (OCY). OCY will provide one employee to support MDHSEOC operations, during the day shift OCY will provide employees for shelter operations as directed by the ED. The priority mission for OCY after the disaster is to reestablish day care facilities. This will allow parents the opportunity to return to work as soon as possible and recovery operations to proceed.

See Annex I, Office of Children and Youth to OPLAN 0901, MDHS Disaster Operations.

10. Family and Children Services (PCS). FCS will provide one employee per shift to support MDHSEOC operations. FCS will maintain contact with all children in MDHS custody and all Resource Families in the affected disaster area(s). Contact will also be maintained with Judges in the affected area to ensure prompt action throughout the disaster area. FCS employees will support shelter operations in the affected area(s) as directed by the ED. FCS employees will continue to work ongoing cases and new cases during the disaster. If this is impossible the Deputy Administrator for Family and Children Services will detail other qualified FCS employees to the affected area to provide needed support. FCS employees will visit all shelters in the established area(s) to perform evaluations of living conditions and the status of children in the shelters.

See Annex J, Family Children Services, to OPLAN 0901 MDHS Disaster Operations.

Community Services. CS will provide one employee to support the MDHSEOC, during the day shift. CS will maintain contact with the Community Action Agency in the affected area(s) and the local food banks.

See Annex K, Community Services to OPLAN 0901 MDBS Disaster Operations.

12. Social Services Block Grant. SSBG will provide one person during the day shift for the MDHSEOC.

See Annex L, Social Services Block Grant to OPLAN 0901 MDHS Disaster Operations.

13. Youth Services. YS will provide one employee to provide support to the MDHSEOC. YS will monitor and report the status of Oakley Training School to the ED. YS will ensure OTS has sufficient fuel, food, and commodities to maintain life support systems. All efforts will be made to ensure schools are open and normal activities are maintained. YS will maintain contact with county youth courts to ensure all requirements are maintained throughout the disaster and to inform the Youth Courts no additional students can be accepted. YS will maintain contact with AOP's to ensure they become operational as soon as possible in the affected areas. YS will prepare a plan to relocate children to an alternate location in the event an evacuation is required. This plan will encompass all elements of safety, security, medical support, food service, and all life support systems. YS will maintain the mobile operations vehicles and equipment located at OTS.

See Annex M, Youth Services to OPLAN 0901 MDHS Disaster Plan.

14. Consumer Services. CS will provide consumer support as required. CS will coordinate with Public Affairs to ensure the required consumer information is published in a timely manner.

See Annex N, Consumer Services to OPLAN 0901 MDHS Disaster Operations.

15. Public Affairs. PA will relocate to the Joint Information Center located at the MEMA Emergency Operations Center upon notification from MEMA. All media releases will go through the MEMA JIC prior to release. The Director, Public Affairs, MDHS and designated agency employees will rotate shifts in the JIC as designated by the ED.

See Annex O, Public Affairs.

IV. Logistics. Logistics support for disaster operations will encompass the state office, OTS and all remote locations established by this agency. Primary responsibility for this support will come from Budgets and Accounting and Human Resources. Classes of supply, responsibility and requirements are listed below:

A. Supply.

1. Class I. Subsistence.

a. Subsistence support for MDHSEOC operations is provided by B&A. Upon notification of MDHSEOC activation B&A will contact the Deputy Executive Director for times and quantities to support 24 hour operations. These meals should be delivered by the vendor with all eating utensils and drinks. Ice, cups, paper towels and additional drinks, including coffee and water, will be maintained in the MDHSEOC 24 hours daily.

b. Employees reporting to MEMA EOC will receive subsistence support from MEMA.

c. Subsistence support for the SERT will be provided by MEMA at the disaster site.

d. Subsistence support for employees detailed to support shelters will subsist at the shelter. The ranking employee, as directed by the Director, Economic Assistance, will ensure the entity providing subsistence support receives head count data prior to meals.

