



***2009  
Legislative  
and  
Consumer Directory***



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## DHS Facts & Figures

### *Do You Know?*

- DHS has more than 7,500 employees working throughout the state and in 83 county offices serving more than one million people each year.
- The Arkansas Department of Human Services offers mental health and alcohol and drug abuse prevention services to approximately 91,000 individuals a year. The services are offered either directly by DHS or through community-based providers.
- Seventy-five percent of the nursing home patients in Arkansas are provided care through Medicaid.
- DHS regulates the operation of 229 nursing homes and 2,982 day-care centers and homes. These child care centers are licensed to serve more than 171,810 children. DHS is assisting more than 7,000 low-income families with the cost of child care.
- DHS distributes more than \$35.5 million in food assistance benefits each month using the Electronic Benefits Transfer system.
- Last year, more than 794,000 Arkansas children and adults were eligible for medical care through the Medicaid program.
- In fiscal year 2008, DHS caseworkers working with the state police completed more than 27,672 investigations of child abuse and neglect.
- On the average night, DHS is taking care of 3,744 children who are living in 1,045 foster homes. In fiscal year 2008, DHS finalized 449 adoptions.
- DHS offers a wide range of services to more than 2,200 blind and severely visually impaired Arkansans. These services range from employment preparation to independent living skills and technology training.
- More than 1,000 Arkansans with developmental disabilities are living in six DHS-operated human development centers located across the state.
- DHS works daily to promote volunteerism and national service in Arkansas. In 2007, more than 444,558 people volunteered more than 19,062,664 hours of time for hundreds of community based organizations and state agencies.
- DHS helps deliver more than 1.6 million meals a year to the homes of elderly Arkansans. DHS spends more than \$52 million a year to offer services to 143,073 older Arkansans and adults with physical disabilities. More than 14 percent of Arkansas's population is over the age of 65 and Arkansas ranks seventh nationally in the percent of elderly who live in poverty.
- DHS helps more than 12,000 elderly and adults with disabilities by providing home and community-based services like ElderChoices, IndependentChoices and Alternatives for adults with physical disabilities.

