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Mission Statement

The Mississippi Department of Rehabilitation Services (MDRS) is the state agency dedicated to helping Mississippians with disabilities to live and work independently. It is the mission of the Mississippi Department of Rehabilitation Services (MDRS) to provide appropriate and comprehensive services to Mississippians with disabilities in a timely and effective manner. Programs and services assist individuals with disabilities to gain employment, retain employment and to live more independently.

Vision Statement

The Mississippi Department of Rehabilitation Services is committed to being recognized as the premier agency for Mississippians with disabilities by creating a culture of care with compassionate, valued, and knowledgeable staff. We will promote an environment where customers and staff work together to achieve our common goal of empowering and improving the lives of Mississippians with disabilities.

^{*} All numbers are reported by state fiscal year (SFY) July 1, 2022 - June 30, 2023 with the exception of those for Disability Determination Services, which is entirely federally funded. DDS numbers reflect the federal fiscal year (FFY) October 1, 2022 - September 30, 2023.



Billy Taylor
Executive Director

As the newly appointed Executive Director of the Mississippi Department of Rehabilitation Services (MDRS), it is both an honor and a privilege to step into a role that helps steer such a vital mission: to help Mississippians with disabilities find meaningful work and live independently. After serving as Chief of Staff for the previous nine years and then stepping into this role in the last months of the fiscal year, I have been deeply impressed by the tireless dedication of our staff, our partners, and most importantly, those we serve. I would like to extend a heartfelt thank you to my predecessor, who provided nine years of outstanding service, laying a foundation for us to build upon as we advance MDRS's mission across this great state.

Our focus for the future will be guided by three key principles: transparency, efficiency, and continuous improvement. **Transparency** is essential for fostering trust and accountability with

our clients, staff, and stakeholders across Mississippi. We are committed to providing clear, accessible information about our work to ensure that everyone involved understands and trusts the steps we are taking toward our shared goals. **Efficiency** in every facet of our agency is another top priority; we strive to maximize the resources entrusted to us to deliver timely, effective services to our clients. Lastly, **continuous focus on employee and client satisfaction** will be essential as we enhance our programs and services. It is through a positive work culture and responsive services that we empower our staff and uplift our clients.

MDRS's mission is not simply a statement—it is a commitment to Mississippians with disabilities and to the entire state. By contributing to the workforce and preparing our clients for employment, we are filling a critical role in Mississippi's economic development. Every client we support in finding work is a valuable, skilled, and loyal employee for our business partners, who are essential allies in our mission. With their partnership, we can do more to promote understanding, eliminate barriers, and create new opportunities for Mississippians with disabilities.

In addition to serving those entering the workforce, we recognize the importance of preparing Mississippi's youth with disabilities by equipping them with the tools, skills, and confidence they need to succeed. We also provide essential services and accommodations to help individuals with special disabilities live comfortably at home instead of the nursing home.

In the coming year, MDRS will continue to evolve, innovate, and serve as a steadfast advocate for Mississippians with disabilities. Together, with the support of our incredible staff, clients, and partners, I am confident that we will make great strides toward a brighter, more inclusive future for our state.

Disability Determination Services Program (DDS)

Despite nationwide staffing challenges among DDS's, MS DDS still processed 45,708 claims. This is 105.2 percent of the budgeted workload. The Continuing Disability Review (CDR) workload was exceeded with 4,806 determinations made. This was 103.2% of the budgeted workload. MS DDS staff yielded a Production Per Work Year (PPWY) of 257. Although costs per case increased nationally, MS DDS continues to have one of the lowest Cumulative Cost per Case rates in the Atlanta region at \$619. The Social Security Administration did allocate MS DDS 21 hires late in the federal fiscal year who were successfully on boarded by the deadline, and we were able to implement salary increases to improve recruitment and retention of our support staff. We anticipate an allocation of 10 hires for federal fiscal year 25 which will allow us to make continued progress to improve services to those we serve. DDS continues to attend conferences and other professional events to recruit potential Medical Consultants and Consultative Exam providers.

