

S T I T T   A D M I N I S T R A T I O N

# ANNUAL ACCOMPLISHMENTS REPORT



2022

## MY FELLOW OKLAHOMANS,

It is with great pleasure and a deep sense of gratitude that I present to you the final Accomplishments Report of my first term in office. I am humbled by the opportunity to serve Oklahomans and am honored to share the remarkable progress we have made together.

Throughout 2022, our state faced numerous challenges, both unforeseen and expected. From rebuilding after natural disasters to navigating the aftermath of a global pandemic, we never wavered from our conservative principles and core values of smaller government, lower taxes, family, freedom and faith.

This report highlights the collective efforts of our dedicated public servants, community leaders and, most importantly, the people of Oklahoma.

By prioritizing pro-business policies, slashing red tape and making strategic investments, we have signaled to the world that Oklahoma is open for business. As a result, Oklahoma has seen historic job creation, business expansion and a surge of the entrepreneurial spirit across our state.

We made tremendous strides in embracing a “More of Everything” approach to energy. From protecting our oil and gas industry against harmful ESG policies to pursuing new energy sources like hydrogen, Oklahoma’s affordable, reliable energy grid is the envy of the world.

Keeping our communities safe is paramount, and we worked tirelessly to back the blue while expanding benefits and giving back to those who put their lives on the line for our neighborhoods.

We prioritized funding students, not systems, in the State of Oklahoma and laid the groundwork for true education freedom. Through innovative programs and initiatives, we secured our schools, supported teachers and protected our students.

But none of these accomplishments could have been possible without the confidence, collaboration and shared vision of my fellow citizens. The unwavering support of hardworking Oklahomans has been inspiring and critical to driving the change we wish to see in our state.

As we celebrate the accomplishments of the past year, let us acknowledge the work that has yet to be done and the victories we have yet to achieve. Together, we will forge a brighter future and become the best place to live, work and raise a family.

May God bless you, and may God bless the great State of Oklahoma.

A handwritten signature in black ink, appearing to read "Kevin Stitt", with a stylized flourish at the end.

J. Kevin Stitt

# TABLE OF CONTENTS

## GOVERNOR'S OFFICE REPORT

A NEW AGE OF ECONOMIC PROSPERITY	5
EMBRACING AN 'ALL OF THE ABOVE' ENERGY APPROACH	5
GOVERNMENT TRANSPARENCY AND EFFICIENCIES	6
SUPPORTING OKLAHOMA LAW ENFORCEMENT AND MILITARY	6
MAKING OKLAHOMA TOP TEN IN EDUCATION	6
PROMOTING TRADITIONAL FAMILY VALUES	8
ADVOCATING FOR RURAL OKLAHOMA	8
PROTECTING OKLAHOMANS	8

## AGENCY ACCOMPLISHMENTS 2021

OKLAHOMA DEPARTMENT OF COMMERCE	11
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	14
OKLAHOMA DEPARTMENT OF ENVIRONMENTAL QUALITY	16
OKLAHOMA DEPARTMENT OF ENERGY AND ENVIRONMENT	18
OKLAHOMA DEPARTMENT OF AGRICULTURE, FOOD AND FORESTRY	21
OKLAHOMA HEALTH CARE AUTHORITY	23
OKLAHOMA DEPARTMENT OF TRANSPORTATION	28
OKLAHOMA TURNPIKE AUTHORITY	32
OKLAHOMA STATE DEPARTMENT OF HEALTH	33
OKLAHOMA MEDICAL MARIJUANA AUTHORITY (OMMA)	36
OKLAHOMA DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES	37
OKLAHOMA DEPARTMENT OF JUVENILE AFFAIRS	40
OKLAHOMA DEPARTMENT OF VETERANS AFFAIRS	42
OKLAHOMA DEPARTMENT OF PUBLIC SAFETY	45
OKLAHOMA DEPARTMENT OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY	46
OFFICE OF MANAGEMENT AND ENTERPRISE SERVICES	49
OKLAHOMA DEPARTMENT OF TOURISM AND RECREATION	51
OKLAHOMA PARDON AND PAROLE BOARD	52
OKLAHOMA TAX COMMISSION	53
OKLAHOMA DEPARTMENT OF CORRECTIONS	57
SECRETARY OF STATE	60
EMPLOYMENT SECURITY COMMISSION	61
OKLAHOMA DEPARTMENT OF WILDLIFE CONSERVATION	64

GOVERNOR'S  
OFFICE  
ACCOMPLISHMENTS



## A NEW AGE OF ECONOMIC PROSPERITY

- Q1 & Q2 alone had nearly 50 companies (48) announce growth or start in Oklahoma due to the Quality Jobs Program. This growth also brings:
  - » Estimated 2,500 jobs.
  - » Over \$1.1 billion in potential investments.
- **Governor Stitt's fiscal policies led to record savings for Oklahomans in 2022—over \$2.6 billion.**
- Announced partnership with Arkansas to develop an advanced mobility hub to support up to 55,000 jobs.
- Invested in economic development with the Large-scale Economic Activity and Development (LEAD) Act of 2022. (HB 4455, Rep. Wallace & Sen. Thompson)
- Created the OCAST Research and Development Attraction Program and allowed OCAST to award matching funds to Oklahoma-based small businesses that operate in accordance with the Oklahoma Office of Science and Innovation's 2021-2026 Strategic Plan. (HB 4354, Rep. Hill & Sen. Kidd)
- Created an income tax credit for up to 10% of qualified economic development expenditures and 50% of initial infrastructure expenditures for eligible businesses in an industrial park, an economic development zone, a port in a county with a population under 100,000 people, or a project located adjacent to a terminal, switching, or Class II or III railroad. (HB 3081, Rep. Hilbert & Sen. Hall)
- Created the Oklahoma Rural Jobs Act which provides a tax credit to investors who make capital investments into an eligible rural fund certified by the Department of Commerce. (HB 4085, Rep. Wallace & Sen. Howard)



## EMBRACING AN 'ALL OF THE ABOVE' ENERGY APPROACH

- Expanded the Low Carbon Energy Initiative's purpose to include promoting research and development of hydrogen production, storage and distribution. (SB 1852, Sen. David & Rep. McBride)
- Created the Consumer Energy Choice Act that prohibits cities, towns and counties from creating de facto bans on consumer access to an energy source. (SB 1352, Sen. Taylor & Rep. Boles)
- Created the Energy Discrimination Elimination Act of 2022 which requires the state to divest from companies that are actively participating in a boycott of fossil fuel-based energy companies. (HB 2034, Rep. McBride & Sen. Allen)
- Granted the Department of Labor the authority to inspect hydrogen fueling stations and pumps. (SB 1855, Sen. Simpson & Rep. Boles)
- Prohibited government entities that develop an energy policy from sourcing their energy from a single source. (SB 1410, Sen. Taylor & Rep. Mize)
- Directed the Secretary of Energy and Environment to create and administer a grant program for entities utilizing sequestration of carbon captured from production of hydrogen from natural gas. (SB 1856, Sen. Allen & Rep. Boles)
- Transferred the authority to regulate and promulgate rules related to the Oklahoma Water Quality Standards from the Water Resources Board to the Department of Environmental Quality. (SB 1325, Sen. Daniels & Rep. Moore)
- Declared that Oklahoma will set a hydrogen fuel production standard as an annual goal each year through 2028. (SB 1853, Sen. David & Rep. McBride)
- Increased the cap for clean burning fuel tax credits to \$10 million and added hydrogen to the types of fuels one can use to receive the credit. (SB 1857, Sen. Montgomery & Rep. Wallace)
- Created the Facilitating Internet Broadband Rural Expansion Act which relates to rates and standards for pole attachments for broadband infrastructure on poles operated by rural electric cooperatives. (HB 3835, Rep. Martinez & Sen. Howard)

- Created a maximum administrative penalty of \$5,000 per day for violating groundwater and stream-water use policies and increased related criminal penalties from \$250 to \$1,000 per violation. (HB 3382, Rep. Marti & Sen. Stephens)
- Allowed for the drilling of oil and gas to commence prior to the issuance of a final order which has already been given hearings and provided notice at the discretion of the Corporation Commission. (HB 3039, Rep. Boles & Sen. Taylor)

## GOVERNMENT TRANSPARENCY AND EFFICIENCIES

- Authorized the sharing of state data between state agencies. (SB 924, Pro Tem Treat & Rep. Boatman)
- Authorized videoconferencing for Tax Commission meetings. (SB 1298, Sen. Rader & Rep. Pfeiffer)
- Required electronic publication of Attorney General opinions and made written publication of opinions discretionary. (SB 1632, Sen. Howard & Rep. Osburn)
- State of Oklahoma moved all state payroll, HR and related tasks to the Workday@OK system for increased efficiency and continuity.

## SUPPORTING OKLAHOMA LAW ENFORCEMENT AND MILITARY

- Approved a 30% pay increase for commissioned law enforcement officers of the Oklahoma Highway Patrol, communications dispatchers for the Oklahoma Department of Public Safety, and Oklahoma Capitol Security. (HB 4470, Rep. Wallace & Sen. Thompson)
- Appropriated \$420,000 for the fight against human trafficking. (HB 4210, Rep. Boatman & Sen. Weaver; HB 4472, Rep. Wallace & Sen. Thompson)
- Ensured that every veteran who passes away will have a dignified burial through the Dignity in Burial Act. (HB 1067, Rep. Hardin & Sen. Simpson)

## Expanding benefits for those who've served.

- Provided a sales tax exemption from personal tangible property and services to charitable organizations providing support to veterans transitioning into civilian life. (HB 3649, Rep. Dills & Sen. Pemberton)
- Allowed veterans who are members of state retirement systems to purchase up to five years of military service credit at the actuarial cost. (HB 3709, Rep. Bush & Sen. Rader)
- Provided for a total income tax exemption on military retirement benefits and increase from the 75% deduction previously in statute. (SB 401, Sen. Stanley & Rep. Martinez)
- Reduced the years of service requirement for retirement for firefighters hired after 2013 from 22 years to 20 years. (HB 2487, Rep. Frix & Sen. Taylor)
- Provided \$3 million to increase Victims' Services through the Office of the Attorney General. (HB 4472, Rep. Wallace & Sen. Thompson)
- Provided a sales tax exemption for purchases of tangible personal property and services to or by the Oklahoma Women Veterans Organization. (SB 1496, Sen. Stanley & Rep. Miller)
- Extended the same sales tax exemption provided to surviving, unmarried spouses of deceased disabled veterans to surviving, unmarried spouses of military personnel who die in the line of duty. (SB 1670, Sen. Kidd & Rep. Hasenbeck)

## MAKING OKLAHOMA TOP TEN IN EDUCATION

**Funding students—not systems** by allocating any funds over \$65 million in the Oklahoma Education Lottery Fund to the Teacher Empowerment Revolving Fund for advanced, lead and master certificate teachers as a state match to local dollars. (HB 4388, Rep. Hilbert & Sen. Pugh)

## Ensuring students aren't limited by their zip code.

- Allowed school districts to accept transfer students of siblings, employees' children and current students who were prior residents of a district for at least three years regardless of capacity if a district's policy gives preference to those transfers. (HB 3038, Rep. Boles & Sen. Pemberton)

- Aligned full-time virtual education programs with the Open Transfer Act and allowed students the option to transfer to a new district's virtual program if the capacity enrollment has not been met. (SB 1238, Rep. Ranson & Sen. Dugger)

**Protecting women in sports** by creating the Save Women's Sports Act and prohibiting anyone of the male sex from playing on athletic teams designated for females. (SB 2, Rep. Hasenbeck & Sen. Bergstrom)

### **Giving teachers the tools they need to thrive.**

**Protected Oklahoma's school district employees' First Amendment rights** by affirming employees right to refuse payroll deductions to pay employee organizations and urging the Oklahoma State Board of Education to ensure that school district employees are fully informed of their right not to associate with an employee organization. (Executive Order 2022-18)

**Helped keep schools open** despite staffing shortages by enabling state employees to serve as substitute teachers. (Executive Order 2022-01)

- Allowed school district boards the option to approve a request for a leave of absence from an employee leaving to hold office of a national, statewide or district employee association. (SB 1579, Rep. Hilbert & Sen. Paxton)
- Removed the requirement that adjunct teachers are limited to 270 clock hours of classroom teaching per semester. (SB 1119, Rep. Hilbert & Sen. Garvin)
- Authorized the State Regents for Higher Education to establish and maintain the Oklahoma Future Teacher Scholarship and Employment Incentive Program to encourage the preparation of public school teachers and incentivize teachers to stay in the classroom. (HB 3564, Rep. McBride & Sen. Pemberton)
- Removed the requirements for alternative teaching candidates and traditional teaching candidates to pass the general education portion of the competency exam. (HB 3658, Rep. Sterling & Sen. Pemberton)
- Required the Commission for Educational Quality and Accountability to establish a two-year pilot program for mentor teacher training with a goal of retaining teachers within Oklahoma. (SB 1631, Sen. Pugh & Rep. Vancuren)

### **Protecting our kids.**

- Ensured school library media programs are reflective of the community standards for the population it serves when acquiring an age-appropriate collection of materials, resources and equipment. (HB 3092, Rep. Hilbert & Sen. Leewright)
- Ordered a review of procedures and resources available to determine what actions can be taken to safeguard our schools and implemented Mission: Secure Oklahoma Schools. (EO 2022-13)
- Authorized public schools to designate every restroom or changing area for the exclusive use of the male or female sex and required districts to provide a reasonable accommodation to any individual who does not wish to comply. (SB 615, Rep. Williams & Sen. Bullard)

### **Expanding opportunities.**

- Extended the eligibility requirements for Oklahoma's Promise by creating new income caps based on the number of dependent children in a family. (SB 1673, Sen. Pugh & Rep. Nollan)
- Made higher education more accessible for National Guard members by creating the Oklahoma National Guard Educational Assistance Revolving Fund. (SB 1418, Rep. Miller & and Sen. David)
- Created the OCAST Intern Partnership for STEM Workforce Pipeline Program which allows OCAST to award project-driven internship funds to Oklahoma based research organizations for the purpose of employing student interns. (HB 4362, Rep. Hill & Sen. Garvin)



- Allowed the State Board of Education to develop rules to determine if courses on aviation are eligible for a core-curriculum credit toward meeting the graduation requirements. (SB 1147, Rep. Miller & Sen. Taylor)
- Allowed the Board of Career and Technology Education to establish hydrogen courses. (SB 1190, Rep. McBride & Sen. Pugh)

## PROMOTING TRADITIONAL FAMILY VALUES

**Created the Helping Every Life and Parent (HELP) Task force** to study, evaluate and make recommendations regarding policies, programs and proposed legislation to support crisis pregnancy centers, eliminate unnecessary burdens to adoption, and support mothers faced with unplanned pregnancies.