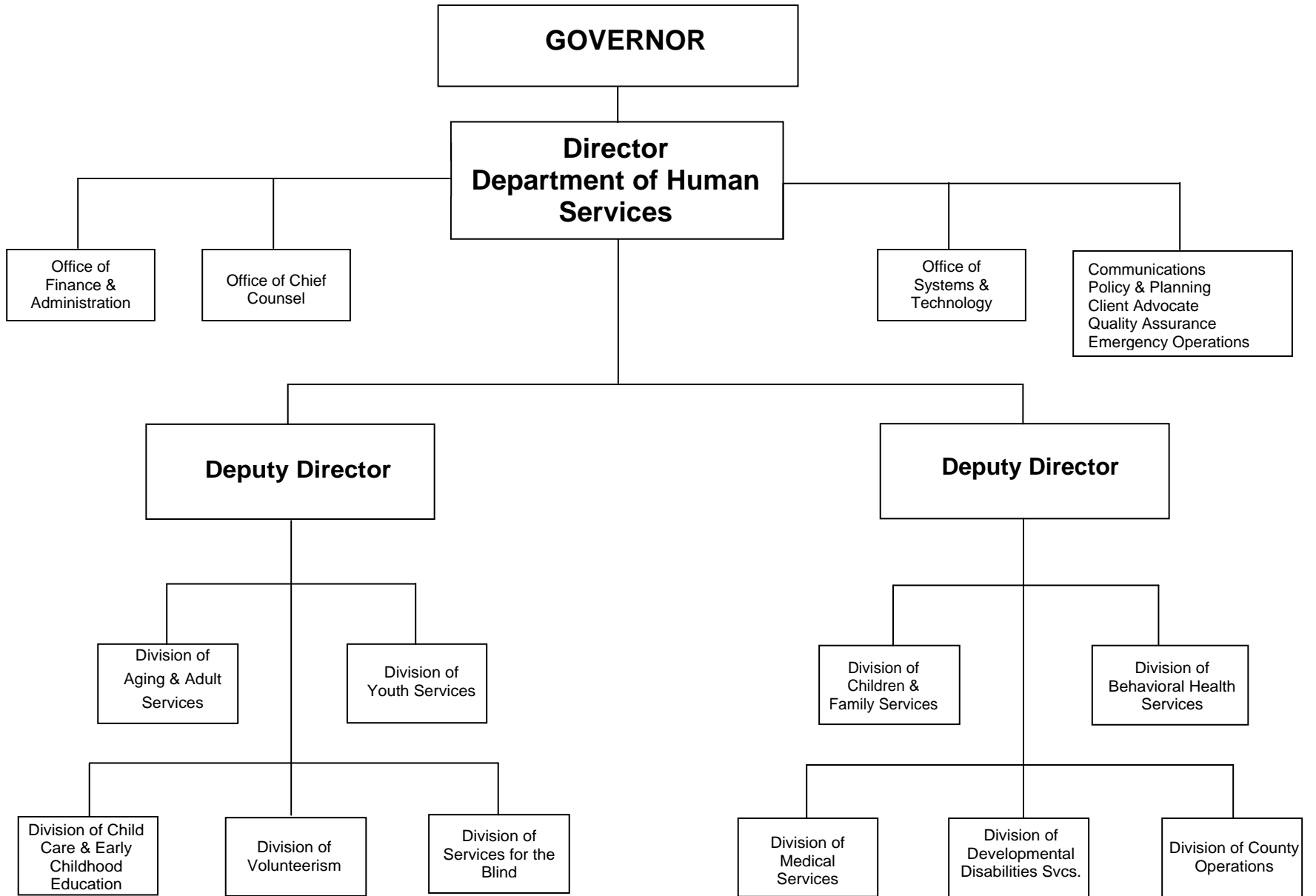
# DHS Services at a Glance

DHS Internet Home Page : <http://www.arkansas.gov/dhs/homepage.html>

|  |                      |
|--|----------------------|
| Adoptions .....  | 501-682-8462         |
| ARKids First .....   | 501-682-8310         |
| Child Care Licensing .....   | 501-682-8590         |
| Child Welfare Licensing .....  | 501-321-2583 ext 227 |
| Children's Medical Services .....                                      | 501-682-2277         |
| Client Advocate .....  | 501-682-7953         |
| ConnectCare (Primary Care Physicians) .....                            | 501-614-4689         |
| Director's Office .....  | 501-682-8650         |
| Supplemental Nutrition Assistance Program (formerly Food Stamps) ..... | 501-682-8233         |
| Foster Care .....  | 501-682-1569         |
| Juvenile Justice Delinquency Prevention.....                           | 501-682-1708         |
| Medicaid .....   | 501-682-8340         |
| Nursing Home Complaints .....  | 501-682-8425         |
| Press Inquiries .....  | 501-682-8650         |
| Services for the Blind.....  | 501-682-5463         |
| State Long Term Care Ombudsman .....                                   | 501-682-8952         |
| Transitional Employment Assistance (TEA) .....                         | 501-682-8233         |
| Volunteer Information .....  | 501-682-7540         |

## **Hotlines**

|   |                |
|---|----------------|
| Adoptions .....                             | 1-888-736-2820 |
| Adult Protective Services.....              | 1-800-482-8049 |
| ARKids First .....                          | 1-888-474-8275 |
| Spanish .....                               | 1-800-482-8988 |
| Child Abuse .....                           | 1-800-482-5964 |
| TDD .....                                   | 1-800-843-6349 |
| Child Care Assistance.....                  | 1-800-322-8176 |
| Child Care Resource and Referral .....      | 1-800-445-3316 |
| Child Support Information.....              | 1-877-731-3071 |
| ConnectCare (Primary Care Physicians) ..... | 1-800-275-1131 |
| Choices in Living Resource Center .....     | 1-866-801-3435 |
| General Customer Assistance .....           | 1-800-482-8988 |
| TDD .....                                   | 1-501-682-8820 |
| Fraud and Abuse Hotline .....               | 1-800-422-6641 |
| Medicaid Transportation Questions.....      | 1-888-987-1200 |
| Senior Medicare Fraud Patrol .....          | 1-866-726-2916 |
| Employee Assistance Program .....           | 1-866-378-1645 |



## **DHS Executive Staff**

John Selig, DHS Director  
Department of Human Services  
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Division of Child Care and Early Childhood  
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P.O. Box 1437, Slot S140  
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Division of Children and Family Services  
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Division of County Operations  
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Division of Developmental Disabilities Services  
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Division of Services for the Blind  
P.O. Box 1437, Slot S101  
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Division of Volunteerism  
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Division of Youth Services  
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Little Rock, AR 72203-1437  
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Office of Finance and Administration  
P.O. Box 1437, Slot W104  
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Breck Hopkins, Chief Counsel  
Office of Chief Counsel  
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Richard Wyatt, Chief Information Officer  
Office of Systems and Technology  
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Tim Lampe, Director  
Office of Quality Assurance  
P.O. Box 1437, Slot S201  
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Telephone: 501-683-4738 FAX: 501-682-6836

## **DHS Support Offices**

### **Office of Chief Counsel**

Office of Chief Counsel attorneys advocate for court-ordered protection of abused and neglected children; review eligibility for Department of Human Services programs; issue legal opinions; represent DHS in administrative hearings and in state and federal courts; review contracts and policies; and draft legislation. Appeals and Hearings administrative law judges decide disagreements over DHS benefits or services. The Office of Employee Relations/Equal Opportunity monitors DHS civil rights compliance and processes employee grievances.

Breck Hopkins, Chief Counsel  
Phone: 501-682-8934 Fax: 501-682-8009  
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### **Office of Communications**

The Office of Communications deals with media inquiries that come to the agency; publishes the *DHS TODAY* electronic newsletter and the Legislative & Consumer Directory; manages the outreach and information campaigns funded by the department; and assists DHS divisions with special projects. The office uses the department E-Mail system to communicate with employees on a wide range of issues.

Julie Munsell, Director of Communications  
Phone: 501-682-8650 Fax: 501-682-6836  
E-Mail: [julie.munsell@arkansas.gov](mailto:julie.munsell@arkansas.gov)

### **Office of Policy and Planning**

The Office of Policy and Planning seeks to ensure collaborative, department-wide policy and program decisions based on research and promising practices to improve outcomes for Arkansans. Functions include: 1) Coordinating the DHS policy agenda; 2) Anticipating state and federal policy changes, new demographic trends, or proposed program changes and their effects; 3) Facilitating cross-division projects or opportunities of importance; and 4) Creating strategies to improve data use and analysis.

Dawn Zekis, Director of Policy and Planning  
Phone: 501-682-8650 Fax: 501-682-6836  
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### **Office of Systems and Technology**

The Office of Systems and Technology provides, coordinates, and manages information technology solutions in a manner that best supports DHS strategic objectives, and embraces a technological vision that makes DHS and its divisions integral partners in the delivery of human services to Arkansas citizens.

Richard H. Wyatt, Chief Information Officer  
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## **Office of Finance and Administration**

The Office of Finance and Administration (OFA) manages the department's \$4.8 billion budget and provides administrative and financial support to the 14 divisions and offices of the DHS. The office is primarily focused on improving efficiency by utilizing the latest technology to move to a "paper-less" system for financial processing and reporting. OFA has already become an active participant in E-commerce with several electronic billing and data-transfer partners and an on-line policy certification system.