Subsistence support for employees supporting individual assistance locations will be provided as needed. The Director, Economic Assistance, will contact the MDHSEOC to provide requirements. The MDHSEOC QIC will ensure all contracting requirements are coordinated through B&A as required.

f. Any meal requirements for pre-packaged semi perishable rations should be forwarded to the MDHSEOC for approval. The MDHSEOC QIC will coordinate with B&A for processing.

2. Class II. Clothing.

a. Clothing for disaster operations is the responsibility of the employee. Employees should wear appropriate clothing for disaster operations. Employees should always remember they are representing this agency and the State of Mississippi.

b. Personal Protective Clothing (PPE). PPE requirements should be identified to the MDHSEOC for approval. The MDHSEOC OIC will coordinate the purchase of required items with B&A.

c. Clothing for students located at OTS will be furnished by OTS.

d. Any employee clothing damaged or destroyed should be identified immediately. Unless contaminated and disposed of by the appropriate entity identified by MEMA all clothing residue should be bagged and tagged for inspection prior to submitting a claim.

3. Class ID. Fuel.

a. Fuel for agency vehicles should be purchased through normal procedures. If normal procedures are not functioning, i.e., Fuelman, employees shall be reimbursed for actual expenditures. Receipts are required for reimbursement. Employees should enter mileage of vehicle on receipts. If fuel is purchased for power generating equipment or other needed equipment and normal procedures do not work employees should enter the item description and location on the receipt

b. Fuel on current disaster fuel contract will be handled by B&A. Entities requiring fuel will contact the MDHSEOC OIC for coordination of refueling operations. Information provided to the MDHSEOC will include the equipment requiring refueling, location of equipment, and approximate number of gallons required. Divisions cannot wait until the equipment is empty to request refueling. Divisions must constantly monitor fuel usage and storage during disaster. MDHS currently has a contract to provide fuel during a disaster they need 24 hour advance notice for delivery.

c. Packaged petroleum, oil, and lubricants, (POL). Any MDHS entity requiring packaged POL should purchase these items through normal purchasing procedures. A listing of required POL products should be maintained by divisions to ensure we identify the correct POL product for purchase.

d. Divisions should maintain a complete set of MSDS, Material Safety Data Sheets, for all products requiring this documentation.

4. Class IV. Construction Material

a. Any construction material, non-emergency, required will be purchased through normal channels.

Any construction material required for emergency purposes will be identified to the MDHSEOC OIC immediately. The MDHSEOC OIC will coordinate the purchase through B&A.

c. Any purchase of construction tools will be approved by the MDHSEOC OIC prior to purchase.

5. Class V. Ammunition

a. The only ammunition authorized to MDHS employees is for Program Integrity Investigators with a valid qualification score recorded by the Director, Program Integrity.

6. Class VI. Personal Items

a. All employees are responsible for personal hygiene items during the disaster. If an employee is deployed and cannot purchase personal hygiene items they should send the information through the most expedient manner to the MDHSEOC. The American Red Cross and other support entities will have most personal hygiene items available in a disaster area.

b. All other personal items required during disaster operations should be forwarded to the MDHSEOC for approval.

c. Alcohol products are not authorized during disaster operations.

7. Class VII. Major End Items

a. Any additional major end items required by divisions should be forwarded to the MDHSEOC for approval.

b. Rental vehicles, if required, will be contracted by B&A, after approval of the Executive Director.

c. Requests for replacement of major end items should be forwarded to the MDHSEOC OIC for processing through B&A.

d. Equipment transfers/loans between divisions is a division responsibility. Ensure all transfers/loans have the proper paper work completed to ensure accountability.

e. Any property that is lost, damaged, or destroyed must be reported immediately to the MDHSEOC OIC. A thorough search of the last known location must be conducted and documented. A police report, if possible, must be forwarded to the Property Division of the Division of Budgets and Accounting as soon as possible along with statements from witnesses and supervisors.

8. Class VIII. Medical

a. Prescription drugs are the responsibility of the employee. A 15 day supply, minimum, should be deployed with the employee.

b. An employee with a medical emergency should report to the nearest medical facility. If work related the employee must contact the Division of Human Resources as soon as possible for Workers Compensation claims.