- Replaced the one-time tax deduction for adoption expenses with a 10% tax credit. (HB 3088, Rep. Hilbert & Sen. Hall)
- Prohibited the performance of an abortion or attempt to perform an abortion except to save the life of a pregnant woman in a medical emergency. (SB 612, Sen. Dahm & Rep. Olsen)
- Prohibited the performance of an abortion upon the overturning of Roe v. Wade or Planned Parenthood of Southern Pennsylvania v. Casey, making it a felony. (SB 1555, Pro Tem Treat & Speaker McCall)
- Disallowed abortion if a fetal heartbeat is detected and allowed individuals to bring civil action against persons they know to have performed or undergone an abortion. (SB 1503, Sen. Daniels & Rep. Russ)
- Limited the designation of a newborn's gender on birth certificates to only male or female and specifically prohibited nonbinary designations. (SB 1100, Sen. Bergstrom & Rep. Dills)
- Permitted individuals to bring civil actions against any person who performs or assists in the performance of an abortion in any way with exceptions for rape, sexual assault, incest and the life of the mother. (HB 4327, Rep. Stearman & Sen. Daniels)
- Allocated \$3 million to the Choosing Childbirth fund and \$2.5 million for health care worker recruitment and retention. (SB 1043, Sen. Thompson & Rep. Wallace)



## ADVOCATING FOR RURAL OKLAHOMA

**Lessening the burden on farmers and ranchers.**

- Invoked provisions of Oklahoma law to activate the use of the Emergency Drought Relief Fund and ordered the expedition and assistance of all drought relief efforts (EO 2022-23, EO 2022-26, EO 2022-30)
- Extended the restricted seasonal commercial driver's license (CDL) to the federal maximum limit while keeping our roads safe by requiring those seasonal CDL holders to have a good driving record. (SB 942, Sen. Murdock & Rep. Pfeiffer)
- Waived the fee for sale barns and banks to access financing statements for the farm products central filing system via internet access from the Secretary of State's office. (HB 3811, Rep. Stinson & Sen. Hall)
- Clarified that all livestock are exempt from ad valorem tax. (HB 1682, Rep. Dustin Roberts & Sen. Bullard)
- Created the Oklahoma Rural Jobs Act which provides a tax credit to investors who make capital investments into an eligible rural fund certified by the Department of Commerce. (HB 4085, Rep. Wallace & Sen. Howard)

**Promoting the Oklahoma way of life.**

- Designated the American Quarter Horse as the State Horse of Oklahoma. (HB 3261, Rep. Randleman & Sen. Stephens)

## PROTECTING OKLAHOMANS

- Through Oklahoma v. Castro-Huerta decision, **the state retained the jurisdiction to prosecute crimes committed by non-Indians against Indians in Indian territory.**
- Took steps to resolve the critical shortage of corrections officers within the Department of Corrections by allowing DOC to establish a separate training academy. (SB 1456, Rep. Newton & Sen. Jech)



- Ensured that those who commit crimes against vulnerable adults and the elderly are held accountable by allowing district attorneys to develop multidisciplinary teams to investigate and prosecute these crimes. (SB 1163, Sen. Garvin & Rep. Miller)
- Gave guidelines to the Office of the Attorney General to distribute funds to cities and counties that were awarded through the Opioid Abatement settlement. (SB 1275, Sen. Howard & Rep. Wallace)
- Successfully implemented the 988 Suicide Prevention Hotline which will connect Oklahomans to the department's network of mental health services.
- Made it unlawful for any person making commercial telephonic calls to fail to communicate the originating phone number and the name of the solicitor to any caller ID service as well as intentionally altering the voice of the caller to defraud or confuse the recipient. (HB 3168, Rep. Phillips & Sen. Coleman)
- Created the Human Trafficking Response Unit within the Office of the Attorney General to maintain trafficking data, assist and support victims, and develop training programs. (HB 4210, Rep. Boatman & Sen. Weaver)
- Allowed criminal convictions, guilty pleas or pending criminal charges to be grounds for denial for a state occupational license or certification only if the offense relates to the duties of the occupation and poses a reasonable threat to public safety. (SB 1691, Sen. Taylor & Rep. Boles)
- Established standards for autonomous vehicles operating on Oklahoma roads. (SB 1541, Sen. Rosino & Rep. Miller)

#### **Expanding mental health resources.**

- Provided a 6% increase to Oklahoma Department of Mental Health and Substance Abuse Services, including \$2 million to increase funding for services for children with acute behavioral health issues, \$700,000 in funding for the Steven A. Cohen Military Family Clinic for expanded services for veterans and families, and other appropriations to improve mental health outcomes. (SB 1048, Sen. Thompson & Rep. Wallace)
- Provided \$150,000 to create and maintain a mental wellness division through the Department of Public Safety. (HB 4470, Rep. Wallace & Sen. Thompson)

#### **Securing our elections.**

- Prohibited the governor, State Election Board, county election boards, state officers and others from altering or amending election procedures prescribed by the Legislature in statute. (SB 523, Sen. Paxton & Rep. Lepak)
- Authorized the State Election Board to run a query and provide a list to county election boards if they find more than 10 registered voters at the same residential address. Any possible criminal violation related to voter registration must be investigated by the district attorney. (HB 2974, Rep. Olsen & Sen. Bergstrom)

#### **Cracking down on illegal marijuana operations.**

- Separated the Medical Marijuana Authority from the Department of Health, creating a distinct, standalone state agency. (SB 1543, Pro Tem Treat & Rep. Echols)
- Prohibited medical marijuana grow operations from locating within 1,000 feet of a school. (SB 1511, Sen. Rosino & Rep. Pfeiffer)
- Added technology centers to the definition of schools from which medical marijuana grow facilities are prohibited from locating within 1,000 feet. (SB 1726, Sen. Leewright & Rep. Hilbert)
- Required medical marijuana commercial growers to register with the Department of Agriculture as environmentally sensitive crops and to post certain signage at the site of the commercial grow operation. (SB 1737, Sen. Stephens & Rep. Patzkowsky)
- Increased penalties for the improper sale, transfer or purchase of medical marijuana, required license revocation upon the second of such offense, and required employees of medical marijuana businesses to be credentialed. (SB 1704, Sen. Paxton & Rep. D. Lowe)
- Directed the Medical Marijuana Authority to establish a two-year moratorium on issuing business licenses for dispensaries, processors and commercial growers beginning Aug. 1, 2022. (HB 3208, Rep. Cornwell & Sen. Paxton)
- Established standards for process validation in medical marijuana testing and licensing provisions. (HB 3929, Rep. Pfeiffer & Sen. Rogers)

AGENCY  
ACCOMPLISHMENTS  
2022

# OKLAHOMA DEPARTMENT OF COMMERCE

Secretary Chad Mariska, Executive Director Brent Kisling

## **Top Ten economy**

- Oklahoma's annual GDP growth rate of 5.5% ranked third in the nation, only behind Alaska and Texas, in the third quarter of 2022.
- Oklahoma was the 10th highest net in-migration state in 2022 and saw its population surpass 4 million.

## **Securing the first domestic Rare Earth Metal and Magnet manufacturing facility.**

- Governor Kevin Stitt and Commerce secured the Americas' first rare earth metal and manufacturing facility.
  - » USA Rare Earth plans to invest more than \$100 million in developing a manufacturing facility in Stillwater and will utilize its own facilities and technology to convert rare earth oxides into metals, magnets and other specialty materials.
  - » Initial production at the facility is expected to commence in 2023, with the project aiming to create more than 100 new jobs and generate over \$6.6 million in wages once fully operational.

## **Attracting foreign direct investment at the Oklahoma Air & Space Port.**

- A historic win for Oklahoma Aerospace & Defense, Governor Kevin Stitt and local leaders announced that Premium Aerospace Center (PAC) will locate its international headquarters at the Oklahoma Air & Space Port complex in Burns Flat, Okla.
  - » PAC will invest several million dollars to renovate and expand two existing hangars and build a third hangar at the facility.
  - » The company estimates as many as 600 new jobs to be added once the hangars are complete.

## **Supporting community growth and startups.**

- During the year, Commerce implemented or administered multiple programs to foster economic growth in Oklahoma communities and to encourage startups and entrepreneurs. Such programs included:
  - » The Oklahoma Rural Jobs Act: The Oklahoma Rural Jobs Act promotes greater access to capital for qualifying small businesses located in rural areas of the state. Through the program, rural funds, their affiliates or investors may earn a tax credit on the equity amount that they invest in a rural fund, which must then deploy as capital expenditures to provide financing for small businesses in rural Oklahoma. The program is bringing \$100 million in new capital to the state to invest in rural industrial projects.
  - » The Invest in Oklahoma Program: The Invest in Oklahoma Program encourages the state treasurer to invest up to 5% of the state's managed funds into Oklahoma-based venture capital funds.
  - » The Back a Business Program: The Back a Business Program allows for accredited investors to deduct their investment in approved venture capital funds from their state income taxes.

## **Other key initiatives included:**

- The Economic Development Assistance (EDA) grant which allowed Commerce to award 28 communities with funding to support the development of 28 new industrial sites to market.
- The State Trade Expansion Program (STEP) grant which awarded Oklahoma with \$350,000 to help provide small businesses the information and tools they need to succeed in export-related activities.

### **Increased investment in infrastructure.**

- The SITES Program: Utilizing research conducted by Commerce, the Oklahoma Legislature made a historic investment in the state's infrastructure, allocating nearly \$1 billion in project funds through the American Rescue Plan Act (ARPA) with specific investment in water, wastewater, roads and broadband access.
- The Legislature also allocated another \$250 million in state funds to create the Progressing Rural Economic Prosperity (PREP) fund which will help industrial parks and aeronautics facilities in rural areas of the state modernize and expand infrastructure, leading to increased economic development opportunities.
- Improving supply chains for the manufacturing industry with Connex Oklahoma hitting 500 manufacturers. Through the supply chain database tool, Commerce was able to provide greater access for our local companies across the state.

### **Continued support of Oklahoma companies in partnership with the Oklahoma Finance Authority and the Oklahoma Manufacturing Alliance.**

- In its second program year, the Oklahoma Innovation Expansion Program (OIEP) received 163 submissions for project funding. Of those applications, 125 projects received awards ranging from \$25,000 to \$150,000 with the total awards funding reaching \$9.241 million.
- Of the participants, the participating companies are generating \$51.3 million in total joint state and business project investment statewide.
  - » These companies plan to create 767 jobs with a total payroll of \$35.4 million.
  - » The types of businesses awarded range from aerospace parts manufacturers to food processing facilities, and each proposed project will make a significant impact on their operations, often including the creation of additional jobs.

### **Supporting workforce development.**

- Through the Impact Partnership Grant, the Oklahoma Office of Workforce Development, a division of Commerce, awarded six new applicants up to \$175,000 to invest in their industry-led, collaborative community projects.
  - » A total of \$1 million in funding will be allocated to the awardees, extension projects and Regional Workforce Boards.

**Oklahoma's film and music sector continues to shine** with the Oklahoma Film + Music Office (OF+MO) receiving the "Outstanding Film Commission" award at the 2022 Location Managers Guild International Awards. Additionally, the Oklahoma Film Friendly Community Program grew by 14 communities during the year.

### **Increasing state investment through historic project wins.**

- Commerce-led economic development projects won during the year are expected to bring more than 7,000 new jobs and \$3.7 billion in new private investment. Some of the projects contributing to these numbers include the following major announcements:
  - » **Simple Modern**, a company that specializes in the design and manufacture of insulated stainless steel and plastic drinkware, has experienced phenomenal growth since it first opened in late 2015. Due to that growth and the desire to onshore its manufacturing capabilities, the company began domestic manufacturing operations in Oklahoma City in September.
  - » **BrucePac**, a family-owned company with food processing facilities in Oregon and Oklahoma, held an official groundbreaking ceremony at the company's food processing facility in Durant, Oklahoma. The event marked the start of a \$22.5 million-dollar expansion to the Durant location, to include additional production areas, refrigeration and processing equipment. In the coming year, BrucePac expects to hire an additional 100 new employees to support future growth in Durant.



- » **Signify Health, Inc.**, a leading health care platform that leverages advanced analytics, technology and nationwide health care networks to create and power value-based payment programs, announced the official opening of its new regional service center in Oklahoma City.
- » **RENEW Energy** announced the construction of a new remanufacturing facility in Enid, Oklahoma. The new facility will remanufacture wind turbine drive trains and will hold the largest capacity in North America in regard to the size of said turbines.
- » **Webco Industries** started construction activities on the first building of the F. W. Weber Leadership Campus in Sand Springs. The more than 72,000-sq-ft building will house Webco's corporate leadership team, Webco University and the Webco Tech Center. The leadership campus will occupy about 35 acres of land located adjacent to Webco's existing Star Center Tube Manufacturing plant.



