

*Stitt Administration*  
ANNUAL  
ACCOMPLISHMENTS  
**REPORT**  
*2020*

## DEAR OKLAHOMANS,

2020 was a year unlike anything we've experienced in our lifetimes.

I know each of you has felt the impact of COVID-19 on your family, your jobs and your day-to-day life. Many have suffered from sickness, fear, anxiety, uncertainty or loss as a result of the pandemic.

Despite this, Oklahomans made sacrifices, took care of each other and united together to tackle challenges head on. We shifted; we innovated; and we refused to accept defeat.

For the last 11 months, my promise has been to protect the health and lives of Oklahomans, keep our businesses open safely and get our kids safely back in school.

I'm so proud of Oklahoma, specifically our teams at the Oklahoma State Department of Health and the Governor's Solution Task Force. Because of their hard work and dedication, we successfully opened our economy on June 1 and safely restarted most schools in August.

While 2020 looked a lot different from our first year in office, we have seen some great accomplishments across state government. The proactive and ongoing efforts to provide critical services during a historic pandemic have been possible thanks to our committed state employees who have worked day and night to support their fellow Oklahomans.

When Oklahoma confirmed its first COVID-19 case in early March, our in-state testing capacity was extremely limited and posed a significant challenge.

To meet the urgency of testing needs, I tasked my team with using ingenuity and innovative thinking to address the dire testing situation in Oklahoma. Through these efforts, we increased in-state testing capacity from zero to 2,000 tests per day in a matter of weeks and went from four COVID-19 testing sites to 80 in one month, meeting our promise to Oklahomans: if you wanted a test, you could get a test without out-of-pocket expense.

We created the CARES FORWARD team, made up of agency directors and public employees who have expertise in finance, federal grants and auditing, to

distribute the \$1.25 billion in Coronavirus Relief Funds sent to Oklahoma. These funds have played a critical role in our ability to effectively respond to COVID-19 and provide aid to our state agencies, cities and counties, schools, non-profit partners who help support our most vulnerable, and Oklahoma businesses that have been impacted by the pandemic.

We distributed the first doses of the COVID-19 vaccine to frontline health care workers within 72 hours of the Federal Drug Administration clearing the Pfizer vaccine. The first doses arrived and were distributed in Oklahoma on Dec. 14, and OSDH has done an incredible job to quickly get the vaccine to those who need it the most.

While our priority has been, and continues to be, protecting the health and lives of Oklahomans, we have also remained committed to moving the needle in critical categories in order to make Oklahoma a Top Ten state.

This year, we published the Governor's Dashboard of Metrics in order to give Oklahomans an overview of the progress that has been made in the state's efforts to become Top Ten in critical categories, including incarceration rate, per capita personal income, broadband access, bridge conditions and energy prices. Oklahoma is currently Top Ten in four categories and has improved in 15 of the 24 tracked metrics since my administration took office in 2019.

Looking back, 2020 tested the resiliency of our state and people, but at the root of it all, we've endured.

Oklahomans are no stranger to hardship. We've lived through dust bowls, tornados, floods, a bombing, and now a pandemic.

We're going to make it through, just like we have time and time again, and we will remain focused on the promise of tomorrow and the promise of becoming a Top Ten state.

Oklahoma's turnaround is just getting started.



Governor Kevin Stitt

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GOVERNOR'S  
OFFICE  
REPORT



## LED OKLAHOMA'S RESPONSE TO THE HISTORIC COVID-19 PANDEMIC

The first case of COVID-19 in Oklahoma was identified on March 6, 2020. Governor Kevin Stitt worked closely with the Oklahoma State Department of Health to quickly respond to the outbreak of the global pandemic. Gov. Stitt's first priority is to protect the health and lives of Oklahomans, especially our vulnerable populations, and next to mitigate the impacts to the state's economy by keeping businesses open safely and getting schools open for in-person learning. In response to COVID-19, Gov. Stitt has taken the following steps:

### STATEWIDE

**Appointed key health care experts to lead Oklahoma's COVID-19 response.** Governor Stitt appointed Dr. Lance Frye as the Oklahoma Commissioner of Health, who has brought his experience as a medical doctor and state air surgeon for the Oklahoma National Guard to the table to help lead the state's response to a historic health emergency. Additionally, Gov. Stitt appointed Elizabeth Hutt Pollard as Deputy Secretary of Science and Innovation at the end of 2019 and elevated her to Secretary of Science and Innovation in June 2020. Secretary Pollard has extensive experience in highly specialized genomic and health care-related products and is a leading national voice in the biotech

industry. Her business acumen, entrepreneurial spirit and life sciences expertise have made her an invaluable resource during the COVID-19 response and position her to make a lasting impact on the state.

### **Issued 29 statewide executive orders and four executive memoranda in response to COVID-19.**

Gov. Stitt first declared a state of emergency on March 15, 2020. Actions taken through EOs focused on mitigating the spread of COVID-19, suspending regulations hindering frontline workers from quickly responding to the pandemic and supporting Oklahomans and businesses financially impacted by COVID-19.

**Activated the Oklahoma National Guard and set up a multiagency coordination center at the OKNG Regional Training Institute.** At the MACC, members of the Governor's Solution Task Force, National Guard members and expert personnel from appropriate state agencies collaborated on the state's response, mitigation and recovery activities for COVID-19.

**Declared a health emergency to allow the governor to waive statutory or regulatory requirements and coordinate a cohesive statewide COVID-19 response among city and county health departments.** This emergency was affirmed by the Oklahoma Legislature and remained in place until May 31, 2020.

**Requested a presidential major disaster declaration to provide reimbursement for eligible COVID-19 costs.** President Donald Trump approved the request for all 77 Oklahoma counties.

**Kept Oklahomans updated on developments and the state's response to COVID-19.** Gov. Stitt held more than 40 press conferences and distributed over 60 news releases focusing on the state's response to COVID-19 from March-December 2020. He also informed the nation of Oklahoma's pandemic response through multiple national interviews with CNN, Fox News Channel and Fox News Sunday.

**Created the CARES FORWARD team to ensure proper fiscal oversight and targeted distribution**

**of the \$1.25 billion in stimulus funds sent to Oklahoma as part of the CARES Act Coronavirus Relief Fund.** This team was composed of agency directors and public employees who have expertise in finance, federal grants and auditing and was led by the state's chief operating officer and secretary of budget. CARES FORWARD reported twice a month to a bipartisan legislative advisory board formed by the Stitt administration to receive input from the Legislature. The federal partnership allowed Oklahoma to quickly deploy critical funds to state agencies, cities, counties and frontline workers to support their efforts against COVID-19. The Stitt administration strategically utilized these funds for economic grants to enhance support for businesses and Oklahomans in need.

**Distributed critical Coronavirus Relief Funds to Oklahoma's cities and counties to support local leaders responding to the challenges caused by COVID-19 in their communities.** Gov. Stitt allocated \$250 million in CRF that was deployed to over 400 cities and counties across the state. This funding helped ensure cities and counties could purchase PPE for critical health care responders and implement necessary safety measures to promote social distancing and mitigate the spread of COVID-19.

**Launched caresact.ok.gov transparency website.** The CARES FORWARD team created a transparency dashboard to display where CRF funds were being directed and detail the key projects the state implemented to fight the COVID-19 pandemic and support Oklahomans.

**Communicated with key officials from the Trump administration regarding the response to COVID-19.** Gov. Stitt participated in weekly COVID-19 updates with Vice President Mike Pence from the onset of the virus. These calls have allowed the state to remain in sync with the White House Coronavirus Task Force. The governor also communicated with President Trump regarding Oklahoma's needs in the fight against the pandemic and met with Dr. Deborah Birx to discuss Oklahoma's response and mitigation efforts.

**Signed legislation into law to protect Oklahomans, health care workers and businesses.**

- Provided liability protection for businesses that are following all COVID-19 guidelines. *(SB 1946, Pro Tem Treat & Speaker McCall)*
- Provided product liability protection for Oklahoma's small businesses who stepped in to assist with producing much needed PPE during COVID-19. *(SB 1947, Pro Tem Treat & Speaker McCall)*
- Provided liability protection to our health care providers serving our state during COVID-19. *(SB 300, Sen. Daniels & Rep. O'Donnell)*
- Allowed municipal governments to adopt temporary budgets for FY 21 due to the COVID-19 pandemic. *(SB 187, Sen. Montgomery & Rep. Taylor)*
- Allowed counties to postpone their delinquent tax sales for up to one year. As a result of the COVID-19 pandemic, it has become impossible for counties to meet statutory requirements with regards to delinquent tax sales, this bill will allow a grace period. *(HB 2740, Rep. Wallace & Sen. Pederson)*
- Protected our health care professionals who fall victim to assault from patients by passing the Medical Care Provider Protection Act. *(SB 1290, Sen. Weaver & Rep. Roe)*
- Expanded access and scope of practice for certified registered nursing assistants. *(SB 801, Sen. Rosino & Rep. McEntire)*
- Expanded access and scope of practice for physicians assistants. *(SB 1915, Sen. David & Rep. Pfeiffer)*
- Increased the percentage of resources the Physician Manpower Training Commission directs to recruiting rural physicians from 50% to 75%. *(SB 1276, Sen. Thompson & Rep. Wallace)*

# COVID-19 TESTING, CONTACT TRACING AND VACCINE DISTRIBUTION

Implemented statewide reporting requirements to collect and create transparent data for hospital bed capacity, personal protective equipment (PPE), and COVID-19 testing capacity. The state delivered the nation's best data dashboard to keep local leaders, businesses and citizens informed. Oklahoma's efforts have been praised since early in the response by *The Atlantic's* COVID-19 Tracking Project, with Oklahoma being one of the first states to receive an A+ rating, and recognized by *The Wall Street Journal* for leading the nation in data transparency on the presence of COVID-19 in long-term care facilities. Th editorial board at *The Charlotte Observer* identified Oklahoma as the model for state-level COVID-19 data sharing.

Oklahoma's commitment to data transparency empowered cities and counties to formally adopt the governor's recommendations that met the specific situation in their communities.

**Expanded the state's ability to process COVID-19 tests by tenfold, filing an executive order on March 22 to allow the labs at Oklahoma State University and the University of Oklahoma to perform COVID-19 testing.** When Oklahoma registered its first COVID-19 case in mid-March, the state had no in-state COVID-19 diagnostic testing capability. Oklahoma was fully reliant on out-of-state commercial laboratories for COVID-19 testing, creating a testing backlog. To meet the urgency of testing needs, Gov. Stitt tasked his Science and Innovation team with using ingenuity and innovative thinking to address the dire testing situation in Oklahoma. The S&I office worked with OSU to convert an animal diagnostics testing lab into a human diagnostics lab over a 10-day period, increasing in-state testing capacity from zero to 2,000 tests per day. Within weeks of operation, OSU's converted lab was running more tests than

any lab in the state. Additionally, the S&I office worked with Thermo Fisher Scientific to procure needed testing supplies and Immy, a private biotech lab based in Norman, to launch antigen testing as well.

**Opened 80 drive-thru COVID-19 testing locations, in partnership with the OSDH and county health departments.** Oklahoma went from four COVID-19 testing sites to 80 in one month, meeting the governor's commitment to Oklahomans: if you want a test, you can get a test without out-of-pocket expense.

**Entered into a partnership with multiple private labs, beginning March 20, to expand the state's capacity to deliver COVID-19 test results.** A list of those labs and their processing times can be found in the Governor's daily COVID-19 report beginning on March 30.

**Led the nation as one of the first states to pursue validation of saliva testing through Oklahoma State University's partnership with Rutgers University.** As highlighted by the *Washington Post*, Oklahoma was one of the first two states to pursue and implement saliva testing to identify COVID-19.

**Developed a partnership with Blue Cross Blue Shield of Oklahoma to deploy a fleet of Caring Vans to offer COVID-19 testing in underserved communities where transportation is a challenge.**

**Purchased mobile testing units to allow OSDH and county health departments to make testing and screening more accessible.** Gov. Stitt allocated \$4.2 million in CRF to purchase 27 mobile health units that can be deployed to communities throughout the state.

**Allocated \$55 million in CRF for testing and contact tracing.** Gov. Stitt allocated key funding to enhance access to testing through increasing testing options, modernize data reporting systems and expand contact tracing and case investigation.

**Distributed first doses of COVID-19 vaccine to frontline health care workers within 72 hours after the Federal Drug Administration cleared the Pfizer vaccine.** The first doses of the COVID-19 vaccine arrived and were distributed in Oklahoma on Dec. 14. The first Oklahoman to receive the



vaccine was Hannah White, a registered nurse with INTEGRIS Health who has served on the frontline of COVID-19 since March. To read the COVID-19 vaccine distribution plan, visit <https://oklahoma.gov/covid19/vaccine-information.html>.



**Redesigned and reimagined the future of Oklahoma’s public health lab (PHL).** As the COVID-19 outbreak emerged in Oklahoma in March 2020, the state’s PHL was caught off guard. Like many public labs across the country, the PHL lacked the supplies, equipment, know-how and human talent to deal head on with COVID-19. During the early months of the pandemic, Oklahomans were unable to access timely diagnostic testing for COVID-19. Without adequate testing, infectious diseases like COVID-19 can go unchecked, quickly spreading to communities across Oklahoma. To avoid future pandemic-related public health catastrophes, the Stitt administration redesigned and reimagined a PHL of tomorrow that will be ready to withstand any future pandemics. The PHL will be relocated to Stillwater, adjacent to OSU, and will also have an expanded scope to include research as part of its mandate. The PHL’s new location will create opportunities for public health officials and researchers to collaborate with leading university scientists to understand emerging pathogens and the diseases they cause and to develop advanced testing diagnostics, therapeutics and vaccines to combat such pathogens. The readiness of the PHL at a moment’s notice to respond to pandemics is crucial to averting a public health crisis like the one caused by COVID-19.

## PUBLIC HEALTH AND HEALTH CARE PROVIDERS

**Appointed a PPE czar to build Oklahoma’s strategic stockpile, which is a critical asset in Oklahoma’s response to COVID-19.**

The Stitt administration fought in the scuttled global marketplace to build Oklahoma’s emergency PPE supply from enough to last one day to a supply of more than 2.5 million N95 masks and hundreds of thousands of gloves, gowns and other materials that local Oklahoma manufacturers produced by quickly altering their supply chain operations.

**Tested all nursing homes and long-term care facilities across the state.**

The Stitt administration prioritized Oklahoma’s most vulnerable citizens who reside in nursing homes and long-term care facilities by testing all 42,000 residents and staff in the 306 nursing facilities across the state from late April to early June. In the month of May alone, the number of tests conducted across these facilities was nearly double the number of tests conducted statewide from all Oklahomans in April. Gov. Stitt deployed the OKNG during this same period to sanitize all facilities that requested assistance.

**Created and implemented a hospital surge plan to ensure Oklahoma is fully prepared to handle a surge in demand on the state’s hospital and health care system as a result of COVID-19.**

This plan established COVID-19 Flex centers in partnership with local hospitals and deployed telemedicine devices into rural communities to increase collaboration with medical experts across the state and allow for patients to continue to be cared for close to home.



**Transformed the state’s 211 hotline into a tool for Oklahomans to call and receive screening support for COVID-19:**

- Suspended several regulations on telemedicine to make it easier for Oklahomans to receive medical support from a doctor without leaving home.
- Established expedited process for nurses with inactive licenses to get recertified.
- Allowed health care professionals, like doctors and nurses, who are licensed in another state to receive a temporary license to practice in Oklahoma.
- Suspended various regulations on truck drivers and commercial vehicles for transporting medical supplies and other critical items across state lines.
- Approved an emergency rule that provides approval of temporary emergency waivers for the employment of nurse aide trainees in employer-based nurse aide training programs.
- Filed an EO to protect health care workers and their families from discrimination related to housing or childcare.
- Placed requirements on delivery personnel to submit to screening upon request before entering any hospital, long-term care facility or child care facility. This screening likely includes a temperature check and short questionnaire about possible exposure to COVID-19 and is designed to protect our vulnerable populations.

**Implemented an online application for new and existing clients through the OSDH Women, Infants, and Children (WIC) Program in order to minimize exposure to the COVID-19 virus.** This application allows clients to provide information and answer questions used to determine potential eligibility.

**Increased protections for Oklahoma’s public transit systems.** The Oklahoma State Department of Transportation received \$6 million to launch the Protect Transit Program. The program provides PPE, bus shields, cashless payment systems and vehicle decontamination machines to ensure safety needs are met on Oklahoma’s 32 transit systems statewide,

with a priority focus on uniquely challenged rural transit operations, and an additional group of 5,310 recipients who provide rides for the elderly and physically challenged.

**Announced the Oklahoma Pandemic Center for Innovation and Excellence.** In October 2020, Gov. Stitt announced the creation of the nation’s first of its kind Oklahoma Pandemic Center of Innovation & Excellence. Secretary of Science and Innovation Elizabeth Pollard led this visionary effort in partnership with the Oklahoma Department of Agriculture, Food & Forestry and the Oklahoma State Department of Health. OPCIE will serve as Oklahoma’s frontline of defense against any future threatening diseases to human health, animal health and agricultural vitality. This center will benefit from the combined knowledge and expertise within OU’s and OSU’s nationally recognized colleges of medicine as well as world-class expertise in veterinary medicine and agriculture at OSU. OPCIE will house the Oklahoma Animal Disease Diagnostic Lab, a human diagnostic/public health laboratory, a genetic biorepository and a multidisciplinary basic science lab for human, animal, plant and food-related bioterrorism research. OPCIE will be at the intersection of animal and human health, food safety, public health testing and preparedness and will serve as a resource for the state and the nation to prevent future pandemic calamities.

## MENTAL HEALTH

**Offered technology-based behavioral health services at the county health department level to support Oklahomans experiencing mental health distress.** This service is through a partnership with OSDH and Oklahoma Department of Mental Health and Substance Abuse Services using MyCare Technology.

**Launched Mental Health First Aid distance learning programs and related support resources.** Mental Health First Aid is a public education program that introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact and overviews

appropriate supports. Utilizing \$500,000 in CRF, Gov. Stitt approved ODMHSAS to launch distance learning programs and related support resources for dissemination to first responders, faith-based institutions, schools and institutions of higher education, employers, health/behavioral health care providers, and parents/caregivers.

**Allocated \$1 million in CRF to support frontline health care workers with training on evidence-based screenings leveraging technology and to make more available consultation services for identifying behavioral health treatments or referrals.**

**Utilized \$2.6 million in CRF to provide mobile devices, data and licenses to clients receiving care through the mental health professionals at the ODMHSAS so they can access mental health and addiction treatment virtually when face-to-face treatment is not possible due to the pandemic.**

**Prioritized access to mental health COVID-19 services.** In light of the increased need for mental health services across the state, Gov. Stitt allocated \$5 million in CRF to mental health and addiction providers to attribute any annual increase in client load to COVID-19 under ODMHSAS-developed criteria. Treatment for these individuals, when no other payer source exists, could be billed to an emergency treatment fund.

## WORKFORCE AND COMMERCE

**Fully reopened Oklahoma's economy in June 2020, becoming one of the first states in the nation to allow businesses to safely and responsibly re-open their doors.** Gov. Stitt announced the Open Up and Recover Safely (OURS) plan in a press conference on April 22. The OURS plan included a three-phase approach to responsibly reopen Oklahoma's economy in accordance with measurable gating criteria from the federal government. As a result of this plan and Gov. Stitt's commitment to protecting the health and lives of Oklahomans while mitigating the impacts of COVID-19 to the economy, Oklahoma was one of the first states to fully reopen for

business. This attracted the attention of companies, such as Dillard's and Life Time Athletic, who chose Oklahoma as a model for how to reopen safely and responsibly. Life Time picked Oklahoma City as the first of its more than 150 clubs across the country to reopen and implement new enhanced safety and sanitation protocols after temporarily closing due to COVID-19.