Over the next year, OFA will implement additional automated processing systems such as online travel reimbursement for employees and electronic invoicing. Both of these initiatives will significantly reduce processing time and improve quality control.

OFA's financial services include centralized accounts payable, payroll, accounts receivable functions as well as support for contracts, funds oversight, and cost allocation. Accounting oversight and reporting for Arkansas's Comprehensive Annual Financial Report are also provided by OFA. Administrative support services include employee recruitment, training, personnel, mail services and policy/procedures.

Jerry Berry, Chief Fiscal Officer  
Phone: 501-682-5448 Fax: 501-682-6444  
E-Mail: [jerry.berry@arkansas.gov](mailto:jerry.berry@arkansas.gov)

## **Office of Quality Assurance**

The Office of Quality Assurance works under administrative direction and is responsible for planning and directing the Quality Assurance Program for DHS. In general, the office provides leadership, oversight, and general supervision for the Department's Audit, Internal Audit, Fraud, Internal Affairs, and Quality Assurance Analyst Units. In conjunction with the Senior Data Analyst position within the Department's Office of Policy and Planning, the office brings together and analyzes quantitative program data housed in multiple databases and divisions across the Department to identify trends, performance, and links across multiple programs. The office also participates in evaluation of new technologies or solutions to improve service and efficiency of systems and/or sub-systems.

Timothy (Tim) J. Lampe, Director of Quality Assurance  
Phone: 501-683-4738 Fax: 501-682-6836  
E-Mail: [tim.lampe@arkansas.gov](mailto:tim.lampe@arkansas.gov)

## **DHS-Operated Institutions**

### **Arkansas State Hospital**

Steve Domon, M.D., Acting Medical Director .....501-686-9542  
Charles Smith, Administrator .....501-686-9032

### **Alexander Human Development Center**

Traci Harris, Superintendent.....501-847-3506

### **Arkansas Juvenile Assessment and Treatment Center**

Todd Speight, Facility Director .....501-682-9800

### **Arkadelphia Human Development Center**

Margo Green, Superintendent.....870-246-8011

### **Arkansas Health Center**

Ed Hood, Administrator .....501-860-0527

### **Booneville Human Development Center**

Judy Storey, Superintendent .....479-675-2121

### **Conway Human Development Center**

Calvin Price, Superintendent .....501-329-6851

### **Jonesboro Human Development Center**

Forrest Steele, Superintendent.....870-932-5230

### **Southeast Arkansas Human Development Center**

Judy Adams, Superintendent .....870-226-6774

**Division of Aging & Adult Services (DAAS)**  
**P.O. Box 1437, Slot S530**  
**Little Rock, AR 72203-1437**  
**(501) 682-2441**  
**<http://www.daas.ar.gov>**

**Mission:**

To promote the health, safety and independence of older Arkansans and adults with physical disabilities. To accomplish the mission, the Division will:

1. Function as an effective and visible advocate for the people served
2. Plan, coordinate, fund and evaluate programs to:
  - Enhance the home and community-based system
  - Increase transportation options
  - Increase the variety of housing options
  - Support family members who serve as caregivers
  - Provide low cost health promotion and disease prevention information
  - Enhance and expand the current volunteer systems
  - Increase understanding of symptoms of abuse, neglect and exploitation
  - Improve the quality of life in nursing homes
  - Disperse information

**Executive Staff:**

*Krista Hughes, Director*  
*Connie Parker, Assistant Director*  
*David Goodson, Assistant Director*

**Fast Facts:**

|                                   |   |
|-----------------------------------|---|
| <b>People Served Annually:</b>    | <b>143,073</b>  |
| <b>Facilities Regulated:</b>      | <b>None</b>   |
| <b>Division Established:</b>      | <b>1977</b>   |
| <b>Budget:</b>                    | <b>\$52.5 Million (\$31.7 Million Federal, \$17.1 Million State, \$3.7 Million Other)</b> |
| <b>Staff:</b>                     | <b>195 Budgeted Positions</b>   |
| <b>Oversight/Advisory Bodies:</b> | <b>Governor's Advisory Council on Aging</b>   |
| <b>Institutions Operated:</b>     | <b>None</b>   |

## **Programs:**

- Through a network of more than 100 local service providers, eight Area Agencies on Aging and 196 senior citizen centers, the following services are provided: Congregate meals, home-delivered meals, transportation, information and assistance, telephone reassurance, family caregiver support services, adult protective services, adult day care and adult day health care, attendant care, home modification, respite care, emergency response systems, health promotion, chore and homemaker services, client representation, senior employment, and the Long Term Care nursing home ombudsman program.
- Senior centers serve approximately 1.6 million meals annually and more than two million meals are delivered to homebound elderly. More than 12,000 frail elderly and people with disabilities avoid institutionalization through home and community-based services such as ElderChoices, IndependentChoices, and the Waiver for Adults with Physical Disabilities. The average cost per client for these services is one-third the cost of nursing home care. The first affordable assisted living facility opened in Arkansas in 2002. There are currently 21 assisted living facilities enrolled in the assisted living waiver and 362 recipients receiving services.

**Division of Behavioral Health Services (DBHS)**  
**305 South Palm St.**  
**Little Rock, AR 72205**  
**(501) 686-9594**  
<http://www.arkansas.gov/dhs/dmhs>

**Mission:**

To fulfill legislative mandate and administrative intent to promote, protect, preserve, care for and improve the mental health and serious disabilities of the people of Arkansas through an integrated system of mental health care, and to help Arkansas citizens live productive lives free from the abuse of alcohol, tobacco and other drugs.