# OKLAHOMA DEPARTMENT OF HUMAN SERVICES

Secretary Justin Brown

## Developmental Disabilities Services (DDS)

- **Ending the waitlist**

- » In a historic show of support for Oklahomans with developmental disabilities, Governor Stitt and the Oklahoma Legislature appropriated \$32.5 million for a 25% rate increase to providers in FY 23, and to eliminate the waitlist entirely in FY 24.

- **Private partnerships**

- » DDS contracts with private partners (Liberty Health Care, Therap Services, and Alvarez and Marshall) to conduct assessments of each person on the waitlist, provide families with a seamless transition to one service system, and to modernize service delivery while placing value on individuals' independence.

- **Regional family meetings**

- » DDS continues to host regional meetings across Oklahoma to help families transitioning off the waitlist, and to provide an opportunity for them to ask questions and learn more about their next steps. Scheduled meeting locations include Ardmore, Norman, Oklahoma City, Broken Arrow and Stillwater.

## Real Estate Management

- **Lawton and Chickasha grand openings**

- » DHS is trading large, obsolete buildings for smaller, strategically located, thoughtfully designed locations. The Human Services Center in Lawton officially opened its doors in December 2022, and two new locations in Chickasha will open soon: One provides a welcoming space to serve families with child welfare involvement, and the second location serves as an administrative hub for human services staff to collaborate in shared workspaces.

## Pinnacle Plan

- The Pinnacle Plan was created and implemented to improve our foster care system. In addition to increasing the number of child welfare specialists and reducing their caseloads, we closely collaborate with our stakeholders (including the court system) to build a program of continuing care for children in our custody who have experienced significant trauma and need behavioral health care.

## Child Care Services

- **American Rescue Plan Act (ARPA)**

- » \$360 million in ARPA funds were used to fortify childcare businesses across Oklahoma which were significantly impacted by the COVID-19 pandemic. Child Care Desert Grants were available to new childcare programs to help increase accessibility in underserved areas, and to existing programs needing financial help to increase their licensed capacity to safely serve more children.

## Technology Business Management

- **Financial modernizations**

- » Migrated to Workday@OK which allowed DHS to retire the obsolete AS-400 financial system which had been in use since the late 1980s.

- » Workday@OK provides a more efficient platform for employees to manage their payroll, leave time and learning development.
- » Migrated from the legacy, custom technology to the state's Enterprise Resource Planning system, increasing accuracy, efficiency and transparency.
- » Migrated to a new cost allocation system, improving the utilization of federal matching funds.
- » Developed an integrated travel system to streamline more than 20,000 annual travel claims.

## **Adult and Family Services (AFS)**

### **• WorkReady Oklahoma**

- » AFS continues to work with our TANF partners (including Career Technology Centers) to connect TANF customers to employment opportunities in positions that pay more than minimum wage and help them become financially independent.

### **• On-demand customer interviews**

- » Customers schedule an appointment to apply for benefits. Instead of waiting for a specific worker to help them, each customer can speak virtually with the next available worker to expedite their application and approval process.

### **• Contact center operations**

- » AFS staff answered 1.3 million calls during FY 22, reflecting the transformative work we are doing to better serve customers through digital platforms.

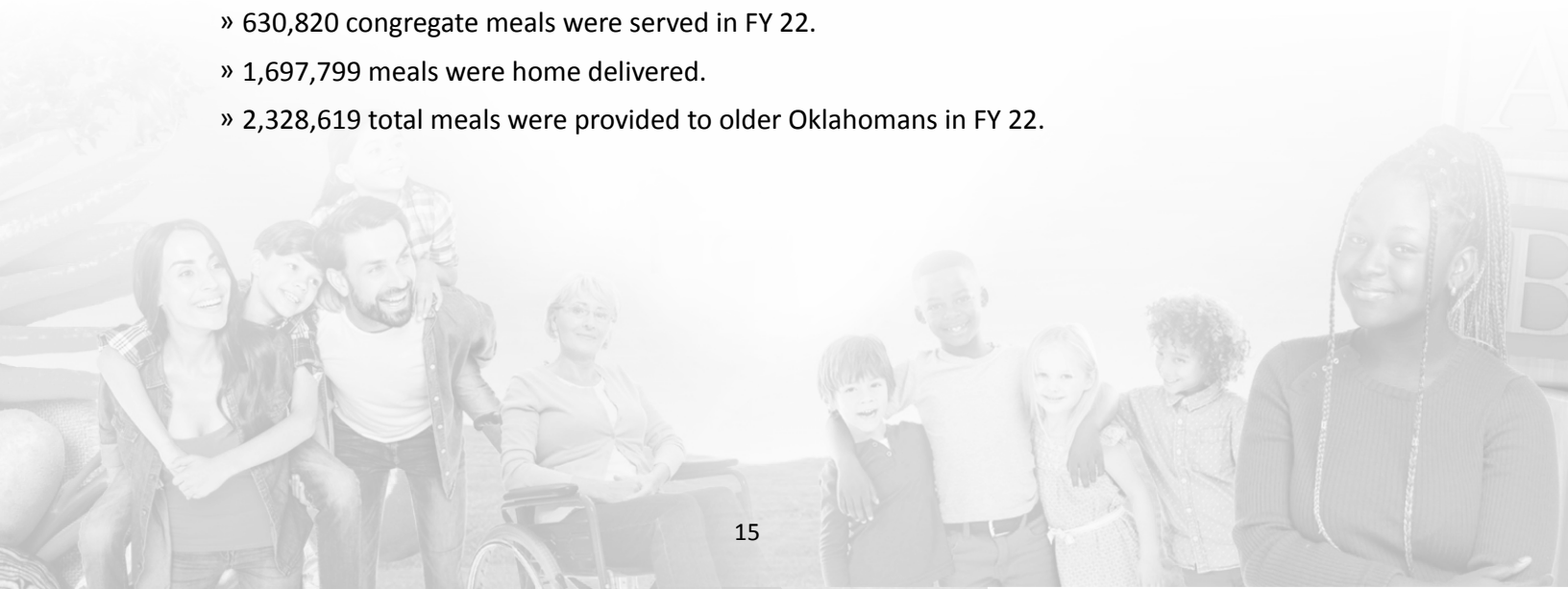
### **• Commodity food distribution**

- » Through partnerships with food banks and nearly 60 distribution sites, AFS administers the Commodity Supplemental Food Program which provides monthly nutritious food packages to eligible individuals aged 60 and older.

## **Community Living, Aging and Protective Services**

### **• Senior Nutrition**

- » Established in 1972, the Senior Nutrition Program helps vulnerable, older Oklahomans meet one-third of their daily nutrition needs.
- » Funding for senior nutrition is provided through the Older Americans Act and the ADvantage waiver program.
- » 172 community nutrition sites provided free, hot, nutritious midday meals prepared by registered dietitians.
- » 630,820 congregate meals were served in FY 22.
- » 1,697,799 meals were home delivered.
- » 2,328,619 total meals were provided to older Oklahomans in FY 22.



# OKLAHOMA DEPARTMENT OF ENVIRONMENTAL QUALITY

Secretary Ken McQueen, Director Scott Thompson

## Technical assistance to small public water supplies

- DEQ received EPA grant funding to provide enhanced technical assistance to small public water systems with the goal of improving drinking water compliance rates, protecting public health and building a strong and sustainable infrastructure for maintaining competency. In 2022, DEQ staff made 92 onsite visits, provided 152 virtual technical assistance events and helped collect samples under five federal rules resulting in the analysis of 77 drinking water compliance tests. Of these samples, 99% were analyzed as viable compliance samples and there was only one health-based violation.

## Lead testing in schools

- DEQ has a program offering free sampling and testing for schools and childcare facilities for lead in the drinking water. Public schools and public or private childcare centers who participate receive free sampling materials and laboratory testing as well as guidance on what steps to take to eliminate lead from the drinking water being served at their facilities. To date, DEQ has enrolled a total of 50 facilities. In 2022, DEQ assisted 25 public schools, two daycare facilities, and one youth facility with lead testing. To date, 66 faucets and 19 water coolers have been replaced to help ensure safe drinking water for these schools and daycares.

## Water quality standards: Authority moved to DEQ

- During the 2022 legislative session, two bills related to Oklahoma Water Quality Standards (WQS) were passed by the Legislature and signed by the governor. These bills moved WQS authority to DEQ and specifically allowed for DEQ to use a variance as an intermediate tool to assist industry and municipalities in achieving compliance. Staff worked for eight months to make all the necessary changes to agency rules and held eight informal public meetings and six formal public meetings to ensure that all interested stakeholders had the opportunity to contribute to the rulemaking effort. Through this process, the method for developing and implementing WQS has been streamlined.

## Technology partnership

- In 2022, DEQ's Water Quality director was selected to travel to Israel to participate in a technology exchange and partnership that involved government agencies and companies from both the United States and Israel. The U.S. delegation spent five days learning about the Israeli model of water management and shared the U.S. approach to water planning and regulation. Two days were spent learning about new technologies that could be used in the United States to help alleviate drought. Already, one of the technologies is being considered by an engineering firm for implementation in western Oklahoma. It is hoped that the connections made during this effort will assist Oklahoma in utilizing less expensive but equally effective water treatment.

## National Brownfields Conference held in Oklahoma City

- More than 2,000 people attended the National Brownfields Conference in Oklahoma City, including Governor Stitt, EPA Administrator Michael Regan, EPA regional administrators and other dignitaries. The conference highlighted the efforts of Brownfields programs throughout the U.S., particularly the Oklahoma Brownfields program and the Brownfields sites in the state. The First Americans Museum in Oklahoma City won not only the Region 6 Phoenix Award but also the [National Phoenix Award](#) for exceptional achievement in Brownfields redevelopment.



## **DEQ partnerships help reduce septic issues in Grand Lake and Lake Hudson watersheds**

- DEQ is partnering with the Grand River Dam Authority (GRDA) and the Oklahoma Conservation Commission to offer septic system repair or replacement assistance to homeowners in the Grand Lake and Lake Hudson watersheds. GRDA manages the program and DEQ is providing technical assistance to homeowners. The partners anticipate they will be able work with 10-15 homeowners each year of the multi-year program.
- Bacteria, in particular E. coli, is a problem in several of the streams that feed both lakes. Improvement in septic systems has been identified as a key element in reducing both bacteria and excess nutrients in the water. DEQ will help promote the program and will provide free soil profiles for some residents.

## **Our Mission:**

*To protect and improve public health  
and our environment.*

## **Our Vision:**

*To lead the nation in fostering a healthy  
and sustainable future through effective  
and innovative environmental actions.*

# OKLAHOMA DEPARTMENT OF ENERGY AND ENVIRONMENT

Secretary Ken McQueen

## DEQ

- **National Brownfields Conference**

- » The National Brownfields Conference was held in Oklahoma City in August after being delayed multiple times due to COVID-19. Oklahoma City was chosen to host the conference due to the Brownfields redevelopment happening throughout the city. More than 2000 people attended, and the First Americans Museum was awarded the EPA Region 6 and National Phoenix Award for the best Brownfields project. The conference was largely so successful due to the planning and coordination efforts of DEQ staff.

- **School/Child Care Lead Testing Program**

- » The program assisted 88 schools, two daycare facilities and one youth facility with drinking water system inventory, sampling and/or remediation.

- **Air Emissions Workshop**

- » DEQ's Air Quality Division conducted a workshop to assist industry with reporting emissions and to provide updates on other program areas. The Air Quality Division was awarded Association of Air Pollution Control Agencies' 2022 Best Practices Award for the workshop.

- **Multi-agency collaboration**

- » DEQ partnered with GRDA, OWRB and the Oklahoma Conservation Commission to assist with the repair or replacement of malfunctioning on-site systems in and around the Grand Lake watershed.

## OWRB

- **ARPA funding for water and wastewater construction**

- » Governor Stitt and the Oklahoma Legislature signed historic legislation entrusting OWRB to manage nearly \$44 million in critical drinking water and wastewater reclamation infrastructure projects across the state through the American Rescue Plan Act.

- **OWRB water infrastructure financing**

- » OWRB Water Infrastructure Financing: OWRB awarded \$560 million in loans/grants to 70 communities and rural water suppliers, surpassing \$6.1 billion in investment since inception and saving borrowers over \$1.4 billion through the maintenance of AAA bond ratings; launched new FEMA high-hazard dam rehabilitation construction grant program.

- **Organizational management & funding**

- » OWRB received the prestigious 2022 Top Workplace award by the Oklahoman for creating best-in-class workplace culture! OWRB improved process efficiencies and consolidated layers of management to increase visibility of operations and expedite decision making and leader development, and secured funding for operations through legislation and modernization of fee structures.

- **Information delivery**

- » Increased website accessibility and security and eliminated 4,500 antiquated PDF documents and webpages and migrated website to statewide standard.

- **Technical hydrologic studies**

- » OWRB finalized numerous major hydrologic investigation reports that determine the availability of critical groundwater sources; conducted first-ever lake yield studies to determine drinking water storage capacity for communities around the state; and monitored lake, river and groundwater sites to track trends in water quality and provide critical information to local officials for planning and economic growth opportunity.

## **OERB**

- Celebrated the clean-up of 19,000 abandoned well sites.
- Awarded 124 scholarships to students pursuing careers in the energy industry.
- Provided \$345,000 in science and math equipment and training to 681 Oklahoma educators.
- Hosted 16 free educational events that reached nearly 400 local oil and natural gas producers across the entire State of Oklahoma.