Office of Special Disability Programs (OSDP)

- Provided services to over 4,400 individuals across the State providing the opportunity for these individuals to live at home as opposed to a long term care facility.
- Provided nearly a \$60,000 cost savings per individual per year to the State of Mississippi through the administering of two Home and Community Based Programs.
- Provided 435 home modifications to individuals across the State to ensure individuals with disabilities are safe and secure in their homes.

Office of Vocational Rehabilitation (VR) Office of Vocational Rehabilitation for the Blind (VRB)

- Assisted over 3,000 individuals with disabilities to successfully obtain and retain employment.
- Collaborated and partnered with local school agencies to provide Pre-Employment Transition Services to over 2,200 students with disabilities while in high school.
- Partnered with and developed 12 new partnerships with Community Rehabilitation Partners to provide Pre-Employment Services Transition camps to students with disabilities.
- Continued to partner and expand the number of large businesses across our state that are interested in employing a significant percentages of their workforce with disabilities.

The information contained within this report will provide you with even more information about our service to the state this fiscal year. You are a key part to our successes, and we thank you for your support and very much look forward to working with you in the upcoming year.

Sincerely,

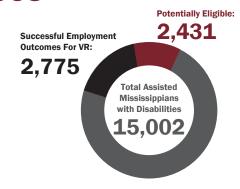
Sincerely,

Sincerely,

Vocational Rehabilitation Services

2,775 Successful Employments

We help over 12,500 Mississippians a year overcome limitations imposed by physical or mental disabilities in order for that person to secure or maintain employment. In the SFY 2024, the Office of Vocational Rehabilitation Services assisted 12,571 Mississippians with disabilities in receiving services including, but not limited to: counseling and guidance in adjustment to disability, vocational exploration, physical and



mental restoration, job training, assistive technology, and job placement. VR also assisted 2,431 potentially eligible clients that are under the Transition Program. Individuals served by VR have a wide array of disabilities including, but not limited to: hearing loss or deafness, amputations, mental and emotional disorders, epilepsy, developmental disease and disorders, traumatic brain injuries, orthopedic impairments, residuals from cancer, and speech impairments. The total number of VR consumers employed during SFY 2024 was 2,775.

Transition & Youth Career Services

133 Successful Employments

We work with potentially eligible students with disabilities ages of 14 through 21 to provide pre-employment transition services. We also work with eligible secondary school students with disabilities, their families, and school personnel, to assure there is an integrated program of education and vocational training available. We help build a foundation for a career pathway and help provide a seamless transition from school to work. In SFY 2024, the number of students receiving transition services was 2,431 potentially eligible and 3,045 Transition Youth students. 133 Transition Youth students found employment. Services may be provided to students both on and off campus or at one of the 15 AbilityWorks as a part of their school day.

Deaf Services

1,725 Successful Rehabilitations

We help people who are deaf, hard of hearing, or late deafened find employment, attend education and training programs, and learn more about their community resources. The MDRS Deaf Services Program continues to promote excellence by striving to assist new RCD's (Rehabilitation Counselors for the Deaf) to reach the required communication skills level on the Signed Communication Proficiency Interview, an American Sign Language assessment developed by the Rochester Institute of Technology. Adequate communication skills are a prerequisite to meaningful counseling and guidance with people who are Deaf and use manual communication. This skill, along with other specialized training, has been a vital factor in the successful rehabilitation of individuals with deafness or significant hearing loss. In SFY 2024, Deaf Services were provided to 3,804 Mississippians resulting in 1,725 successful rehabilitations.

AbilityWorks

1,943 Clients Served

AbilityWorks is a network of 15 community rehabilitation programs providing vocational assessment and work adjustment training for individuals with disabilities. This is possible through a wide array of contract and subcontract services provided to local business and industry. During SFY 2024, AbilityWorks served a total of 1,943 individuals with disabilities. AbilityWorks establishes cooperative agreements with local businesses to provide community based work experience, customized training and on-the-job training.

