



MISSISSIPPI DEPARTMENT OF **HUMAN SERVICES**

STAKEHOLDERS ASSESSMENT FINDINGS SUMMARY

Thank You

42%
PARTICIPATED

Thank you to everyone who participated in the stakeholders assessment survey sent by the American Public Human Services Association from January through February.

Your honest and candid responses will allow APHSA to assist us in developing a strategic plan that will make MDHS more responsive to you and a better place.

Completed by 57 out of 133 Stakeholders*

**Stakeholders include Federal and State Partners, as well as Subgrantees*

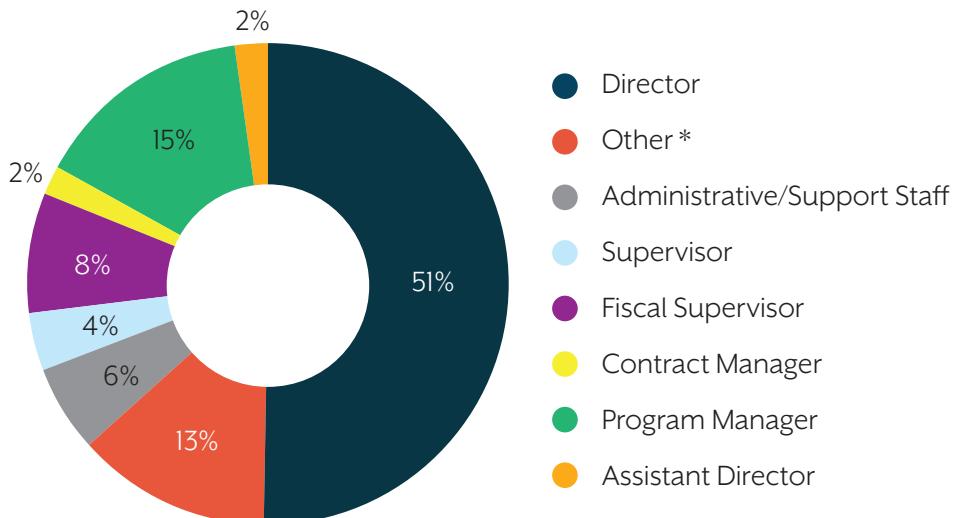
RESPONSES COLLECTED



TO

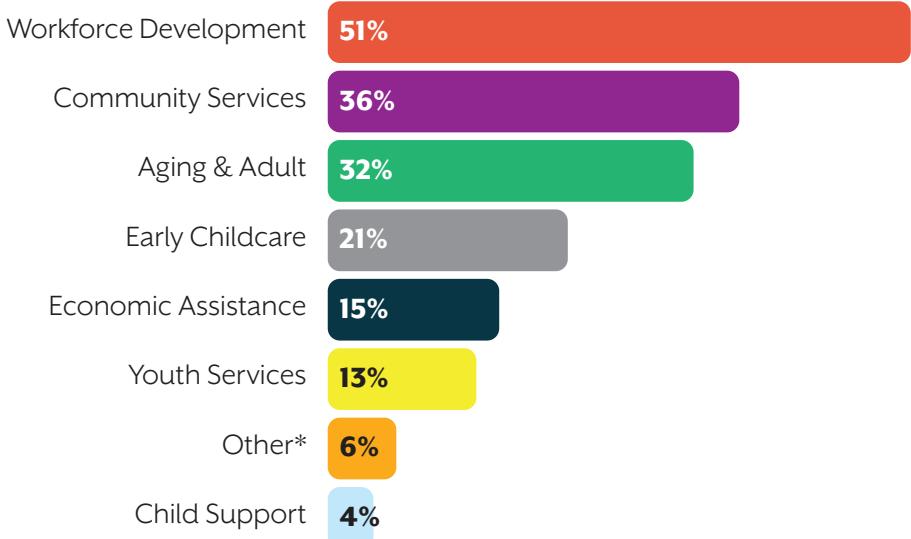


WHO COMPLETED THE SURVEY?



* Other responses include: Division Director, Vice President, Grants Manager, President/CEO, and Coordinator.

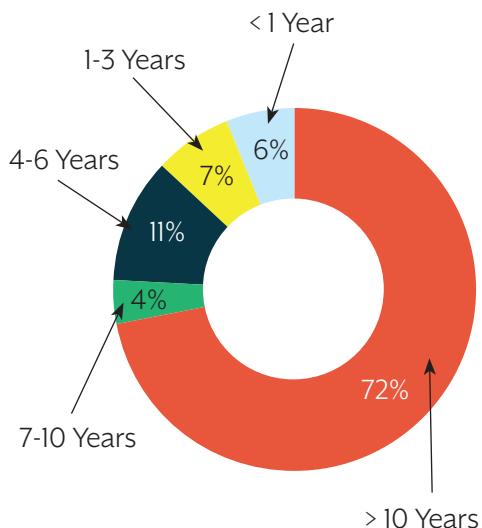
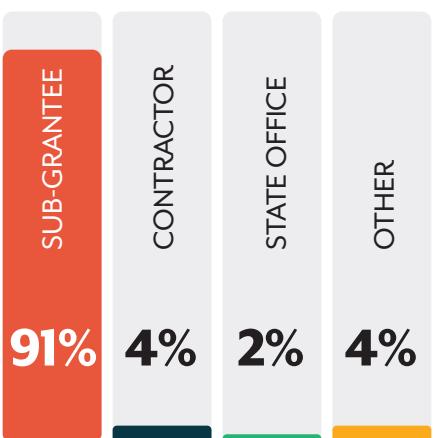
STAKEHOLDER PROGRAM CONTRACTS