## **OGS**

- Highly attended monthly open house events for the public to become educated about geology, including identifying minerals and rocks in personal collections.
- Submitted >\$2 million worth of requests to the federal DOE on energy research.
- Began NASA research program on landslides in Oklahoma from satellite technology.
- Continued to provide real-time earthquake data to the public.
- Continued to provide access to the State Core and Data Repository to the public.

## **GRDA**

- Total case incident rate 2021 vs. 2022 = 43% improvement.
- The Pensacola Relicensing Study Plans have been completed. The Draft License Application filed on Dec. 30, 2022, and the last comments on responses from the Updated Study Report was filed on Dec. 29, 2022. The Final License Application with the request for a 50-year license will be filed on May 30, 2023.
- Developed long-term generation capacity plan and negotiated Power Purchase Agreement for a solar project.
- Transmission & Distribution Operation submitted the MAIP transmission expansion plan to Southwest Power Pool (SPP) to accommodate up to 700 MW of new load.
- Opened administrative center in Chouteau, consolidating employees from seven sites.

## **CLO**

- All available agriculture leases awarded at 2022 auctions—generating \$3.7 million for public education.
- Modernized royalty reporting.
- Distributed \$91.5 million directly to local school districts in FY 22.
- Distributed nearly \$31 million to higher education in FY 22.

## **OMPA**

- Primary success for OMPA in 2022 was to get some much-needed improvements to enabling legislation passed. Will allow the authority to serve more municipalities in the future.

- OMPA Board adopted a new business plan that consolidated various strategies and activities into one document.
- Initiated a new Water Heater Rebate Program for the member cities to offer their citizens.

### **Corporation Commission**

- Cited as a key reason for Oklahoma being named in top two for oil and gas investment in 2021 (Fraser Institute-Canada-US Energy Sector Competitiveness Survey).
- Greater stakeholder and public access to information, data and services through improved video streaming, website changes and increased digital services.
- Deployment of Electronic Case Filing (ECF) system, allowing stakeholders 24/7 access to file case documents and giving user-friendly tools to search and locate Commission case filings.
- Increased customer access and service with Quick Pay Portal and expanded credit card payment functionality with the addition of ACH payments through the OCC website.
- Continued ongoing efforts involving Southwest Power Pool, regulated utilities, Oklahoma natural gas producers, consumer groups and other stakeholders to improve communication, fuel cost mitigation and other issues learned from Winter Storm URI.





# OKLAHOMA DEPARTMENT OF AGRICULTURE, FOOD AND FORESTRY

Secretary Blayne Arthur

## **Developed new markets for ag and food producers**

- Approved approximately 20 new small meat processing facilities as state inspected or custom-exempt plants (43 total additional plants since 2020).
- Participated in Foreign Ag Service trade delegation to United Kingdom, specifically discussed opportunities for Oklahoma beef and pork exports as UK explores new trade agreements.
- Hosted customers from five countries at 2022 Cattlemen's Congress purchasing beef genetics.
- Utilized federal funding to participate in AgroExpo in Colombia and obtained over 230 trade leads from six countries for Oklahoma livestock producers.
- Hosted ambassador from the European Union for Ag Roundtable with producer groups.
- Hosted Israeli delegation interested in importing live cattle from Oklahoma to Israel.
- Promoted Oklahoma agriculture by hosting four national conferences for USDA or state department of agriculture staff from other states.
- Set new sales records for Made in Oklahoma
  - » Coordinated MIO Store at the Oklahoma State Fair where over 52 small businesses marketed the products they grow, process or manufacture in the state.
  - » Managed MIO Café at Tulsa State fair where 11 company's food products were sold and served.

## **Protected the state's herd health**

- Awarded 10 \$15,000 Food Animal Veterinary grants to rural, large animal veterinary practices and supported livestock production.
- Highly Pathogenic Avian Influenza Response
  - » Successfully managed five cases and prevented spread to neighboring flocks.
  - » Partnered with stakeholder organizations and state agencies to share biosecurity information and mitigate risk of spread.
  - » Hosted virtual townhalls for poultry producers and partner organizations.
  - » Deployed teams to Kansas and Nebraska to assist with management of infected flocks.
- Hosted or participated in three exercises to increase Oklahoma's Foreign Animal Disease preparedness.
- Distributed 106,820 radio frequency identification tags to cattle producers.

## **Protected consumers and natural resources**

- Verified prices of 101,760 products to ensure customers were charged advertised prices.
- Inspected 11,143 scales for accuracy.
- Sampled almost 6,000 products (feed, seed, fertilize, etc.) to verify label guarantees.
- Collected and properly disposed of over 117,000 pounds of unwanted pesticides.
- Launched webpage focused on drought recovery resources for ag producers.

## **Oklahoma Forestry Services**

- Extinguished 1,274 wildfires that burned 243,252 acres. On these wildfires 1,002 residences valued at \$549,067,200 were saved.
- Successfully completed 38 prescribed fires on 9,486 acres. These prescribed fires removed hazardous wildland fuels, improved wildlife habitat and increased timber productivity.
- Through its Community Fire Assistance Program, Forestry Services placed over \$6 million in firefighting equipment to Oklahoma's rural fire departments.
- Completed a 40-acre Hazardous Wildland Fuels Mitigation Project in Washington County.
- Grew over 1.6 million tree seedlings and sold to Oklahoma landowners to be used for various purposes such as timber production, erosion control, wildlife habitat improvement and Christmas tree production.
- Completed for 60 land management plans that increased active conservation management on 11,496 acres for Oklahoma landowners.
- Assisted 50 communities with the improvement and management of their urban and community forest resources.

## **Collaborated to serve ag producers and landowners**

- Worked with state and federal agencies and landowners in pilot program to remove feral hogs and prevent over \$10 million in damages on 279 properties.
- Named "Cooperator of the Year" by the USDA National Ag Statistics Service.
- Worked with Oklahoma Conservation Commission and Oklahoma Water Resources Board to develop Emergency Drought Commission cost-share program.
- Partnered with USDA to increase access for underserved communities to locally sourced foods and create new opportunities for Oklahoma producers through Local Food Procurement Assistance program.
- Collaborated with the Oklahoma Farm Bureau Women's Leadership Committee to award \$3,000 total to five schools in first school garden contest.
- From May through August, Oklahoma Forestry Services sent firefighters and equipment to support interagency firefighting efforts in Texas, Alaska, Idaho, New Mexico, Arizona and Montana.

## **Invested in youth**

- Sponsored fourth year-long Ag Youth Council program for 22 high school seniors to learn about career opportunities in Oklahoma agriculture.
- Held second annual AgHerCulture event to develop leadership and interpersonal skills in high school- and college-aged young women involved in agriculture.
- Highlighted and hosted over 30 youth cattle exhibitors that claimed national champion honors at respective beef breed junior national shows.
- Celebrated accomplishments of three Oklahoma livestock judging teams who broke records by bringing three national championship titles to the state the same year.

# OKLAHOMA HEALTH CARE AUTHORITY

Secretary Kevin Corbett, Director Kevin Corbett

## Delivery reform bills passed to transition to new health care model

- OHCA will transition to a new health care model called SoonerSelect following Governor Kevin Stitt's signing of two delivery system reform bills. SoonerSelect will allow OHCA to better incentivize health outcomes while maintaining oversight and authority over Oklahoma's Medicaid program and the program funding. Members will be able to compare the extra benefits provided by each health plan and choose the right one for them.
- Contracted entities will be expected to achieve specific quality metrics and develop strategies to address health disparities and social determinants of health. SoonerSelect prioritizes access and quality health outcomes for SoonerCare members and creates preferential opportunities for Oklahoma provider-led entities to partner with OHCA as contracted entities under this new model.



## Increased private duty nursing rates

- The OHCA board voted to approve a 25% rate increase for private duty nurses (PDN). OHCA contracts with five private duty nursing companies throughout Oklahoma while more than 450 children receive PDN services. Without this additional support, staffing shortages could result in adverse health and safety outcomes for the individuals served.

## Recommendation to extend pregnancy and postpartum services

- The Helping Every Life and Parent (H.E.L.P) Task Force recommended OHCA expand coverage for SoonerCare members receiving pregnancy and postpartum services. The two major policy changes are Oklahoma's income threshold for full-scope pregnancy-related benefits will increase from 138% to 205% of the federal poverty level (FPL), as well as a new opportunity through the Centers for Medicare and Medicaid Services (CMS) to provide new mothers up to 12 months of continuous postpartum coverage. The additional services include postpartum care; prescription drugs; genetic testing; vision and hearing services to treat disease; physical, occupational and speech therapies; preventive primary care; and more robust dental benefits during and after the pregnancy.

### **Implemented the Specialty Program for At-Risk Kids**

- OHCA and Oklahoma Human Services (OKDHS) partnered to help Oklahoma children receive health services through the new Specialty Program for At-Risk Kids.
- The program offers care coordination for children in the custody of Child Welfare Services to ensure they have access to services at a time in their lives when early intervention is crucial.
- The two agencies aim to identify behavioral health and medical needs earlier and refer participants to interventions expected to divert youth from higher, more restrictive levels of care and promote placement stability.
- OKDHS will refer to children on Medicaid who have been screened and identified as needing mental health treatments. A designated care coordinator with OHCA will then work directly with the child's primary caretaker and their health providers to recommend and coordinate mental and physical health services covered by SoonerCare.

### **Institutions for Mental Diseases waiver for serious mental illness/substance use disorder**

- The Centers for Medicare & Medicaid Services approved the 1115 IMD waiver for serious mental illnesses and substance abuse disorder. OHCA coordinated and collaborated with the Oklahoma Department of Mental Health and Substance Abuse Services to submit and implement the waiver. The IMD waiver for SMI/SUD provides increased access to mental health and substance use treatment for adult Oklahomans.

### **Ranked top in the nation for SoonerCare application processing times**

- U.S. Centers for Medicare and Medicaid Services (CMS) ranked Oklahoma as the top state in the nation for Medicaid application and eligibility processing speed. Oklahoma was the only state to process and conduct 100% of applications in less than 24 hours during the first three months of 2022. OHCA processed nearly 59,000 applications during the reported timeframe. The report analyzes the length of time it took state Medicaid and Children's Health Insurance Program (CHIP) agencies to conduct final determinations for individuals who submitted applications from January through March 2022.

### **Ranked among best in the nation for Medicaid eligibility and claims payment accuracy**

- Every three years, Medicaid agencies participate in a Payment Error Rate Measurement (PERM) review with CMS, which measures how accurately state Medicaid programs process claims and determine eligibility.
- Oklahoma's 2022 PERM error rate was 1.95%, which was the second lowest in the nation, and significantly lower than the national average of 15.62%.
- OHCA's claims error rate for claims processing was 0%. This was due to the commitment of the team to using system edits to ensure the accuracy of claims before payment, as well as other control processes such as prior authorizations, suspended claims review, post-payment reviews and payment accuracy measurement studies to ensure the integrity and accuracy of the claims.
- OHCA's eligibility error rate for 2022 was 1.95%. SoonerCare applications are processed by validating an applicant's data through several eligibility requirements and information exchanges built into the electronic application, which provides an instant decision regarding the applicant's eligibility.

### **Partnered with groups to increase training and services**

- OHCA partnered with the University of Oklahoma Department of Pediatrics and Reach Out and Read to train more than 130 providers and staff, reaching more than 32,000 children in Oklahoma through this literacy program.

### **Transformed programs to achieve results**

- The Transformed Medicaid Statistical Information System recognized OHCA in a recent state Medicaid conference as one of very few green states in the nation. OHCA has resolved over 140 T-MSIS issues, which puts Oklahoma in the top tier of the U.S. To measure the success of the SoonerCare pharmacy benefit management, Oklahoma's Medicaid statistics were compared to the Medicaid statistics of Express Scripts, the largest pharmacy benefits manager in the United States. As a return on investment, using the overage generated by the Express Scripts per member per year rate, the ROI for OHCA for 2018 is \$74 to \$1. After a successful pilot program, OHCA expanded the Medication Therapy Management virtual pharmacist program statewide to improve customer experience and access to prescription information. OHCA has saved \$2.6 million in state dollars and \$6.9 million total dollars by implementing the delayed capitation payment until member has initial visit with primary care provider.

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

- Named by The Oklahoman as a 2020, 2021 and 2022 Top Place to Work.
- Increased supervisory credit and performance management process compliance to 100% for the first time in agency history.
- Offered 400 enrollment opportunities for professional development training with approximately 9,800 training completions.
- Completed HOPE training for every agency employee with 10 Hope Ambassadors trained.
- Thirty Evidence-Based Management cohort participants in partnership with Oklahoma State University to identify and implement agency innovations.

### **Meaningfully incorporate statewide health information exchange and other newly sourced analytics into quality reporting, care management and agency decision-making**

- Implementation of a statewide health information exchange (HIE) was launched to increase access to patient information at the point of care and enable greater sharing of health information between authorized doctors, hospitals and patients.
- The HIE will improve patient safety and drive improvement in health outcomes by enhanced coordination of care and understanding of patient needs, reducing medication and medical errors, preventing the duplication of tests and redundant collection of information from the patient, and improving public health reporting.
- The state has fully implemented the Office of the State HIE Coordinator and integrated the state designated entity into HIE implementation and operations activities.
- Over the last six months, considerable focus on outreach to providers has taken place to ensure an understanding of the mandate, as well as to educate them on the benefits of HIE utilization in their daily workflow. Presentations have been delivered at over a dozen associations with more scheduled over the next year.
- Participation has continued to increase with over 50 new organizations added in the last six months and portal utilization is up 81%.
- The HIE team is working to enhance the current records exchange capability by adding functionality for Quality and Care Gap management, functions critical for use with our managed care rollout.