**Executive Staff:**

*David Laffoon, FACHE, Director*  
*Dr. John Althoff, Deputy Director*  
*Dr. Tammy Alexander, Assistant Director, Adult Services*  
*Paula Stone, Assistant Director, Children's Services*  
*Vanessa Davis, Assistant Director, Cultural Diversity & Minority Affairs*  
*Dr. Laurence H. Miller, DBHS Medical Director/Director of Research & Training Institute*  
*Charles Smith, Administrator, Arkansas State Hospital*  
*Ed Hood, Administrator, Arkansas Health Center*  
*Joe Hill, Director, Alcohol and Drug Abuse Prevention (ADAP)*

**Fast Facts:**

|                                   |   |
|-----------------------------------|---|
| <b>People Served Annually:</b>    | <b>90,191</b>   |
| <b>Facilities Regulated:</b>      | <b>DBHS certifies the state's<br/>Community Mental Health Centers.<br/>DBHS certifies facilities as eligible<br/>to be providers of Medicaid funded<br/>Rehabilitative Services for Persons<br/>with Mental Illness (RSPMI)</b> |
| <b>Division Established:</b>      | <b>1977</b>   |
| <b>Budget:</b>                    | <b>\$150 Million (\$67 Million<br/>Federal, \$71 Million State, \$12<br/>Million Other)</b>   |
| <b>Staff:</b>                     | <b>1026 Budgeted Positions</b>  |
| <b>Oversight/Advisory Bodies:</b> | <b>State Institutional System Board<br/>Arkansas Mental Health<br/>Planning &amp; Advisory Council,<br/>Alcohol and Drug Abuse<br/>Coordinating Council</b>   |
| <b>Institutions Operated</b>      | <b>Arkansas State Hospital (230 beds)<br/>Arkansas Health Center (320 beds)</b>   |

## **Programs:**

- The Arkansas State Hospital provides short term acute inpatient psychiatric treatment for adults and adolescents, and court ordered forensic evaluation and treatment services. The hospital also administers the Conditional Release Program (formerly referred to as the 911 program) which monitors the court-ordered outpatient treatment of individuals found not guilty by reason of mental disease or defect.
- The Arkansas Health Center (AHC) provides skilled nursing home care for individuals qualified for nursing home care who also have complicating psychiatric disorders, and for others with special needs such as ventilator-dependent patients.
- The Division provides for an array of community based mental health services for both adults and children through contracts with the state's fourteen Community Mental Health Centers. These services include emergency services, outpatient evaluation and treatment services, rehabilitative services for adults with serious mental illness and children with serious emotional disturbance, and screening and referral for state funded inpatient psychiatric care at either the Arkansas State Hospital or in a local community hospital.
- Alcohol and Drug Abuse Prevention (ADAP) provides programs for the treatment and prevention of substance abuse and Drug and Alcohol Safety Education Programs. The treatment program includes provision of residential services, outpatient services and detoxification services. These services are provided through grants with local community providers. The prevention program administers two federally funded programs, which are mandated to provide alcohol, tobacco and other drug prevention and education services – U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration and the U.S. Department of Education Safe and Drug-Free Schools and Communities. ADAP administers these programs through contracts and grants, which are awarded to community-based, non-profit organizations throughout the state. Act 1212 of 1999 transferred the Drug and Alcohol Safety Education Program from the Arkansas State Highway and Transportation Department to the Arkansas Department of Health, Alcohol and Drug Abuse Prevention by a Type 2 transfer. This program provided services through contracts with 13 community-based providers.

**Division of Child Care  
and Early Childhood Education (DCC/ECE)  
P.O. Box 1437, Slot S140  
Little Rock, AR 72203-1437  
(501) 682-4891  
<http://www.arkansas.gov/childcare>**

**Mission:**

To ensure that all Arkansas children and families have access to a safe, high quality, appropriate learning environment by educating and assisting parents, child care providers, and communities to prepare our children for future success.

**Executive Staff:**

*Tonya Russell*, Director  
*vacant*, Assistant Director  
*Mark Story*, Assistant Director  
*Ivory Daniels*, Administrator, Family Support Unit  
*Curtis Curry*, Associate Director, Program Development  
*Kathy Stegall*, Administrator, Program Support Unit  
*Jamie Morrison*, Administrator, Arkansas Better Chance (State Pre-K)  
*Shelia Bailey*, Administrator, Special Nutrition Program Unit  
*David Griffin*, Administrator, Child Care Licensing and Accreditation Unit  
*Mike Saxby*, Administrator, Compliance Unit  
*Martha Hiatt*, Administrator, Health Policy

**Fast Facts:**

|                                  |   |
|----------------------------------|---|
| <b>People Served Annually:</b>   | <b>51,486 children (including State Pre-K) and 31,288 families</b>  |
| <b>Facilities Regulated:</b>     | <b>2,871</b>  |
| <b>Division Established:</b>     | <b>1997</b>   |
| <b>Budget:</b>                   | <b>\$123.6 Million (\$113.0 Million Federal, \$6.8 Million State, \$3.8 Million Other)<br/>Additional \$111 Million State Pre-K</b> |
| <b>Staff:</b>                    | <b>184 Budgeted Positions</b>   |
| <b>Oversight/Advisory Bodies</b> | <b>Arkansas Early Childhood Commission<br/>State Board of Education (State Pre-K)</b>   |
| <b>Institutions Operated:</b>    | <b>None</b>   |