* Other responses include: Adult Protective Services, SNAP E&T, MAC, & TANF Workforce

RELATIONSHIP WITH MDHS

LENGTH OF PARTNERSHIP



* Other responses include: Planning District and Public School District

MDHS MISSION

The Stakeholder understands the Mission of MDHS.

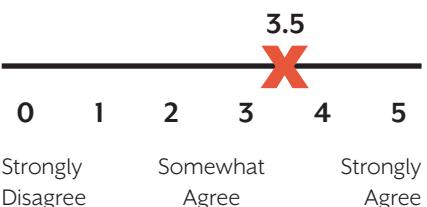


The Stakeholder understands how their organization's partnership with MDHS helps MDHS fulfill its mission.

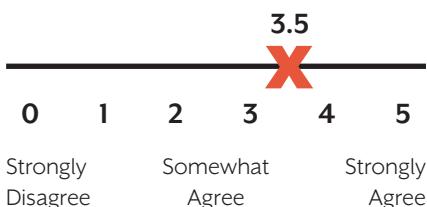


COMMUNICATION

The communication received from MDHS is clear.

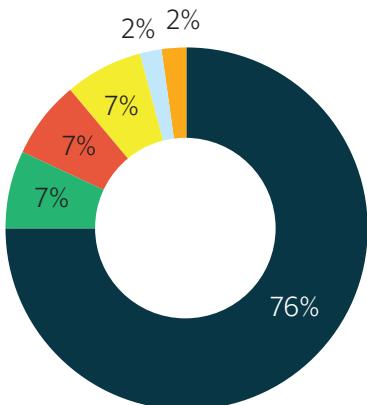


The communication received from MDHS is timely.



COMMUNICATION

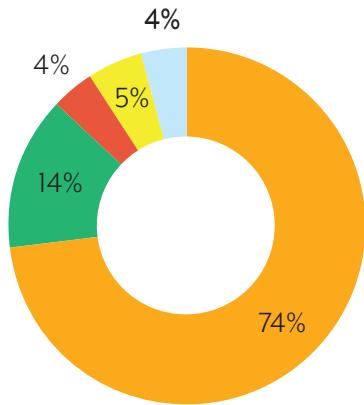
The preferred method of communication with MDHS:



- Email
- Social Media
- Phone Call
- Other *
- Agency Meeting
- Bulk Newsletter/Group Email

* Other responses: Fax and Email with Follow-Up Call

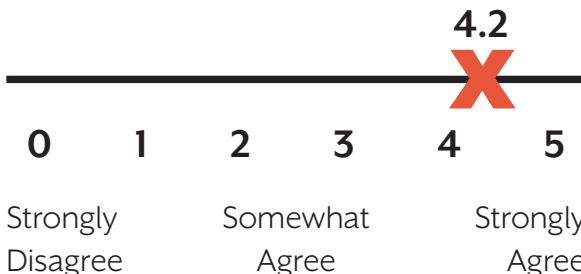
The primary way in which we receive communication from MDHS is:



- Email
- Phone
- Other *
- Agency Meeting
- Electronic Bulk Newsletter

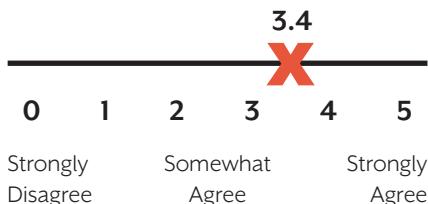
* Other responses: MS SECAC, Zoom, and Memos

The primary method which we receive communication from MDHS is appropriate for our needs.



CONTRACT MONITORING AND OVERSIGHT

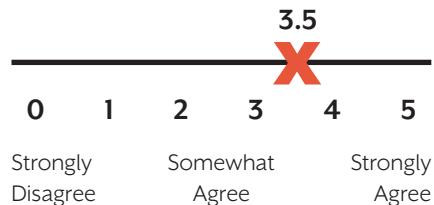
When new processes are implemented at MDHS, my organization receives clear and timely communication regarding each new process that affects my organization.



When new processes are implemented at MDHS, the process implementation goes smoothly.