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

- OHCA improved member communications by enhancing MySoonerCare.org notifications and alerts, as well as eligibility letters, to provide better customer service experience to our Spanish-speaking members. OHCA has implemented a 50% reduction in reporting for invoicing of manufacturers and

converted the remaining reports to electronic invoices. Additionally, OHCA created a portal where manufacturers can download invoices and report information electronically where it was previously a cumbersome paper process. This reduced considerable staff time that was spent on processing invoices and modernized the outdated process.

- OHCA also created a mobile-friendly version of MySoonerCare.org to allow more Oklahomans to apply for and renew their SoonerCare benefits from their smartphones. With this update, users who may not have access to traditional computers can fill out and submit their application from anywhere. The change was not required by the Centers for Medicare & Medicaid Services but was an OHCA initiative to help keep Oklahoma moving forward.

### **FY 2022 Web Results**

**3.9 M** visits to the homepage.

**1.9 M** visits to MySoonerCare.org.

**5.9 M** visits total for FY 2022.


**1.4 M** visits from mobile devices.

### **Achieved operational efficiencies**

- With the support of the governor and Legislature, the Rate Preservation fund grew from \$33 million to \$198 million.
- Re-evaluated the covered 90% FMAP Family Planning program procedures/drugs and realized an initial savings of \$12 million in 2021 and future annual savings of \$3 million.
- Through enhanced oversight, negotiation and performance management, achieved \$1.7 million in savings from cancellation or rate negotiations of third-party contracts.
- Reduced OHCA administrative cost percentage of total spend by 8% from FY 2018 to FY 2022.
- Through nurse care management for members who have chronic and acute conditions, the OHCA Health Management Program generated nearly \$3 in medical savings for every \$1 spent in FY 2018 and FY 2019 (utilizing cost project comparison methodology).
- OHCA launched an initiative to review lab service requests. Through detection and reduction of inappropriate laboratory service, the agency realized savings of approximately \$800,000.
- From FY 2018 to FY 2022, OHCA collected more than \$485 million in drug rebate revenue.
- Like many agencies, because 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 service. As a result, the agency reduced its need for fleet vehicles resulting in a savings of approximately \$50,000.
- 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 530,609 prior authorizations for medical, behavioral health, dental and durable medical equipment, with the majority approved within seven days of the request.
- Answered 1,066,344 member calls – an 8.7% increase since FY 2021 – with an average member wait time of 14 seconds.
- Increased provider network from 64,873 to 68,575 contracted providers, improving opportunities for members to access timely, quality care.



- The value-based purchasing component of the Health Management Program (HMP) contract is a 5% monthly 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. In SFY 2022, results indicate that health coaching participant compliance rate exceeded that of the comparison group on all four measures by a statistically significant amount.
- Chronic Care Unit (CCU) care managers educate members on adherence to clinical guidelines for preventive care and for treatment of chronic conditions. In calendar years 2019 and 2020, the SoonerCare CCU achieved nearly \$6 million and a 93% “very satisfied with nurse care manager” score.
- SoonerQuit was developed through a grant with the Oklahoma Tobacco Settlement Endowment Trust (TSET) and focuses on promoting and increasing access to tobacco cessation benefits and the Oklahoma Tobacco Helpline (1-800-QUIT-NOW). In FY 2020, 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 2017.




[Home](#)
[About Us](#)
[Our Services](#)
[Contact Us](#)

[Individuals](#)
[Providers](#)
[Research](#)
[Policy](#)
[Member Login](#)
[Apply](#)
[Contact](#)


## Oklahoma's Medicaid Agency

+ View proper procedures when visiting the OHCA




### 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](#)
- [MAIL](#)



### LATEST UPDATES

- [Covid-19 Information](#)
- [About Medicaid Expansion](#)
- [SoonerSelect](#)
- [How to Change Your SoonerCare Mailing Address](#)
- [New Out-of-State Provider Rules for Members](#)
- [NFW: ABA Information](#)

# OKLAHOMA DEPARTMENT OF TRANSPORTATION

Secretary Tim Gatz, Director Tim Gatz

## Safety

- Climbed to No. 5 nationally with only 45 structurally deficient bridges, less than 1%, of highway system bridges which allowed ODOT to maintain Top Ten status.
- Issued first disbursement of the \$45 million TIFIA loan, to combine with \$45 million in dedicated transportation revenues, to help address the deficient shoulders on two-lane rural roads throughout the state. In the first loan package, eight rural projects which will add shoulders on nearly 27 miles and reconstruction of 6.4 miles of roadway are accounted for in this initial phase.
- ODOT launched a wrong-way driving pilot program which includes traffic signage and striping improvements along with wrong-way driving detection and warning. Implementation will take place in four phases located on I-40, I-35 and the Oklahoma City urban area.
- Began use of automated flaggers to provide for more efficient use of manpower and take crew members out of harm's way. Using the device within ODOT work zones allows for increased safety as it removes human flaggers from a dangerous job and puts them back in motion assisting the crew with maintenance activities.
- Incorporated autonomous vehicles into the ODOT fleet allowing for more efficient use of manpower and removing workers from harm's way by providing a buffer between motorist and maintenance activities. The vehicle is used as a follow truck along urban interstates to address many activities such as emergency pavement repairs, debris removal and slow-moving mobile operations.



## Innovation

- Implemented e-Ticketing for construction, which is an all-electronic ticketing program that eliminates the use of paper haul tickets from materials used within projects such as asphalt, concrete and aggregates. A Special Provision was also developed for asphalt pay items to be instituted in 2023 along with expanding e-Ticketing for ready-mix concrete and aggregate pay items to be instituted in late 2023-early 2024.
- Pilot Design Team was established to test 3-D models in the predesign and design phases using engineering software. Over time, the team will transform to a Digital Delivery Team which will include multi-dimensional construction inspection and development of 3-D as-builts plans, thereby increasing accuracy, quality and efficiency of project delivery.
- Utilization of OpenRoads software, which is a detailed design application for surveying, drainage, subsurface utilities and roadway design. In 2022, the Pilot Design Team delivered an emergency project within District 5, using only OpenRoads technology and workflows.
- Focused training was completed and delivery of key bridge components for users to begin modeling structures using OpenBridge software, which is a bridge information modeling application that contains geometric layout tools.



### Infrastructure investment

- Throughout 2022, ODOT completed 317 projects at a value of more than \$1 billion and made significant progress on existing projects. It should also be mentioned that ODOT was the recipient of several federal grants for upcoming projects. One notable completed project phase was the opening of I-235/US-77/I-44 interchange. The result of this completed phase was the first four-level interchange on the state highway system and widening of approximately 8.5 miles of I-235/US-77 to an eight-lane cross section. Some additional significant completed and in-progress projects are listed below along with the projects that received federal grants.



### Significant completed projects in 2022

- Oklahoma's first diverging diamond located in Elk City on SH-6 over I-40.
- Reconfiguration and rehabilitation of the I-40 interchange in Weatherford.
- Shoulders added to eight miles of SH-53 near Springer.
- I-44 Corridor rehabilitation from 89th Street to the Oklahoma River (multiple structurally deficient bridges addressed).
- Widening of US-59 between Westville and US-412 to four lanes.
- Shoulders added to 7.5 miles of US-75A between Beggs and Mounds.
- New Single Point Urban Interchange (SPUI) on I-35 at SH-9 and Lindsey Street along with the widening of I-35 from the Oklahoma River to the South Canadian River to six lanes.



### **Progress on significant projects**

- Next phase of I-35/I-240 interchange is replacement of twin railroad bridges over I-240 and frontage road from I-35 north to east I-240 ramp.
- INFRA Grant recipient and Congressionally Directed Spending project: Sen. James Inhofe interchange to build a new SPUI as well as reconstruct and widen I-40 from Douglas to I-240.
- Construction of a new bridge on US-62 over Arkansas River (MKARNS) on the east side of Muskogee.
- BUILD grant recipient: rehabilitating existing pony truss bridge on Route 66 over the South Canadian River.
- Replacing structurally deficient bridges on I-35 over 63rd Street and realigning northbound to westbound movement for a flyover along with added capacity on I-44 from Martin Luther King to I-35.
- Realignment of SH-20 to the south side of Claremore. Ties to Keetonville Hill project on the west and the new OTA Turnpike at the Will Rogers Turnpike on the east.
- Addressing approximately nine miles of two-lane with deficient shoulders between Edmond and Luther while adding additional capacity from Post to Westminster near the Edmond softball Complex.
- Northbound only, reconstruct I-35 with additional pavement for future capacity expansion at the SH-29 Junction extended south near Wynnewood.

### **Major federal grants for upcoming projects**

- SH-37 BNSF grade separation in Moore (\$10 million).
- 51st Street extension at I-44/US-75 in Tulsa (\$10 million).
- US-70 Roosevelt Bridge planning over Lake Texoma in Bryan//Marshall Counties (\$957,300).
- Balanced asphalt pavement mix design & warm mix (\$283,448).
- I-44/US-75 MEGA Grant to help fund three phases of an already scheduled project around the interchange to include flyover ramps, new bridges at the Arkansas River, new frontage road on US-75 and improvements to Skelly Drive (\$85 million).

### **Accountability**

- Thanks to the governor and the Legislature's ongoing commitment to transportation, the Oklahoma Transportation Commission approved the 2023-2030 Eight Year Construction Work Plan which contains over 1,700 projects valued at more than \$8.4 billion. The plan addresses over 1,000 miles of rural two-lane highways with deficient shoulders with much needed safety upgrades, improvements to over 4,000 lane miles of highway pavement to a state of good repair and addresses 340 bridges that are currently at risk of becoming structurally deficient. ODOT has implemented certain mechanisms to increase accountability not only externally but internally as well. Below are a few of those mechanisms.
  - » Development of the ODOT public-facing dashboard as a one-stop shop for project information within the Eight Year Construction Work Plan and the Asset Preservation Plan.
  - » Maintenance Quality Assurance initiative will bring transparency to current maintenance activities. The reporting platform will provide feedback on level of service achieved, cost analysis and transparency to assist in resource allocation.

- » Implementation of the electronic Statewide Transportation Improvement Program (e-STIP) that streamlines and automates Federal Highway Administration and Federal Transit Association joint reviews and approvals of new STIP/TIPs and any subsequent modifications. This will provide access to a variety of users inside ODOT as well as MPOs, RTPOs, local governments and the public.





# OKLAHOMA TURNPIKE AUTHORITY

Secretary Tim Gatz, Director Tim Gatz

## Cashless tolling

- While OTA began converting toll roads to a cashless model in 2021, the authority made huge strides in 2022. The John Kilpatrick Turnpike was the first to fully transition to PlatePay in 2021. Since then, OTA has modernized the Kickapoo, Gilcrease Expressway, H.E. Bailey, Chickasaw and the Cimarron turnpikes. PlatePay is all about safety and efficiency, eliminating the need for drivers to stop to pay tolls and merge back into high-speed traffic. PlatePay uses cameras to take a picture of a vehicle's license plate as it travels through a toll plaza. A bill is then sent to the vehicle's registered owner.



## PlusPass app

- OTA introduced an app to give turnpike travelers without a PIKEPASS account the best toll rates possible. Using a PIKEPASS always provides motorists the lowest tolls. Understanding some people may not use turnpikes enough to justify opening an account, the PlusPass app is the next best option. In general, PlusPass saves drivers 25% compared to PlatePay toll rates, and it pays tolls directly from their phone.

## Gilcrease Expressway

- In November, the \$365.6 million Gilcrease Expressway West Turnpike opened to traffic after four years of construction and more than 50 years of planning, providing a safe and efficient option for drivers. OTA spearheaded construction as part of the state's first public-private partnership among local, state and federal entities. The project consisted of a five-mile, four-lane divided tolled highway, including 22 bridges, four major interchanges, and a 10-foot-wide multi-use trail financed through a \$120.1 million TIFIA loan. The toll road outpaced traffic projections within only a few months of opening.



## ACCESS Oklahoma Program

- Formally announced as Advancing & Connecting Communities & Economies Safely Statewide in February, the long-range program seeks to enhance access across the state, alleviate traffic snarls south of I-40, and provide reliable travel options for commuters and long-haul drivers. The program calls for nearly two dozen new access points along existing turnpikes; provides reliever points for emergencies; and enhances economic growth opportunities for communities. ACCESS also finishes widening the Turner Turnpike from four to six lanes, and widens the Will Rogers Turnpike and parts of the John Kilpatrick. OTA also requested the Oklahoma Supreme Court validate bonds to be used for the program, including construction on proposed turnpikes to finish the Oklahoma City Outer Loop and a reliever route south of Oklahoma City.





# OKLAHOMA STATE DEPARTMENT OF HEALTH

Secretary Kevin Corbett, Commissioner Keith Reed

## Agencywide transformation

- Renegotiated contracts achieving \$9.5 million in savings.
- Decreased turnaround time for procurement by 39%, making it easier for vendors to conduct business with OSDH.
- Consistently completed internal audits of greater than 50% of all agency cardholders' transactions statements, ensuring thorough documentation and transparency.
- Early in 2022, as a result of process improvement initiatives stemming from the agency's focus on transformation, the agency reduced the average number of days to procure from 52 days to 31 days per transaction, a 39% decrease in turnaround time. With continued refinement, the procurement team further reduced the average turnaround time from 31 days to 26 days on average to establish a purchase order.