Supported Employment

68 Successful Employments

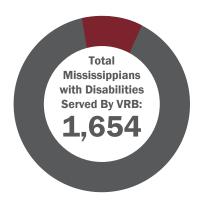
We assist individuals with the most significant disabilities who require intensive support services to prepare for, secure, retain, or regain employment. Each MDRS district has a Supported Employment Team consisting of a specialized VR/SE counselor, and a Vocational Training Instructor who oversees the work of Job Trainers working on site with our consumers. During SFY 2024, 614 individuals received Supported Employment services, 68 resulting in successful employment.

Project SEARCH

The Project SEARCH Program is a unique, business-led, nine-month employment preparation program that takes place entirely at the workplace. Up to 12 students with disabilities experience total workplace immersion, classroom instruction, career exploration, and hands-on training through three different worksite rotations. The goal for each participant is competitive employment. To reach that goal, the program provides real-life work experience combined with training in employability and independent-living skills to help young people with significant disabilities make successful transitions to productive adult life.

274 individuals with disabilities have graduated from Project SEARCH Mississippi since Project SEARCH UMMC launched in August 2018. 167 of those individuals have gained employment. The job search continues for graduates. Over 100 interns will be participating in Project SEARCH across the state and will graduate in May, 2025.

Vocational Rehabilitation Services for the Blind



308 Successful Employment Outcomes

We specialize in working with individuals who are blind or visually impaired to ensure opportunities for inclusion into the workforce, community, and home. There were 308 consumers who achieved a successful employment outcome through the Office of Vocational Rehabilitation for the Blind (VRB). VRB provided consumer services such as counseling and guidance in adjustment to disability, vocational exploration, orientation and mobility training, job training, and assistive technology. The total number of Mississippians with disabilities served by VRB during SFY 2024 was 1,654

Addie McBryde Rehabilitation Center for the Blind

Provided Training to 200+ Consumers

The Addie McBryde Rehabilitation Center for the Blind provides traditional intensive evaluation, training, and adjustment services on the campus of the University of Mississippi Medical Center. In SFY 2024, the Addie McBryde Center provided training to 200+ consumers.

Business Enterprise Program

120 Successful BEP Vendors

The Business Enterprise Program (BEP) provides support for self-employment opportunities in the food service industry for Mississippians who are legally blind. These BEP entrepreneurs operate a variety of businesses including vending machine routes, snack bars and cafeterias on military bases. In SFY 2024, 120 individuals operated successful businesses as BEP vendors.

Independent Living Services for the Blind

Provided Services to 281 Consumers

We serve individuals who are legally blind and either over the age of 55 or have a significant secondary disability by providing a variety of independent living services. In SFY 2024, Independent Living Services (ILB) served over 100+ consumers through indirect services such as health fairs, vision screening, peer groups, and outreach. ILB provided direct services to 99 consumers in Part B and 182 in Older Blind.

Itinerant Teacher Program

Provided Services to 8 Consumers

Itinerant teachers work closely with VRB counselors to coordinate services, evaluate client needs, develop living-needs plans and instructional materials, and provide on-site training for consumers who are blind or visually impaired. In 2024, the Itinerant Teacher Program provided services for 8 VRB consumers.

Mississippi Partners for Informed Choice (M-PIC)

670 Consumers Referred for WIPA

Community Work Incentive Coordinators (CWICs) provide benefits planning and assistance to SSI/SSDI beneficiaries between the ages of 14 to 64 with an employment goal. Services are coordinated through referrals from VR/VRB counselors, school counselors, The ticket to work helpline, mental health counselors, and other service entities that have direct contact with this under served population. 670 consumers were referred for Work Incentives Planning and Assistance (WIPA) services in FFY 2024.

In-Depth Look at VR & VRB

Title One Section 110 Match Funding

2024

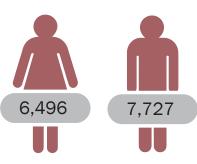
Section 110 Grant \$64,720,187 (78.7%) State Match \$17,516,391 (21.3%)

Total Funding \$82,236,578 (100.0%)

Demographics of Person Served

Gender

Age at Application



Doesn't wish to self identify: 2%

20 < ——	4,197
21-30 —	1,525
31-40 —	1,515
41-50 ——	1,915
51-60 —	2,459
61-70 —	1,876
71-80 —	630