**Launched the Manufacturing Reboot Program with the Oklahoma Department of Commerce to address negative effects the COVID-19 pandemic has had on Oklahoma businesses, especially manufacturers.** The program provided awards from \$25,000 to \$150,000 depending on market potential and long-term impact of the new production capabilities on Oklahoma's economy.

**Received approval for State of Oklahoma's March 17 request for disaster loans for small businesses across all 77 counties affected by the COVID-19 pandemic.** Businesses and nonprofit groups were able to apply for up to \$2 million in loans through the SBA's Economic Injury Disaster Loan program.

**Suspended the one-week waiting period before unemployment benefits can be paid and waived the work search requirement and the benefit wage charge for unemployment benefits from March to October.**

**Allocated CARES Act funds to upgrade the OESC mainframe and support the Unemployment Insurance Trust Fund.** Gov. Stitt directed \$17 million in CARES Act funds to deliver a digital transformation to OESC by upgrading the mainframe system and infrastructure to ease and quicken the process of delivering critical unemployment services. In addition to this, \$100 million was allocated to support the UI Trust Fund, which ensured the fund would not breach the \$25 million threshold that would trigger an immediate surcharge for employers.

**Deferred state tax filing and payments until July 15 without late fees or interest.**

**Extended expiration dates for all occupational licenses issued by any state agency, board or commission during the declared state of emergency.**

**Established stronger guidelines for child care facilities to prevent and/or respond to a COVID-19 positive case, while this industry continued to safely operate as an essential business.**

**Created the Oklahoma Business Relief Program to help local small businesses across the state overcome the economic challenges of COVID-19.**

Gov. Stitt allocated \$145 million in CRF to support Oklahoma businesses that suffered revenue loss due to the pandemic. In total, more than 9,000 Oklahoma businesses submitted applications. More than 20% of the program funds went to minority-owned businesses.

**Utilized \$10 million in CRF to administer economic grants to meat processing businesses for the purpose of expanding meat processing capacity in Oklahoma and protecting our food supply.**

With renewed emphasis on human health risks and necessary precautions to limit COVID-19 exposure in these types of facilities came recognition that changes within existing facilities as well as more plants and larger plants would greatly help mitigate the effects on the food supply chain when some facilities are compromised. The Oklahoma Department of Agriculture, Food and Forestry was able to support 40 Oklahoma businesses through this program.



**Awarded \$9.6 million in CRF to more than 2,200 childcare centers in Oklahoma to deliver safe, essential services during the COVID-19 pandemic.**

The Oklahoma Department of Human Services

delivered the one-time funds as Child Care Quality and Sustainability Payments to child care providers who maintained active status throughout the pandemic.

**Supported the Oklahoma arts and cultural industry with relief grants.** Gov. Stitt allocated \$3 million in CRF to help restore lost jobs and support operations in the arts and cultural nonprofit sector economically impacted by the COVID-19 pandemic.

**Received an A rating from a business group for response to COVID-19.** Gov. Stitt was among nine governors given an A on [FreedomWorks' economic report card](#) for coronavirus response in May 2020.

**Allowed for curbside and delivery services of alcoholic beverages.** Gov. Stitt signed legislation allowing licensed bars and restaurants to sell curbside and deliver alcoholic beverages including beer, wine and spirits in sealed original containers to consumers 21 years and older. This allowed businesses to maintain certain revenue streams that would be lost when required to limit in-person service. *(SB 1928, Sen, Thompson & Rep. Wallace)*

## STATE GOVERNMENT

Championed precedent-setting legislation providing agencies, boards and commissions with the ability to meet via video or teleconference for the duration of the COVID-19 emergency. Gov. Stitt signed SB 661 in order to provide Oklahomans with a safe way to continue to conduct public meetings while also following the Open Meetings Act. *(SB 661, Sen. Howard & Speaker McCall)*

Implemented a telework policy for state employees and banned out-of-state business travel for employees.

**Issued an emergency order to ensure first responders who work for state agencies such as correctional officers, law enforcement and fire personnel will receive guaranteed paid time off if they contract COVID-19.**

**Required all 33,000 state employees under the executive branch and visitors in state agency buildings to wear a face mask when in common areas or around other people.**

# OKLAHOMA EDUCATION

**Ensured support staff of Oklahoma public schools could be paid for the remainder of their contract for fiscal year 2019-2020.** Gov. Stitt signed an executive order, which called for the nearly 41,000 support staff at Oklahoma public schools to continue to be paid during the COVID-19 pandemic. This ensured financial stability for critical school employees impacted by school buildings closing due to the pandemic.

**Suspended academic assessments for grades 3-8 or to high school juniors and suspended Oklahoma School Report Cards for the 2019-2020 school year,** as requested by OSDE and approved by the U.S. Department of Education on March 20.

**Secured a federal waiver to provide two free meals a day for Oklahoma students from PreK to 12th grade through their local public schools from March 30 to June 30.**

**Waived extra cost for schools and libraries to increase bandwidth, made possible due to FCC waiver.**

**Secured a federal waiver granting schools flexibility with current federal funds.**



**Supported Oklahoma schools with CARES Act Coronavirus Relief Funds.** In total, Oklahoma's public education system received \$360 million in direct funding from the CARES Act. Of this amount, \$39.9 million was delivered through the Governor's Emergency Education Relief Fund, an extraordinarily flexible "emergency block grant" designed to enable governors to decide how best to meet the needs of students, schools, postsecondary institutions and other education-related organizations. Education

programs launched with this CARES Act funding include:

- **Incentive grants for K-12 districts:** Gov. Kevin Stitt and State Superintendent of Public Instruction Joy Hofmeister partnered to give eligible Oklahoma school districts an opportunity to apply for \$16 million in emergency relief funds through the federal CARES Act. Incentive grant funds were made available through \$8 million from the OSDE set-aside amount from the Elementary and Secondary School Emergency Relief Fund and \$8 million from GEER discretionary funds.
- **GEER Fund Programs:** Programs funded through the \$39.9 million delivered by GEER include:
  - » **Learn Anywhere Oklahoma:** \$12 million to help public schools access high-quality digital content, including Advanced Placement courses across grades K-12.
  - » **Bridge the Gap Digital Wallet:** \$8 million to provide low-income families with grants to purchase curriculum content, tutoring services and technology.
  - » **Stay in School Funds:** \$10 million to help stabilize Oklahoma's education system and reduce ACEs by providing temporary funds to students currently attending private schools.
  - » **Skills to Rebuild:** \$1 million GEER initiative offered by Tri County Tech of Bartlesville to provide accelerated programs to train at least 375 individuals to immediately enter well-paying jobs.
- **PPE:** Gov. Stitt allocated \$3 million in CRF to purchase PPE for all K-12 public schools that offered in-person learning opportunities for students during the COVID-19 pandemic. In total, Oklahoma schools received:
  - » 1.7 million reusable masks (two per teacher and student).
  - » 42,000 clear face shields.
  - » 1.2 million pairs of disposable gloves.
  - » 1.2 million disposable gowns.

\$7 million in CRF was also allocated to reimburse Oklahoma's universities, colleges and constituent agencies for COVID-19 related PPE costs, as necessary to resume classes.

*"We know our kids are struggling without being able to attend school in person. Our teachers are so important to our children and to our state, I know they've battled through many challenges this year to change how they teach to try and make sure their students don't fall through the cracks. That's why I'm so proud to work with Commissioner Frye and the Oklahoma State Department of Health to prioritize our educators for the COVID-19 vaccine and help get our kids back in the classroom."*

– Gov. Kevin Stitt

#### **Prioritized educators to receive COVID-19 vaccine.**

Gov. Stitt and the OSDH moved Pre-K through 12th grade teachers and support staff up to phase two in the state's COVID-19 vaccine distribution plan. This decision was made to support teachers and encourage school districts to provide an option for safe, full-time, in-person instruction for every child in Oklahoma.

## PUBLIC SAFETY

**Delayed expiration on driver's licenses, state issued identification cards, handicap placards and commercial driver's licenses until June 30, 2020.**

**Suspended visitations for state prison facilities and state juvenile secure-care treatment centers until June to mitigate the spread of COVID-19 in correctional facilities.**

**Provided PPE to state prisons and to sheriffs' departments for county jails.**

**Provided support for Oklahoma ambulance services.** Oklahoma is currently served by approximately 153 licensed ground ambulance services providing emergency response (911) and medical transportation. The services have been challenged by the COVID-19 pandemic, incurring expenses that could not have been anticipated. Gov. Stitt allocated \$5 million in CRF to Oklahoma ambulance services to help reimburse staffing expenses, PPE and medical supplies costs and lost insurance coverage.

#### **Implemented statewide public safety radio system.**

Gov. Stitt provided \$12.3 million in CRF to create a statewide public safety radio system to create efficient, streamlined communication across various law enforcement agencies. This will enhance OHP's efforts to support local law enforcement functions should local police and county sheriff offices become challenged by COVID-19.

**Granted approval to Oklahoma Department of Corrections to use roughly \$2.75 million in CRF to help move services, such as education programs and court hearings, to a virtual platform and provide support to increase health precautions and social distancing in facilities through the purchasing of infrared thermometer screening systems.**

**Provided Oklahoma law enforcement officers with greater access to mental health support and education in real time.** This program provides \$1.2 million in CRF for local treatment agencies to develop and implement a mental health treatment and education model that uses mobile technology to provide confidential, real-time mental health support for law enforcement officers from their home, vehicle or office.

## VETERANS

**Protected Oklahoma veterans by closing all seven state veterans centers to visitors,** requiring all essential staff to be checked for COVID-19 symptoms before entering the building and instructing all non-essential ODVA staff to telework.



**Eliminated voluntary stays at the seven state veterans centers.** Patients who were able to come and go before the outbreak of COVID-19 were required to stay full-time to prevent spread of the virus.

## VOLUNTEER OPPORTUNITIES

**Donated convalescent plasma to help Oklahomans fighting COVID-19 and called on Oklahomans who recovered from COVID-19 to consider donating.**

Following Gov. Stitt's recovery from COVID-19, he donated convalescent plasma twice to the Oklahoma Blood Institute to provide Oklahoma hospitals with the effective treatment. In response to his call to action, nine Oklahoma leaders who recovered from COVID-19 also donated plasma. On Oct. 20, it was announced that a survivor of COVID-19 received donor plasma as part of her treatment that was traced back to State Rep. Jason Lowe, who was one of the nine state leaders to donate plasma.

**Coordinated recruitment of volunteers for the Oklahoma Medical Reserve Corps to serve in medical and non-medical positions to supplement hospital personnel, assisting with transporting patients, and providing support in the field.**

**Launched Ready. Help. Go. volunteer readiness program to proactively connect Oklahomans to future volunteer opportunities in their communities** once health professionals determine it is safe and appropriate to do so.

**Brought together state employees from numerous state agencies and the Oklahoma National Guard to help with volunteer activities at the Regional Food Bank of Oklahoma.**



## HUMAN SERVICES

**Launched Community Hope Centers to serve the needs of Oklahoma's most vulnerable children and their caregivers.** Gov. Stitt allocated \$15 million in CRF to implement Community Hope Centers.

Each center has mental health professionals, Oklahoma Department of Human Services staff, virtual learning tools such as computers and iPads, meals and snacks, a weekend backpack program and other programming available to support families. Currently, the state has opened 52 centers with the capacity to serve over 2,900 kids. The program is expected to continue to expand in 2021.

**Implemented Eviction Mitigation program to support Oklahoma families.** Gov. Stitt committed \$10 million in CRF to support nonprofits that are helping Oklahoma families stay in their homes after being impacted economically by the presence of COVID-19. The CRF funding specifically reimburses the costs for nonprofits to provide legal aid to intervene in eviction cases filed in county courts. Over 2,600 families have been assisted through the program.

**Replenished Oklahoma's food banks.** Since COVID-19 was first confirmed in Oklahoma, the state's nonprofit food bank organizations have seen a significant increase in demand for their services. The Community Food Bank of Eastern Oklahoma reports a 35% increase in product being distributed and the Regional Food Bank of Oklahoma reports a 16% or 720,000 pound-per-month-increase. Gov. Stitt allocated \$6 million to ensure the CFBEO and RFBO could continue to provide access to healthy options for Oklahomans with limited resources.

**Began issuing emergency relief payments to foster parents in early April.** These payments support foster families as they navigate the impact of unexpected expenses brought by school closures.

**Secured federal approval to issue emergency allotments to SNAP households.**



# SUPPORT FOR OKLAHOMA SCHOOLS AND TEACHERS

**Called for the annualization of the teacher pay raise.** Per the recommendation in the Governor’s Executive Budget, nearly \$12 million was specifically appropriated to OSDE to fully annualize the teacher pay raise which lifted wages for Oklahoma’s highly valued teachers to No. 2 in the region for 2020.

**Appointed an Oklahoma public school teacher as secretary of education.** Gov. Stitt appointed Ryan Walters to his cabinet as secretary of education in September 2020. Sec. Walters is the CEO of Every Kid Counts Oklahoma and a public-school teacher who has taught U.S. history and government for over eight years and will play a critical role in helping move the needle to achieve Top Ten outcomes in Oklahoma’s education system.

**Launched Jobs for America’s Graduates affiliate in Oklahoma.** In his 2020 State of the State speech, Gov. Stitt called for Oklahoma to implement the Jobs for America’s Graduates program. The high school program includes classroom instruction, competency-based project-based learning, adult mentoring, summer employment training, student-led leadership development, job and postsecondary education placement services and 12-month follow-up services. At the beginning of the 2020-2021 school year, JAG-OK launched in six schools across Oklahoma with plans to expand to additional schools in the future. As part of his commitment to the organization, Gov. Stitt also joined 13 other governors in serving on the JAG National Board of Directors.

**Signed legislation to implement licensing reform for teachers.** Gov. Stitt signed SB 1125 which removes barriers to entry for teachers moving to Oklahoma by implementing teacher licensure recognition to help recruit the best and brightest teachers to our state. He also signed SB 1436 to create additional pathways for special education teachers to expand their certifications. *(SB 1125, Sen. Pugh & Speaker McCall)*

**Partnered with the National Foundation for Governors’ Fitness Councils to provide three Oklahoma middle schools with a \$100,000 state-of-the-art DON’T QUIT! Fitness Center.** The multimillion dollar DON’T QUIT! Campaign, which aims to promote children’s health and fitness. named Hinton Middle School, Stilwell Middle School and Idabel Middle School as the state’s most outstanding schools for demonstrating leadership in getting and keeping their students fit. These schools received their new fitness centers in the fall of 2020.

**Expanded opportunities for students by requiring a minimum of four Advanced Placement courses be made available in all Oklahoma public high schools.** Gov. Stitt signed House Bill 3400, ensuring Oklahoma students have access to quality education opportunities. *(HB 3400, Rep. Baker & Sen. Stanislawski)*



# PUBLIC SAFETY AND CRIMINAL JUSTICE REFORM

Gov. Stitt's administration has continued to make historic progress in both public safety and criminal justice reform in Oklahoma. This progress includes:

## **Improved Oklahoma's national incarceration rate, moving from 50th to 45th in less than two years.**

In November 2019, Gov. Stitt signed the largest single-day commutation in U.S. history. Since then, Oklahoma has moved from 50th in incarceration in the U.S. to 45th. As a result, Oklahoma Department of Corrections closed a private prison in Cushing, saving taxpayers an estimated \$25 million a year.

## **Continued to see improvements in Oklahoma's public safety and criminal justice rankings.**

Offender recidivism is down 2.5% year-over-year, non-violent crime is down 2.56% year-over-year, violent crime is down 5.14% year-over-year and the juvenile custody rate is down 16.28% year-over-year. Oklahoma now ranks top 10 in the U.S. for lowest juvenile custody rate, ranking sixth in the nation.

**Protected Oklahomans who fall victim to domestic abuse** by signing HB 3251 which adds domestic abuse by strangulation, domestic assault and assault/battery with a dangerous weapon or deadly weapon to the list of violent crimes. *(HB 3251, Rep. Echols and Sen. Brewer)*



**Signed legislation to protect the privacy of Oklahomans** and made it a felony to disseminate private sexual images for personal gain. *(SB 1462, Sen. David and Rep. Echols)*

**Issued an executive order calling for the Oklahoma Office of Homeland Security to consolidate locations with the Oklahoma Department of Emergency Management.** Gov. Stitt issued EO 2020-25 in order to increase coordination and efficiency between the two agencies and enhance the state's ability to prepare for, respond to and recover from both natural and manmade disasters.



## **Signed legislation providing a long overdue Cost of Living Adjustment (COLA).**

Gov. Stitt signed HB 3350, providing the first COLA in over a decade for members of the Oklahoma Firefighters Pension and Retirement System, Oklahoma Police Pension and Retirement System, Uniform Retirement System for Justices and Judges, Teachers' Retirement System of Oklahoma and the Oklahoma Public Employees Retirement System. *(HB 3350, Rep. Frix & Sen. Thompson)*

## **Provided a \$2 pay increase for the behind the wire DOC employees left out of the 2019 pay increase.**

Gov. Stitt signed into law a 14% raise to the corrections employees that did not receive a raise in the 2019 pay increase, which brought correctional officer pay to the regional market average. *(SB 1424, Sen. Pugh & Rep. Ford)*

## **Expanded retirement benefits for Oklahoma Deputy Sheriffs and county jailers by aligning them with the rest of Oklahoma law enforcement.**

Gov. Stitt signed HB 2272, which has been in the works for over 20 years to increase benefits and incentivize Oklahoma law enforcement officers to stay in their line of work. The measure applies to all deputy sheriffs and county jailers who were hired on or after Nov. 1, 2020. *(HB 2272, Rep. Josh West & Sen. Rosino)*

# DIGITAL TRANSFORMATION

**Implemented new brand for the State of Oklahoma.** An initiative being led by Lt. Gov. Matt Pinnell, the new brand highlights Oklahoma's, heritage, history, booming industry, and people and provides the State with a uniform logo, tagline and message that will help in establishing Oklahoma as a destination location for people, visitors and new employers. Implementation of the brand will continue in 2021.

**Implemented REAL ID in the State of Oklahoma.** In September 2020, the U.S. Department of Homeland Security announced Oklahoma is in full compliance with the REAL ID Act. This notification comes after three years of hard work by employees at the Oklahoma Department of Public Safety and the Office of Management and Enterprise Services to implement a new system and standards to allow Oklahoma to come into compliance with REAL ID regulations. Oklahomans can now obtain a REAL ID compliant credential at all DPS facilities and tag agent locations.

**Reduced unnecessary cost for paper publication of Oklahoma Statute books.** Gov. Stitt signed into law legislation providing for digital publication of Oklahoma Statute books to be made available online.

**Signed legislation that allows the Secretary of State to make substantial changes to the initiative**

**petition process.** Currently, the agency must hand-count all signatures and has no way of verifying the signatures against voter registrations. The new system will allow for scanning of petition pages, which will automatically count and verify signatures against voter registration records. The new process will be used for any initiative petition filed with the secretary of state. *(HB 3826, Speaker McCall and Pro Tem Treat)*



**Allowed counties to establish an online bidding process.** This will enable counties to bid on a public website to help acquire better bids, just as the state is already able to do. This provides efficient and secure methods for vendors to participate in bidding. *(HB 3271, Rep. Boles & Sen. Paxton)*

**Enhanced electronic capabilities by allowing videoconferencing technology for district courts.** *(HB 3756, Rep. Miller & Sen. Brooks)*



# AGENCY ACCOUNTABILITY AND FISCAL RESPONSIBILITY

**Published governor’s dashboard of metrics website to track progress toward becoming a Top Ten state.** The dashboard provides Oklahomans with an overview of the progress being made in the state’s efforts to become Top Ten in critical categories, including incarceration rate, per capita personal income, broadband access, bridge conditions and energy prices. All metrics listed in the dashboard are sourced and include a breakdown of the methodology behind each data point. Oklahoma is currently Top Ten in four categories and has improved in 15 of the 24 tracked metrics since Gov. Stitt took office in 2019. To interact with the dashboard, visit [govdashboard.ok.gov](http://govdashboard.ok.gov).