## **Programs:**

- The Licensing and Accreditation Unit performs on-site reviews of child care centers and licensed child care family homes. The Unit also conducts investigations of licensing complaints and assists with child maltreatment complaint investigations. In addition to performing licensing activities, this section is also responsible for maintaining the Child Care Criminal Records Check System. The Unit is responsible for maintaining the Quality Approval Program.
- The Family Support Unit serves low-income working families by providing subsidized child care services on a sliding fee basis, and supports child care services for Transitional Employment Assistance (TEA) clients and those transitioning from the TEA program.
- The Special Nutrition Program is comprised of four programs funded by the United States Department of Agriculture and administered by the state. Early childhood programs are reimbursed for meals and/or snacks provided to eligible children.
- The Program Development Unit is in the unique position of providing supportive services to child care providers, families and Division staff. This is accomplished through enhancement and quality grants, CDA and CPR scholarships, Child Care Facility Guarantee Loans, Economic Development Construction grants, five local Child Care Resource and Referral Agencies, printed materials, school readiness and parenting publications, newsletters, web site updates, and participation in numerous special projects. Professional Development activities and Professional Services Contracts/Grants for training and professional development opportunities for the early care and education field are administered by the Program Development Unit staff. The unit provides guidance and direction for improving the quality of care for Arkansas Children.
- The Compliance Unit administers various programs that promote the efficient use of funds designated to the Division and holds accountable the Division's core business effort.
- The Health Unit works with all other units to help ensure that health receives appropriate focus in the programs and services provided by the Division. The Unit also serves as a liaison to the Arkansas Department of Health and promotes collaboration and linkages with public health programs and other health related initiatives in the state. To support the development and/or expansion of early childhood systems in the state, the Unit manages the Arkansas Early Childhood Comprehensive Systems (AECCS) Initiative and supports the AECCS Partnership Council.
- The Professional Development Section is comprised of two prongs.
  - The first prong is responsibility for facilitating internal professional development of the DCC/ECE employees. This includes quarterly New Employee Orientation and Supervisors' training and one statewide event.
  - The second prong is the facilitation of professional development to external recipients. The Traveling Arkansas's Professional Pathways (TAPP) System is one program aimed at improving the quality of the early education workforce. The system is made up of several components that include but are not limited to, the Registry, Key Content Areas, Professional Development Lattice, Credentialing, and Career Pathways. The TAPP System Registry currently has 17,107 practitioners and 1,072 verified trainers.

**Division of Children & Family Services (DCFS)**  
**P.O. Box 1437, Slot S560**  
**Little Rock, AR 72203-1437**  
**(501) 682-8772**  
**<http://www.arkansas.gov/dhs/chilnfam/index.htm>**

**Mission:**

The Division of Children and Family Services (DCFS) is committed to child protection and family preservation. Every child is entitled to grow up in a safe and permanent family. The primary and preferred way of achieving this goal is to provide families experiencing turmoil with services to prevent the need to place children outside their homes. Our mission is to protect children; maintain families, if appropriate, with the child's health and safety always considered paramount; provide quality services within available resources which enable families to maximize their potential and increase their abilities; preserve and enhance human dignity and worth; and, prevent or reduce the need for services.

**Executive Staff:**

*Cecile Blucker*, Director

*Cherylon Reid*, Assistant Director, Office of Community Services

*Greg Crawford*, Assistant Director, Office of Finance and Administrative Support

*John Zalenski*, Assistant Director, Program Excellence

*Lisa Ferrell*, Assistant Director, Service Quality

*Christopher Price*, Operations Manager

**Fast Facts:**

|                                   |  |
|-----------------------------------|--|
| <b>Children Served Annually:</b>  | <b>23,751</b>  |
| <b>Facilities Regulated:</b>      | <b>Licensed Child Welfare Agencies</b>   |
| <b>Division Established:</b>      | <b>1985</b>  |
| <b>Budget:</b>                    | <b>\$121.7 Million (\$66.7 Million<br/>Federal, \$46.8 Million State and<br/>\$8 Million Other)</b>  |
| <b>Staff:</b>                     | <b>1,071 Budgeted Positions</b>  |
| <b>Oversight/Advisory Bodies:</b> | <b>Child Welfare Agency Review<br/>Board<br/>Citizens Review Panels<br/>Supreme Court Ad Hoc<br/>Committee on Foster Care And<br/>Adoption<br/>Foster Parent Advisory Board<br/>Youth Advisory Board<br/>DCFS Advisory Board</b> |

**Programs:**

- DCFS is comprised of four major offices: Program Excellence, Community Services, Finance and Administrative Support, and Service Quality. The Office of Community Services is responsible for the direct and purchased service delivery of child welfare services throughout the state.
- DCFS offers an array of child welfare services which include the following: Child Maltreatment Investigations, Child Protective Services, Foster Care, Adoptions, Independent Living Skill Building for Foster Teens, Intensive Family Services (IFS), Community-Based Family Preservation and Support Services and Child Welfare Agency Licensing Services. These services, direct and purchased, are delivered through 10 geographic service delivery areas.

**Division of County Operations (DCO)**  
**P.O. Box 1437, Slot S301**  
**Little Rock, AR 72203-1437**  
**(501) 682-8375**  
**<http://www.arkansas.gov/dhs/dco>**

**Mission:**

To ensure the delivery of quality human services that strengthen the health and wellbeing of Arkansas's children, families and adults.