81-100 — 108

Race

American Indian or Alaskan Native	.58%	White or Caucasian	58.22%
Asian	.53%	Hispanic/Latino	1.3%
Black or African American	38.09%	Does Not Wish to Self Identify	.29%
Native Hawaiian or Other Pacific Islander	.14%	Not Completed	.10%
Multi-Racial	.76%		

Pre-Employment Transition Services (Pre-ETS)

(Ages 14-21)

Number of Students with Disabilities (SWD) Reported 3,433

Number of SWD who received Pre-Employment Transitions Services 2,282

Measurable Skill Gain

(All Ages)

Measurable Skills Gains (MSG) Rate 70.9% Total Participants who earned MSGs 1,752 Total MSGs earned 2,121

MSGs Earned by Type:

- Educational Functional Level (EFL) 2
 Secondary School Diploma or Equivalent 358
- Secondary or Postsecondary Transcript/Report Card 1,575
- Training Milestone 108
- Skills Progression 78

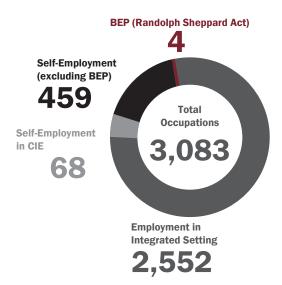
In-Depth Look at VR & VRB

Status of Persons Rehabilitated

Employment in Integrated Settings

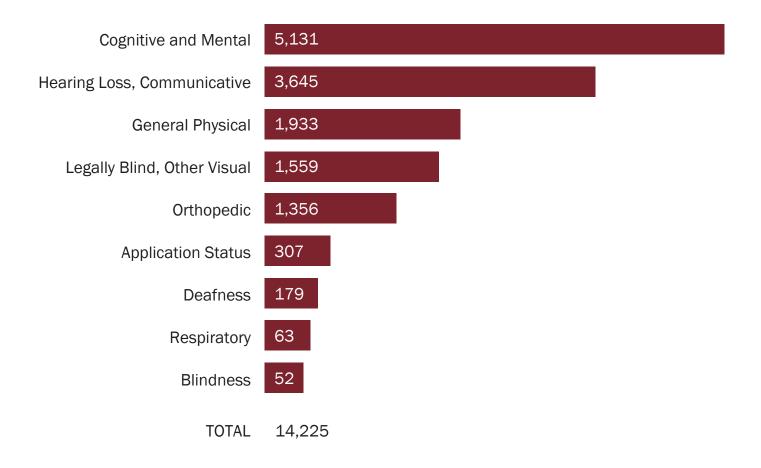
Office and Administrative Support	356
Management	320
Skilled Craft	194
Transportation & Material Moving	189
Education, Training & Library	159
Healthcare Practitioners & Technical	157
Sales & Related Occupations	141
Construction & Extraction	138
Production	133
Installation, Maintenance & Repair	112
Food Preparation & Serving Related	112
Community & Social Service	110
Building/Grounds Cleaning & Maint.	106
Personal Care and Service	102
Business & Financial Operation	83
Service Worker	80
Professional	75
Protective Service	73
Sales	70
Healthcare Support	63
Secretarial/Office/Clerical	50
Laborer	47
Arts, Design, Entertainment, Sports & Media	41
Legal	30
Architecture & Engineering	27
Operative	25
Life Physical & Social Science	24
Farming, Fishing & Forestry	24
Computer & Mathematical	20
Technical/Paraprofessional	14
RSA Special Occupations	4
Military Specific Occupations	3
Clerical and Administrative Support	1

Employment Status of Persons Rehabilitated

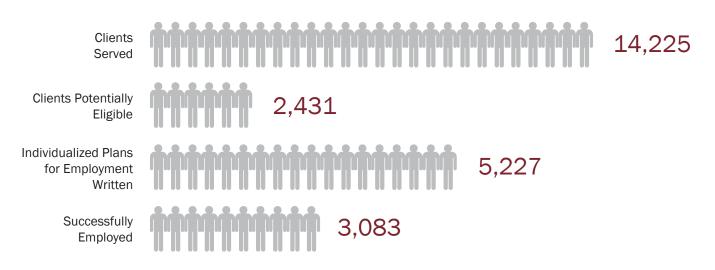


In-Depth Look at VR & VRB

Persons Served by Primary Disability



Clients Served - 2024



Business Development

The MDRS Office of Business Development (OBD) is committed to being a valuable resource for any business. During FY 2024 MDRS Business Development Representatives (BDR) helped support hundreds of employers across the state in sourcing, hiring and retaining qualified candidates with disabilities. Visit mdrs.ms.gov to find a MDRS Business Development Representative in your area.