Area	Report Type	Metric Name	Latest Update	Current Value	GOO 5	YOY %	OE Current Rank	U.S. Avg.	Top 10 Threshold
Agriculture	Q	Agriculture Acres under Active Conservation Management	Jun-20	29.7%	6.22 years				Not nationally comparable
Budget	M	State Reserves	Nov-20	\$229,926,259	0.00%	-74.12%			Not nationally comparable
Commerce and Workforce	M	Unemployment Rate	Nov-20	5.9%	6.2 years	3.1 years	29th	6.7%	6.9%
Commerce and Workforce	M	Labor Force Participation Rate	Nov-20	65.0%	19.2 years	4.1 years	34th	65.6%	66.3%
Commerce and Workforce	Q	Real Gross Domestic Product (GDP) Growth	Nov-20	24.2%	16.3 years	22.6 years	47th	33.4%	39.9%
Commerce and Workforce	Q	Per Capita Personal Income (PCI)	Nov-20	\$52,568	6.1%	6.4%	42nd	\$49,320	\$46,540
Digital Transformation	Y	Oklahomans with Reliable Broadband Access	Feb-20	90.7%	1.7 years		29th	92%	96.7%
Education and Health	Act	Higher Education Degree and Certificate Completion	100.0%	1,059 per	1.1		36th	1,031 per	1,082 per

**Held the governor’s Second Annual Leadership Summit virtually, with nearly 200 agency directors and other agency leaders.** This virtual summit allowed key personnel across state government to surface issues, talk about critical problems and align on priorities going forward.

**Continued a rigorous approach to cabinet goal setting and accountability,** with every cabinet member identifying their top four to five areas of focus for their laborers and reporting out progress on those items at every cabinet meeting.

# BUDGET AND SAVINGS

**Compiled first full fiscal year (FY 2020) of statewide agency quarterly financial reports comparing actual expenses to budget expenses.**

**Led the Board of Equalization to quickly react to the revenue failure for FY 2020 caused by the COVID-19 pandemic.** Gov. Stitt and Sec. of Budget Mike Mazzei collaborated with legislative leaders to use the state’s savings dollars from the Constitutional Reserve Fund and the Revenue Stabilization Fund to finish out FY 2020 appropriations as mostly planned. The Stitt administration also led the Board of Equalization to analyze, reassess and revise revenue estimates in an unprecedented pro-active response to the effects the COVID-19 pandemic has had on the Oklahoma economy. The resulting downward revenue revision helped legislative leaders craft a FY 2021 budget plan which reduced spending by \$296 million.

**Secured funding for a new Veterans Administration hospital in downtown Tulsa to improve care for Oklahoma’s courageous veterans and bring over 1,300 jobs to the area.** Secretary of Budget Mike Mazzei worked to coordinate the complex but necessary financial actions to secure the new, 58-bed, Veterans Administration hospital in Tulsa. President Trump signed legislation on Dec. 27 that will allocate over \$120 million in FY 2021 to fully revamp the Kerr-Edmonson Building across from the OSU Medical Center into a state-of-the-art hospital. The Oklahoma Legislature appropriated \$2.47 million in the 2020 legislative session to facilitate moving nearly 300 state employees from the Kerr-Edmonson Building to the Executive Center, which was recently purchased by the Commissioners of the Land Office. Construction of the hospital is slated to be complete by late 2023 and open to patients in late 2024.

# GOVERNMENT EFFICIENCY AND REFORM

**Launched the Break The Tape initiative to begin the process of reducing outdated and burdensome regulations that stand in the way of Oklahoma's economy over the next three years.** As a part of this initiative, Gov. Stitt issued [Executive Order 2020-03](#) calling on all state agencies to undertake a critical and comprehensive review of the agency's administrative rules to identify costly, ineffective, duplicative and outdated regulations and issue a report by August 2020. This was the first ever statewide review conducted based on our research, and despite agencies having to shift to telework due to the COVID-19 pandemic, 90% of all agencies completed their review.

Through the first stage of review, preliminary numbers show state agencies have identified over 3,700 sections of red tape in Oklahoma's state rules that can be eliminated. Also, through EO 2020-03, Gov. Stitt has implemented a one-in-two out system. This new system requires that for each regulation added to the Administrative Code, two must be removed. This will keep government bureaucracy in check while allowing necessary rule making.

**Removed unnecessary red tape around the central purchasing process for state agencies.** Gov. Stitt signed Senate Bill 1422, which updates the outdated and burdensome purchasing process with a more efficient and accountable process for agencies to make purchases. (*SB 1422, Sen. Thompson & Rep. Wallace*)

# ECONOMIC GROWTH

**Utilized governor's Quick Action Closing Funds to incentivize businesses to grow operations in Oklahoma.** In 2020, the Stitt administration used support from the governor's Quick Action Closing Fund to finalize contracts with PAS MRO, Skydweller and Costco. By moving to and expanding operations in Oklahoma, PAS MRO created 45 jobs, Skydweller created 98 jobs and Costco created 1,044 jobs.

**Named one of two finalists for innovative, cutting-edge Tesla factory.** After a rigorous national vetting process, Tesla considered Tulsa and Austin, Texas, for its new site. Despite Tulsa not being selected for this opportunity, the State of Oklahoma, the City of Tulsa and the Tulsa Regional Chamber established strong relationships with Tesla CEO Elon Musk and other key leaders which proved Oklahoma is open for business and an ideal destination for the automotive industry. Oklahoma's Department of Commerce is working to actively recruit Tesla's supplier base to the state through the Oklahoma Automotive Accelerator Program, as well as many other companies whose eyes have been opened to what Oklahoma has to offer throughout this process

**Created the Science and Innovation Council under the leadership of Oklahoma Secretary of Science and Innovation Elizabeth Pollard.** The Science & Innovation Council is comprised of talented scientists, engineers and business leaders committed to creating a roadmap to catapult Oklahoma as a destination of choice for science and innovation. The Council plans to leverage on the research intellectual capital within the state's two largest public research universities to create innovation opportunities to commercialize research that will lead to new ideas, new companies and new high paying jobs in Oklahoma. The Council recognizes that a strategic plan is needed to plan thoughtfully and strategically for creating an environment and securing the necessary resources to foster innovation in Oklahoma. As a result, OU and OSU have put together each institution's respective research strategic plan which will serve as the foundation for the creation of a statewide Science & Innovation Strategic Plan for Oklahoma. The S&I Office expects to publish the statewide strategic plan in January 2021.

# CULTURE AND COMMUNITY

**Held the second Governor’s Relay Challenge in partnership with the Oklahoma City Memorial Marathon.** To encourage Oklahomans to address the state’s bottom of the list rankings in various areas related to health, Gov. Stitt participates in public sports activities. For the second year in a row, the governor challenged Oklahomans to beat his Memorial Marathon Relay team during the 2020 Virtual Oklahoma City Memorial Marathon. This year, the governor created a relay team of fellow Oklahomans that displayed the Oklahoma Standard throughout the COVID-19 crisis. Each relay team that beat Gov. Stitt received an “I Beat the Gov” t-shirt.

**Collaborated and remained intimately involved with state agencies and local municipalities’ response and recovery efforts to natural disasters.**

In addition to supporting Oklahoma communities through a global pandemic, Gov. Stitt worked alongside various cities and towns affected by natural disasters, including a spring tornado in Madill and a historic autumn ice storm that severely damaged trees and power lines and left more than 300,000 Oklahomans without power. The governor worked with Oklahoma Department of Emergency Management to ensure FEMA funding was granted to support recovery efforts.

**Engaged in intentional listening sessions and productive conversations around race.** In response to the unrest across the United States, resulting from George Floyd’s death in Minneapolis, Gov. Stitt brought leading voices in Oklahoma’s African American community to the forefront of conversations in two roundtable discussions on race, where panelists discussed personal experiences with racism in Oklahoma, law enforcement and community reaction to Floyd’s death and how Oklahomans can engage in being part of the solution. The important conversations were broadcast on TV stations in Oklahoma City and Tulsa as well as the governor’s social media platforms. Gov. Stitt also welcomed Vice President Mike Pence to Tulsa, where they joined together with community leaders

to continue to engage in important conversations around race and how Oklahomans can work together to see change that delivers a better future for all.

**Launched the Be A Neighbor program.** First announced at the Governor’s Prayer Breakfast in January 2020, the initiative, which aims to match up Oklahomans in need with Oklahoma faith-based groups, nonprofits and community organizations willing to help, was launched in February 2020. The program focuses on three main areas: aiding youth aging out of foster care, reducing high school drop-out rates and reducing recidivism. Be A Neighbor was envisioned by Gov. Stitt, who then tasked the Oklahoma Department of Human Services with making it a reality. Since its launch, over 575 nonprofits and churches have signed up to be a neighbor.

**Implemented Front Porch Initiative at four sites across Oklahoma.** Gov. Stitt launched the Front Porch Initiative, recognizing that many Oklahomans have needs served by multiple agencies and face significant barriers to receiving benefits. This initiative better integrates services provided by Oklahoma’s state health and human services agencies. The initiative is currently operating at the following sites:

- **Oklahoma City** – Diversion Hub.
  - » Launched June 8, 2020.
  - » Serving justice-involved adults.
- **Carter County** – Ardmore Health Department.
  - » Launched September 9, 2020.
  - » Serving the general public.
- **Woodward County** – High Plains Youth and Family Services and Woodward Health Department.
  - » Launched, Oct. 1, 2020.
  - » Serving sheltered youth and families.
  - » Serving the general public.
- **Tulsa** – Emergency Infant Services.
  - » Launched Oct. 26, 2020.
  - » Serving families with infants and children.

## GOVERNOR'S OFFICE

The governor's office saw a significant increase in requests for information from Oklahomans compared to 2019. With a strong team of talented individuals, the governor's office has been able to achieve the following outcomes in Gov. Stitt's second year in office:

**Fulfilled 106 of 124 open records requests received in 2020** thus far, totaling more than 72,500 pages released, compared to 7,245 pages in Gov. Stitt's first year in office. This is more than a 900% year-over-year increase.

**Responded to more than 79,380 emails and 52,150 calls from constituents contacting the governor's office about policy interests or government service needs and completed over 6,261 constituent cases.** The highest call volume in 2020 in one day was 2,057 incoming phone calls.

**Consistently communicated to Oklahomans with over 180 news releases, 45 press conferences and 1,500 combined Facebook and Twitter posts.**

**Granted 283 pardons, 59 paroles and 958 commutations (452 of which were granted under the HB 1269 docket) to Oklahomans.**

**Recruited and placed more than 370 Oklahomans in appointments across state government to deliver oversight and accountability for government operations.** Gov. Stitt appointed 12 judges and justices in 2020. Since taking office in 2019, the governor has made a total of 16 judicial appointments, including two state Supreme Court justices and three Court of Civil Appeals judges.

**Fulfilled over 168 proclamation requests and 696 commendations and citations, recognizing Oklahomans for the great things they are doing as citizens of the state.**

**Discovered an additional \$45,000 in savings,** totaling an estimated \$130,000 in recurring savings and efficiencies by digging into office expenses to find items that were on autopilot from previous operations or were redundant. The Office of the Governor will continue to find savings and efficiencies without compromising quality or professionalism.



## OTHER

**Created a commission to analyze the implications and impacts of the McGirt decision.** Gov. Stitt issued Executive Order 2020-24, creating the Oklahoma Commission on Cooperative Sovereignty to address concerns and make recommendations to the State and the U.S. Congress in light of the U.S. Supreme Court decisions in *McGirt v. Oklahoma* and *Sharp v. Murphy*, which ruled the Muscogee (Creek) reservation was never disestablished. As it stands, these decisions have the potential to alter the state’s legal jurisdiction and law enforcement capabilities in a significant portion of eastern Oklahoma. Gov. Stitt is committed to the principles of certainty, fairness and equality that will ensure security and economic prosperity for all Oklahomans, tribal members and non-tribal members alike.



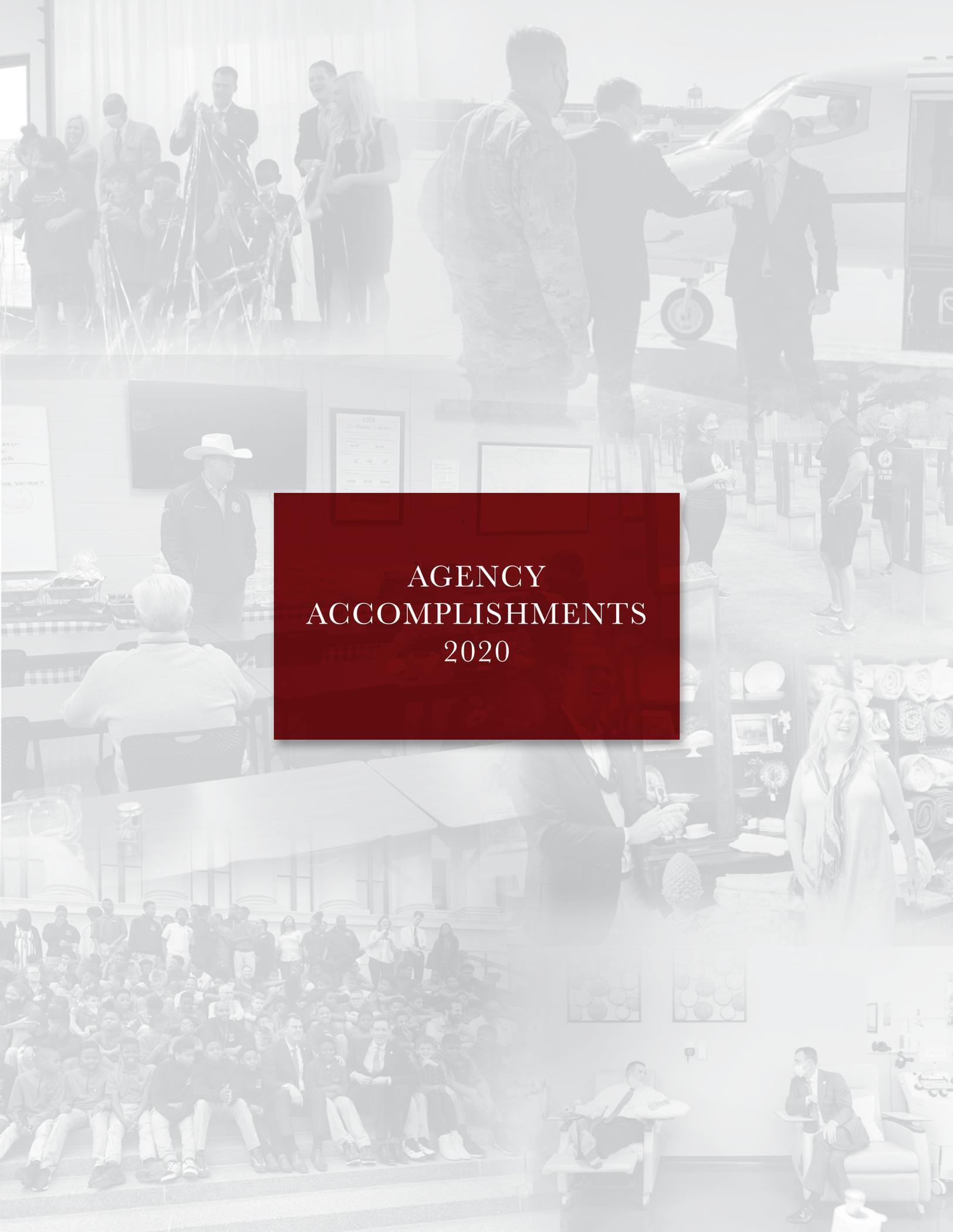
**Signed a total of three extensions for the state on various tribal compacts in 2020.** Gov. Stitt worked

with Oklahoma tribes to extend the following compacts:

- A one-year extension to the hunting and fishing compact with Choctaw Nation.
- A one-year extension to the hunting and fishing compact with Cherokee Nation.
- A one-year extension to the tobacco compact with Seminole Nation.

**Protected Oklahomans’ Second Amendment rights** by signing the “Anti-Red Flag Act” prohibiting any political subdivision of Oklahoma from implementing any form of gun flag law regarding firearms in the state of Oklahoma. (*SB 1081, Sen. Dahm & Rep. Steagall*)

**Issued an executive order banning state-funded travel to California.** In support of Oklahoma’s pro-life stance, Gov. Stitt issued EO 2020-02, which places a moratorium on nonessential travel to California for all employees and officers of agencies that is paid for, in whole or in part, by the State of Oklahoma. In recent years, California and its elected officials have banned travel to the state of Oklahoma in an effort to politically threaten and intimidate Oklahomans for their personal values. The latest government action from California came from the City of San Francisco in October 2019, which banned city-paid travel to the Sooner State, citing Oklahoma’s laws that protect and ensure the right of an unborn child’s life.



AGENCY  
ACCOMPLISHMENTS  
2020

# OKLAHOMA DEPARTMENT OF COMMERCE

Secretary of Commerce and Workforce Development: Sean Kouplen | Executive Director: Brent Kisling

## Administered relief aid to Oklahoma's small businesses and manufacturers

- The Oklahoma Business Relief Program provided over \$143 million in grants to Oklahoma's small businesses who suffered substantial revenue losses due to COVID-19. These grants were distributed to over 8,500 businesses spread over 344 communities in all 77 Oklahoma counties. Approximately 25% of these grants were given to minority-owned businesses.
- The Oklahoma Manufacturers Reboot Program was implemented to help Oklahoma manufacturers adjust their businesses to the new challenges caused by COVID-19. This program provided approximately \$3.75 million in funding to manufacturers while stabilizing 1,929 jobs, creating 138 new jobs and creating \$23 million in additional private investment into the state.

## Leveraged Oklahoma's business-friendly environment and strong workforce to recruit quality jobs to Oklahoma

- **PAS MRO** - In July, PAS MRO, a woman-owned, world-class independent Bearing Return to Service and Component Repair and Overhaul Company, announced plans to relocate its operations from Irvine, Calif., to Bristow, Okla. PAS MRO's relocation will create 37 new jobs and represents an investment of \$3.2 million to the local economy.
- **Skydweller Aero Inc.** - At the end of June, Governor Kevin Stitt joined executives from Skydweller Aero Inc., a U.S.-Spanish aerospace company developing renewably powered aircraft for defense and commercial industries, to announce the establishment of the company's headquarters and engineering operations in Oklahoma City and testing and integration in Ardmore. Skydweller plans to increase operations to 120 aerospace engineering and field technician jobs in Oklahoma by 2024.
- **Sofidel** - In October, tissue paper maker Sofidel announced the formal opening of its 1.8 million-square-foot facility in Inola. The \$360 million facility is the company's second greenfield investment in the United States and can turn out 120,000 tons of tissue per year. Spread over 240 acres within the Inola River Rail Industrial Park, the facility employs more than 300, a number that is expected to double with a second operational phase.
- **American Airlines** - American Airlines has recently announced it will make a substantial investment in its Base Maintenance facility in Tulsa (Tech Ops – Tulsa). The Tulsa facility is American's largest base maintenance facility and is an integral part of operating the carrier's fleet of nearly 1,000 mainline aircraft safely and reliably. This investment will ensure that the facility is a key component to American Airlines operations for years to come.