## Community health

- Mobile wellness units – access
  - » Units, equipped with full exam capability, have been deployed statewide and continue to successfully provide connected care to Oklahomans living in rural areas.
  - » Launched mobile maternity clinics in three public health districts, providing prenatal care to those without easy access to care. Plan to launch this program in all 10 districts.
  - » Four new service categories identified to be provided as primary care for mobile units including services in Chronic Disease Screening; Maternity Services; child-care well and sick visits, and expansion of CHW services to be launched soon.
- OSDH staff served on the governor's HELP Taskforce, focused on increasing awareness and services to Oklahoma's mothers, babies and families.
  - » As a result, OSDH brought forth the Pregnancy Resource Navigator program, merging the highly successful home visiting and community health worker models to effectively meet the needs of mothers, babies and families where they are in their communities.
  - » Celebrated the 25th year of the Children First program, investing in the lives of first-time mothers, helping them achieve success in parenting and life.
  - » Engaged in over 49,000 home and virtual visits with mothers, children and families, providing resources and guiding them to a healthier and more productive life.
- Reduced infant mortality rate by ~20% since 2007.
- OSDH staff have refined and expedited processes for translation requests in order to improve responsiveness to Oklahomans in need of this service. These changes have decreased turnaround times from 10–12-day averages down to two days.
- Secured federal funding to provide loan repayment awards to at least 27 health care professionals serving in health professional shortage areas.
- To address the high prevalence of obesity among the Oklahoma population, the State Obesity Plan Stakeholders group developed and released a five-year plan with 30 goals and 114 objectives aimed to reduce obesity rates. The group has grown to over 250 partners from a variety of agencies/organizations working together to create and implement a state plan of action.

- Conducted listening sessions, statewide, where external stakeholders, elected officials and the public at large shared feedback on major areas of opportunity for improving their community's health. The feedback was used to inform agency strategic planning efforts.
- The outcomes of these sessions, along with paper and electronic surveys, were used to create a statewide health improvement and strategic plan, as well as localized community health improvement plans.

### **Regulatory & licensing**

- Assisted with transition of OMMA to become an independent agency, better suited to serve the regulatory needs for Oklahoma.
- Reviewed over 30 internal processes to ensure regulatory authority is being delivered in partnership with Oklahoma businesses and without overreach.
- Launched a customer service survey seeking feedback on how to better partner and serve Oklahoma businesses.
- Eliminated the backlog of facility surveys due to COVID-19, producing a dashboard for transformation that will be available soon.
- Held provider calls with acute and long-term care facilities that engaged as many as 700 participants who provided critical feedback.

### **Disease management**

- The Oklahoma Center for Infectious Disease (OCID) was launched, reorganizing and streamlining functions under the disease management area of the department. This allows for improved integration and responsiveness to outbreaks, and control of disease spread in the state.

### **Emergency preparedness**

- Served as critical coordinator and conduit for access to COVID-19 therapeutics from the federal government.

### **IT modernization**

- Secured \$26 million through ARPA funding for the purchase of an electronic health record system, allowing for greater customer interaction and streamlined service to the citizens of Oklahoma.
- IT efficiencies identified in 30 irrelevant servers that have resulted in decommissioning the systems, with expected savings of \$500,000.
- The OSDH IT team worked to move large portions of stored data to alternative platforms that both ensured secure location as well as more affordable cost. The anticipated savings for FY 23 amounted to over \$490,000.

### **Vital records**

- Reduced overall backlog by 78%.
- Added a Chatbot to our website to assist more Oklahomans with their questions.
- Added physician assistants as death certifiers to help decrease the time it takes to deliver certificates to families.

### **Additional operational efficiencies**

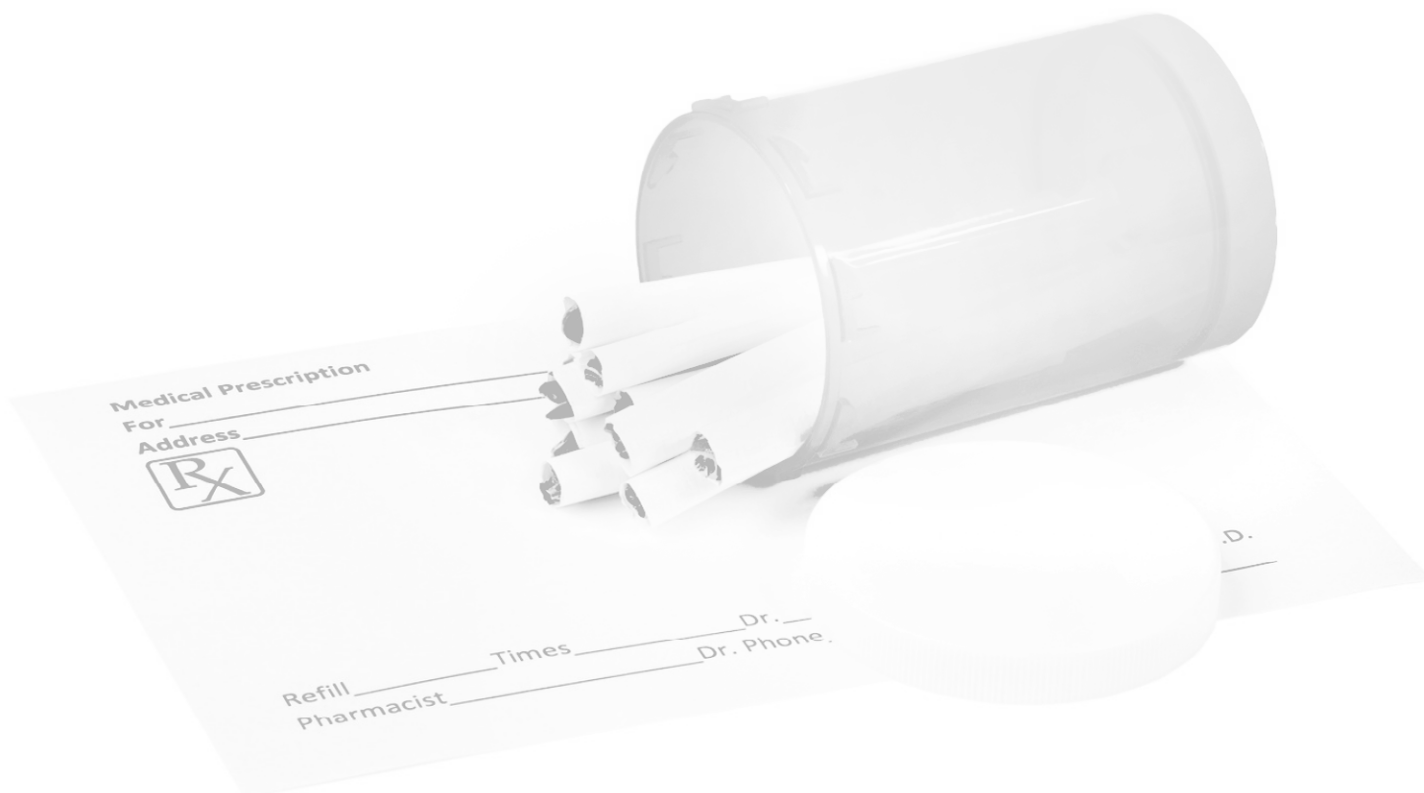
- Returned 38 cars to motor pool; eliminating \$421/car/month lease rate and achieving \$191,976 in annual costs avoided as well as an additional \$6,000 eliminated in parking fees.

- 421 mobile devices that had zero usage for a period of not less than 90 days were turned off. Each device cost the agency \$22.99 each month. Initial projected savings of \$116,145 yearly.
- After assessing usage of the parking garage by on-site staff, 225 largely vacant parking spaces have been requested to be eliminated from the SFY 23 property management contract, potentially realizing a savings of \$297,000 in the next fiscal year.
- Since regulation reduction began in 2020, 160 sections of rule have been entirely revoked. An additional 64 sections have been partially revoked. The following number of regulatory words have been eliminated:
  - » Shall – 3,002.
  - » Must – 50.
  - » Require – 746.
  - » Shall not – 22.
  - » May not – 2.
  - » Prohibit – 8.
  - » Total for all regulatory words – 3,830.

# OKLAHOMA MEDICAL MARIJUANA AUTHORITY (OMMA)

Director Adria Berry

- Developed and implemented standard operating procedures for identifying and addressing ghost ownership business structures. This was a big undertaking that has had and will continue having far-reaching, statewide impacts.
- Implemented the first ever seed-to-sale tracking system in OMMA's history on May 26, 2022. Prior to this, OMMA did not have a way to track product as it moved through the supply chain. Having this software has aided in our ability to identify bad actors and be alerted to potential criminal activity.
- During a routine inspection, we discovered product testing results were not accurately reported by an OMMA-licensed testing lab, which resulted in OMMA initiating the largest product recall in our history.
- OMMA became an independent state agency, which involved standing up all new systems and departments including finance, HR, internal services and a legal office with administrative hearing functions.
- Launched the OMMA Dashboard, which improved agency transparency and provided new data points for the public.
- Recruited and onboarded 165 employees to ensure that OMMA's mission and mandate were fulfilled.
- Achieved our goal of improved transparency by increasing the number of communication messages and channels.



# OKLAHOMA DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Secretary Kevin Corbett, Commissioner Carrie Slatton-Hodges

## Organizational culture

- For three consecutive years, ODMHSAS was named one of Oklahoma's Top Workplaces by the Oklahoman. The significance of this accomplishment in 2020, 2021 and 2022 cannot be underscored enough because it's based solely on feedback from a privately facilitated employee engagement survey where 70% of employees responded. The results of our participation in the Top Workplaces program confirms that those working at ODMHSAS are dedicated to improving the emotional well-being of those we serve and helping support the communities where we live, especially during the most challenging employment circumstance our world has ever faced. It's our employees living our mission that makes ODMHSAS a Top Workplace in Oklahoma.
- Additionally, Commissioner Slatton-Hodges was appointed to the Board of the National Association of Mental Health Program Directors and has been named the 2022 National Association of State Addiction Directors and Drug Abuse.

## Savings and efficiencies

ODMHSAS is charged to serve the entire population of Oklahoma through prevention, treatment and recovery support services. Operating in the most efficient and effective way is imperative to achieve success around this critical mission. Our efforts to enhance system savings and efficiencies in 2022 included:

- Saved \$2,274,706.69 through contract negotiations.
- Reduced automobile fleet to save \$340,673.00.
- Implemented an Institute for Mental Disease waiver that has increased access to inpatient, residential and crisis treatment services while allowing opportunities for additional third-party billing revenue.
- Generated \$34,534,174.00 in new revenue from competitive grants and enhanced service delivery from state operated Comprehensive Community Behavioral Health Clinics and implementation of the IMD Medicaid billing.
- Increased use of mobile technology to provide services that has led to improved productivity, enhanced billing revenue, decreased no-show rates, and reduced mileage reimbursement to law enforcement.

## Treatment services

Oklahoma is on the precipice of completely changing the way citizens understand, navigate and receive mental health and addiction treatment services. Through easier access and ensuring more options to treatment services are available, Oklahoma is quickly becoming the model that other states are looking to replicate. In addition, ODMHSAS has begun a transformative process to build a comprehensive crisis response continuum statewide. Significant achievements to date include:

- Increased number of Oklahomans served by a few thousand each year.
- Launched the 988 Mental Health Lifeline that has answered more than 20,000 calls, responded to over 6,000 texts, and dispatched more than 1,000 mobile crisis response teams since July 2022.



- First in the nation to create a statewide alternative transportation service to law enforcement when Oklahomans experience a psychiatric crisis called RideCARE.
  - » Transported over 14,000 Oklahomans last year.
  - » Drove over 1.5 million miles!
- Increased the number of urgent recovery centers and crisis centers by 50% across the state.
- Integrated technology by providing over 24,000 enabled devices across the state.
  - » Reduced use of acute care psychiatric care settings by 21%.
  - » Reduced prevalence of Emergency Room visits by 14%.
- Provided medication assisted treatment (MAT) services to more than 7,000 Oklahomans.
- Established MAT programs in more than 20 jails.
- Expanded MAT programs to more acute settings to include psychiatric inpatient, crisis and urgent recovery center settings.
- Created immediate access to residential substance abuse treatment beds through a streamlined Medicaid eligibility process and an electronic bed availability report.
- Reduced tobacco prevalence persons served by 34%.
- Credentialed more than 1,000 new wellness coaches to help address childhood obesity.

### **Recovery supports**

Recovery from mental health and addiction includes more than just stabilizing the person. Rather, it includes helping the individual thrive to be the best Oklahoman they can possibly be. To achieve long-term recovery, ODMHSAS assists Oklahomans to obtain housing, reunite with family, divert from the criminal justice system, and obtain employment so that they can maintain their treatment gains and become contributing members to communities across Oklahoma. Achievements in 2022 include:

- Reduced unemployment within persons served by 15.4%, resulting in 2,751 newly employed individuals with approximately \$67 million in new wages earned.
- Decreased arrests within persons served by 11.3%, preventing 2,025 Oklahomans from incarceration and \$4 million in costs avoided.
- Reduced homelessness within persons served by 23.4%, resulting in 1,463 newly housed individuals with approximately \$37 million in costs avoided.
- Established a robust network of addiction sober living homes through Oxford House and the Oklahoma Alliance for Recovery Residences.
  - » Over 210 houses with more than 2,700 beds.
  - » Housed over 4,000 people through this model in FY 22.
- Decreased overdose deaths by distributing 2,000 medication lockboxes and 3,000 medication disposal bags.
- Distributed 30,000 overdose reversal medications, prioritizing locations by using Google analytics data.
- Distributed 15,000 fentanyl test strips, prioritizing locations by using Google analytics data.
- Established MOUs with 90 law enforcement agencies to administer overdose reversal medication.



