



# MISSISSIPPI DEPARTMENT OF **HUMAN SERVICES**

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STAKEHOLDERS ASSESSMENT FINDINGS SUMMARY

# Thank You

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**42%**  
**PARTICIPATED**

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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*

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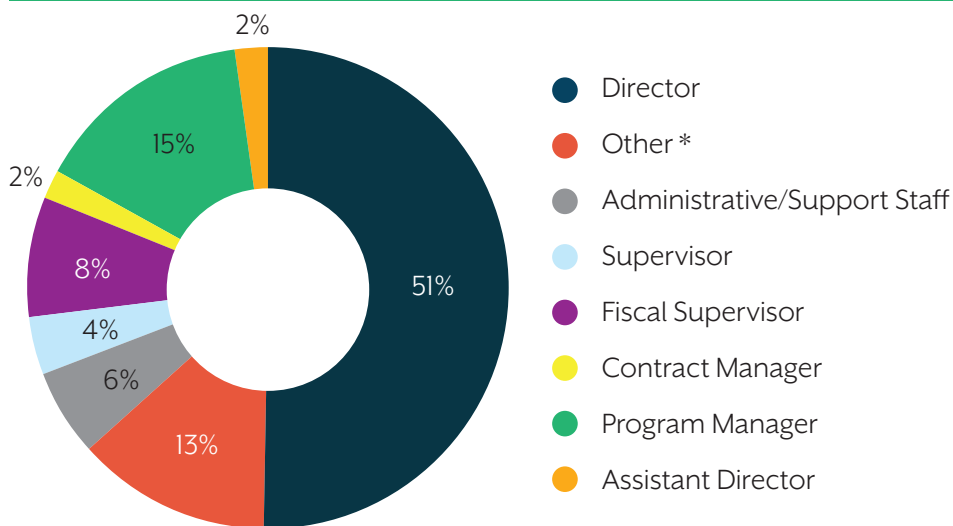
## RESPONSES COLLECTED



TO

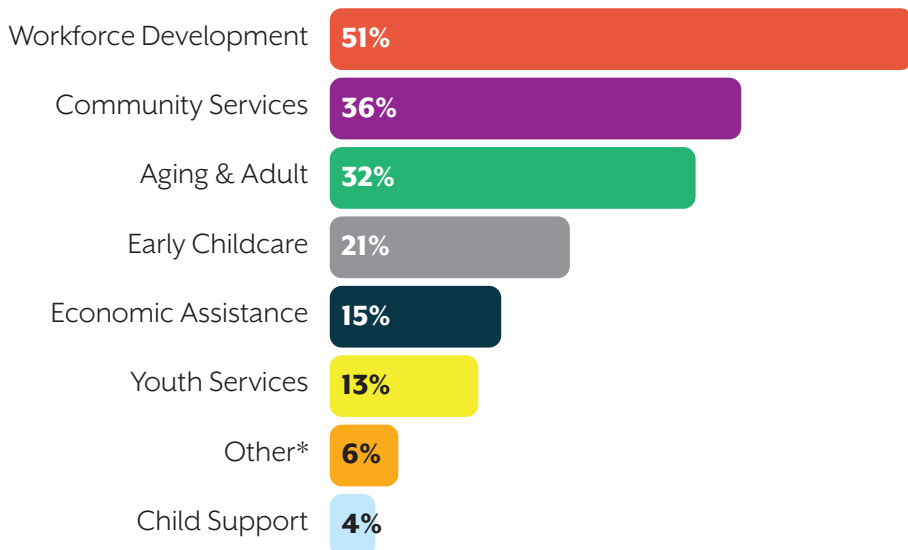


## WHO COMPLETED THE SURVEY?



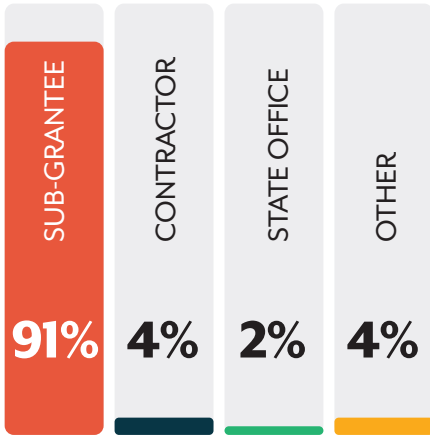
\* Other responses include: Division Director, Vice President, Grants Manager, President/CEO, and Coordinator.