**Executive Staff:**

*Joni Jones, Director*

*Melissa Dean, Assistant Director, Administrative Support*

*Gwen Williams, Assistant Director, Field Operations*

*Linda Greer, Assistant Director, Program Planning and Development*

*Thomas Green, Assistant Director, Community Services*

**Fast Facts:**

|                                   |   |
|-----------------------------------|---|
| <b>People Served Annually:</b>    | <b>1,081,385 (Unduplicated)</b>   |
| <b>Facilities Regulated:</b>      | <b>None</b>   |
| <b>Division Established:</b>      | <b>1985</b>   |
| <b>Budget:</b>                    | <b>\$163.8 Million (\$111.2 Million Federal, \$44.3 Million State, \$8.3 Million Other)</b> |
| <b>Staff:</b>                     | <b>1,808 Budgeted Positions</b>   |
| <b>Oversight/Advisory Bodies:</b> | <b>Arkansas Transitional Employment Oversight Board</b>                                     |
| <b>Institutions Operated:</b>     | <b>83 DHS County Offices</b>  |

**Programs:**

- Medicaid – The Division of County Operations enrolls eligible individuals in the Medicaid Program to assist with payment of medical services, prescription drugs, long-term care and other related services. Approximately 794,331 Arkansas children and adults were eligible for medical care through the Medicaid program during state fiscal year 2008.
- Transitional Employment Assistance (TEA) – Provides time-limited cash assistance and employment-related services each month to low-income families with dependent children. There were 33,892 people provided services during state fiscal year 2008.
- Work Pays – Implemented in July 2006, Work Pays is an incentive program designed to encourage working TEA clients to remain employed after closure of the TEA case while increasing their hours of work and/or hourly wage. Eligible families receive \$204 a month for up to 24 months. There were 7,284 people provided this service in state fiscal year 2008.

- Supplemental Nutrition Assistance Program (SNAP)--formerly the Food Stamp Program – Provides a nutrition safety net for low-income children, families, and adults. More than \$427 million in benefits were provided to 555,735 people during state fiscal year 2008.
- Commodity Distribution/Emergency Food – Provides more than 19.3 million pounds of U.S. Department of Agriculture-donated food to needy and unemployed people through school lunch programs, charitable and correctional institutions, child feeding programs, disaster organizations, soup kitchens, and food banks.
- Refugee Resettlement – Provides temporary cash and medical assistance to refugees and entrants to help them to become self-sufficient.
- Community Services Block Grant (CSBG) Program – Provides more than \$8.8 million in funding to the 16 Community Action Agencies in the state to support services and activities that assist low-income families to become self-sufficient.
- Home Energy Assistance Program – Provides financial assistance to approximately 110,100 households each year to help them meet the costs of home energy. This program also provides case management activities designed to encourage and enable households to reduce their energy costs, and thereby their need for financial assistance.
- Weatherization Assistance Program – Provides weatherization services and case management activities designed to encourage and enable households to reduce their energy costs, and thereby their need for financial assistance. More than 1,200 homes were served in state fiscal year 2008.
- Shelter Plus Care Program – Provides grants to community-based agencies that provide housing and supportive services for homeless persons with disabilities (primarily serious mental illness, chronic problems with alcohol and/or drugs, acquired immune deficiency syndrome, or related diseases).
- Emergency Shelter Program – Provides more than \$1.1 million in grant funds to 71 local community homeless shelters.

**Division of Developmental Disabilities Services (DDS)**

**P.O. Box 1437, Slot N501  
Little Rock, AR 72203-1437  
(501) 682-8665  
<http://www.arkansas.gov/dhs/ddds>**

**Mission:**

The Mission of the Division of Developmental Disabilities Services is that the agency, the Board, and providers pursue the goals of: appropriate, individualized, quality services; protection of constitutional rights; uninterrupted services until no longer needed; involvement of individuals, families, communities, and the public; strategic planning for the future; and adequate funding and staffing.

**Executive Staff:**

*James C. Green, Ph.D., Director*  
*Deborah Tenner, Assistant Director, Financial and Management Services*  
*Mike McMillan, Assistant Director, Children’s Services*  
*Carole Cromer, Assistant Director, Waiver Services*  
*Shelley Lee, Assistant Director, Quality Assurance*

**Fast Facts:**

|                                   |  |
|-----------------------------------|--|
| <b>People Served Annually:</b>    | <b>13,600 clients in human development centers and communities</b>   |
| <b>Facilities Regulated:</b>      | <b>None</b>  |
| <b>Division Established:</b>      | <b>1955</b>  |
| <b>Budget:</b>                    | <b>\$153.1 Million (\$97.1 Million Federal, \$50 Million State, \$6 Million Other)</b>   |
| <b>Staff:</b>                     | <b>2,401 Budgeted Positions</b>  |
| <b>Oversight/Advisory Bodies:</b> | <b>Developmental Disabilities Services Board<br/>Early Intervention Coordination Council<br/>Children’s Services Parents’ Advisory Council</b> |
| <b>Institutions Operated:</b>     | <b>Six Human Development Centers</b>   |

**Programs:**

- Service Coordination provides initial/on-going liaison between individuals and services.
- First Connections/Early Intervention provides services designed to reduce/ameliorate developmental delays in infants and toddlers from birth to three years of age. Approximately 3,217 children are served every day.

- Title VI-B Early Childhood services are provided to children three to five years of age who are enrolled in DDS licensed community programs. This program provides services to about 2,686 children each day.
- Consultant Services provides speech/language evaluations and consultation to children and families in all DDS programs.
- Alternative Community Services Medicaid Waiver provides services in the community for persons who qualify for care in an institution. Approximately 3,667 people are served daily through this Home and Community-Based Waiver.
- Human Development Centers provide therapy and residential services at six long-term facilities in Alexander, Arkadelphia, Booneville, Conway, Jonesboro, and Warren with 2,200 state employees serving 1,098 individuals with severe disabilities.
- DDS Administration contracts, licenses, and oversees 93 community programs in all 75 counties. Services include center-based pre-schools, adult development, and work training/job development centers.
- Children with special health care needs are served through Arkansas's Title V program. Children and youth to age 18 (individuals age 18-21 are served as funding allows) are provided with case management assistance and payment for medical and support services relative to the eligible condition. Approximately 80 percent of the individuals served by this program are not eligible to receive services from other DDS programs.