Total Year Referrals - 431

Top 5 Placement	Business Sectors:	Top 5 Disability	Breakdown:	Top 5 Business Cont	act Type
Food Service	28.3%	Addiction	19.58%	Breakdown:	
Retail	22.8%	Intellectual	15.85%	In-person Cold Calls	55.35%
Construction	8.7 %	Autism	12.59%	Phone	14.28%
Clerical	7.6%	Multiple Disabili	ities 11.89%	Email	13.53%
Medical	7.6%	Other	10.02%	In-person Scheduled	12.86%
				Social Org Contact	3.12%

Top 5 Employer Service Delivery:		Top 5 R	deferral Source	1
Explain MDRS Services	24.92%	VR	58.81%	
Identified Job Openings	22.13%	A&D	23.57%	
Discuss other WIOA Partner Services	14.73%	SE	10.71%	
On-going Business Services	13.57%	VRB	6.43%	
Community Based/OJT/Internship Placement	5.05%	Deaf	0.48%	

Special Disability Programs

4,424 Independent Living Services Provided

We specialize in assisting individuals with the most severe physical disabilities to remain active in their homes and communities. Services are provided based on need as determined by functional assessment and are provided through an individualized plan of services and supports. The Office of Special Disability Programs (OSDP) offers services that include, but are not limited to: case management, attendant care, durable medical equipment and specialized medical supplies, environmental accessibility accommodations and vehicle modifications, respite care, and transition services. During the SFY 2024, OSDP provided independent living services for 4,424 individuals with significant (severe) disabilities. OSDP administers the Traumatic Brain Injury/Spinal Cord Injury Trust Fund. A full copy of that report can be found at www.mdrs.ms.gov.

Disability Determination Services

45,708 Claims Processed

We operate in a partnership with the Social Security Administration (SSA) to determine the medical eligibility of individuals to receive benefits from Social Security Disability Insurance and Supplemental Security Income as directed by federal guidelines from SSA. This office handles disability claims from all 24 SSA offices in Mississippi.

In-Depth Look at DDS & OSDP

Office of Disability Determination Services

Claims Processed	45,708
Average Processing Time	T2-297 days/T16-353 days
Average Cost per Case	\$619.02
Decisional Accuracy Rate	97.3%

T2 benefits are based on the amount of years a person has worked

T16 benefits are based on a person's income and assets.

Office of Special Disability Programs

Number Served
2,872
44
864

Proof of Performance

Office of Disability Determination Services

Processing Time

Year	National Average	Mississippi Average
2016	83/86 Days	90/85 Days
2017	83/85 Days	81/74 Days
2018	86/90 Days	84/71 Days
2019	87/94 Days	81/73 Days
2020	110/120 Days	105/105 Days
2021	122/134 Days	140/129 Days
2022	144/157 Days	194/193 Days
2023	158/178 Days	280/288 Days
2024	168/202 Days	297/353 Days

Cost Per Case

Year	National Average	Mississippi Average
2016	\$491	\$310
2017	\$498	\$313
2018	\$542	\$378
2019	\$537	\$367
2020	\$599	\$425
2021	\$645	\$477
2022	\$741	\$461
2023	\$743	\$613
2024	\$777	\$619

Production Per Work Year

Year	National Average	Mississippi Average
2016		
2016	313	324
2017	306	329
2018	303	306
2019	302	302
2020	255	268
2021	238	215
2022	230	233
2023	240	217
2024	246	257

Office of Special Disability Programs

Year	Served	Mississippi Average
2017	3,636	\$207,231,672
2018	3,270	\$156,960,081
2019	3,717	\$140,175,338
2020	3,706	\$148,593,508
2021	3,615	\$143,598,487
2022	3,723	\$166,479,730
2023	3,771	\$222,758,806
2024	3,736	\$248,148,049

* As of 6/30/24

^{*} Figures shown above are based on the Division of Medicaid cost reports for the Independent Living Waiver and the Traumatic Brain Injury Waiver. • OSDP numbers are reported from the State Fiscal Year.