## Worked with community partners to obtain a complete census count

- In 2020, the U.S. was due for the decennial census, which determines the level of federal funding the state would receive for the 10 years beyond 2020. In 2010, Oklahoma had the second lowest response rate of all the states in the US.
- For the 2020 Census, Commerce worked alongside the Oklahoma Census 2020 Complete Count Committee and an impressive combination of government at all levels (local, regional, tribal, state and federal), nonprofit organizations and numerous other organizations and agencies to spread the word across the state – resulting in a complete count with 99.9% of state households reporting.

### **Implemented California business recruitment strategy**

- Commerce, alongside Governor Stitt, worked to develop a plan to promote Oklahoma and attract businesses to consider expansion or relocation to the state from specific target states, including California. Commerce worked with Oklahoma Business Roundtable to implement the marketing strategy in California, which included billboards in strategic locations and digital ads leading to landing page CAtoOK.com, as well as personalized letters from Governor Stitt and boots-on-the-ground business recruitment efforts for key targets.
- Ads included the message “Leave the coast to get the most - in Oklahoma,” pointing out the contrast between Oklahoma’s business-friendly policies, high quality of life, low cost of living and doing business and California’s crippling costs and impossible red-tape policies. Commerce gained 14 projects known to have originated from California since December 1, 2019 and 2 Wins: Bakery Bling and PAS MRO, Inc.

### **Certified workforce centers of excellence to match the skills of Oklahoma’s workforce with the needs of Oklahoma’s businesses**

- In November, Commerce, alongside the Governor’s Council for Workforce and Economic Development and industry leaders, announced the certification of nine Centers for Workforce Excellence (CWE) under the Oklahoma Works Together program. Throughout the year, an Oklahoma Workforce Committee comprised of stakeholders from across the state worked to identify existing state resources and developed a strategic framework that aligns workforce with the needs of business and industry.
- The committee identified and certified localized collaborations which meet and exceed superior workforce development standards as CWEs. Nine organizations completed the accreditation process based on the newly established standards and guidelines, including: Broken Arrow, led by the Broken Arrow Chamber and Economic Development Corporation; El Reno, led by the Canadian Valley Technology Center; Duncan, led by Duncan Area Economic Development; Pryor, led by MidAmerica Industrial Park; Muskogee, led by the Port of Muskogee; Ponca City, led by Pioneer Technology Center; Rogers County, led by Claremore Industrial and Economic Development Authority and Tulsa Ports; Tulsa, led by the Tulsa Regional Chamber; and a partnership between Tulsa and Oklahoma City led by Tulsa Community College and Rose State College.
- The Oklahoma Workforce Committee will begin a second round of Oklahoma Works Together accreditation for certification as a CWE in February 2021.

### **Collaborated with local officials throughout Oklahoma to promote vibrant Main Street communities**

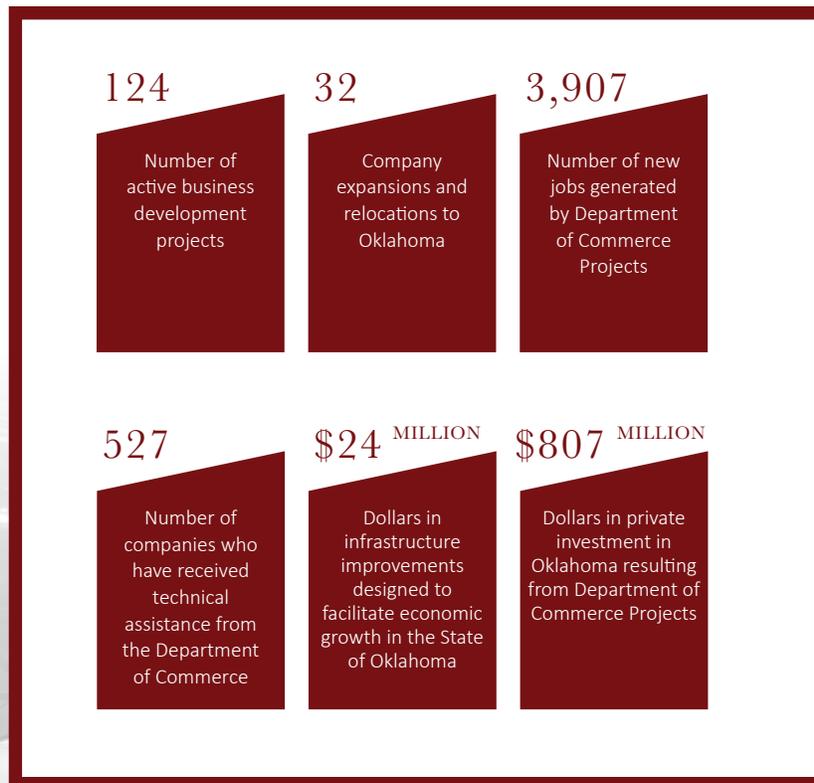
- During 2020, the Oklahoma Main Street Program announced the addition of two new programs – both in Tulsa, Okla. The Historic Greenwood District and East Tulsa now join with 30 other programs throughout the state, raising the total of urban programs to five, with three associate programs.
- Another Tulsa Main Street, Kendall Whittier, was named one of three winners of the 2020 Great American Main Street Award, which recognizes communities for their excellence in comprehensive preservation-based commercial district revitalization.
- With the input of Oklahoma’s Main Street communities, the Oklahoma Main Street Center created training opportunities and provided resources to help support these communities and businesses impacted by COVID-19.

## Revamped site certification program to help Oklahoma communities compete for projects

- In order to better help Oklahoma communities market themselves and their available sites to site selectors and prospective companies, Commerce revamped its site certification program. Norman was the first community to complete certification of a new property, the University North Park Advanced Manufacturing Centre, through the updated site certification program.
- Once a site receives site ready certification, the site receives special designation on LocateOK.com, the state's buildings and sites database. This website is a commonly used resource by site selectors and corporate real estate professionals and provides them with detailed, site-specific information on properties available for purchase or lease, including proximity to major transportation routes, area labor force statistics, utilities, cost of living details, and business incentives for site selectors' consideration.
- At the end of 2020, approximately 43 sites statewide were certified through the program.

## Helped place Oklahoma at the forefront of growing key industries

- During Summer 2020, Oklahoma was the talk of the automotive industry as Tesla considered the state for its next Cybertruck factory location. This process has put Oklahoma on the map for automotive manufacturers and suppliers considering expansion.
- In August, Commerce announced the launch of the Oklahoma Automotive Accelerator program to further diversify Oklahoma's economy and expand into one of the world's fastest growing industries.



# OKLAHOMA DEPARTMENT OF HUMAN SERVICES

Executive Director: Justin Brown | Secretary of Human Services and Early Childhood Development: Justin Brown

## Responded swiftly to a global pandemic and improved systems

- In the early days and weeks of the COVID-19 pandemic, OKDHS moved swiftly to protect the agency's staff, the people the agency serves and the public. In a matter of weeks, the agency moved the entire OKDHS workforce of more than 6,000 people to telework, all while improving employee satisfaction, productivity and reducing turnover.
  - » 86.7% of OKDHS employees indicated the same or improved productivity.
  - » 79.6% of OKDHS employees indicated the same or greater job satisfaction.
  - » Average employee turnover for the state's largest agency dropped from 1.3% monthly to 1.0% (a significant 23% reduction) in calendar year 2020.
- The pandemic almost immediately increased public need for OKDHS services at a volume never before seen. Despite the stress on the service delivery system, OKDHS staff rose to the occasion and deployed critical assistance to their fellow Oklahomans more efficiently than ever before.
  - » Prior to March 16, Adult and Family Services (AFS) averaged 508 applications per day for programs in services including SNAP assistance. Between mid-March and mid-April that daily average nearly tripled and on April 2, 2020, AFS staff processed a one-day peak of 2,588 applications. Staff also set new records for completing determinations by nearly doubling their productivity, including processing 12,127 applications during the week ending April 11, 2020.
  - » Child Welfare rapidly developed strategies and mobilized resources to keep its workforce safe while also providing practical supports to customers. The result has been a stable child welfare system that has continued to advance its core work – strengthening families so children can remain safely at home, and if they must enter foster care, ensuring that their needs are met. The efforts of Oklahoma Child Welfare during the COVID-19 pandemic were highlighted in a national webinar on Disaster Response and Child Welfare Systems hosted by the Capacity Building Center on States.
  - » Child Support Services implemented virtual administrative court hearings and instituted statewide drive-up genetic parentage testing to allow for continuity of services.
  - » To prevent food insecurity that might impact Oklahomans participating in the ADvantage waiver program, home delivered meals were increased to allow for the provision of two meals per day for any members.
  - » Developmental Disabilities Services introduced remote supports in homes and developed financial incentives to support vocational partners in developing more job opportunities for people with intellectual and developmental disabilities.
  - » The Commodities Distribution Unit (CDU) received approval for disaster feeding to provide food to people affected by the pandemic that do not necessarily have access to the TEFAP program. From April to June, 11,722 USDA disaster boxes were distributed through drive-thrus or drop-offs with over 169,322 meals served.
  - » The CDU unit was also able to modify orders to provide items that were conducive to summer feeding

programs and grab-and-go meal service. Available funds were also transferred to USDA DOD Fresh Fruit and Vegetable Program to allow more flexibility during altered feeding programs. The agency provided approximately \$24 million in food to public and private school districts.

- » Kith.care, an innovative mobile app, was developed and deployed to allow first responders and other essential workers to enlist family members to care for their children in their homes while they are on the front lines of fighting the pandemic.

### **Rolled out a Service First model to prioritize the agency's customers and workforce over physical structures**

- Facing a budget shortfall coupled with a desire to transform the delivery of human services, the agency deployed the Service First strategy in May. The strategy aimed to reduce the agency's physical footprint, instead embedding the workforce in community partner spaces in order to meet customers where they are.
- While OKDHS will close a few dozen offices and facilities, OKDHS staff will work in more than 100 community partner spaces in those same communities, serving alongside those organizations, including at approximately 70 locations to date.

### **Launched new initiatives around the agency's True North goals**

- OKDHS's service-specific and eight executive leadership True North goals set the course for success and keep the agency focused on its mission. In FY 20, several new programs and initiatives were launched around this set of goals, including:
  - » Became the largest ever Hope Centered Organization, developing a curriculum of hope and training OKDHS staff to become Hope Navigators.
  - » Finalized the agency's Innovation Platform, including the deployment of an Innovation Roundtable framework to foster collaboration among many agencies and organizations.
  - » Laid the groundwork to build a culture of Equity, Diversity and Inclusion.
- Launched the OKDHS 'Council of Voices' providing a framework for under-represented communities to speak into programs.
- Elevated the director of the Office of Civil Rights to be a direct report to the agency director.
  - » Furthered the work around strategic engagement by hiring a full-time director of Community Partnerships, as well as launching Human Services Cabinet Working Groups on communications, legislative affairs, legal, technology, finance and human resources.
  - » Launched a multi-layered embedded worker program in order to meet our customers where they to provide needed resources in a more effective manner. Today, OKDHS social services staff are embedded and co-located in programs across the state, including in many nonprofits, sister agencies, schools, and through a new partnership with the Oklahoma City Police Department.

### **Created new job opportunities**

- Adult and Family Services expanded the OK SNAP Works partnership by nearly 40% to aid SNAP customers with job search and training strategies, basic education, high school equivalency, vocational education, work experience and job retention skills.

### **Updated technology to improve service delivery and improve partnerships**

- Adult Protective Services deployed a new case management system, AVA. AVA modernized the

program's technology infrastructure, providing new capabilities such as a mobile application for workers in the field, real-time reporting, dashboards and data visualization, and a user-friendly web portal for the public to submit reports of abuse, neglect and exploitation.

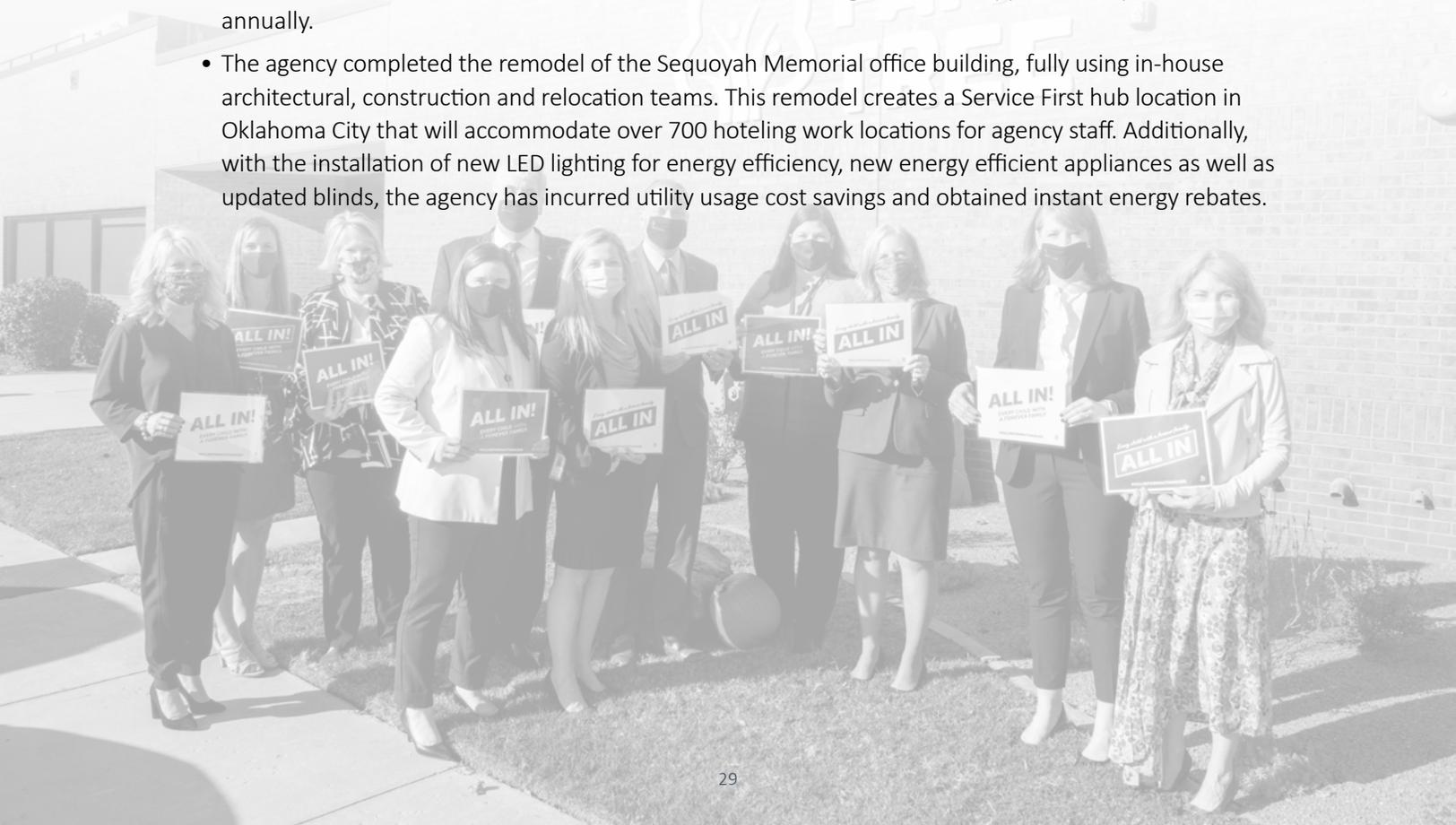
- In early 2020, the decision was made to move from annual public meetings around the ADvantage program to quarterly meetings to support provider growth and increased provider choice for waiver members. In addition, an online application process was implemented. Since implementation of these tools, the ADvantage program has added more providers than in previous years.
- Child Support Services developed a real time productivity tracking dashboard to allow monitoring of progress on performance measures both statewide and at the office level. Previously, this information was only available at a considerable lag that did not allow for timely attention to performance issues.

### **Continued to build a world-class child welfare system**

- Child Welfare improved outcomes for foster youth by reducing the number of youth aging out of foster care by more than 50% over the past few years through work to help older teens move into permanent families through adoption or guardianship. This resulted in a national Adoption Excellence award given by the Children's Bureau in 2020. In addition, Child Welfare has taken strong steps to intentionally elevate the voice of youth through ensuring that former foster youth are an integral part of strategy and program development groups, and through participation by Child Welfare leadership in both local and national youth summits.
- Achieved Good Faith Efforts on measures around therapeutic foster care, an achievement that had not yet occurred since the beginning of the Pinnacle Plan.

### **Created efficiencies to save taxpayer money**

- OKDHS converted to biweekly payroll, while decommissioning the legacy timekeeping system and moving onto the state's PeopleSoft solution and restructured the Payroll Department to be more efficient and increase customer service abilities. These changes will save approximately \$1.2 million annually.
- The agency completed the remodel of the Sequoyah Memorial office building, fully using in-house architectural, construction and relocation teams. This remodel creates a Service First hub location in Oklahoma City that will accommodate over 700 hoteling work locations for agency staff. Additionally, with the installation of new LED lighting for energy efficiency, new energy efficient appliances as well as updated blinds, the agency has incurred utility usage cost savings and obtained instant energy rebates.



# OKLAHOMA ENERGY AND ENVIRONMENT

Secretary of Energy and Environment: Kenneth Wagner

## **Partnered with agencies to maximize resources**

- This fall, the Oklahoma Department of Wildlife Conservation (ODWC) launched a unique partnership between ODWC, the Department of Human Services and the Oklahoma Wildlife Conservation Foundation to give Oklahoma children in foster care and their host families the chance to enjoy the outdoors and learn about fishing.
- A collaborative initiative between Oklahoma's Tourism and Recreation Department and the ODWC, the Oklahoma Fishing Trail has seen outstanding success in its second year. The goal is two-fold: make Oklahoma a Top Ten state for tourism and the number one state for fishing in the nation. In the first six months after the trail's launch, there was a 23% increase in nonresident annual fishing licenses over the same time period the previous year. There has also been an outstanding 46% increase in Oklahoma resident annual fishing license sales year-to-date in Oklahoma resident annual fishing license sales.
- The Oklahoma Department of Environmental Quality (DEQ), Oklahoma Water Resources Board (OWRB), and Oklahoma Rural Water Association are working collaboratively to help water systems across the state. A part of this effort has been creating a new Strategic Alliance webpage where users can learn more about the alliance and understand the impact the alliance's efforts have had on Oklahoma communities. The involved agencies can provide input and updates.
- OWRB completed a multi-year collaboration with Arkansas DEQ, Oklahoma DEQ and the Office of the Secretary of Energy and Environment to draft rules to determine phosphorus limit compliance and protect water quality in the Illinois River.
- Oklahoma Corporation Commission (OCC) successfully completed and executed an interagency agreement between the OCC, the Oklahoma Department of Public Safety and the Oklahoma Department of Transportation for the efficient operation of Oklahoma's ports of entry and weigh stations.

## **Formed partnerships to assist with new projects**

- The Grand River Dam Authority is proud to join the Walton Family Foundation and the City of Siloam Springs, Arkansas to build a national-caliber tourism destination along the Upper Illinois River in Eastern Oklahoma. WOKA Whitewater Park will become yet another great tourism asset for Oklahoma and is expected to attract 85,000 visitors annually and bring more than \$900,000 in economic activity to the region each year.
- The Oklahoma Geological Survey (OGS) received several federal awards in partnership with OSU and OU from the National Science Foundation Established Program to Stimulate Competitive Research and the U.S Department of Interior, U.S. Geological Survey during 2020.

## **Increased digital modernization to improve customer satisfaction**

- LP Gas has increased efficiency in their office administration due to the implementation of a digital online permit renewal system put in place in July 2020.
- DEQ deployed the United States Environmental Protection Agency's Lean Management System,

virtually, to continue with the momentum gained by the agency prior to the pandemic. As visual management is a foundation of Lean, staff have utilized online platforms, including Microsoft Planner and Excel, to continue moving forward with the agency's efforts toward Lean management, with the overall goal of reducing permitting timelines.