**Division of Medical Services (DMS)**  
**P.O. Box 1437, Slot S401**  
**Little Rock, AR 72203-1437**  
**(501) 682-8292**  
<http://www.medicaid.state.ar.us>

**Mission:**

To ensure that high-quality and accessible health services are provided to citizens of Arkansas who are eligible for Medicaid and Nursing Home Care.

**Executive Staff:**

*Roy Jeffus, Director*  
*Marilyn Strickland, Assistant Director, Medical Services*  
*Tami Harlan, Assistant Director, Contract Monitoring*  
*Carol Shockley, Assistant Director, Long Term Care*  
*Suzette Bridges, Assistant Director, Pharmacy*  
*Debbie Hopkins, Assistant Director, Medicaid Management Information and Performance*  
*Kyleen Hawkins, Assistant Director/Chief Financial Officer, Program and Administrative Support*

**Fast Facts:**

|                                   |   |
|-----------------------------------|---|
| <b>People Served Annually:</b>    | <b>744,269</b>  |
| <b>Facilities Regulated:</b>      | <b>432 (229 Nursing Homes, 41 Intermediate Care Facilities for persons with Mental Retardation, 85 Residential Care Facilities, 22 Adult Day Cares, 10 Adult Day Health Centers for Mentally Ill, 1 Acute Head Injury Facility, 44 Assisted Living Level II) 11 Alzheimer's Special Care Units with existing facilities</b> |
| <b>Division Established:</b>      | <b>1985</b>   |
| <b>Budget:</b>                    | <b>\$3.9 Billion (\$2.8 Billion Federal, \$714.4 Million State, \$394.5 Million Other)</b>  |
| <b>Staff:</b>                     | <b>302 Budgeted Positions</b>   |
| <b>Oversight/Advisory Bodies:</b> | <b>Medical Care Advisory Committee<br/>Office of Long Term Care<br/>Advisory Board</b>  |
| <b>Institutions Operated:</b>     | <b>None</b>   |

**Programs:**

- DMS administers the Medicaid program, including ARKids First. The Medicaid program covers a variety of medical services including home health, hospice, hospital, lab and X-ray, Long Term Care (nursing home care), mental health services, orthotics and prosthetics, physician, prescription drugs, and various home and community waivers.

**Division of Services for the Blind (DSB)**  
**P.O. Box 1437, Slot S101**  
**Little Rock, AR 72203-1437**  
**(501) 682-0362**  
**<http://www.arkansas.gov/dhs/dsb>**

**Mission:**

To promote the personal and economic independence of blind and severely visually impaired persons of all ages in Arkansas.

**Executive Staff:**

*Katy Morris*, Director  
*Cassandra Williams*, Assistant Director

|                                   |   |
|-----------------------------------|---|
| <b><u>Fast Facts:</u></b>         |   |
| <b>People Served Annually:</b>    | <b>2,214</b>  |
| <b>Facilities Regulated:</b>      | <b>None</b>   |
| <b>Division Established:</b>      | <b>1983</b>   |
| <b>Budget:</b>                    | <b>\$7.4 Million (\$5.5 Million Federal,<br/>\$1.9 Million State)</b>   |
| <b>Staff:</b>                     | <b>75 Budgeted Positions</b>  |
| <b>Oversight/Advisory Bodies:</b> | <b>Services for the Blind Board<br/>Committee of Licensed Blind Vendors<br/>State Workforce Investment Board<br/>Friends of Arkansas Information<br/>Reading Services for the Blind<br/>(FAIRS)</b> |
| <b>Institutions Operated:</b>     | <b>None</b>   |

**Programs:**

- **Employment** -- Customized rehabilitation services are provided locally or purchased for blind and severely visually impaired individuals in Arkansas age 14 and older. Such services may include training, education, technology, equipment, transition services, surgery, and job placement, dependent upon individual need and eligibility for other programs.
- **Independent Living Skills Training** – Individual instruction in the skills of blindness is provided locally or purchased to enable eligible persons, age 14 and older, with severe visual limitations to function independently in their homes, their work or educational environments, and their communities. The parents of infants through age 13 are provided information and referred appropriately to other programs such as the Department of Education.
- **Access to Information** – Accessible job data, public notices, and support group information, are provided to persons who are blind or severely visually impaired via audio digital television broadcasts, web site information and the production of Braille and other alternatives to print.

**Division of Volunteerism (DOV)**  
**P.O. Box 1437, Slot S230**  
**Little Rock, AR 72203-1437**  
**(501) 682-7540**  
**<http://www.arkansas.gov/dhs/adov>**

**Mission:**

To promote and support national service and volunteerism in Arkansas.

**Executive Staff:**

*Sherry Middleton, Director*  
*Edet Frank, Assistant Director*

**Fast Facts:**

|                                   |  |
|-----------------------------------|--|
| <b>People Served Annually:</b>    | <b>DOV maintains a state-wide service area</b>                                     |
| <b>Facilities Regulated:</b>      | <b>None</b>  |
| <b>Division Established:</b>      | <b>1974</b>  |
| <b>Budget:</b>                    | <b>\$3.9 Million (\$3.2 Million Federal, \$434,508 State, \$321,027 Other)</b>     |
| <b>Staff:</b>                     | <b>24 Budgeted Positions</b>   |
| <b>Oversight/Advisory Bodies:</b> | <b>Arkansas Service Commission<br/>Governor's Advisory Council on Volunteerism</b> |
| <b>Institutions Operated:</b>     | <b>None</b>  |

**Programs:**

- DOV assists the volunteer community in designing, managing, and evaluating statewide volunteer programs to include welfare reform initiatives as well as local faith and community-based volunteer organizations.
- DOV provides assistance to community leaders in designing new volunteer centers by providing volunteer start-up manuals, presentations and consultations. The Arkansas Mentors Program recruits community volunteers to mentor welfare-to-work clients.
- DOV houses the Arkansas Service Commission, which serves as a conduit for federal funds from the Corporation for National and Community Service to AmeriCorps programs – eleven such programs are funded at \$2,608,158.
- DOV assists a network of organizations such as United Way, Volunteer Centers, volunteer associations, schools, and other youth volunteer programs, faith-based and government entities to better serve Arkansas citizens.