Assistive Technology

1,464 Clients Served

Assistive Technology (AT) is defined as the application of technology to alleviate barriers that interfere with the lives of individuals with disabilities. It is intended to help the individual maintain or enhance his or her ability to function personally, socially and/or vocationally. MDRS Rehabilitation Engineers and Rehabilitation Technologists provide consultations on all AT referrals. The Rehabilitation Technologists and Specialists perform initial evaluations and assessments, set up AT equipment, provide follow-up evaluations, design and fabricate original items and provide specifications and final inspections for AT services. The Assistive Technology division staff evaluates MDRS clients for the most appropriate assistive technology, thus enabling them to return to work and/or live independently. During the SFY 2024, the Assistive Technology division served a total of 1,464 individuals with disabilities.

This information only reports clients who were assigned to the Assistive Technology division during SFY 2024 and does not reflect clients who continue to be served from previous fiscal year(s).

Office on Deaf and Hard of Hearing

133 Registered Interpreters for Mississippi

The Office on Deaf and Hard of Hearing (ODHH), a department within the Mississippi Department of Rehabilitation Services (MDRS), is dedicated to serving the deaf and hard-of-hearing community, as well as promoting awareness among the general public. ODHH provides services and resources across Mississippi's 82 counties, collaborating with state agencies, organizations, and other entities to improve their understanding and ability to support individuals who are deaf or hard of hearing.

ODHH focuses on four key missions: Public Awareness, Community Outreach, Communication Services, and Advocacy. A key responsibility is registering interpreters as mandated by legislation. Currently, Mississippi has approximately 133 registered interpreters, including professionals from states like Oklahoma, Florida, and Tennessee.

Number of Registered Interpreters by State

ODHH registers interpreters within Mississippi and from other states to work within the state.

Total	133
Other States	26
Tennessee	15
Alabama	12
Florida	10
Mississippi	70

Communication Tools Utilization

Methods used to connect with clients within the community.

Emails	30%
Videophones	25%
Website	20%
In-person Meetings	15%
Others (Fax, etc.)	10%

Community Partnerships and Awareness

Throughout the year, ODHH has conducted numerous training and awareness workshops to foster understanding and improve accessibility covering topics such as deaf sensitivity, deaf awareness, communication access, and emergency preparedness. ODHH actively collaborates with organizations to enhance support for deaf individuals. These partnerships include the Mississippi Association of the Deaf, the Public Service Commission, and the Department of Education, as well as local businesses and nonprofit organizations.

ODHH remains committed to empowering the deaf and hard-of-hearing community through impactful programs and statewide outreach. Visit www.odhh.org for more details or how to get involved.

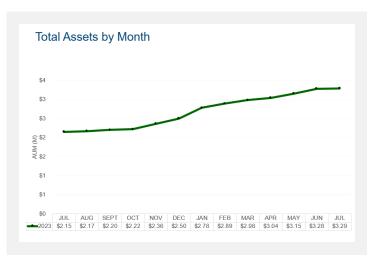


The Mississippi ABLE Program

The Achieving a Better Life Experience Act (ABLE) of 2014 allows individuals with disabilities to save money in a tax-advantaged account that may be used for qualified disability related expenses while keeping eligibility for federal public benefits.

The Mississippi ABLE Act is codified in Miss. Code Ann. 43-28-1 et. seq. The legislation established an ABLE Board which works with the Mississippi Department of Rehabilitation Services to administer the program. The program launched in Mississippi in June of 2019.