Class IX. Repairs and Repair Parts

- a. Equipment, supporting or located in the disaster area, requiring repair during the emergency (or disaster) will be identified to the MDHSEOC. B&A will coordinate for repairs and repair parts unless authorized through normal repair procedures.
- b. Repair parts will be purchased through normal procedures unless authorized by the MDHSEOC, (B&A).

10. Class X. Miscellaneous. N/A

B. Transportation.

1. Employees will use privately owned vehicles when required to support disaster operations if agency vehicles are not available. Employees must account for mileage by recording the beginning and ending mileage of their official government travel. Travel reimbursements will be IAW current policies. Employees are required to have a current driver's license and current vehicle insurance as required by state law. Employee vehicles are required to meet state safety inspection criteria,
2. Agency vehicles will be dispatched as directed by the Executive Director.
3. If mass transportation is required for employees, B&A will contract through proper procedures upon approval of the MDHSEOC OIC.

C. Laundry.

1. If commercial laundry services are available for employees deployed to the disaster site and free laundry machines are not available the Executive Director can approve reimbursement of charges. If numerous employees are deployed to the disaster site and commercial laundry services are required the Executive Director may authorize B&A to establish a contract with the vendor, if the vendor meets all state requirements.

D. Medical Support.

1. Medical support is located in Annex C, Human Resources to OPLAN 0901 MDHS Disaster Operations. V.

Command and Signal.

A. Command.

1. The Executive Director has established the agency chain of command as listed below:
 - a. Executive Director
 - b. Deputy Executive Director
 - c. Deputy Administrator of Programs
 - d. Deputy Administrator for Administration
 - e. Deputy Administrator for Family and Children's Services
 - f. Division Directors

2. Chain of Command for Shelters. The Director, Economic Assistance, will appoint an employee at each shelter to serve as the person in charge. This person has responsibility to coordinate with other entities located at the shelter (ARC, the MDHSEOC, MEMA) and other entities required for mission accomplishment. The designated employee will maintain contact with the MDHSEOC through emails, cellular phones, land line phones, text messages or any other form of communication available.

3. MDHS Emergency Operations Center, MDHSEOC. The MDHSEOC QIC will designate a chain of command for each shift. This COC will have at least three designees to ensure adequate coverage throughout the shift.

4. State Emergency Response Team, SERT. The Director, Economic Assistance, will designate the members of the SERT and designate a COC prior to departure to the disaster site. The employee designated as the OIC will maintain communications with the MDHSEOC on a continuous basis throughout the disaster.

B. Signal.

1. There are several means of communication available for disaster operations. They include:

- a. Email
- b. Telephone Land Line
- c. Cellular Phone
- d. Satellite Phone
- e. Facsimile
- f. Text Messaging

2. All divisions have a laptop computer in the MDHSEOC with an individual email address to send and receive emails. See Annex P, State Office Email Addresses to OPLAN 0901 MDHS Disaster Operations.

3. Important telephone numbers to support disaster operations are located *in* Annex Q, Important Telephone Numbers to OPLAN 0910 MDHS Disaster Operations. This annex contains a listing of telephone numbers for the MDHSEOC, MDHS Divisions, MEMA Operations, Agency 1-800 numbers, and the Executive Director's staff.

Acknowledged:

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Executive Director

This annex describes the policies, procedures, and requirements for the Division of Youth Services.

Appendix 1. Operations 24/7 OTS

Appendix 2. Operations w/youth court in affected areas

Appendix 3. AOP's in affected areas

Appendix 4. Relocation of youth located at OTS

Appendix 5. Contact w/youth courts

Appendix 6. Food Service Operations.

Appendix 1. Operations 24/7 OTS. to Annex M. Youth Services, to MDHS OPLAN 0901. Disaster Operations

Training and Orientation to emergency and safety related protocol shall be documented. As a fully operational, twenty-four (24) hour, seven (7) day a week facility, all essential services, programs and activities shall be maintained and available to youth in the event of a disaster, emergency and/or relocation. Furthermore, sufficient fuel, food and commodities to maintain life support systems shall be ensured.