#### **Ensured safe drinking water in schools**

- DEQ completed the first round of lead testing in schools and has been working to secure funding for plumbing replacement if or when needed. This is crucial to ensuring a safe drinking water supply for Oklahoma's schoolchildren.

#### **Improved outreach to schools**

- Oklahoma Energy Resources Board (OERB) provided training, equipment, materials and educational resources to 740 Oklahoma teachers.
- OERB reached approximately 150,000 students with energy education resources.
- DEQ's School Chemical Program continues to prove successful, helping 20 districts so far in 2020. The program provides a free, one-time disposal of unwanted, outdated and dangerous laboratory chemicals for schools across Oklahoma. Safe chemical disposal provides a safer laboratory environment for the state's students, teachers and staff.
- OGS continues to provide continued education, outreach and data access to the public including via earth science education materials to teachers across the state, and the on-site samples and data preserved in the Oklahoma Petroleum Information Center.

#### **Delivered financial efficiencies**

- OWRB surpassed \$1.5 billion in water infrastructure financing while maintaining AAA bond ratings. Approved 60 loans and grants for \$416 million with estimated savings of \$128 million to communities and rural water districts across the state.
- Oklahoma Municipal Power Authority (OMPA) has improved the debt service coverage ratio from 1.1 to 1.15. OMPA has also generated working capital to forego any future bonding requirements. Made contributions to the Decommissioning Fund to address the cost of coal plant retirements.
- OMPA rates and charges approved for 2021 to member cities reflect a cost reduction in excess of \$4 million, or 2.7%.

#### **Delivered energy efficiencies**

- OMPA's board has authorized OMPA staff to move forward with the negotiation of a contract for the authority's first utility scale solar project to be located in Southwest Oklahoma.
- For the second time in three years, GRDA received national recognition for achieving exceptional electric reliability from the American Public Power Association, a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities.
- OERB cleaned up 736 orphaned and abandoned well sites, bringing the total restorations through the end of FY 2020 to just over 17,600.
- In the past quarter, approximately \$3.5 million has been made available through the Volkswagen Settlement Trust Fund as part of DEQ's On-Road Program. This money will reimburse eligible applicants to replace or repower on-road, medium and heavy-duty trucks and busses.
- Additionally, in the past quarter, through the Volkswagen Trust, DEQ offered \$1.1 million in grant

funding for light-duty, electric vehicle charging stations at 15 locations across Oklahoma. This will further expand the electric vehicle-charging network across Oklahoma, which will help reduce air emissions.

### **Improved agency processes, policies and procedures**

- OMPA completed a third-party cybersecurity and physical security assessment. The assessment recommended improvements, but overall found OMPA's cybersecurity measures in good shape. Physical security recommendations are being implemented.
- Also, for the second time in three years, GRDA was recognized for its support of workforce development by the MidAmerica Industrial Park.
- During 2020, the Department of Mines met inspection frequency requirements and targets. This includes inspections for land reclamation, as well as health and safety compliance.
- The Department of Mines continues to issue permits within targeted timeframes.

### **Implemented online training and resource opportunities**

- OCC converted all forms to fillable, so such forms will be ready for online submittals when the commission's Information Management System Phase 3 deploys.
- OCC successfully conducted hundreds of virtual court hearings using the videoconferencing software and equipment.

### **Improved reduction of seismicity**

- OGS continued to outperform in the area of earthquake detection and assist the secretary of Energy and Environment's Coordinating Council on Seismicity in reducing the number of induced earthquakes.

### **Established new metrics to drive mission of agencies**

- OCC reconfigured their abandoned well plugging process to enable a statewide contract model which will assure plugging operators fair compensation, thus stimulating more wells to be plugged.
- Requested and assisted with passage of Senate Bill 1269 through the 2020 Legislature to develop and implement the first ever Statewide Flood Resiliency Plan to mitigate future impacts of flooding and prevent loss of life.

### **Implemented broadband expansion initiative, connecting Oklahoma**

- OCC's Oklahoma Universal Service Fund (OUSF) has been successful in continuing to expand broadband access to school districts, medical facilities and libraries, and in supporting broadband-capable fiber distribution to more areas of rural Oklahoma.
- Forty-six percent of homes in OUSF support areas had broadband in 2016. Sixty-six percent of homes currently have it and the projection is 82% of homes will have it within the next two years.

# OKLAHOMA DEPARTMENT OF AGRICULTURE, FOOD AND FORESTRY

Commissioner of Agriculture: Blayne Arthur | Secretary of Agriculture: Blayne Arthur

## **Consolidated efforts to improve outcomes**

- Restructured the Agriculture Environmental Management Services division to ensure a broader and more efficient inspection process and better our response system to complaints submitted by the public.

## **Established a new state record for feral hog removal**

- Removed 18,800 feral hogs over the year with the implementation of a new pilot program.

## **Made progress with the state hemp program**

- Received approval from the USDA for the Oklahoma Hemp Plan. The key mission of the program is to support farmers that are producing hemp in Oklahoma.

## **Increased public outreach and improved customer service**

- Through virtual townhall meetings and scheduled updates, ODAFF increased its outreach to industry stakeholders and all Oklahomans to share information about the services offered by the agency and importance of Oklahoma agriculture.
- Implemented a complete redesign and modernization of the ODAFF website, which will be complete at the beginning of 2021.
- Created the #AgDoesntStop campaign where the agency reached over 650,000 people through social media outlets.

## **Prepared for foreign animal disease outbreaks and potential shutdowns**

- Addressed the issue of potential shutdowns in production and processing due to animal disease outbreaks.
- Prepared to respond and mitigate the impacts to producers and Oklahoma's economy in the event of an animal disease outbreak in the future.

## **Responded and supported ag industry during COVID-19 pandemic**

- Developed resources for ag businesses and employers, including English and Spanish versions of COVID-19 protocols – specific to the agriculture industry.
- Recognized and established a multitude of agriculture businesses as essential during the COVID-19 shutdown.
- Launched Loklahoma when grocery store items were not readily available– a program that connects consumers directly with products from Oklahoma producers.
- Configured Incident Management Team to respond to potential mass depopulation due to processing backlog and potential shutdown in pork industry.
- Worked collaboratively across state agencies to prevent large agriculture processing facilities from plant closures during outbreaks.

- Forestry Services and Animal Industry staff assisted Oklahoma Emergency Management with over 2,000 PPE and medical supply deliveries to testing centers and hospitals.

#### **Addressed meat processing challenges**

- Created a partnership with CareerTech to offer Meat Processing Curriculum to address the industry's skilled labor shortage. The first phase of the curriculum will include 1,000 students across Oklahoma and is expected to grow to include additional students following the initial kick-off.
- Administered \$10 million in CARES Act meat processing grants to 40 meat processing businesses to stabilize the industry during COVID-19.

#### **Developed e-commerce platform**

- Assembled an e-commerce website to market Made in Oklahoma products.

#### **Established FTE viticulturist for Oklahoma**

- Created a full-time position for support and knowledge to be shared from the grape industry to agritourism venues and Oklahoma State University.

#### **Increased conservation management**

- Sold over 3.2 million tree seedlings through the OK Forestry Services to increase active conservation management in Oklahoma.
- Increased agriculture acres under active conservation management from 22.66% in 2019 to 29.14% in 2020.

#### **Shared services**

- In addition to their Oklahoma wildfire protection responsibilities, Forestry Services wildland firefighters fought wildfires in 10 other states during 2020.
- Created a partnership with Langston University and Department of Corrections to cultivate a garden in front of ODAFF and shared over 200 lbs of produce with DOC for inmates to consume.
- Hosted the first ever Governor's Wheat Challenge with the Oklahoma Wheat Commission – two different Oklahoma wheat varieties were grown in the ODAFF garden to determine a winner.



# OKLAHOMA HEALTH CARE AUTHORITY

Secretary of Health and Mental Health: Kevin Corbett | Executive Director: Kevin Corbett

## **Prioritized employee engagement and organizational culture**

- Named by The Oklahoman as a 2020 Top Place to Work, ranked ninth in the state in the large employer category.
- Announced the development of the agency's first Diversity and Inclusion Council with the goal to create a fear-free culture within the agency. The council has four focus areas, which include messaging and metrics, attraction and recruitment, inclusion and retention, and community and partnerships. Council sub-committees will play a pivotal role in tackling the goals of the council, evaluating its progress and contributing ideas on how to enhance its efforts.

## **Delivered financial and operational efficiencies**

- By prioritizing fiscal responsibility without compromising member services, OHCA reduced its anticipated administrative expenditure by approximately \$5.6 million.
- The OHCA pharmacy department recovered more than \$387 million in FY 2020 by maximizing drug rebates, discounts and value-based contracts.
- Reduced third-party spend by renegotiating contract expenditures, resulting in a savings of \$442,904 state dollars.
- Saved and/or recouped \$7.2 million through negotiating audit findings with CMS, IRS and evaluating other enhanced revenue opportunities.
- Like many agencies, as a result of the pandemic, OHCA pivoted to providing services virtually rather than in person, including on-site provider audits, technical assistance and training. These changes were identified as being a sustainable process moving forward that provides stakeholders with the same level of customer services. As a result, the agency reduced its need for fleet vehicles resulting in a savings of approximately \$50,000.
- Achieved savings of approximately \$100,000 in mailing costs related to fulfilling the agency's obligation to provide members with their annual 1095b document. The agency worked jointly with the IRS to post the information to the members' web portals at mySoonerCare.org and provided instructions as to how a member could locate their information at an in-person partner location.
- OHCA consolidated a process to digitize physical files at the agency and received approval to migrate from paper to electronic records. The efforts of this team resulted in a net savings of approximately \$50,000 in reduced equipment costs and a reduction in paper files by 90%.
- Processed approximately 360,000 prior authorizations for medical, behavioral health, dental and durable medical equipment, with the majority approved within seven days of the request.
- Answered 823,026 member calls – a 2.3% increase since FY 19 – while decreasing member wait time by 44.9% (4.9 seconds in FY 19 to 2.7 second in FY 20).

## **Achieved member outcome goals through SoonerCare program operations**

- Increased provider network from 64,200 to 68,714 contracted providers, improving opportunities for members to access timely, quality care.

- A value-based purchasing component was added to the Health Management Program (HMP) contract in FY 20. Each month there is a 5% withhold that can be earned back each year by meeting one or more of the performance targets. Measures include two diabetes HEDIS measures, emergency department visit rates and the number of inpatient days. Health coaches educate members about adherence to clinical guidelines for preventive care and for treatment of chronic conditions. Results indicate that health coaching participant compliance rate exceeded that of the comparison group. The SoonerCare HMP, through the six-year life of the contract, has yielded approximately \$2.90 in net medical savings for every dollar in administrative expenditures for an estimated return on investment of \$182,494,108, state and federal dollars.
- Chronic Care Unit (CCU) care managers educate members on adherence to clinical guidelines for preventive care and for treatment of chronic conditions. SFY 2019 CCU participant compliance rate exceeded the comparison group rate on 12 of 17 measures for which there was a comparison group, suggesting that the program is having a positive effect on quality of care. The most impressive results were observed for participants with diabetes and access to preventive care. Since its implementation in SFY 2014, the SoonerCare CCU achieved cumulative net savings of approximately \$17.1 million and has generated nearly \$5.00 in net medical savings for every dollar in administrative expenditures.
- SoonerQuit was developed through a grant with the Oklahoma Tobacco Settlement Endowment Trust and focuses on promoting and increasing access to tobacco cessation benefits and the Oklahoma Tobacco Helpline (1-800-QUIT-NOW). In FY 20, there were 24,432 tobacco cessation counseling claims and 10,299 pharmacy claims for nicotine replacement therapy products. These efforts have resulted in a reduction in the SoonerCare adult smoking rate (25.8%) and any tobacco use rate (29.2%) measured through the SoonerQuit Member Survey, the lowest since FY 17.

The screenshot shows the top portion of the Oklahoma Health Care Authority website. At the top right, there are links for "1-800-QUIT-NOW" and "OHCA Agencies". The main header features the Oklahoma Health Care Authority logo on the left and a search bar on the right. Below the header is a navigation menu with links for "About", "Individuals", "Providers", "Research", "Policy", "Member Login", "Apply", and "Contact". The hero section has a large background image of a building and the title "Oklahoma's Medicaid Agency". A white box on the hero section contains the text "+ View proper procedures when visiting the OHCA".

The screenshot shows a navigation menu for "Oklahoma's Medicaid Agency" with three main categories: "INDIVIDUALS", "PROVIDERS", and "LATEST UPDATES". Each category is preceded by a right-pointing chevron icon.

- INDIVIDUALS**
  - [How to Apply](#)
  - [Apply for SoonerCare](#)
  - [MySoonerCare Portal](#)
  - [Programs](#)
  - [Benefits](#)
  - [Find A Provider](#)
  - [After Hours Provider Locator](#)
- PROVIDERS**
  - [Provider Portal](#)
  - [Training](#)
  - [Claim Tools](#)
  - [Types](#)
  - [Enrollment](#)
  - [EHR Incentive](#)
  - [Updates](#)
  - [MAU](#)
- LATEST UPDATES**
  - [Covid-19 Information](#)
  - [About Medicaid Expansion](#)
  - [SoonerSelect](#)
  - [How to Change Your SoonerCare Mailing Address](#)
  - [New Out-of-State Provider Rules for Members](#)
  - [NEW: ABA Information](#)

# OKLAHOMA DEPARTMENT OF TRANSPORTATION

Secretary of Transportation: Tim Gatz | Executive Director of ODOT: Tim Gatz

## **Achieved Top Ten State ranking by reducing structurally deficient bridges**

- Oklahoma has achieved a Top Ten national ranking in highway system bridges by reducing structurally deficient bridges to 86, representing 1.27% of the highway system bridges. Oklahoma moved from 49th in the nation in 2004 to ninth in 2020.

## **Launched Transportation Modernization Initiative**

- Transportation cabinet launched the Oklahoma Transportation Modernization Initiative which is intended to foster integration and coordination of activities, expertise and resources across the transportation cabinet agencies so projects and key functions can be more cost effectively and organizationally aligned to improve transportation services for Oklahoma. This initiative incorporates the goals of collaboration, innovation, greater communication exceptional customer service, increased efficiency and rapid adaptability.

## **Updated speed limits on rural interstates and turnpikes**

- In compliance with HB 1071, segments of rural interstates and turnpikes in Oklahoma received new maximum speed limits in the summer following completion of detailed speed studies by the Oklahoma Department of Transportation and Oklahoma Turnpike Authority and action by the Transportation Commission and the OTA board. Nearly 400 miles of I-35 and I-40 outside of metro areas saw maximum speed limits increased from 70 mph to 75 mph and speed limits on rural segments of six turnpikes, totaling 104 miles, were increased from 75 mph to 80 mph. Criteria for the changes was safety-driven and included factors like roadway geometry, sight distance, collision history, traffic flows and existing speed patterns to determine eligible locations.

## **Ranked No. 1 state for non-interstate NHS travel time reliability**

- Oklahoma received the No. 1 non-interstate National Highway System travel time reliability ranking. The national ranking data is provided by the Federal Highway Administration.

## **Completed a total of 215 ODOT projects**

- ODOT has completed several notable projects throughout 2020, including:
  - » Interstate 40 capacity improvements at Choctaw Road and the Kickapoo Turnpike interchange in eastern Oklahoma County.
  - » First in Oklahoma I-40 Diverging Diamond Interchange at SH-6 in Elk City.
  - » Safety improvements, including turn lanes, at selected intersections on US-259 in Hochatown.
  - » Major capacity and operational improvements on Interstate 44 between Tulsa and Catoosa.
  - » Pavement and operational improvements on US-287 including the town square in Boise City.
  - » Installation of Oklahoma state brand logo welcome signs on interstates and highways at state line crossings.
  - » Installation of updated increased speed limit signs, in compliance with HB 1071, on rural interstate locations.

### **Moved the needle in multimodal transportation and planning**

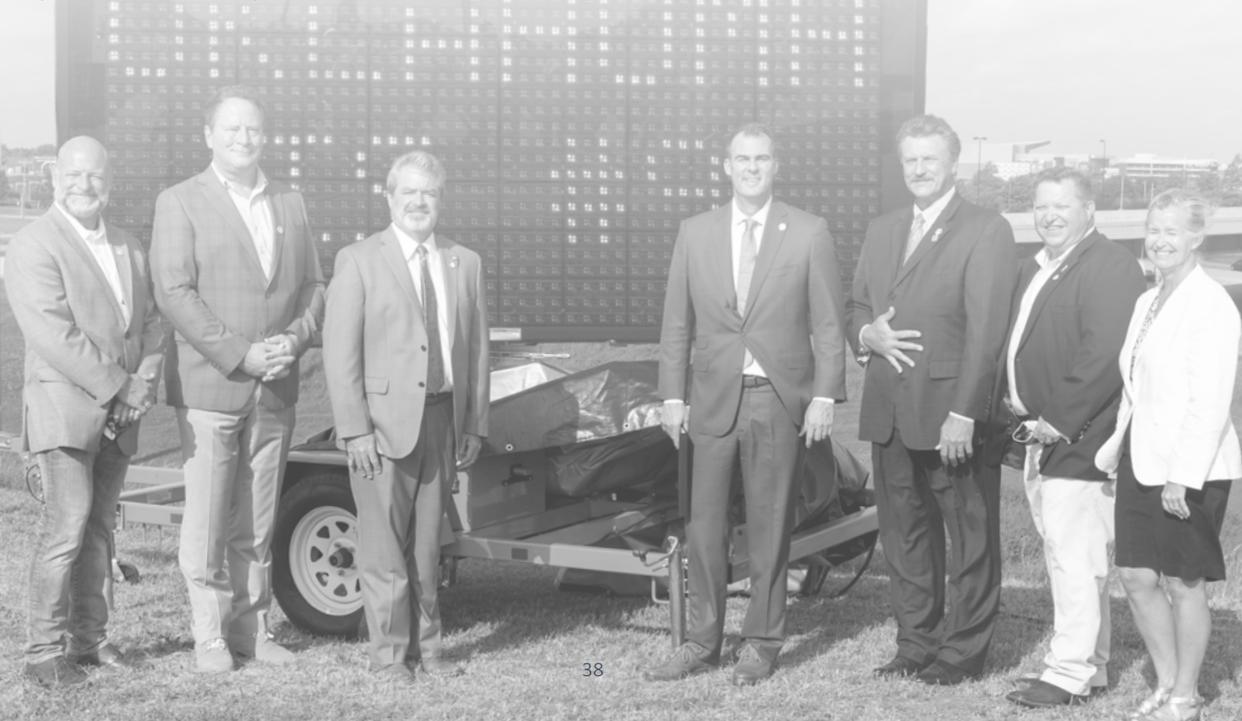
- ODOT, in collaboration with the Oklahoma Transit Association (OTA), and along with the help of many stakeholders, has completed the 2020-2040 Oklahoma Public Transit Policy Plan. Directed by the passage of House Bill 1365, the plan is a policy document that guides ODOT and OTA in the development, management and operation of the state's public transit system over the next 20 years. The plan focuses on overall mobility strategies and priorities for improving transit service and connectivity.
- Completed once every five years, ODOT in collaboration with statewide modal stakeholders, has completed and adopted the 2020-2045 Long Range Transportation Plan. The federally required plan establishes transportation policies and priorities for the next 25 years for various modes of travel and commercial freight movement in the state including highway, passenger and freight rail, public transit, active transportation, ports and waterways, and airport access. The plan guides the department in the development, management and operation of a safe and efficient transportation system for the next 25 years.