Total Assets by Month



Accounts by Eligibility and Custodian Type (as of 7/31/2024)

Eligibility Description	Open Accounts	Funded Accounts	Total Assets
The Account Owner is eligible for Supplemental Security Income benefits	143	130	\$1,056,396.46
The Account Owner is eligible for Supplemental Security Income benefits	178	157	\$1,161,783.88
The Account Owner has eligibility established by a disability certification	90	78	\$906,391.96

Custodian Description	Open Accounts	Funded Accounts	Total Assets
Account Owner/Self	221	183	\$1,075,210.75
Authorized Individual of Minor	98	85	\$914,994.40
Authorized Individual of Adult	117	111	\$1,233,848.79

To learn more about ABLE or sign up visit mississippiable.com. To order brochures or schedule a presentation email msableinfo@mdrs.ms.gov.



PROM is a public awareness campaign created by the Mississippi Department of Rehabilitation Services in 2018 in partnership with the Mississippi Highway Patrol. The campaign encourages prom-bound students to understand the "full-circle" of consequences when choosing to drink and drive, text and drive, and/or not buckle up.

In SFY 2024, MDRS visited 63 schools across the state reaching over 13,160 students.









Brain Injury Prevention

Throughout the year, MDRS provides multi-sport helmets to students all across the state of Mississippi. The students are educated about why they're receiving helmets and the importance of brain safety. The helmets are provided to schools free of charge through a trust fund set up by the state legislature.

Since the inception of the Use Your BRAIN helmet program in 2010, a total of 228,594 helmets have been distributed. In SFY 2024, MDRS supplied over 9,730 helmets to students statewide.







Districts & Office Locations

District I

51 County Road 166 Oxford, MS 38655 VR: (662) 234-3171 VRB: (662) 234-6092 OSDP: (662) 234-5744

District II

2620 Traceland Drive Tupelo, MS 38801 VR: (662) 842-1010 OSDP: (662) 840-9947

615-A Pegram Drive Tupelo, MS 38801 VRB: (662) 844-5830

District III

104 Professional Plaza Greenwood, MS 38930 VR: (662) 453-6172 VRB: (662) 455-1432 OSDP: (662) 477-1888

District IV

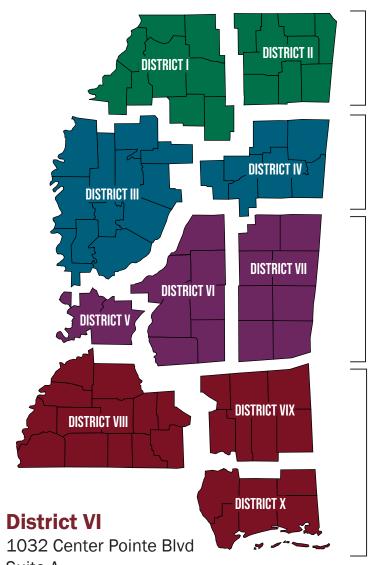
317 Industrial Park Road Starkville, MS 39759 VR: (662) 456-2116 OSDP: (662) 324-1881

48 Datco Industrial Drive Columbus, MS 39702 VRB: (662) 328-8807

District V

3895 Beasley Road Jackson, MS 39213 VR: (601) 898-7004 OSDP: (601) 898-7034

2550 Peachtree Street Jackson, MS 39296 VRB: (601) 987-7403



Region I

Region II

Region III

Region IV

Suite A

Pearl, MS 39208 VR: (601) 709-5631 VRB: (601) 709-5625 OSDP: (601) 709-5657

District VII

1003 College Drive Meridian, MS 39307 VR: (601) 483-3872 VRB: (601) 483-5391 OSDP: (601) 482-1594

District VIII

1221 Parkland Road McComb, MS 39648 VR: (601) 249-4627 VRB: (601) 684-3392 OSDP: (601) 249-4140

District IX

17 J M Tatum Industrial Drive Hattiesburg, MS 39401 VR: (601) 545-5619 VRB: (601) 545-5613

18 J M Tatum Industrial Drive Hattiesburg, MS 39401 OSDP: (601) 545-5644

District X

13486 Fastway Lane Gulfport, MS 39503 VR: (228) 575-3789 VRB: (228) 575-3788 OSDP: (228) 575-3786