The Youth Services MDHSEOC representative shall monitor the status of the operations and regular updates shall be provided to the Agency (MDHS) Executive Director for the duration of the evacuation/relocation, no less than daily.

The inventory of all vehicles on campus, which lists the condition and capacity of each vehicle. Procedures for collecting, transporting and storing adequate clothing and linen supplies to support youth for the expected duration of the evacuation period. Clothing and supplies for youth shall be furnished by the facility and shall be bundled and secured in three (3) day allotments.

Community Services

1. Regional Directors and community staff are to provide the community services director current contact staff contact information quarterly.
2. Community staff is to follow local law enforcement directives regarding the emergency procedures for the current situation.
3. Community staff is to contact their regional director as soon as possible to update them on their whereabouts and to report their living conditions following the emergency. If the regional are not available, they are to contact the community services director as soon as possible.
4. If conditions permit and the area is officially cleared for travel and occupation, staff is to report to their offices or to an assigned shelter to assist other DHS staff providing care to those displaced following the emergency.
5. Community staff in the affected area will assist with locating parents of children in the training school in order to keep the youth there informed of their whereabouts and general status.
6. If the training school is within the affected area, all community staff will assist the training school with emergency releases in order to control the population of the facility and to assist with diverting as many youth as possible for commitment during the crisis.
7. Regional directors are to track the time staff are working at the shelters to report to the community services director.
8. Regional directors are to work with local officials and the youth court judge to develop a general evacuation plan to relocate youth that are held in detention.
9. Community staff will ensure services within their areas continue such as the Adolescent Offender Program. Counselors will verify the safety of faculty prior to any students entering site after a disaster or emergency event shutting the facility down and report their findings to the community services director.
10. Disaster Recovery E-Mail Address: dys.disaster@mdhs.ms.gov or call 601-359-4943.

Appendix 2, Operations w/Youth Court in affected Areas, to Annex M, Youth Services, to MDHS OPLAN 0901, Disaster Operations

Youth Courts shall be informed of the suspension of youth admissions to the training school via the formal written request of the Agency (MDHS) Executive Director.

1. Regional directors are to work with local officials and the youth court judge to develop a general evacuation plan to relocate youth that are held in detention.
2. Disaster Recovery E-Mail Address: dys.disaster@mdhs.ms.gov or call 601 -359-4943.

Appendix 3, AOP,s in Affected Areas, to Annex M, YOUTH SERVICES. To MDHS OPLAN 0901, Disaster Operations

1. Community staff will ensure services within their areas continue such as the Adolescent Offender Program.
2. Counselors will verify the safety of faculty prior to any students entering site after a disaster or emergency event closing the facility and report their findings to the community services director.
3. Disaster Recovery E-Mail Address: dys.disaster@mdhs.ms.gov or call 601-359-4943.

Emergency and Disaster Plan - An evacuation plan, which encompasses all elements of safety, security, medical support, food service and all life support systems shall be established and reviewed annually by the Facility Administrator or Designee, which at a minimum includes the following:

1. Evacuation plans that notate all exits from all buildings on campus, which shall be posted in conspicuous areas throughout each building.
2. All possible evacuation routes from the campus.
3. Alternative locations where youth can be safely housed in case of evacuation until facilities are restored to an environment where youth are protected from harm.
4. Youth shall be temporarily housed depending on the location and severity of an impending or actual emergency/disaster at either the campus formerly known as Columbia Training School or the campus of an area college or university; whichever is closest and least affected.
5. Youth population will be adjusted with the cooperation of the community staff as prescribed in Community Services Policy 32.
6. Disaster Recovery E-Mail Address: dys.disaster@mdhs.ms.gov or call 601-359-4943.