## Prevention Efforts

Prevention builds on strong communities to protect individuals from declines in mental health. Prevention also reduces substance use, improves education outcomes and boosts work productivity. Because individuals don't get sick and are able to stay engaged in the community, ODMHSAS can be more efficient with resources to help more people. Achievements in 2022 include:

- » Increased number of school districts utilizing the Multi-Tiered System of Supports (MTSS) approach by an additional five school districts.
- » Increased school-based primary substance use prevention services (Botvin LifeSkills, AlcoholEdu, PAX Good Behavior Game, ASPIRE) in school sites by an additional 38%.
- » Increased Higher Education Prevention Services (HEPS) by an additional 58% from seven active campuses to 12 active campuses.
- » Increased the use of Screening, Brief Intervention and Referral to Treatment (SBIRT) in health care settings by 60 additional medical practice sites.
- » Provided 5,000 substance use prevention practices through contracted community coalitions.
- » Expanded naloxone distribution hubs.
- » Increased the use of Do No Harm opioid/pain management prevention services, including activities to reduce overdose deaths by 60 additional medical practice sites.
- » Trained more than 35,000 teachers and support staff in suicide prevention practices.

## Outreach and education

ODMHSAS is committed to supporting excellence across the mental health and addiction field and seeks to engage all Oklahomans in accurate information about the best ways to prevent, treat and recover from diseases of the brain. We are quickly expanding our partnerships to connect with more Oklahomans about our mission and strategy to become a premier state for emotional well-being. Achievements in 2022 include:

- Enhanced a digital presence to increase awareness of services available through significant updates to the ODMHSAS website, created an on-demand Services Directory, and established a solid social media presence.
- Increased website traffic by 100% averaging 25,000 hits on .gov site per month.
- Increased organic impressions and engagement with ODMHSAS social media platforms by 24 million and 500,000, respectively.
- Expanded the reach of in-person and virtual training options adding more than 11,000 accounts and helping Oklahomans register for more than 94,000 courses.
- Trained more than 600 law enforcement officers in Crisis Intervention Team trainings (CIT).
- Leading the nation's 988 Mental Health Lifeline campaign launch with over 18 million digital impressions, 2.5 million non-traditional media impressions per month, and more than \$3.5 million in earned media in 2022.

TOP  
WORK  
PLACES  
2020

THE OKLAHOMAN

PROUD TO BE NAMED A  
**TOP**  
**WORKPLACE**  
**IN OKLAHOMA**

# OKLAHOMA DEPARTMENT OF JUVENILE AFFAIRS

Secretary Justin Brown, Director Rachel Canuso Holt

## **Implementation of Functional Family Therapy (FFT)**

- Through a grant from the Oklahoma Department of Health, utilizing \$2 million in excise tax from the Oklahoma Medical Marijuana Authority, OJA brought Functional Family Therapy (FFT) to Oklahoma in 2022. Through this funding, OJA established an opportunity for providers across the state to train in this evidence-based treatment model. FFT provides services for juvenile justice-involved youth and their families, in their homes, to address substance use concerns and underlying behavioral health needs. The funding also ensures fidelity in the model for trained agencies to receive consultation from FFT LLC. OJA's board established a rate to be sure the services are fairly compensated and sustainable. FFT has shown to reduce recidivism and increase community safety.
- Since July, OJA has referred 151 families for the clinical intervention. FFT is currently available in 29 counties across the state. A continuous request for proposal (RFP) has been opened to ensure this opportunity is available to families in all 77 counties. By working with the entire family system in their home, including siblings and significant adults, this model provides positive outcomes for multiple generations.

## **Workforce development focus for justice-involved youth**

- OJA has an established partnership with Dynamic Workforce Solutions to provide work-readiness opportunities for youth in contracted group homes in Cleveland County. In 2022, this partnership expanded to the contracted group home in Welch, OK and we are finalizing our expansion to the COJC campus. Through this partnership, young people obtain state-issued IDs, learn to build resumes, practice mock interviews, participate in paid internships, and are prepared to transition into the workforce upon returning to their communities. To cultivate these growing partnerships OJA was able to open two full-time Workforce Development Specialist positions.

## **Hope-centered and trauma-informed care**

- OJA launched an organizational trauma-informed care assessment to all its employees providing a baseline for strategic planning in the areas of trauma-informed care training, policies and practices. The assessment will assist in monitoring OJA's progress over the next two years to ensure and sustain OJA as a trauma-informed organization. In addition to this work, OJA is poised to be a hope-centered agency and has joined the science of hope initiative led by First Lady Sarah Stitt and Dr. Chan Hellman, a University of Oklahoma professor and director of the Hope Research Center. OJA employees specially trained as hope navigators will lead agencywide efforts to infuse the science of hope in three identified areas: staff wellness; initial intakes with families and at out-of-home placements; and the creation of individualized service places for youth and families.

## **Statewide adoption of rates-based funding model for youth service agencies**

- In 2022, OJA successfully completed the transition from cost reimbursement to a rates-based funding model for our community-based services delivered by designated youth service agencies in all 77 counties. Rates allow the state to focus on the quality and quantity of services rather than how a contractor utilizes funds. Monitoring outcomes instead of processes results in achieving a higher return on the state's investment. The Board of Juvenile Affairs (board), OJA's governing board, has added descriptors to the rates for all contractors to ensure the rates are competitive and comprehensive so the broad challenges of the needs within our diverse population are met. The board has also added the development of performance-based service delivery.

## **OJA on a national stage**

- The federal Juvenile Justice and Delinquency Prevention Act (JJDPA), as reauthorized in 2018 with strong bipartisan support, has four core protections: deinstitutionalization of status offenders; removal of juveniles from adult jails; sight and sound separation of juveniles from adults in adult facilities; and racial and ethnic disparity rate. After Oklahoma was deemed out of compliance with the JJDPA's four core protections due to one county's violations in the use of adult jail for juveniles, OJA focused on training all stakeholders and Oklahoma has complied with the JJDPA four core protections and received full federal funding every year since. In 2022, Oklahoma not only achieved full compliance, but four OJA employees were invited to present on multiple panels at the national JJDPA conference as national leaders to share Oklahoma's success in compliance.

## **Construction completed on Next Generation Campus at the Central Oklahoma Juvenile Center**

- The Next Generation Campus at the Central Oklahoma Juvenile Center (COJC) has completed the main phases of construction including seven new residential cottages, a new intake center and clinic, remodeled school and gymnasium, and new outdoor recreational spaces. The Office of Juvenile Affairs (OJA) has consolidated what was once three state-operated secure centers for the highest-level youth in OJA custody to one state-of-the-art centrally located facility. The residential cottages provide high ceilings, natural light and individual bedrooms. The physical structure is one of the best in the country. Every day our dedicated staff work to also be recognized for the best treatment in the country and the best outcomes for our youth.



## **Workforce modernization and employee supports**

- OJA has streamlined its workforce and updated compensation across the agency. OJA also created an employee-led application process for career advancement in non-supervisory positions. A salary adjustment plan was funded internally with no increase in appropriation required. OJA will continue to evaluate compensation and career advancement opportunities. OJA has effectively transitioned many employees to full-time or hybrid telework positions leading to process efficiencies, improved time management, and a reduced real estate footprint. OJA has provided technology necessary to support teleworking employees, putting staff closer to the youth and families they are serving in their communities. OJA continues to offer additional support services for employees and their immediate families through our continued partnership with SupportLinc.

# OKLAHOMA DEPARTMENT OF VETERANS AFFAIRS

Secretary John Nash

## Claims and benefits

- Oklahoma ranked No. 2 in the nation for veterans' benefits. With 36.9% of veterans in receipt of disability benefits, Oklahoma is now a very close second by a mere two-tenths of a percent behind first place Nebraska whose rate of participating veterans is 37.1%. The collective efforts of ODVA and other veterans' service organizations' advocacy of OK veterans are responsible for the accomplishment. The estimated collective value of veterans' benefits and services provided in Oklahoma is more than \$2.4 billion annually, providing Oklahoma veterans with \$727,218,842 in disability compensation in 2022.
- The Annual Benefits Report for Fiscal Year 2022 published by the United States Department of Veterans Affairs indicates that Oklahoma veterans in receipt of disability compensation or pension benefits are compensated at the nation's highest average rate of \$8,593 per year. This is over \$450 per year more than the nearest ranked state. Out of approximately 290,000 Oklahoma veterans, there are over 104,000 veterans with some level of service-connected disability. Service-connected disability means that the federal VA has established that a veteran has a compensable injury or medical condition resulting from military service. For the 104,000 service-connected, disabled Oklahoma veterans, this reflects over \$2.2 billion provided directly to the individual veterans.
- Veterans Service Representatives continue to support veterans and families statewide. ODVA continued both in-person and virtual consultations with veterans in federal, state or partner office locations through Oklahoma. VSRs also completed 198 home visits. ODVA's Veterans Service Representatives engaged with an estimated 73,454 contacts in 2022. ODVA obtained 3,843 new representative appointments by veterans and eligible family members for representation on claims before the United States Department of Veterans Affairs. Oklahoma Veterans Service Representatives produced more than 11,000 veteran benefit letters in 2022, and 4,169 widow benefit letters.
- Joint Service Officer Symposium Training hosted. ODVA hosted over 90 participants live on-site at the annual professional education training event known as Joint Service Officer Training in Lawton, Oklahoma. ODVA welcomed government officials, accredited service officers and service officers in training from any veterans' service organization to participate in a full day of professional education offered by ODVA, USDVA and subject matter experts.

## Oklahoma veterans homes

- Veterans Home Resident and Family Satisfaction survey scores remained high in 2022. The approval rate for overall quality of care increased by 1.8% to 83.5% for 2022. Fifteen of the 20 categories measured showed improvement in 2022. The greatest improvement was in alternative menu choices (+7.3%), Maintenance and cleanliness of common areas (+5.2%) and the facility providing a homelike environment (+5.0%). The residents' and families' greatest area of concern was weekend and night shift staffing (-1.9%) compared to 2021.
- Construction continues on a new veterans center in Sallisaw. ODVA continues construction for the new Sallisaw Veterans Home with a target opening date of fall 2024. The new home will serve current and future generations of veterans and their families by providing long-term care for 175 veterans in Eastern Oklahoma.
- Dynamic response to COVID-19 pandemic. High commitment by Oklahoma Veterans Home residents and staff across every division of ODVA have resulted in continuity of care, availability of services and availability of critical equipment.

## **Veterans services**

- ODVA continues to actively collaborate with businesses as well as state and federal government to increase registration of veteran-owned businesses and awareness of government contracting opportunities. OKVetWorks (veteran-owned business development program) encourages growth and development of business opportunities by Oklahoma's veteran-owned businesses. In 2022, ODVA reached over 1,000 veteran-owned businesses and provided a monthly newsletter as well as conducted new business training boot camps for over 150 Oklahoma veterans. ODVA conducted the first annual conference with 182 participants in September 2022. Oklahoma is ranked No. 6 in the nation for veteran-owned businesses (OKC No. 3 and Tulsa No. 11) with over 5,300 businesses, employing over 60,000 Oklahomans and a producing a revenue of more than \$5 billion each year.
- Increased educational opportunities for veterans. The State Approving Agency has facilitated continued growth in participation of public and private institutions of higher education, trade schools, on-the-job training programs, and apprenticeship sponsors in GI Bill® eligible programs. In addition, Oklahoma has led the way in digital transformation of application and review processes with an emphasis on reducing the labor burden for new and participating schools and with an ultimate purpose of increasing programs available to Oklahoma veterans.
- Strong support for justice-involved veteran initiatives. ODVA continued partnerships with two programs to provide information and expertise to increase opportunities for justice-involved veterans by working with public and private partners.

## **Construction and Development**

- ODVA saw the dedication and opening of the 1st State Cemetery in the State of Oklahoma, which took place on June 4, 2022, in Ardmore, Oklahoma.
- ODVA partnering with OMES instituted an Agencywide Project Management and Work Order system.
- ODVA established the HVAC and Pest Control prevention program, utilizing in-house staff with contractor certification to be more cost effective.
- ODVA partnering with the Military Department to secure decommissioned equipment for each center, beginning with the relocation of a Howitzer Tank to the Clinton Veterans Home.

### **» ODVA veterans center upgrades/renovations**

- Norman Veteran Center dining room floor was replaced.
- Design began to renovate the Lawton Veteran Center congregate baths.
- Sulphur Veteran Center boiler tank replacement.
- Claremore Veteran Center main panel rewire.
- Clinton Veteran Center tempering station replacement – kills legionella growth.
- Lawton Veteran Center replacement of the boiler on the green wing.
- Lawton Veteran Center main transformer replacement.

### **» Real estate and property**

- Purchase of 65 acres located at W/S US Highway 59; south of Drake Road, Sallisaw, OK 74955.
- Purchase of 268 acres located at 4560 Refinery Road, Ardmore, OK 73401; for the Ardmore Veteran Center 231-bed replacement.
- New office lease for VSR located at 1117 S. Main Street, Broken Arrow, OK 74012.

#### » **US Department of Veterans Affairs grant awards**

- FAI: 40-068 agency fire protection upgrade – \$539,692.63 (VA reimbursement \$350,800.21).
- FAI: 40-070 agency CCTV & HVS telephone system upgrade – \$1,940,960.16 (VA reimbursement \$1,261,624.10).
- FAI: 40-072 Sulphur Cognitive Care redesign - \$7,873,8330.00 (VA reimbursement \$5,117,989.50).