- DOV provides established or customized training and workshops on volunteer program design in these areas: (1) organizational; (2) program development; (3) financial; (4) public outreach; and (5) evaluation. Training services are free.
- DOV staff members work to promote volunteerism and national service statewide by coordinating special events to recognize the state's volunteer citizens and communities in collaboration with the Governor's Office, KARK-TV, and the Arkansas Municipal League.
- Annually, DOV publishes and distributes the *Economic Impact of Arkansas Volunteers*. The report for calendar year 2007 showed that 444,558 volunteers provided 19,062,664 hours of service to the state and its organizations, equating to an estimated dollar value of \$414,678,410.
- DOV's Faith-Based and Community Initiative provides capacity building training for faith-based and community volunteer programs.

**Division of Youth Services (DYS)**  
**P.O. Box 1437, Slot S501**  
**Little Rock, AR 72203-1437**  
**(501) 682-8654**  
<http://arkansas.gov/dhs/dys>

**Mission:**

The mission of the Division of Youth Services is to provide, in a manner consistent with public safety, a system of high quality programs to address the needs of juveniles who come in contact with, or are at risk of coming in contact with, the juvenile justice system by:

1. Providing effective community based prevention, diversion, and graduated sanction programs.
2. Providing leadership for coordination, collaboration, and improvement of the Arkansas juvenile justice system.
3. Providing supervision and effective treatment for juvenile offenders in the community.
4. Operating safe and secure juvenile correctional facilities in a manner consistent with best practices in the field and with effective treatment programming for the population served.

**Executive Staff:**

*Ronald R. Angel, Division Director*  
*Stacy Brown, Assistant Director, Support Services/CFO*  
*Elbert Grimes, Assistant Director, Community Services*  
*Kim Lockett, Assistant Director, Residential Services*  
*James Walker, Clinical Director*  
*Brett Smith, Education Director*  
*Mary Steele, Special Education Director*

**Programs:**

- Diagnosis and Evaluation Services – The diagnosis and evaluation process includes a comprehensive evaluation of medical, psychological, social history, needs assessment, and educational factors to determine the most appropriate placement for each juvenile.
- Alexander Facility – DYS operates the Alexander Juvenile Assessment and Treatment Center through a contract with G4S of Richmond, Va. The Center provides 143 beds for juvenile offenders. Initial intake, assessment, and placement functions for all juvenile offenders committed to the Division are conducted at the Center. In addition to programs for the general population, special programs are conducted for serious and sex offenders.
- Regional Juvenile Programs – DYS operates seven 20 to 30 bed centers for juvenile offenders in state custody. The centers provide education, social skills development, structured work projects, life skills development and cognitive behavioral therapy.
- Specialized Residential Programs – DYS contracts with, and places state wards in, various licensed residential treatment facilities for specialized intensive treatment services. This includes, but is not limited to, sex offender treatment, therapeutic foster care, substance abuse treatment and psychiatric residential treatment.

- Case Management – All adjudicated juvenile offenders placed with the DYS receive comprehensive case management through DYS staff and contracted community-based case managers. The case management services include, but are not limited to, individual treatment plan development, aftercare plan development, community supervision, family counseling and liaison, resource development, service procurement, and court reports and appearances.
- Community-Based Programs – DYS contracts with community-based service organizations to provide services to the courts for at-risk and delinquent youth. Services include aftercare, electronic monitoring, emergency residential services, intensive supervision and tracking, restitution, day services, and prevention services.
- Juvenile Justice Delinquency Prevention (JJDP) Programs -- These federally funded programs provide support to local delinquency intervention and prevention initiatives with focus upon targeted populations identified by the U.S. Justice Department.

**Fast Facts:**

|                                |  |
|--------------------------------|--|
| <b>People Served Annually:</b> | <b>More than 9,200</b>   |
| <b>Facilities Operated:</b>    | <b>Alexander Juvenile Correctional Facility<br/>Dermott Juvenile Correctional Facility<br/>Dermott Juvenile Treatment Center<br/>Mansfield Juvenile Treatment Center<br/>Mansfield Treatment Center for Girls<br/>Colt Juvenile Treatment Center<br/>Harrisburg Juvenile Treatment Center<br/>Lewisville Juvenile Treatment Center</b> |

**Regional Services provided through a network of 14 community-based provider programs, including community outreach, supervised community re-entry and family involvement.**

**Intensive inpatient state-wide residential treatment programs including emergency and long-term psychiatric treatment, therapeutic group homes and substance abuse treatment. DYS endorses interagency collaboration for disabled and other specialized populations.**

|                                   |   |
|-----------------------------------|---|
| <b>Division Established:</b>      | <b>1993</b>   |
| <b>Budget:</b>                    | <b>\$59.6 Million (\$7.8 Million, Federal, \$45.7 Million State, \$6.1 Million Other)</b>                   |
| <b>Staff:</b>                     | <b>96 Budgeted Positions</b>  |
| <b>Oversight/Advisory Bodies:</b> | <b>DHS State Institutional System Board<br/>Juvenile Ombudsman<br/>Arkansas Public Defenders Commission</b> |