### **Delivered financial and operational efficiencies**

- ODOT has increased efficiencies through implementing tailored technology solutions with data analytics, enabling new work paradigms, like telework, reducing agency footprint; and dashboards, facilitating communication with the public and elected officials.
- Further developing and enhancing digital e-construction systems in combination with paperless processes and management practices have also increased efficiencies throughout the department.

### **Received federal grants and awards for transportation projects**

- ODOT has received a federal BUILD grant from the U.S. Department of Transportation for upgrades to the US-281/Route 66 Bridgeport Bridge in the amount of \$22 million.
- Kiamichi Railroad received a federal CRISI grant from U.S. DOT with assistance from ODOT and the Choctaw Nation in the amount of \$10 million. Most of the project work will be in Oklahoma in Tribal Lands of the Choctaw Nation. The project replaces approximately 23 miles of rail and 15 turnouts, reinforces 31 bridges, resurfaces 17 curves, restores 13 miles of track, and upgrades nearly three dozen road crossings across four subdivisions. The project is part of a multiyear effort to increase speeds to 25 miles per hour and allow 286,000-pound rail carloads across the network.



# OKLAHOMA TURNPIKE AUTHORITY

Secretary of Transportation: Tim Gatz | Executive Director of OTA: Tim Gatz

## Completed a total of 19 OTA projects

- The OTA has completed the Southwest John Kilpatrick Extension, which is one of six construction projects within the Driving Forward program. The additional miles between I-40 and State Highway 152/Airport Road connects Southwest Oklahoma City and the metro area at-large with the urban core. It also improves access and offers another route to the Will Rogers World Airport.
- The opening of the Chandler Service Plaza has provided eastbound customers access to food, restrooms and other services on the Turner Turnpike. The facility greatly enhances safety and provides greater services to patrons including expanded commercial freight parking.
- The opening of the Kickapoo Turnpike, one of six individual projects within the Driving Forward program, will help eliminate a portion of Oklahoma City's traffic congestion. The 21-mile connection between I-40 and I-44/Turner Turnpike will also improve travel from Oklahoma City and Tulsa, allowing Oklahomans to arrive safely to their destinations.

## Implemented significant improvements to the OTA system

- In order to restrict crossover accidents, the OTA continued its systematic installation of modern cable barrier on the Oklahoma Turnpike System with 22 additional miles of cable barrier being added to the system in 2020.
- Routine maintenance projects continue across the Turnpike System with resurfacing the asphalt and concrete sections of the roadways that carry a significant amount of truck traffic. For 2020, the authority achieved 19 miles of asphalt preservation and 24 miles of concrete preservation across the turnpike system.
- The OTA completed implementation of more than 100 miles of new fiber on the turnpike system, eliminating the need for phone circuits and ultimately reducing operating costs. This additional fiber also creates higher speed for receipt of data in the toll lanes, adding efficiency in electronic toll collection.

## Formed strong transportation partnerships

- In May 2020, the OTA closed on a \$120 million TIFIA loan with the U.S. DOT. This low-cost financing will provide the final piece of the \$365 million Gilcrease funding and gives the OTA flexibility that is not provided by the traditional public offering. The closing conditions were ideal, and the OTA was able to lock in an interest rate of 1.35% for a 34-year term. This project is a vital part of West Tulsa and is being brought forward through a partnership between OTA, ODOT, City of Tulsa, Indian Nations Council of Governments, Federal Highway Administration and Tulsa County. Construction on the Gilcrease Expressway West Project has been in full swing since January 2020 and is likely to be completed ahead of its scheduled substantial completion date in June 2022.

# COMMISSIONERS OF THE LAND OFFICE

Acting Commissioner: Elliot Chambers | Secretary of Energy and Environment: Ken Wagner

## **Distributed resources to beneficiaries**

- Distributed roughly \$127 million to beneficiaries; \$96.3 million to K-12 beneficiaries and \$30.6 million to higher education beneficiaries.

## **Continued to invest in improvements to benefit Oklahoma's education system**

- In the last days of 2019, the CLO completed its largest single real estate investment transaction purchasing a newly constructed industrial facility in Northeast Oklahoma City, generating approximately \$150,000 per month in distribution to public education.
- Based on its history of success and ability to increase distributions to public education through investment real estate, the CLO received bi-partisan support to increase its investment cap from 3% to 5% of the total portfolio value.
- The CLO, along with three other state agencies, closed on the purchase of the former Sandridge headquarters campus; this creates significant investment returns for public education, and also helps those agencies save significant taxpayer dollars.
- The CLO executed a long-term commercial lease with EDF Renewables for land in Comanche County for a solar energy project, which could potentially power 100,000 homes while also potentially providing \$1 million per year in funding to public education.
- Real Estate Management Division completed \$245,039 worth of conservation projects across trusts that reduce wind and water erosion and enhance the productivity and income potential of leases.

## **Implemented digital modernization of services**

- Recipient of ESRI Special Award in GIS (SAG), a special recognition of the IT Division and agency's achievements for the implementation and usage of a Geospatial application. The agency was selected among 180,000 institutions/companies worldwide that competed for 2020 SAG distinguished award.
- Continued the mission to scan and archive vital CLO records across all divisions into the agency's new document management system that electronically stores current and historical documents, such as mineral and real estate contracts. With more employees working remotely, CLO is dedicated to making records more accessible to field staff and in-office employees who are working from home.
- Completed the implementation and migration of a Cloud Disaster Recovery service affecting critical applications. This maximized the ability to switch to the cloud site in the event of an emergency.
- Completed the implementation of Surface Online Auction for future surface sales the agency would like to advertise through online bidding process. The customized web application expands the competitiveness of surface leases and attracts new customers for the benefit of agency beneficiaries.
- During the stay-at-home order, IT Division deployed remote communications to all CLO employees quickly with minimum additional investment. Due to the foresight of IT, collaboration tools and electronic communications were already available for employees to use.
- Real Estate Management Division distributed online Land Lease Auction brochures and announcements to over 15,000 unique email recipients across the state using GovDelivery for increased speed and enhanced user accessibility.

- Continued to improve Financial Services Division's electronic accounting and payment processes in FY 2020. Accounts Payable, Purchasing and Deposit transactions are now being processed electronically.
- Mineral Management Division applied online technology resources to track field inspection issues and to augment lease sales.

### **Delivered financial efficiencies**

- Awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association for the agency's Comprehensive Annual Financial Report.
- Successfully recovered \$1,900,259 in unpaid rents and interest on agricultural leases.
- Settled four oil and gas claims and three bankruptcy claims to recover \$3,637,708 in unpaid royalties and interest.
- Established a new internal review process to evaluate non-productive or non-paying wells and determine appropriate remedies.
- Collected over \$1 million from the resolution of two large bankruptcy reviews, as well as \$450K in late payment interest.
- Due to the continued efforts of the division to inform royalty remitters to pay timely, there was a 57% reduction in the number of companies with late payments.
- CLO Royalty Compliance team launched a new process that encourages companies reporting under Section 570.12, Information Included with Payment to Interest Owner. Under the new process, more than 70% of relevant companies corrected their records.

### **Developed new procedures and systems**

- The CLO Investment Plan was reformatted and rewritten utilizing modern and consistent language throughout the document. A table of contents and commercial real estate investments were introduced into the document.
- Established a working relationship with OCC on abandoned wells.
- The CLO's Records Management Division collaborated with the Real Estate Management Division to further develop the solar lease project in Comanche County and to identify and address problems with wells.
- Continued to develop and implement a system for detection and management of marginal wells through field inspections and monitoring production.



# OKLAHOMA STATE DEPARTMENT OF HEALTH

Commissioner of Health: Lance Frye | Secretary of Health and Mental Health: Kevin Corbett

## **Provided lead response to global COVID-19 pandemic**

The Oklahoma State Department of Health (OSDH) has dedicated the majority of 2020 to leading the COVID-19 global pandemic response and mitigation efforts for Oklahoma. OSDH has prioritized resource deployment and new technology development to accommodate the state's testing needs, surge planning and guidance. OSDH has served alongside state leadership and local health care providers with one common goal: the health and safety of all Oklahomans.

### **• Pandemic Response Governance**

- » Worked with the Governor's cabinet to develop, communicate and implement the state's surge plan, testing plan, long term care plan, EMS plan and mortuary affairs plan.
- » Stood up a multi-agency command center.
- » Assisted partners including, but not limited to, long-term care facilities, correctional facilities, employers, schools and tribes, with guidance and testing.
- » Assisted acute care partners (such as hospitals, home health and hospices) with removal of barriers to surge planning and education on regulatory updates.

### **• Testing and contact tracing**

- » Increased the total number of staff hired and trained to respond to the COVID-19 pandemic from 1612 to 2060.
- » These employees have served on the front line across the state, staffed the caring vans and served in other support areas. In addition, we have 303 temporary employees dedicated to contact tracing.
- » Through private, university and state partnerships, increased testing capacity of the State Department of Health from less than 100 tests per day at the onset of the pandemic to over 6,000 tests a day since March 2020 and more than 225,000 COVID-19 tests administered by county health departments across the state.
- » Responded to 73,379 calls to our call center in 2020 in support of contact tracing efforts.

### **• PPE supply**

- » Established secure supply chain for procurement of PPE, and currently maintain a mandatory 60-day supply on-hand, which is the maximum allowable under federal guidelines.

### **• State COVID-19 vaccine plan**

- » In coordination with the CDC, OSDH mobilized resources to quickly distribute vaccine by priority populations within 24 hours of notification that vaccines would be available.

### **• Data transparency and modernization**

- » Transitioned OSDH staff, where appropriate, to teleworking by implementing virtual desktops and new remote desktop access to ensure uninterrupted services to all Oklahoma residents throughout the pandemic response.

- » Leveraged technology to support integrated test scheduling, electronic results reporting, contact tracing and case investigation.
- » Setup and maintenance of a commerce site for easy distribution of PPE to hospitals and LTCF, moving completely from a paper process to 100% digital and transitioning the warehouse to an OEM operation.

### **Modernized agency services to increase efficiencies and better serve Oklahomans**

- Relocation of the Public Health Lab to Stillwater, OK in coordination with the development of the Oklahoma Pandemic Center for Innovation and Excellence, the first in the nation.
- OSDH purchased 10 floors at the Oklahoma Commons building in downtown Oklahoma City, which allows for more collaborative work spaces and better ability to respond to public health issues. Over 800 central office employees were moved in three months. The move included overseeing floor plans, building cubicles, moving furniture, ensuring connectivity, cabling and Wi-Fi. All was completed within budget and on time.
- Purchased nine mobile health units and 18 mobile health vans equipped with full exam capability. The units will allow county health departments to provide medical gap services, partner with primary care partners and meet identified needs across the state.
- HR continues their digital transformation by making all new hire paperwork electronic and scanning of all archived paper documents.
- Strategic plan focus area includes driving innovative programming and unique strategies for public health impact.
- Stabilized and improved efficiencies of technology systems.
- Launched the rural health care pilot in McCurtain County in coordination with U.S. Department of Health and Human Services.
- OSDH was reaccredited by the national Public Health Accreditation Board.
- WIC, Children's First, Early Intervention and Vital Records in-person services were shifted to virtual services.
- Oklahoma's Violent Death Reporting System ranked third out of 42 states.
- Reduced the premium and claim costs from \$754,232 in 2019 to \$659,070 in 2020.
- The Oklahoma Medical Marijuana Authority contracted with a Quality Assurance Lab, which is highly unique, that will provide additional oversight on product safety and lab protocols. The QA lab has already assisted in multiple recalls and has helped to identify deficiencies in lab protocols. Those corrections have expressly resulted in a lab being better able to identify pesticides present in their product and tighten up their potency testing.
- Consumer Health Service received a \$60,000 FDA grant for work on the FDA Voluntary Retail Program Standards.
- Consumer Health Service created the Licensed Midwives Program in response to SB 1823 which created an appointment of the Advisory Committee on Midwifery. In consultation with medical professionals, industry and the agency, a regulatory code for licensed midwives was created.

## Improved client access and experience

- Vital records was able to promote online ordering by closing all lobbies except will call services. This increased customer satisfaction by eliminating the frustrations of navigating parking and waiting in lines. Seventy-five percent of customers have utilized the online ordering system in 2020, which is up from 17% in 2019.
- Vital records reduced the convenience fee for online orders from \$12.95 to \$5.00 for Oklahoma residents and decreased funeral home portal fees from \$6.00 to \$3.00.
- Vital records achieved a two-business day turnaround time for online orders versus 14-business day turnaround for mail.
- Restructured the HR department to improve collaboration and relationships with all service areas and employees.
- Reorganized EPRS to meet the ongoing emergency needs of the state.
- The Pediatric Audiology Program, which launched in August 2019, served 412 children in five locations across the state. Diagnosed nine infants with permanent hearing loss within their first three months of life. Expanding services to five additional counties.
- Dental Health Services developed a statewide program to improve the oral health of nursing home residents, thus improving their quality of life.
- Created statewide capacity maps for assessment of joint service delivery in rural Oklahoma.
- Moved OMMA licensing to the digital space, eliminating almost entirely the costly expenses of supplies and other machines necessary for printing licenses. Discussions with OK ID project vendor initiated, and once implemented, an anticipated savings of \$1 million per year and greater access for the public will be realized.
- Increased Child Prevention Services to Oklahoma families by 49.7%.
- Sexual Health and Harm Reduction secured multiple “Ending the HIV Epidemic” funding streams, implemented the RapidStart Program and implemented the Congenital Syphilis Task Force and Congenital Syphilis Review Board.
- OMMA call center has been re-opened for a full year as of Dec. 9, 2020, providing greater accessibility to our licensees and the public.
- OMMA maintains license application processing at around 30 days for businesses and under 10 days for patients. Applications are 100% online, reducing processing time, paper waste and storage needs.
- Consumer Health Service created an online Pool Operators Class in response to the closure of the majority of in-person classes across the state.

# OKLAHOMA DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Commissioner for the Department of Mental Health and Substance Abuse Services: Carrie Slotton-Hodges  
Secretary of Health and Mental Health: Kevin Corbett

## **Prioritized employee engagement and organizational culture**

The ODMHSAS was named one of Oklahoma's Top Workplaces 2020 in the Government category by The Oklahoman. The award is based on feedback of an employee engagement survey conducted by a private entity where 70% of employees responded. This confirms the hardworking employees of ODMHSAS are dedicated to improving the lives of Oklahomans and the communities they live in. It's the employees living out the mission ODMHSAS that makes the agency a top workplace in Oklahoma.

## **Delivered financial and government efficiencies**

- Reduced administrative costs by approximately 25% by expanding use of technology for services and support functions, improving system efficiencies and reducing costs related to in-person service by more than \$1 million.
- Reduced rules and regulations by 30% to reduce barriers, cut unnecessary red tape resulting in easier to understand non-duplicative information and standards.
- Saved \$15.5 million in jail costs by diverting 82% (40,000) felony offenders and connecting them to services and supports that better meet their needs.

## **Certified Community Behavioral Health Center**

- The ODMHSAS entered its third year of the Certified Community Behavioral Health Center (CCBHC) demonstration pilot in 2020. The CCBHC is a comprehensive treatment model reimbursed based on deliverables and expected outcomes, which is vastly different when compared to the current Community Mental Health Center (CMHC) model based on traditional fee-for-service scenarios.
- The CCBHCs contributed significantly to the job growth and stimulated local economies across Oklahoma. This is particularly important during 2020 as so many parts of our nation saw job loss and declining revenues. In total, the CCBHC added 981 new jobs to the health care workforce sector and have an estimated economic impact of \$34,953,525.41 annually. Independent data analysis confirms that when comparing the CCBHC and CMHC models in year three, Oklahoma has a net-savings of over \$2 million. These savings were achieved primarily through a reduction in crisis intervention and psychiatric inpatient hospitalization claims.
- CCBHCs achieved improved treatment and care outcomes for the citizens of Oklahoma. The enhanced capacity of the CCBHC allows the treatment provider to better meet the needs of Oklahomans on an outpatient basis, realizing a significant decrease in use of higher, more costly levels of care. This year, the CCBHC programs had a 21% reduction in the use of psychiatric inpatient beds, a 14% reduction in emergency room visits, and a 69% reduction in the use of crisis stabilization and rehabilitation.

## **Implemented digital transformation measures**

- Increased access to treatment and care by expanding the use of technology by 137% and includes bringing on 5,465 mobile devices, reforming how behavioral health treatment and care was delivered and will continue to be beyond 2020.

- Modernization of the ODMHSAS website, including a transition to a new content management system, as well as developing a comprehensive directory of services that enables the public to quickly locate local programs and resources and make informed choices about what treatment resources are available and best to connect with these programs.
- Developed a digital infrastructure through a partnership with Google that allows for multiple data sources to communicate in real time to better identify what zip codes of Oklahoma are most at risk for mental health and addiction issues.

### **Provided consistent treatment services during COVID-19 pandemic**

- Mental health and addiction treatment services remained open and available to all Oklahomans throughout the COVID-19 pandemic.
- Social isolation and job loss attributed to increased levels of anxiety, depression and substance misuse for many Oklahomans impacted from the COVID-19 pandemic. This resulted in an increased need for treatment services which was met head-on by the ODMHSAS treatment provider network.
- 15,221 children and youth were enrolled in the Oklahoma Systems of Care program, which had a 63% increase in clinically significant improvements on psychological measures, 46% reduction in substance use, and 30% reduction in self-harming and suicide attempts in 2020.

### **Prevention services**

- Created protocols to provide safe services and prevented mass contagions to consumers, employees and Oklahomans throughout the COVID-19 pandemic.
- Established curbside overdose education and naloxone distribution hubs across the state offered curbside and drive-through services to ensure easy and safe access to life-saving medication during the pandemic.
- Collaborated with 31 primary care clinics and school districts across the state to develop rapid-cycle mental health integration plans that include staff training and implementation of priority mental, emotional, behavioral health projects serving their patients and students during the COVID-19 pandemic. Behavioral health integration services include use of tablets for SBIRT with patients, development of mental health electronic health record modules, improved referral management and follow-up protocols, and customization of outreach and patient education materials.

### **Substance abuse services**

- Increased residential substance abuse treatment beds, eliminating the waitlist for this level of care, and establishing same-day access to residential treatment for Oklahomans.
- Launched the Tulsa Methamphetamine Treatment Continuum to better address Tulsa's methamphetamine addiction crisis with enhanced treatment practices and an emphasis on community collaborations. Specifically, ODMHSAS added treatment capacity to our treatment partner 12 & 12, aligned treatment duration to 90 days, included a gender-specific trauma treatment approach through the Women in Recovery program, and dedicated job training and housing supports to the project.

### **Comprehensive Crisis System Services**

- Responded to over 8,000 crisis calls through our Youth Mobile Crisis Response program, diverting 90% from school suspension and 79% of youth remained in their current living situation. Our Mobile Crisis Response services also diverted 69% of youth in OKDHS custody from disrupting placements and 87% from receiving detention.

- Opened a new “Front Door” for those in Tulsa experiencing a psychiatric crisis through public-private partnerships. Added treatment capacity and infrastructure to Family and Children’s Crisis Care Center to allow law enforcement a “One Stop” for those in need of crisis services. This model has worked well in other parts of the state, diverting 90% of those needing a crisis care bed. Moreover, 93% entering crisis care will not need a hospital bed thus allowing for a more appropriate and efficient use of care and treatment resources.

### **Recovery supports services**

- Disseminated approximately 1,400 tablets to law enforcement officers across 162 agencies to enable immediate access to treatment and support services through our Community Mental Health Center provider network. These services provide crisis care, debriefing and short-term mental health counseling to officers anonymously ensuring that the overall well-being of our officers tasked to protect and serve the citizens of Oklahoma is prioritized.
- Implemented the Individual Placements and Supports model in 29 counties to increase pathways to gainful employment and permanent housing opportunities for more than 35% of the state.