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Court Judge 517-Highway 11
North Ellisville, Mississippi
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Laurel, Mississippi 39441
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P. O. Box 520
Philadelphia, MS 393 50
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6709

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794-3560

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39302 (601)482-9729

Hon. Lawrence Primeaux 12th
District Chancery Court P.O.
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39302 (601)482-9729

Hon. Frank Coleman,
Youth Court Judge P. O.
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39302 (601)482-9756

Hon. Veldore F. Young, Youth
Court Judge P. O. Box 1970
Meridian, MS 39302
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(662)681-6058

Youth Court Staff Attorney and
Hearing Officer
Hon. Staci Bevill
P. O. Box 736
Tupelo, MS 38802
(662)681-6060
Counselors: (662)841-9111

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Region III - Melonie Taylor
(601)859-1276

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Greenwood, MS 38735
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(662) 455-7908

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(Chancery Judge)
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7880

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Court Judge) P. O. Box 1471
Columbus, MS 39703 (662)
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(662)329-5755

Madison County
Region HI - Melonie Taylor
(601)859-1276

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MS 39046 (601)855-
5551

Hon. Edwin Y. Harmon P. O.
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39046 (601)859-5211
Counselor: (601)855-5683

Marion County
Region V - Eileen Anderson
(601)833-3311

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(Chancery Judge)
10th District Chancery Court
P. O. Box 1248
Columbia, MS 39429
(601)736-2220

Hon. Garland D. Upton
(Referee)
Marion County
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Columbia, MS 39429
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Appendix 6, Food Service Operations, to Annex M, Youth Services, to MDHS OPLAN 0901, Disaster Operations

1. Food services for staff and youth shall be provided via contracted vendor for the duration of the relocation at satellite location.
2. Disaster Recovery E-Mail Address: dys.disaster@mdhs.ras.gov or call 601-359-4943.

Disaster Email for the EOC: disaster@mdhs.ms.gov

Executive Offices	exec.disaster@mdhs.ms.gov
Aging and Adult Services	daas.disaster@mdhs.ms.gov
Budgets & Accounting	dba.disaster@mdhs.ms.gov
Child Support	dcse.disaster@mdhs.ms.gov
Community Services	dcs.disaster@mdhs.ms.gov
Family & Children Services	dfcs.disaster@mdhs.ms.gov
Economic Assistance	dea.disaster@mdhs.ms.gov
Human Resources	dhr.disaster@mdhs.ms.gov
Management Information System	mis.disaster@mdhs.ms.gov
Office of Children and Youth	ocy.disaster@mdhs.ms.gov
Program Integrity	dpi.disaster@mdhs.ms.gov
Program Integrity	dpi.disaster@mdhs.ms.gov
Social Services Block Grant	ssbg.disaster@mdhs.ms.gov
Youth Services	dys.disaster@mdhs.ms.gov
Communications	disaster@mdhs.ms.gov
Consumer Services	disaster@mdhs.ms.gov

MDHS TOLL FREE LISTING

DIVISIONS	TOLL FREE NUMBERS	LOCAL CALL
GENERAL INFORMATION		
Public Information -800-345-MDHS	1-800-345-6347	601-359-4500
Field Staff- All Division	1-800-948-3020	601-359-4503
TDD- Telephone Deaf Device	1-800-676-4154	601-359-2656
AGING & ADULT SERVICES		
Call Routing for Area Agencies on Aging	1-800-948-3090	601-359-4929
MsCAPP	1-888-240-7539	
CHILD SUPPORT		
Information Desk/Call Center	1-866-388-2836	601-359-4861
Client Automated Voice Response	1-800-434-5437	601-354-6039
METSS Help Desk	1-800-937-9803	601-359-4601
ePavment (EPPICard Customer Service)	1-866-461-4095	
CHILDREN & YOUTH		
Child Care Express	1-800-877-7882	601-359-9672
COMMUNITY SERVICES		
LIHEAP/WAP Programs	1-800-421-0762	601-359-4770
ECONOMIC ASSISTANCE		
Treasury Offset (FTROP)	1-800-948-4050	601-359-4344
EBT Help Desk	1-866-449-9488	601-359-4419
EBT Help Line- Retailers	1-866-598-1772	
EBT Help Line- Customers	1-866-512-5087	601-359-4429
Field Staff/ County Support (MSCAP UNIT)	1-800-948-4060	601-359-4819
MAVERICS & JAWS Jobs Help Desk	1-800-832-0695	601-359-4847
Abstinence/Healthv Marriage	1-800-590-0818	601-359-4688
Client Inquiry	1-800-948-3050	601-359-4796
EPPICard (Clients who receive funds on the EPPICard under TANF, etc.)	1-866-461-4095	
FAMILY & CHILDREN SERVICES		
Adoption Resource Exchange	1-800-821-9157	601-359-4407
Adoption F&CS Region V, VI & VII	1-866-229-9417	601-426-1241
Field Staff	1-800-553-7545	601-576-2501
Child Abuse Hotline	1-800-222-8000	601-359-4991
Foster Care	1-800-345-6347	
HUMAN RESOURCES		
Personnel	1-800-433-1210	601-359-4444
PROGRAM INTEGRITY		
Fraud Hotline	1-800-299-6905	601-359-4907
YOUTH SERVICES		
Oakley Training School	1-866-312-7215	601-359-4972