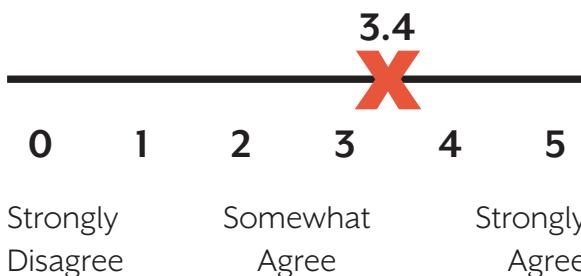


When it comes to the contract monitoring process, I believe that my organization's interaction with MDHS goes well and the process is clear.



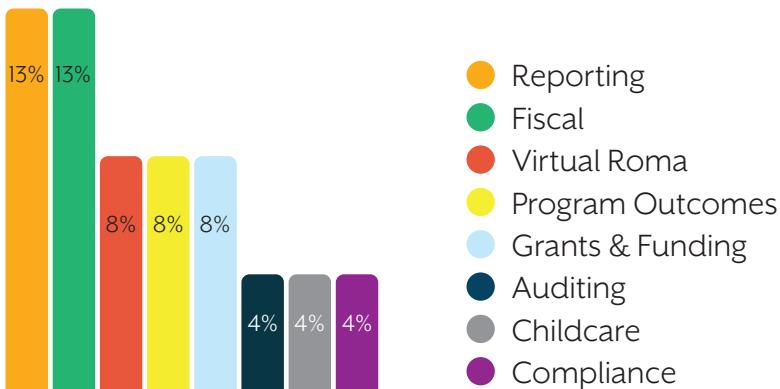
AGENCY TRAINING AND SUPPORT

The training provided by MDHS meets the needs of my organization.



AGENCY TRAINING AND SUPPORT

Training from MDHS that would help me to better fulfill the role of my organization would include the following topics:



REPORTING 13%

- NAPIS Reporting
- Community Service Block Grant Reporting
- Implementing Data Collection for Childcare Agencies

VIRTUAL ROMA 8%

- Policy
- Application Process

GRANTS & FUNDING 8%

- Federal Codes
- State Codes
- Sub-Grant Process

CHILDCARE 4%

- Licensing
- Playground Regulations

AUDITING 4%

FISCAL 13%

- Monitoring Expectations
- Expenditures and Budgeting
- Invoice Submission
- Procurement

PROGRAM OUTCOMES 8%

- Community Service Block Grant Outcome and Attainment Measures
- Program Expectations

COMPLIANCE 4%

- Rules and Regulations
- Monitoring Process

OTHER

- SNAP / TANF Application Completion
- New Director Training
- Board Roles

PARTNER EXPERIENCE

MDHS staff is responsive to our requests and communications.

4.1



0
Strongly
Disagree

1
Somewhat
Agree

2
Strongly
Agree

4.2



When my organization works with MDHS, we are treated with dignity and respect by MDHS staff.

0
Strongly
Disagree

1
Somewhat
Agree

2
Strongly
Agree

My organization and MDHS work well together to meet the needs of the clients/community.

4.4



0
Strongly
Disagree

1
Somewhat
Agree

2
Strongly
Agree

MDHS is clear about their expectations for and the role(s) of our organization.

3.8

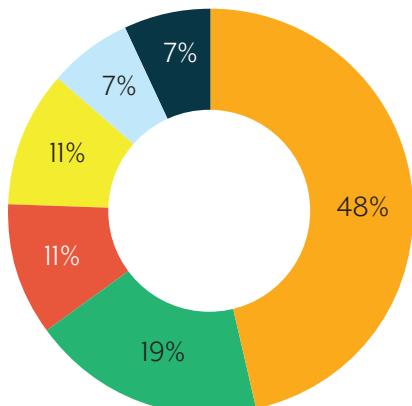


0
Strongly
Disagree

1
Somewhat
Agree

2
Strongly
Agree

SUGGESTIONS FOR MDHS



- Communication
- Trainings
- Performance & Monitoring
- Partnerships
- Policy Updates
- Fiscal

SUGGESTIONS FOR MDHS

COMMUNICATION 45%

- Timely communication
- Identify program contacts
- Deepen communication and trust building
- Enhanced communication with the Monitoring Unit

PERFORMANCE & MONITORING 11%

- Adequate time for program success
- Unclear expectations
- Grant application barriers

POLICY UPDATES 7%

- Policy refreshers
- Communicate prior to changes and sharing with the community

TRAININGS 19%

- More training
- Training prior to implementation
- Joint training with MDHS staff

PARTNERSHIPS 11%

- Strategic partnerships
- Two-way partnership

FISCAL 7%

- Finance monitoring
- Timely reimbursement requests

HIGHLIGHTS

STRENGTHS

- Stakeholders understand the overall mission of MDHS and how they contribute to it
- MDHS/stakeholder collaboration to meet the needs of the community
- Communication content is appropriate

AREAS OF IMPROVEMENT

- Clear and timely communication about new processes/policies
- Training availability and adequacy
- Contract Monitoring Process

WHAT'S NEXT?

Identify areas that need to be reviewed with a closer lens.

Develop a Roadmap to implement solutions in those areas.