### **Criminal justice services**

- Expanded misdemeanor diversion programs by increasing capacity by 5%, which added 350 misdemeanor diversion and 176 mental health court slots across the state.
- Treatment courts continued programs through creativity and innovations in technology, such as virtual dockets, court in the park, and drive through court. Cleveland County Drug Court was highlighted by the National Drug Court Institute for their virtual graduation ceremonies.

### **Outreach and education services**

- Developed and delivered mailers to isolated and vulnerable older adults across the state to demonstrate compassionate care for their well-being, encourage healthful activities and promote emotional support phone services.
- Improved access to training by helping employees, first responders and other workforces maintain credentials, increase knowledge and develop skills by leveraging virtual learning opportunities.
- A suite of online training programs for parents, educators, health care providers and other front line workers was launched to help support mental and emotional well-being, including “Calm Parent, Healthy Kids” and “Resilience in Times of Uncertainty.” To date, over 700 people have completed training programs.
- Hosted three large virtual conferences training well over 3,000 people with evidenced-based and cutting-edge information about prevention, treatment and recovery of mental health and addiction.

PROUD TO BE NAMED A

**TOP**

**WORKPLACE  
IN OKLAHOMA**



# OKLAHOMA OFFICE OF JUVENILE AFFAIRS

Executive Director: Rachel Holt | Secretary of Human Services and Childhood Development: Justin Brown

## **Achieved Top Ten ranking in juvenile custody rate**

- Oklahoma is now ranked ninth best in the country with regard to juvenile custody rate (per 100,000 children), which is overseen by OJA. Oklahoma's rate is 53 per 100,000; the national rate is 138 per 100,000. OJA's juvenile custody rate decreased 7.25% in the past quarter and 13.8% in the past year.

## **Selected as one of five juvenile jurisdictions to review and reform length of stay policies**

- Oklahoma is among five jurisdictions selected by the Pew Charitable Trusts, Council of Juvenile Justice Administrators and the Center for Juvenile Justice Reform at Georgetown University to participate in an intensive policy academy in reviewing and updating its length of stay policies to strengthen long-term outcomes for youth.

## **Launched youth training for employees, law enforcement and community partners**

- OJA is providing racial and ethnic contact training to its staff, law enforcement and community partners to improve interaction and outcomes with minority youth. OJA partnered with Connecticut law enforcement to train a team of rural police officers and light horsemen police from the Chickasaw Nation to lead evidence-based law enforcement training in rural Oklahoma, and to train 462 juvenile justice system stakeholders on how to effectively interact with diverse youth. Up to 900 additional stakeholders will be trained in 2021.

## **Continued campus work to maximize resources and facilitate rehabilitation**

- Construction continues on the Next Generation Campus at the Central Oklahoma Juvenile Center in Tecumseh. A new clinic/intake building and two residential cottages are nearing completion and residents should be moving into the new cottages in early 2021, while the second and final phase of the project gets underway. The entire project should be completed in early 2022.

## **Awarded full federal grant for compliance with JJDP core requirements**

- OJA was found to be in compliance by the *Office of Juvenile Justice and Delinquency Prevention* with all four core requirements of the act. As a result, OJA received an increase in federal funding for the upcoming year due to progress regarding overall compliance. OJA reduced the percentage of adolescent girls who were securely detained for at-risk behaviors and improved the state response to girls in the juvenile justice system by providing community-based care instead of secure detention for girls identified as being at risk for sexual exploitation. The agency also achieved Oklahoma's lowest-ever rate of delinquents detained in adult jails and provided technical assistance and training to 67 law enforcement entities regarding appropriate policies and procedures for handling and processing of juvenile offenders.

## **Reduced estimated need for juvenile detention services**

- In December 2019, the OJA board updated the State Plan for the Establishment of Juvenile Detention Services for the first time since 2008 by calling for 266 contracted juvenile detention beds in 14 counties across the state. In May 2020, the board further revised the detention plan, which took effect July 1, calling for 229 contracted juvenile detention beds in 12 counties for efficiency and financial prudence.

### **Helped pass legislation limiting young teens being placed in juvenile detention centers**

- House Bill 1282, passed without a dissenting vote in the Legislature and signed by Gov. Kevin Stitt, establishes limits on placing children 12 years of age and under into juvenile detention centers and also sets limits for 13- and 14-year-olds admitted to detention. OJA's placement wait list was historically low in 2020 as OJA worked with courts to move children through the adjudication process faster, allow children to receive services in their community, and reduce the length of stay in placements.

### **Acted swiftly and effectively to protect youth in its care and staff during pandemic**

- OJA responded to the coronavirus pandemic by eliminating visitors and suspending in-person court appearances of residents at its two secure-care treatment facilities, contracted group homes and juvenile detention centers. OJA also developed teleworking policies and provided equipment to its office staff and juvenile justice services workers in the field that allowed them to work remotely in an effort to reduce the risk of infection. OJA also received a \$20,000 grant from the Arnall Family Foundation COVID-19 Child Welfare Rapid Response Fund to purchase electronic devices so youth in its custody will have better access to virtually connect with family members, mentors and agency juvenile service workers while in out-of-home placements.

### **Helped youth in secure-care centers earn high school diplomas and GEDs through OYACS**

- The Oklahoma Youth Academy Charter School (OYACS), operated by the OJA Board of Directors, provides individualized educational and employment skills for highly challenged youth in a nontraditional setting at OJA's two secure-care treatment centers. Teachers and staff encourage self-worth and determination in a supportive atmosphere. Three students earned high school diplomas and 14 obtained their GEDs in 2020. Since the school's formation in 2015, 100 students have earned diplomas and 106 have obtained GEDs. OYACS develops Individual Career Academic Plans for all its students.

### **Continued to develop and improve community-based rehabilitative programs for OJA youth**

- OJA continued to build its partnership with CareerTech, and contracts with five group homes that offer opportunities for youth to learn and gain valuable career readiness skills and certifications. OJA increased the daily rates for level E groups that will enable them to enhance programming and services to the youth entrusted in their care.

### **Updated rates for community service agencies**

- OJA continued work with community service agency contractors to successfully convert service agreements from cost reimbursement to fee for service to emphasize payment for deliverables and control expense for administrative costs. The agency's action follows through on a performance assessment of OJA completed in 2018 that recommended fee-for-service contracts for community-based youth services agencies.

# OKLAHOMA DEPARTMENT OF PUBLIC SAFETY

Commissioner of Public Safety: John Scully | Secretary of Public Safety: Chip Keating

## **Accomplished REAL ID status in April 2020**

- After years of preparation and planning, DPS began issuing REAL IDs in April of 2020. This means Oklahoma is now officially REAL ID compliant according to the U.S. Department of Homeland Security. Oklahomans can now go to any DPS location or participating tag agent and get a REAL ID ahead of the October 2021 federal deadline.

## **Increased online services amidst the pandemic**

- DPS worked with the Office of Management and Enterprise Services and Granicus to launch online renewals of Class D driver licenses and identification cards as well as commercial driver licenses and commercial learner permits. This gave our customers an easy option to avoid coming into the offices during the pandemic. Since beginning this process in March 2020, DPS has processed more than 34,000 online renewal applications.

## **Upgraded Oklahoma Highway Patrol communications**

- The Oklahoma Highway Patrol Communications System has almost completed becoming a secondary Public Safety Answer Point capable of receiving forwarded 911 calls from other law enforcement agencies. This process is expected to be complete by the end of January 2021. DPS also upgraded its public safety dispatching and records-keeping system by purchasing and implementing a state-of-the-art computer aided dispatch system (Motorola PremierOne).

## **Improved radio communications across the state**

- DPS improved radio communications in the northwest region of Oklahoma by replacing the low band radio system with a 700 MHz vote-scan system (PatrolNet) utilizing ODOT towers. This partnership with ODOT will benefit DPS, ODOT and first responders in multiple areas. This system is much more reliable than the low band system and is less expensive than expanding the 800 MHz (OKWIN) footprint into that region. This same vote-scan system is going to be replacing the low band system in the southeast region of Oklahoma by the end of January 2021. Implementing these systems significantly improved customer service and officer safety in the northwest and southeast areas of Oklahoma. DPS also utilized CARES Act funding to improve radio communications on the 800 MHz (OKWIN) system by upgrading the Lawton and Oklahoma City sites to the Project 25 (P25) compliant interoperable digital two-way radio system.

## **Streamlined Parent-Taught Driver Education Program**

- In December of 2019, it was discovered DPS required an original signature on the certification form submitted to DPS under the Parent-Taught Driver Education Program. There was/is no statutory or regulatory requirement for an original signature. This procedure forced parents to physically bring the form to the DPS facility in Oklahoma City or have it mailed in to DPS which was very time consuming. The procedure was immediately changed to allow the form to be e-mailed to a specific DPS e-mail address or faxed into DPS.

## **Updated kiosk machine system at main DPS headquarters**

- DPS successfully added a second customer kiosk machine to the lobby of DPS headquarters in Oklahoma City. Having a second kiosk doubles the number of individuals that can be signing in

to receive service for one of four areas: DL services, Physical Disability parking placards, Records Management and now, Driver Compliance. Formerly, Driver Compliance was not programmed into the system and they used an archaic method to process customers. The existing kiosk and the new, second kiosk now have programming that includes Driver Compliance in the customer service experience. Adding Driver Compliance to the system increases efficiency within that division and for the customer experience.

#### **Implemented curbside delivery for physical disability parking placards**

- DPS has implemented a new curbside delivery service for physical disability parking placards. The customer pulls into one of 10 numbered handicap parking spaces located on the south side of the main DPS building. They call a specific telephone number and tell the DPS employee their number and the number spot that they are in and then a DPS employee brings the placard out to the customer. This process was borne out of the COVID-19 pandemic to assist with keeping as many people out of the building and out of lines as well as to better serve physically disabled individuals who may have difficulty walking to the building.

#### **Extended customer service outside normal business hours**

- DPS coordinated with the Oklahoma Trucking Association and several large employers and utilized CARES Act funding to administer commercial driver license permit testing on specific Saturdays when DPS would otherwise be closed.



# OKLAHOMA DEPARTMENT OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY

Executive Director: Mark Gower | Secretary of Public Safety: Chip Keating

## Implemented agency restructuring and grant administration

- In September, the Oklahoma Office of Homeland Security merged with the Oklahoma Department of Emergency Management to become the Oklahoma Department of Emergency Management and Homeland Security. The integration was a goal laid out in Governor Kevin Stitt's 2020 State of the State address and allows for increased efficiency between both agencies and enhances the state's ability to plan, prepare and respond more effectively.
- Applied for and was awarded the FEMA Regional Catastrophic Preparedness Grant for \$929,414, which will be used to hire four employees focused on shelter planning in Oklahoma.
- Received a \$500,000 U.S. Department of Justice grant through the Oklahoma State Department of Education to establish a statewide Text-a-Tip resource to enhance existing threat reporting capability and the expansion of the Oklahoma School Security Institute.
- Expedited payments of \$1.8 million in federal Emergency Management Performance Grant dollars to city, county and tribal emergency management programs.
- Distributed \$82 million in federal public assistance disaster payments to local jurisdictions and other applicants.
- Allocated \$11 million in Hazard Mitigation Grant Program funds for 31 local jurisdictions.
- Distributed 57 grants through the 2020 Homeland Security Grant Program and seven grants through the 2020 Non-Profit Security Grant Program.
- Completed FEMA's Logistics Capability Assessment Tool to enhance the state's logistic capabilities and readiness to respond to emergencies and disasters.
- Enacted an auto attendant phone system and established new paperless and accessibility efforts by moving 50% of remaining paper files to digital.
- Established a new open communication platform to support a virtual workforce, including weekly 15-minute live updates from the director.

## Provided strong support for the state's response to COVID-19

- Distributed \$6 million in CARES Act funds to Oklahoma Food Banks to address increased food need during COVID-19.
- Took over management of the state's Strategic National Stockpile (SNS) warehouse and inventory system in July and also supported the development of a new CARES Act-funded SNS inventory management software that was completed in December.
- Since that time, ODEMHS has coordinated fulfillment of nearly 800 orders for Personal Protective Equipment (PPE), COVID-19 testing kits, ventilators and other pandemic response assets and supplies through partnerships with the Oklahoma State Department of Health. Orders went to long-term care facilities, hospitals, local health departments, K-12 schools, universities and correctional facilities throughout the state.

- Additionally, ODEMHS coordinated PPE orders for first responders in jurisdictions across the state as well as the distribution of more than 7 million pieces of PPE for public schools through the Governor's CARES Act initiative and PPE provided by the U.S. Department of Health and Human Services.
- Managed a \$1.5 million funding project in December to help response agencies replenish their PPE stock using remaining CARES Act dollars.
- Supported the Governor's Solutions Task Force and the Multiagency Coordination Center in coordinating information and intelligence products for COVID-19.
- Created a new Continuity of Operations training series and tool kit and provided technical assistance to state agencies.

### **Provided critical disaster operations and recovery support**

- Activated the State Emergency Operations Center 16 times for a total of 307 days in 2020, including for COVID-19 support, wildfires, civil unrest, two elections and an ice storm.
- Developed and deployed the state's first digital and virtual damage assessment solution for damage to public infrastructure caused by the October ice storm.
- Worked with the State Election Board, OG&E and other partners to ensure polling places had power on Election Day due to a historic ice storm.
- Deployed ODEMHS staff and regional search and rescue teams to support response to Hurricanes Marco, Laura, Sally and Delta on the gulf coast.
- Provided more than \$261,000 in services for 224 closed cases to 2019 flood disaster survivors through the State's Disaster Case Management Program. Over 300 families with open cases are continuing to receive services through the program.

### **Achieved additional accomplishments to better respond to and serve Oklahomans**

- Released new Minimum Call Taker Training Standard for 9-1-1 call centers, including a checklist and definition of areas needed for training.
- Implemented an advanced Risk and Vulnerability Assessment Application for statewide school assessments performed by the Oklahoma School Security Institute.
- Partnered with Oklahoma State Department of Education on the implementation of a statewide Behavioral Threat Assessment Management Process and panic button application for all Oklahoma schools.
- Provided 10 HAZMAT Identification Systems to the statewide Regional Response System HAZMAT entities and six tactical X-ray systems to the statewide FBI certified bomb squads.
- Created and implemented independent study programs and virtual training opportunities for required emergency management and firefighter certifications and qualifications.
- Trained approximately 4,155 first responders throughout the state in NIMS firefighter certifications and approximately 350 law enforcement officers in the Law Enforcement Active Shooter Emergency Response training program.
- Completion of all DHS and FEMA annual critical infrastructure protection requirements: Threat and Hazard Identification and Risk Assessment, Stakeholder Preparedness Review, National Critical Infrastructure Prioritization Program Data Call, and National Special Events Data Call.

# OFFICE OF MANAGEMENT AND ENTERPRISE SERVICES

Executive Director: Steven Harpe | Secretary of Agency Accountability: John Budd

## **Implemented vital technology for state agencies and employees**

- As part of OMES Information Services' COVID-19 technology response, the division saw a 227% increase in the state's virtual private network usage. This successful implementation of over 11,000 VPN requests allowed the state employee workforce to securely work in remote environments while continuing services for Oklahomans.
- OMES IS implemented email service upgrades with Microsoft O365 for over 83% of the nearly 33,000 state employees. This project implementation has led to a significant reduction in cybersecurity risk and has also provided a reliable communication platform for teleworking employees.
- OMES IS has led the state's effort to upgrade aging information technology infrastructure and data centers utilizing CARES Act funding. The successful completion of the state's Disaster Recovery Initiative ensures state agencies are able to maintain continued access to their resources. This project is the first step in modernizing the state's recovery capabilities, which includes the migration of over 2,200 servers, 2,300 terabytes of data and over 2,300 applications to a robust disaster recovery solution.
- OMES secured partnerships with Google, Adobe and other major industry leaders to implement new applications for OSDH, OESC and several other agency partners during the COVID-19 pandemic. OMES IS also assisted agency partners with antibody testing, data visualizations and dashboards, and the creation of a COVID-19 testing site registration system.

## **Provided reliable and effective financial services**

- OMES Central Accounting and Reporting saved the state over \$6 million by offering shared financial and payroll services to 65 state agencies.
- The OMES Finance team successfully completed a pilot project for accounts payable workflow in PeopleSoft Financials resulting in streamlined reporting for payables, preparing a clear path for other agencies to implement this workflow and yielding statewide efficiencies in invoice and workflow processes; OMES Finance also reduced the OMES operational budget by 3% from FY 20 to FY 21 by utilizing historical expenses to more precisely determine future budgetary needs, and reduced the average amount of outstanding payables over 45 days for OMES IS by 61% in FY 20.
- OMES Risk Management secured coverage for \$20 billion in state assets.

## **Provided customer-centric and cost-effective health care coverage for state employees**

- OMES Employees Group Insurance Division's HealthChoice administrative costs were 28% lower than the industry average in 2020. A recent actuarial study found that HealthChoice's unique model is more cost efficient in delivering quality services, while creating average savings for the state of \$45 million annually.
- In response to COVID-19, OMES successfully implemented the state's first virtual Option Period, and OMES EGID enhanced the customer experience by expanding customer service hours and offering personalized customer callbacks.

- OMES EGID launched the HealthChoice mobile app, which members can download to their smartphone or tablet for 24/7 access to member care guides, medical and pharmacy digital ID cards and access to SwiftMD telemedicine.

#### **Moved Statewide Learning Services to online structure**

- In March 2020, COVID-19 forced OMES Statewide Learning Services to cancel all in-person classes and pivot quickly to a solely online structure. In the course of two weeks, the team identified and deployed technologies and worked to provide virtual learning to over 600 participants per week. The team has created nearly 30 new webinars and now offers multi-day virtual classes that deliver the same amount of content as previous six-hour in-person classes.

#### **Oversaw capitol restoration major milestones**

- OMES Capitol Restoration managed the work and completion of the building's exterior renovation. On the interior of the Capitol, renovations were completed in the House of Representatives member offices, Treasurer's office, Lt. Governor's office, the workspace for the Legislative Office of Fiscal Transparency and the new Capitol visitor entrance.
- The eight-year, comprehensive restoration of the Oklahoma State Capitol is currently scheduled to be completed by spring of 2022 and the total cost of the project will likely finish under budget.



# OKLAHOMA DEPARTMENT OF TOURISM AND RECREATION

Executive Director: Jerry Winchester | Secretary of Tourism and Branding: Matt Pinnell

## Continued to see success in Travel Promotion Division campaigns during COVID-19 pandemic

- The Travel Promotion Division wrapped up the incredibly successful Road Trip campaign, which launched in August 2019, after a pause from mid-March to late June because of the onset of the COVID-19 pandemic. The Road Trip was a 52-week social media campaign featuring road trip videos to attractions, accommodations and restaurants in Oklahoma towns and cities.
- The campaign generated 4,624,153 YouTube views, led to 6,961 new YouTube subscribers for the TravelOK channel and drove 16,589 users to TravelOK.com — 15,225 of whom were new users. A \$205,986 digital spend on the campaign produced a 50:1 return on investment (ROI). The campaign has generated \$10,426,436 in projected lodging revenue according to pixel tracking attribution partner ADARA.
- The Travel Promotion Division continued its strong promotion of the Oklahoma Fishing Trail, a joint initiative with the Oklahoma Department of Wildlife Conservation that launched in June 2019. A \$230,810 digital spend has led to \$41,246,570 in projected lodging revenue — a 178:1 ROI. In 2020, the Fishing Trail campaign drove 50,728 users to TravelOK.com, 45,119 of whom were new users. The campaign also delivered 17,883,049 digital impressions and generated 1,605 click-thrus to order Oklahoma Fishing licenses.
- In response to the COVID-19 pandemic, the Travel Promotion Division launched a campaign in May to encourage Oklahomans to get out and explore Oklahoma once they felt safe traveling. Through Nov. 30, the #OKHereWeGO campaign had produced an 18:1 ROI — up from 11:1 in September — with ADARA projecting \$13,142,531 in lodging revenue on a \$702,566 digital spend. In-state website traffic to TravelOK.com is up 58% year-over-year, and the department has seen a 173% increase year-over-year in downloads of the TravelOK Trip Planner app.
- One major component of the campaign was the promotion of #OKHereWeGO themed stickers and decals on TravelOK.com. Through Dec. 9, the department had 15,754 sticker pack orders and 26,182 individual decal orders, each from all 50 states. Of those, 4,209 sticker orders and 10,100 decal orders could be directly attributed to the #OKHereWeGO digital campaign, according to Google Analytics. The campaign also generated 9,674 brochure orders.