EMERGENCY NUMBERS

DEPARTMENT OF HUMAN SERVICES

601-359-4932

Child Support and Family & Children Services

601-359-4940

Executive Office and Economic Assistance

601-359-4943

Youth Services and Aging & Adult Services

601-359-4950

Human Resources, Program Integrity and Budgets & Accounting

601-359-4952

MIS, SSBG, Office for Children & Youth and Community Services

AMERICAN RED CROSS

Central Mississippi Chapter

601-353-5442

<http://www.mississippi-redcross.org/>

MEMA

601-933-6362

24 Hr Emergency Line 1-800-222-6362

Fax 601-933-6800

www.msenia.org/

MEDICAID

601-359-6050

Toll free 1-800-421-2408

<http://www.medicaid.ms.gov/>

AAS- Aging and Adult Services	HR- Human Resources
AGO- Attorney General's Office	ITS- Information Technology Services
AOP- Adolescent Offender Program	JAWS- JOBS Automated Work System
APS- Adult Protective Services	JOBS- Job Opportunities and Basic Skills
B&A- Budget and Accounting	LIHEAP- Low-Income Home Energy Assistance Program
CAA- Community Action Agency	MACWIS- Mississippi Automated Child Welfare Information System
CCDF- Child Care Development Fund	MAVERICS- Mississippi Applications verification Eligibility Reporting Information and Control System
CMS- Cope Management System	MDHSEOC- Mississippi Department of Human Services
COC- Chain of Command	MEMA- Mississippi Emergency Management Agency
CP- Custodial Parent	METSS- Mississippi Enforcement and Tracking Support System
CKDU- Central Receipting and Distribution Unit	MIS- Management Information Systems
CS- Community Services	OCY- Office for Children and Youth
CSE- Child Support Enforcement	OIC-Officer In Charge
CSEO- Child Support Enforcement Officer	OPLAN- Operation Plan
CSR- Client Service Representative	OTS- Oakley Training School
DED- Deputy Executive Direction	PI- Program Integrity
DFA- Department of Finance and Administration	PPE- Personal Protective Equipment
EA- Economic Assistance	SERT- State Early Response Team
EACD- Economic Assistance County Director	SNAP- Supplemental Nutrition Assistance Program
EARD- Economic Assistance Regional Director	SPO- Special Projects Officer
EBT- Electronic Benefits Transfer	SSBG- Social Services Block Grant
ED- Executive Director	TANF- Temporary Assistance for Needy Families
EDO- Executive Director's Office	TCC- Transitional Child Care
ESF6- Emergency Support Function 6	TT- Transitional Transportation
EW-Eligibility Worker	TWP- TANF Work Program
FCS- Family and Children's Services	VOAD- Voluntary Organization Active in Disaster
FNS- Food and Nutrition Service	YS- Youth Services
HHS- Health and Human Services	