## STAKEHOLDER PROGRAM CONTRACTS



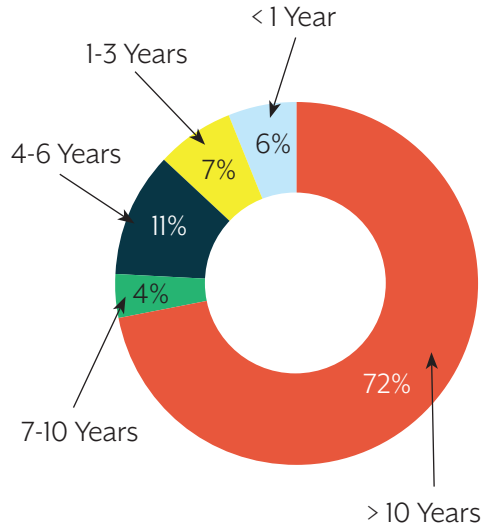
\* Other responses include: Adult Protective Services, SNAP E&T, MAC, & TANF Workforce

## RELATIONSHIP WITH MDHS



\* Other responses include: Planning District and Public School District

## LENGTH OF PARTNERSHIP



## MDHS MISSION

The Stakeholder understands the Mission of MDHS.



**93%**  
TRUE



**7%**  
FALSE

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



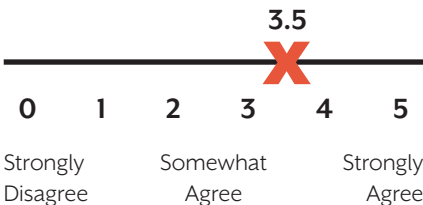
**98%**  
TRUE



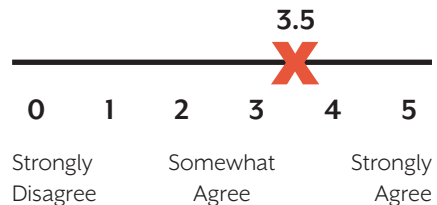
**2%**  
FALSE

## COMMUNICATION

The communication received from MDHS is clear.

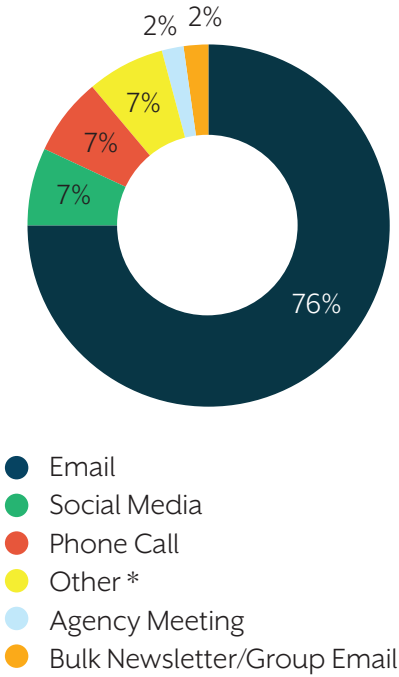


The communication received from MDHS is timely.



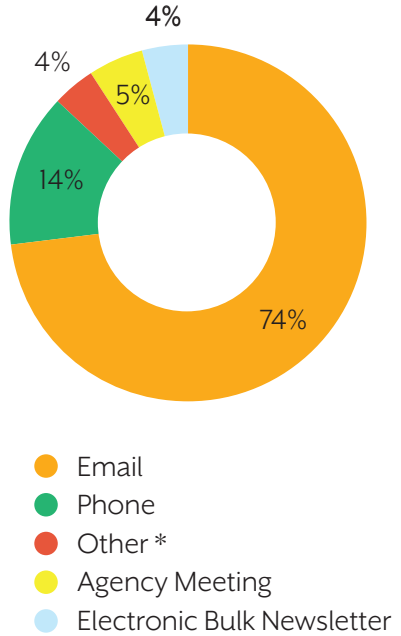
# COMMUNICATION

The preferred method of communication with MDHS:



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

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



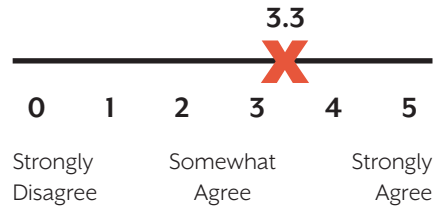
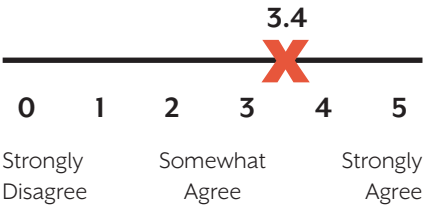
\* Other responses: MS SECAC, Zoom, and Memos

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



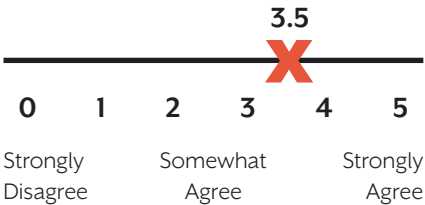
# CONTRACT MONITORING AND OVERSIGHT

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



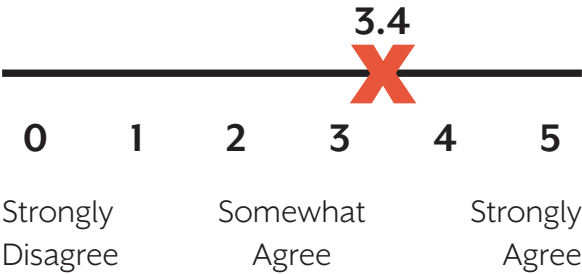
When new processes are implemented at MDHS, the process implementation goes smoothly.

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



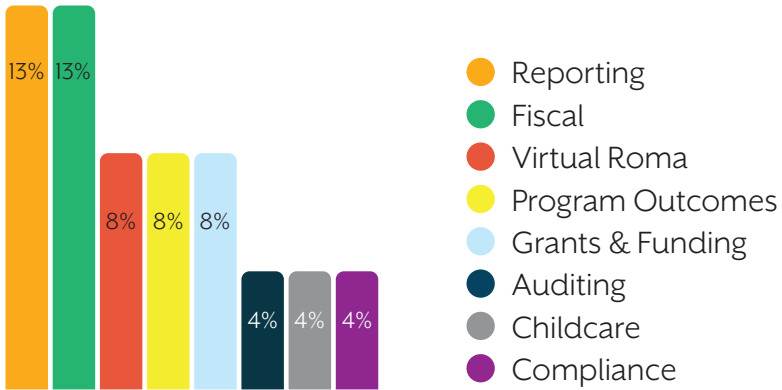
# AGENCY TRAINING AND SUPPORT

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:



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## 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%

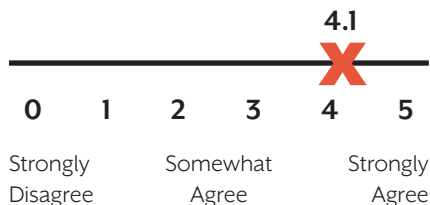
- Rules and Regulations
- Monitoring Process

## OTHER

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

## PARTNER EXPERIENCE

MDHS staff is responsive to our requests and communications.



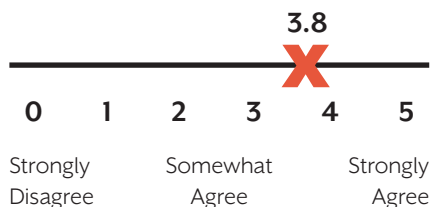
When my organization works with MDHS, we are treated with dignity and respect by MDHS staff.



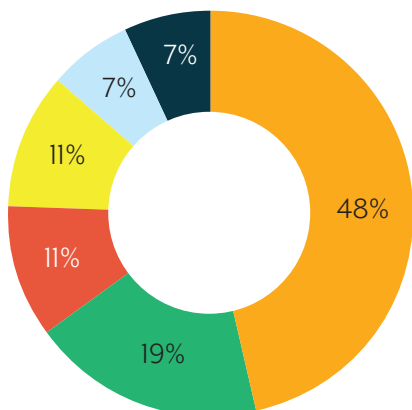
My organization and MDHS work well together to meet the needs of the clients/community.



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



## 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.