## Increased number of visitors to Oklahoma State Parks

- The Oklahoma State Parks saw a dramatic increase in visitation in the first months of FY 2021. From July 1 to Sept. 20, the parks had 4,016,791 visitors, which is 700,000 more than the 3,317,886 visitors during the same period in FY 2020.
- For calendar year 2020, from Jan. 1 through Sept. 30, there were 10,586,132 visitors compared to 8,052,044 visitors for the same time period in 2019.

## Continued to see significant growth of film and music sector in Oklahoma

- The Oklahoma Film + Music Office continues to see significant growth in the film and music sector.
- More than 75 film and television productions have filmed or are scheduled to film through mid-2021, since the film rebate program renewed in 2019.
- The department is expecting a full season of an FX TV series before the end of this year, which will bring another \$27 million into the economy next year.
- At least five new production facilities and soundstages are coming online in Oklahoma in 2020 and 2021, including Green Pastures Studios, Prairie Surf Media & Film Studios and Red Clay Studios.

# OKLAHOMA PARDON AND PAROLE BOARD

Executive Director: Tom Bates | Secretary of Public Safety: Chip Keating

## Maintained operations and held all scheduled Pardon and Parole Board Meetings despite the COVID-19 pandemic:

- The Oklahoma Pardon and Parole Board had to adjust to the unique challenges of 2020, just like the rest of state government. While many paroling authorities around the United States limited meetings due to COVID-19, the Pardon and Parole Board effectively used technology to conduct all scheduled meetings safely while at the same time providing even greater public access to meetings and transparency around the work of the board. The board docketed and considered 9,211 cases in 2020 from the following categories:

Stage I commutations	3464
Stage II commutations	724
HB 1269 commutations	921
Serious Incident Review docket	950
Paroles	2101
Administrative paroles	711
Medical paroles	28
Pardons	312

These numbers represent an increase from 6,940 total cases in 2019. This work was accomplished while the agency was short staffed by four full-time employees for most of 2020 and with no budget increase. It should also be noted that staff processed and reviewed an additional 3000 Stage I commutation applications during the fourth quarter of 2020. As a result of this work, the board is now on schedule to consider all pending commutation applications from 2019 and 2020 by March of 2021.

## Approved new administrative rules to streamline agency processes around commutations

- The board approved new administrative rules during 2020. These rules, if formally approved by the Oklahoma Legislature or governor, will streamline agency processes around commutations, but more importantly allow the board to quickly identify applicants deserving of relief while at the same time alleviating some concerns that stakeholders have raised around current practices.

# OKLAHOMA TAX COMMISSION

Executive Director: Jay Doyle

## **Combined agency operations to a single location to improve efficiencies and effectiveness of workforce**

- The OTC obtained the opportunity to combine its Oklahoma City workforce into a single location with the purchase of space in the previous SandRidge Energy Tower. This move is a game changer for the OTC by improving efficiencies and effectiveness of the workforce, enhancing the agency culture and creating long-term financial stability with the elimination of \$1,923,529 in annual, reoccurring lease expenses.

## **Created an innovation team to evaluate processes for efficiency and best practices**

- In an effort to be a leader in taxpayer services and electronic offering, with an ultimate goal of evaluating processes for efficiency and implementing best practices to streamline services and reduce costs an innovation team was created. Major accomplishments and upcoming initiatives include:
  - » Discontinuation of mailing individual income tax forms and consolidation of current mail/print process resulting in a reduction of postage and printing costs and an increase in electronic filings.
  - » Electronic processes and systems put in place including electronic 1099G tax documents, W2 wage earnings and withholding information, power of attorney, and exclusive electronic correspondence for Oklahoma business owners holding accounts with the OTC.
  - » Achieved a 139% increase in electronic vehicle registration processing by the OTC for 2020 and a 122% increase in processing for boat and motor renewals.

## **Managed budget constraints and revenue increases**

- The OTC faced a challenging budget situation for FY 21, with close to a 14% decrease in expected operating revenues. The agency was able to enter FY 21 with a solid cash position, due to the following revenue increases:
  - » Year-on-year increase in net collected: 23%, or \$6,400,000.
  - » Increase in individual income pay plan payments received: 5.87%.
  - » Increase in revenue recovered from notice to show cause hearings: 55.97%.
  - » Year-on-year increase in revenue recovered from business closure collection and field service collections: 13.44%.
  - » Legal tracking of \$6,600,000 in direct payments.
  - » Successfully represented the OTC in appeals where the ultimate decision had a significant impact on administration of the tax code and will potentially apply to 30+ pending issues representing claims for refund of approximately \$6,300,000.
  - » For tax year 2019, more than 27,000 suspected or potentially fraudulent returns were stopped, equating to more than \$10 million in potentially fraudulent refunds that were halted due to fraud detection measures.

## BREAKDOWN OF AGENCY STATISTICS

Total dollars apportioned	\$9,670,371,716
Payments scheduled through OkTAP	1,498,962
Returns processed on OkTAP	1,044,435
Payments processed through mail	728,570
Deposits received by mail	\$1,328,037,691
Incoming returns received by mail	486,749
Total permits issued/renewed	78,340
Total motor vehicle registration dollars	\$264,706,415
Motor vehicle registrations	4,155,926
Motor vehicle registrations on OkCARS	379,033

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OKLAHOMA TAX COMMISSION

# 1099 TAX DOCUMENTS ARE GOING PAPERLESS!

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- Check on a Refund
- Online Business Registration
- Developer/Preparer Info
- Keep Tag OK 2019

### TOP DOWNLOADS

- Electronic Payments Infographic
- Sales/Use/Lodging Tax Charts
- Income Tax Forms
- 2021 Income Withholding Tables
- New Business Workshop
- myOklahoma app: IOS & Android

### News & Notices

- January 2021 Sales & Use Tax News Release
- New Park Hill Tag Agent
- December 2020 Sales & Use Tax News Release

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# OKLAHOMA DEPARTMENT OF VETERAN AFFAIRS

Executive Director: Joel Kintsel | Secretary of Veterans Affairs and Military: Ben Robinson

## **Commenced construction on Ardmore Veterans Cemetery**

- In December 2020, ODVA broke ground on the agency's first Veterans Cemetery in Ardmore, Oklahoma. The Oklahoma Veterans Cemetery in Ardmore will be constructed utilizing \$7.355 million in federal funding for the full cost of construction. The cemetery will have the initial capacity to provide accommodations for 1,100 veterans and spouses, with significant future expansion capabilities.

## **Prioritized suicide prevention efforts among Oklahoma's veterans**

- ODVA is proud to be the first state in the nation to concurrently run a United States Department of Veterans Affairs (USDVA) and Substance Abuse and Mental Health Services Administration (SAMHSA) Governor's Challenge and a Presidential Roadmap to Empower Veterans to End the National Tragedy of Suicide (PREVENTS) Challenge to prioritize suicide prevention amongst service members, veterans and their families. These challenges help collaborate, plan and build programs to expand screening to identify those at risk of suicide, promote connectedness and improve care transitions of veterans seeking services with an emphasis on veterans discharging from active duty or reserve military service, increasing lethal means training, and enhancing availability of services for a comprehensive approach to suicide prevention in Oklahoma communities.

## **Launched new support, workforce and educational programs for Oklahoma veterans**

- In response to an increased need for women veterans programming, identified through outreach and services already provided, ODVA doubled its workforce dedicated to serving women veterans and continued to host virtual events throughout the pandemic to ensure access to information and services.
- ODVA created a new veteran outreach program to encourage growth and development of business opportunities by Oklahoma's veteran-owned businesses. ODVA is actively collaborating with businesses as well as state and federal government to increase registration of veteran-owned businesses and awareness of government contracting opportunities.
- ODVA launched the Agri-Vets Initiative to open collaborative efforts with the Oklahoma Department of Agriculture and Oklahoma Employment Security Commission to create programs and opportunities for veterans working in agriculture, food and forestry sectors.
- The State Approving Agency has facilitated continued growth in participation of public and private institutions of higher education, trade schools and apprenticeship sponsors in GI Bill® funding programs. As of the end of calendar year 2020, 21 of 27 CareerTech schools are participating.
- ODVA partnered with The Education and Employment Ministry and Veterans Avoidance, Recovery, and Re-deployment Program to provide information and expertise to increase support and opportunities for justice-involved veterans.

## **Named a top-ranking state in veterans' compensation**

- Oklahoma continues to be ranked second in the nation in the disability compensation per capita received by Oklahoma's veterans, with an annual revenue generated of \$610 million.

### **Maximized production and operations in response to COVID-19 pandemic and stay-at-home periods**

- Extraordinary defense efforts through immediate implementation of OSDH and CDC clinical guidance along with quick fielding of PPE resulted in the seven Oklahoma Veterans Centers going multiple months without a positive COVID-19 case.
- A high commitment by Oklahoma Veterans Center residents and staff across every division of ODVA has resulted in continuity of care, availability of services and availability of critical equipment throughout the COVID-19 pandemic.
- Strong interface, relationships and collaboration with leaders at the Governor's Joint Task Force and with state and federal agencies including OSDH, ODMHSAS, DHS, and USDVA have allowed ODVA operations to benefit from shared knowledge and resources for the clear benefit of our Veterans Center residents and the agency throughout the pandemic.
- ODVA implemented telework strategies through veterans service representatives (VSRs) statewide by initiating follow-up contact with previous claimants to make the most of telework opportunities during periods that state offices were unavailable due to the COVID-19 pandemic. An estimated 70,000 live and virtual consultations were held by VSRs during FY 20.
- ODVA became one of the first state agencies to return to on-site operations in a phased effort beginning in late May and concluding in early June in order to provide maximum support and assistance to Oklahoma veterans, service members and their families.

### **Commenced construction on Sallisaw Veterans Center**

- ODVA broke ground for the new Sallisaw Veterans Center in the fall of 2020. The new center will serve current and future generations of veterans and their families by providing long-term care for 175 veterans in Eastern Oklahoma.

### **Achieved increased workforce efficiency in response to decreased appropriations**

- In spite of significant FY 21 state appropriation cuts, workforce positions were eliminated and consolidated within the following departments: State Approving Agency, Construction and Properties, Finance, Human Resources, Veterans Services and Claims and Benefits.



# OKLAHOMA DEPARTMENT OF CORRECTIONS

Executive Director: Scott Crow | Secretary of Public Safety: Chip Keating

## **Reevaluated physical footprint, reduced private prison contracts and leased office space**

- ODOC transferred more than 2,100 inmates from private prisons into state facilities. This effort involved detailed planning and movement of more than 4,500 inmates in only six weeks. This transition will save the State of Oklahoma an estimated \$25 million by the end of the fiscal year.
- The agency closed a small state prison adjacent to DOC headquarters, repurposing it for office space and centralized training.
- Telework assignments provided the impetus to decrease leased office space in Oklahoma City and Tulsa by one-third.

## **Modernized efficiency and safety of staff after COVID-19 necessitated assigning employees to telework status**

- ODOC acquired hundreds of laptops and migrated to Office 365, creating a more collaborative work atmosphere.
- The agency updated its paper timekeeping to a digital system, saving countless hours of manual data entry while providing an efficient method to track overtime.
- ODOC developed a multi-media communications platform across all state facilities, allowing information broadcast via television monitors to inmates and staff.

## **Implemented virtual court hearings in order to reduce COVID-19 exposure and deliver efficiencies**

- As COVID-19 halted movement of inmates, ODOC advocated the use of virtual court hearings for inmates. Such hearings save the agency transportation costs, manpower and possible exposure to the virus.
- ODOC initiated meetings among stakeholders to educate them about the process and coordinate points of contact.
- Each ODOC facility now has the equipment, capability and training to enable virtual hearings.
- Since mid-June when the agency started collecting data, ODOC joined 150 virtual hearings saving more than \$55,000, and incalculable safety risks to the public.

## **Dedicated a significant amount of time, money and resources to keep inmates and staff healthy during the COVID-19 pandemic**

- In March, ODOC developed a strategy to track and report infections, exposures, hospitalizations and recoveries, publishing daily this information on the agency's webpage.
- Inside facilities, staff worked around the clock, covering shifts, sanitizing and addressing deficiencies, while delivering all core services directly to inmates' cells.
- Medical personnel tested thousands of inmates, isolating, quarantining and contact tracing.
- ODOC created rapid response teams dispatched to hot spots to provide additional cleaning supplies, manpower, PPE and protocol guidance.
- Starting in October 2020, all facility staff are COVID-19 tested once a month.

- Teams of correctional officers and medical personnel deployed to the Comanche County jail – mired in an outbreak in overcrowded conditions. In just six weeks, the jail was back on track.
- ODOC sent teams to augment Oklahoma County jail operations, shoring up deficiencies and providing assistance.

**Advanced educational opportunities and program offerings, with two inaugural courses graduating inmates with job skills certifications**

- The Last Mile, offered to women at Mabel Bassett Correctional Center, certifies inmates as software engineers and helps them find employment after discharge.
- A commercial driver’s license program offered at Union City Community Corrections Center enables inmates to earn work in the transportation sector upon release.



# SECRETARY OF STATE HIGHLIGHTS

Secretary of State: Brian Bingman

## Increased efficiencies and modernization

- Increased web-submitted documents, including business filings, notary filings, trademark filings and orders for business documents to 64%, up from 57.3% in 2019, reducing the number of documents received or processed via mail.
- Decreased processing for summons and service of process documents from three business days to two business days.
- Successfully shifted a large number of staff to teleworking due to the COVID-19 pandemic while maintaining core office functions and customer service requirements.
- Effectively implemented updated state branding into the agency's website, social media platforms, and physical offices.

## Implemented digital transformation of services

- Initiated rules.ok.gov development project with framework for an innovative one-stop portal that maximizes transparency, accessibility, accountability and efficiency in the rulemaking process.
- Launched a project to convert all Office of Administrative Rules filings to electronic submission, eliminating the requirement for agencies to file rules in-person.
- Safe and secure implementation of the Remote Notarization Act created under SB 915 in 2019.
- Implemented electronic process for counting and verification of signatures for initiative and referendum petitions in accordance with HB 3826.

## Delivered financial efficiencies

- The agency operated at 71% of the total budget for fiscal year 2020.
- Fiscal Year 2021 budget was a 13% reduction from fiscal year 2020 budget.
- Decreased processing time for summons and service of process documents from three business days to two business days.
- Ability to utilize unclassified positions as for fiscal year 2020 allowed the agency to quickly adjust and perform additional duties assigned by the secretary.



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## Office Update

Due to the COVID-19 outbreak, we are restricting our public offices and moving our services to be used ONLINE and by MAIL. ONLINE services include most business filings, document orders, good standings, notary and trademark filings. It is our mission to provide an exceptional standard of service to the public and business community, while doing our part to mitigate the spread of this virus.

For further assistance, please contact our office at: (405) 521-3912 or [webmaster@sos.ok.gov](mailto:webmaster@sos.ok.gov)



# OKLAHOMA EMPLOYMENT SECURITY COMMISSION

Executive Director: Shelley Zumwalt

## **Supported 850,000 Oklahomans throughout the pandemic, paying out nearly \$3.8 billion in claims since March 2020**

- Since March, OESC has paid out nearly \$3.8 billion in claims to claimants who sought benefits — more money than was paid out in the past 10 years combined.
- This payout includes federal programs like Pandemic Unemployment Assistance (PUA), Pandemic Emergency Unemployment Compensation (PEUC) and Lost Wages Assistance (LWA).
- This also includes State Extended Benefits, which were authorized by the U.S. Department of Labor for the first time since the 1980s.
- As part of the \$3.8 billion, OESC successfully processed more than \$230 million in payments to eligible LWA claimants in three days.

## **Improved processes throughout the year to enhance claimants' experiences**

- In March and April, OESC saw a 1,000% increase in claims compared to January and February. OESC's systems were designed to handle around 2,000 claims a week. At the time, OESC was still processing claims by hand.
- To help meet these demands, OESC updated their system and began fixing the PUA process and reducing the backlog of 150,000 claims in adjudication to less than 15,000.
- In April and May, OESC's first call resolution rate was below 5% and claimants had to wait 8 to 10 hours before talking to an agent. By the end of the year, OESC had improved this rate to approximately 70% first call resolution, decreasing wait times to the lowest level ever.

## **Processed thousands of claims during 13 special claims events**

- In June and July, OESC organized and hosted 13 special events to process unemployment claims. At these events in Oklahoma City, Tulsa and Ardmore, OESC successfully and safely helped more than 10,000 people process their claims and access their benefits in less than three weeks.

## **Launched the Digital Transformation Project to improve its technology infrastructure**

- In 2017, the Legislature approved funding for OESC to update its technology infrastructure. OESC's mainframe was originally installed in 1978. Former administration at OESC had planned for the project to take five years, kicking off in 2019-2024.
- Recognizing that updating technology had to become a priority, OESC launched the Digital Transformation Project to streamline the process and complete the transformation within 18 months, replacing 40-year-old, outdated technology. The new timeline for completion is early 2022.
- These updates to the technology infrastructure will ultimately improve the employer and employee experience and increase the overall efficiency of the agency.

### **Decreased fraudulent claims by implementing Digital ID**

- On Nov. 12, 2020, OESC rolled out Digital ID, a means to verify the identity of claimants to reduce the number of fraudulent claims.
- Since November, OESC has verified more than 70,000 claimants' identities and reduced fraud during the month of November by 40%.
- During the early months of the pandemic, OESC saw a significant increase in the number of fraudulent claims. With Digital ID, OESC is now better able to protect benefits and claimants from fraud.

### **Effectively managed funding of the UI Trust Fund in an unprecedented unemployment payout environment to prevent major rate changes for employers**

- Throughout the year, OESC effectively managed the UI Trust Fund to ensure that Oklahoma did not reach the threshold to push the agency into a borrowed state, which would have resulted in a significant employer rate increase.
- Each year, OESC considers the solvency of the current Employer Contribution Rate in maintaining funds in the UI Trust Fund. In October, OESC sent a notice to employers to inform them of changes to the Employer Contribution Rate. After this unprecedented year, most employers will experience only a minor rate change, from .01% to .03%.
- In Oklahoma, state statute mandates that if the UI Trust Fund breaches the \$25 million threshold, a surcharge of up to 33% is automatically implemented on employers. OESC received \$100 million in CARES Act funding from Governor Stitt on Nov. 19, which helped to ensure the agency did not enter into a borrowed state.

### **Prioritized transparency and communication to ensure all Oklahomans were informed about unemployment benefits and OESC processes to receive their benefits**

- Since Shelley Zumwalt became the executive director of OESC in May, OESC has placed priority on being transparent with claimants and all Oklahomans. OESC's communications since May included:
  - » More than 40 news releases.
  - » More than 590 social media posts and thousands of responses to claimants.
  - » Twenty social media video messages from Executive Director Zumwalt discussing agency updates and speaking directly to claimants.
  - » Hundreds of personal calls from Executive Director Zumwalt to claimants to discuss their concerns.
  - » Regular legislator updates to ensure elected officials and their team members have the information needed to respond to constituent questions.