#### **Central office and agencywide**

- Labor resource management. ODVA responsibly managed limited fiscal resources, as shown by actively managing overtime to a very low level at 1.3% of employee labor costs.
- ODVA successfully administered the new skill-based pay and student loan repayment recruiting and retention incentive programs to include promoting awareness to staff, providing interpretation of the policies to employees, receiving, auditing and tracking applications, entering approved entries in Workday HRMS system, storing records, etc.
- ODVA implemented weekly Teams meetings for Central Office HR/Payroll and ODVA Center HR staff to facilitate knowledge sharing, collaboration, open communication and team building.
- ODVA provided an opportunity for HR staff members to attend trainings and conferences to represent ODVA and achieve Early Settlement Mediation Certification as part of the new Civil Service reform to assist in resolving workplace conflicts through OMES.
- ODVA took part in various communications and multiple avenues of training for Workday@OK through the BrightPath project to ensure ODVA's successful implementation and execution of the State of Oklahoma's new HRMS.
- ODVA handbook and policy revisions were implemented to incorporate the changes brought on by the Civil Services Modernization Act of 2022 and the transition from PeopleSoft to the Workday@OK system.
- Planning and development continued for an Oklahoma Specific Transition Education Program to be launched in 2023 to attract and retain veterans to the state by educating them on all our great state has to offer. The veteran hired as the program manager for this effort has begun by leveraging experience in job matching and networking in support of the upcoming program.
- ODVA continued marketing and outreach efforts in 2022. The three main areas of emphasis were:
  - » State veterans homes.
  - » Employee recruitment.
  - » Veterans Registry campaign.

#### **Media/outreach channels include:**

- » Direct mail to service-connected veterans.
- » Print media (primarily senior living publications).
- » Fifteen- and 30-second radio spots running in OKC, Tulsa, Lawton and on the Oklahoma News Network (46 stations that reach all of Oklahoma).
- » Organic and paid social media campaigns.
- » In-person outreach at veterans events, senior living events, benefits fairs, trade shows and networking events.



# OKLAHOMA DEPARTMENT OF PUBLIC SAFETY

Secretary Tricia Everest

## **Trained all troopers statewide as well as numerous outside agencies in active shooter response training**

- OHP complied with Governor Kevin Stitt's Executive Order 2022-13, also known Mission: S.O.S. (Secure Oklahoma Schools) to have all troopers plus 163 outside agency personnel trained in LASER (Law Enforcement Active Shooter Emergency Response Training) in conjunction with Louisiana State University NCBRT/Academy of Counter-Terrorist Education. This is the first step toward all law enforcement in Oklahoma being trained in the exact same method for quicker and more efficient responses to active shooter situations at schools, businesses and churches.

## **OHP troopers worked thousands of collisions, specialty services and agency assists**

- OHP's Impaired Driving liaisons held a total of 113 DUI events, three distracted driving events and 12 seatbelt events. They had 5003 total law enforcement contacts.
- Troop S (Commercial Motor Vehicle Enforcement) and Port of Entry officers conducted 39,246 commercial motor vehicle inspections. This was an increase of over 4,100 inspections from 2021.
- The OHP bomb squad had 364 total activities for the year, including 18 suspicious packages and 13 bomb threats.
- The OHP dive team worked 37 activations, including 17 drowning/victim searches with 17 victims recovered, three evidence searches, 14 vehicle recoveries, one airplane recovery and one airboat recovery.
- OHP conducted 2,357 agency assists.

## **OHP troopers participated in the American Governor's Border Strike Force Operation Able Vanguard, leading all states in the amount of drugs seized**

- Troopers, along with Oklahoma Bureau of Narcotics agents, focused efforts along Interstates 35, 40 and 44 and all ports of entry, conducting 2,109 traffic stops and seizing approximately 1,640.2 pounds of drugs.



# OKLAHOMA DEPARTMENT OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY

Secretary Tricia Everest, Director Mark Gower

## Emergency Management Recovery and Mitigation

- Requested and received a FEMA Major Disaster Declaration for the May 2-8 tornadoes, flooding and severe storms in Adair, Cherokee, Muskogee, Okmulgee, Pottawatomie, Seminole and Tulsa counties. This disaster declaration brought more than \$5.16 million in FEMA assistance to homeowners and \$6 million in low interest disaster loans from the U.S. Small Business Administration for homeowners and businesses.
- Requested and received two U.S. Small Business Administration declarations for the following incidents:
  - » March 21 tornadoes and severe storms in Marshall County, which provided more than \$1.4 million in low interest disaster loans to 14 homeowners and businesses.
  - » Nov. 4 tornadoes and severe storms in McCurtain County, which provided more than \$691,000 in low interest disaster loans to 13 homeowners.
- Successfully paid out \$9 million in state public assistance disaster funds to local jurisdictions for legacy disasters.
- Closed three public assistance disasters (DR4247, DR4256 and DR4324), completed 293 small project validations and completed 129 large project closeouts.
- Developed and implemented a new public assistance bootcamp training course regionally for staff and potential public assistance applicants.
- Closed two Hazard Mitigation Grant disasters.
- Supported development of 25 local jurisdiction Hazard Mitigation Plans, including direct assistance for 15 plans. This was double the number of local jurisdiction Hazard Mitigation Plans completed in 2021.
- Partnered with the City of Seminole and FEMA to develop a targeted outreach program to reach residents impacted by the May tornadoes who were not responding to traditional outreach methods. The program reached more than 80 additional applicants in two days.

## Emergency Management Preparedness and Response

- Rolled out a new Emergency Management Performance Grant program to provide more than \$780,000 in generators, water buffaloes, pallets of bottled water and training funds to local emergency management programs to help build capacity at all levels of government.
- Activated the State Emergency Operations Center 14 times in 2022 to support a variety of incidents including tornadoes, wildfires, flooding and winter weather.
- Restructured the Preparedness and Response division to better align with the agency strategic plan and stakeholder feedback. Planning, training and exercise staff were combined into one readiness team and field staff responsibilities were adjusted to better support local emergency managers.
- Updated disaster response and coordination tool WebEOC to version 9 to provide a better mobile interface and improve the process for state EOC resource requests.
- Updated the State Distribution Management Plan and submitted to FEMA for approval, which received a Tier 1 rating – the highest level.

- Supported an increased focus on intrastate and interstate partnership building with regional planning in state and improving mutual aid agreements with neighboring states. An ODEMHS team deployed to New Mexico for two missions to support their historic wildfires and staff continued to work with partners in Louisiana to improve plans to support them during impactful hurricanes.
- Worked with federal and local partners to improve Fire Management Assistance Grants reimbursement processes.
- Facilitated 20 training courses for 642 attendees to improve capabilities across the state and hired two part-time Search and Rescue trainers to build greater capacity.

## **Homeland Security**

- Partnered with OHP, OSDH and the Governor's Office to implement requirements of the governor's "Mission: Save Oklahoma Schools" initiative, to include increased active shooter training and risk and vulnerability assessments for school buildings through the Oklahoma School Security Institute (OSSI).
- The Oklahoma School Security Institute (OSSI) completed 187 school Risk and Vulnerability Assessments and 41 presentations focused on Behavioral Threat Assessment Management, School Response to an Active Threat, and Bus Security.
- OSSI received a total of 62 school security tips through its school tip-line programs and the Oklahoma Information Fusion Center. The program serves approximately 698,000 students in over 1,800 school site locations statewide.
- Provided more than \$28.9 million in grant funds to subrecipients statewide through the Homeland Security Grant Program and Nonprofit Security Grant Program.
- Provided nearly 300 classes for HAZMAT, National Incident Management System, terrorism and active threat response, communications and more to 4,730 students statewide.
- Provided a \$200,000 HAZMAT sustainment maintenance agreement to 30 Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) Regional Response System (RRS) entities across the state and awarded over \$750,000 in support of CBRNE and technical rescue RRS entities in the OKC metropolitan area.
- Funded the RAVE panic button at each of the 77 county election boards and the entire Oklahoma Capitol Complex to enhance physical and personal security.
- Completed the first in-person Youth Preparedness Camp since 2019.

## **Oklahoma 911 Management Authority**

- Completed the following components related to statewide deployment of NextGen911: draft NG911 strategic plan, high level diagrams of network infrastructure, NG911 statewide cost analysis, and legislative language to support the state's role in deploying and funding NG911.
- Deployed new online training platform to provide no-cost training to 911 call centers across the state. The training platform was fully implemented in more than half of the 911 call centers in 2022 with more than 2,300 hours of training received by emergency call takers.
- Closed out the 2019 local 911 grant program, which included \$5.4 million in state and federal funds for 67 recipients across the state.
- Provided additional funding sustainability grants totaling \$170,000 to nine rural 911 call centers with the lowest wireless revenue.
- Rolled out the Oklahoma State NG911 GIS Repository. To date, 15 counties and one municipality have uploaded GIS data, which is compliant with national standards for the delivery of 911 calls in a NG911 environment.

## Agency Overall

- Completed the ODEMHS 2023 Strategic Plan to provide direction to the agency for the next five years.
- Completed seven stakeholder listening sessions from June to September. Responses gathered in the sessions will be used for future strategic plan updates and to guide agency projects in next phase.
- Developed and implemented new disaster finance processes and procedures to better track disaster costs, ensure they are billed to disaster grants and reduce burden on non-disaster grant funding sources.



# OFFICE OF MANAGEMENT AND ENTERPRISE SERVICES

Executive Director John Suter

A year in review: 10 ways OMES enhanced state government in 2022.

## **Fostered relationships with local businesses to get the best value for Oklahoma**

- The State Suppliers Expo returned for its second year in October 2022 to continue removing communication barriers between state agencies and private businesses. Approximately 355 companies attended and a record 120 signed up as new state bidders that day. The 2022 Expo featured breakout sessions to help businesses learn more about state technology and transportation projects, commerce resources, and the brand-new [Oklahoma Supplier Portal](#).

» [Learn more: Transforming state procurement, one relationship at a time](#)

## **Unified state employee human resources for the first time in state history**

- The State of Oklahoma entered a new era of HR when it launched Workday@OK on Aug. 15, 2022. After two years of development and unprecedented collaboration across the state's 32,000-employee workforce, Workday@OK aligned agencies on streamlined HCM processes and eliminated outdated technologies. The platform consolidated multiple platforms for recruitment, time tracking, performance management and more into one mobile-friendly system that will continue to grow and mature over time.

» Learn more: [State of Oklahoma nears launch of largest digital transformation project in state history](#)

## **Launched Service Oklahoma; aided in disability placard processing digitization**

- HB 3419 created Service Oklahoma as a division within OMES in May 2022. SOK's first priority was to digitize the process of obtaining disability placards. So far, SOK has processed nearly 3,000 placards online, saving thousands of disabled Oklahomans from unnecessary travel to obtain their placard in person. SOK earned national recognition for their improvement process by winning the NASCA Award for Innovation in State Government.

» Learn more: [Service Oklahoma wins 2022 Innovations in State Government award](#)

## **Improved supplier experience through a digital procurement platform**

- OMES Central Purchasing launched a new online supplier platform to make doing business with the state easier and more convenient for companies. The Oklahoma Supplier Portal established a uniform system for state agency buyers and optimized a previously cumbersome process. The platform's primary efficiencies simplified the supplier registration process and empowered state suppliers to manage their business profiles more easily for state agencies to view. Ultimately, this user-friendly system aims to save time, energy and taxpayer money while helping the state get more done.

» Learn more: [A modern procurement approach for Oklahoma](#)

## **Cast a vision for managing state technology in the Oklahoma IT Strategic Plan**

- OMES Information Services published the latest Oklahoma IT Strategic Plan in fall 2022 to outline state government's goals and action around technology initiatives through fiscal year 2025. Centered on Governor Kevin Stitt's priorities for the next few years, the plan provides a roadmap of technology's role and operation in the state, from increasing efficiency to utilizing technological-based services that meet agency and citizen needs.

» Learn more: [New IT strategic plan sets vision for State of Oklahoma technology strategy](#)

## **Completed seven-year restoration efforts at State Capitol Building**

- Thanks to the knowledge and dedication of various historical, architectural and engineering experts that partnered with OMES and the State Capitol Repair Expenditure Oversight Committee, the seven-year Oklahoma Capitol Restoration Project was officially completed in spring 2022. The 105-year-old building now features improved safety and accessibility, modernized equipment and infrastructure, and elevated visual grandeur befitting such a monument of Oklahoma culture.

» Learn more: [Eight must-see highlights from the Oklahoma Capitol Restoration Project](#)

## **Reformed civil service process to better serve state employees**

- HB 1146 created the Civil Service Division under OMES Human Capital Management as part of the state's civil service reform, which also decommissioned the old Merit Protection Commission and eliminated classified and unclassified positions.
- CSD administers the State Employee Dispute Resolution Program to mediate and hear employee complaints regarding written reprimands, punitive transfers, suspensions without pay, involuntary demotions and terminations. The program serves as an alternative to formal legal action and saves taxpayer dollars by avoiding costly lawyers and fees.
- CSD began accepting complaints and appeals on Jan. 1, 2022. By Oct. 28 that same year, it had closed 174 of the 188 total cases filed.

» Learn more: [Mediation makes it mark: New government program settles conflict, saves taxpayer dollars](#)

## **Created new performance transparency website**

- Transparent Oklahoma Performance, or TOP, is a new platform published by OMES to advance efforts toward increased transparency and accountability and showcase government activities, including how the state budgets, spends and makes decisions about resources. TOP enables anyone to view current goals, efficiency statistics, financial data, how taxpayer dollars are being used, and progress on various initiatives all in one place. TOP also informs Oklahomans about the American Rescue Plan Act and Coronavirus Relief funds, in addition to the governor's annual executive budget.

» Learn more: [oklahoma.gov/top](https://oklahoma.gov/top)

## **Enabled agencies to serve citizens more efficiently with shared data**

- Oklahomans who need state services have often had to provide the same personal information, like birth dates, Social Security numbers and street addresses, to multiple sources. This was due to state agencies that historically governed their data separately from each other and resulted in redundancies and extra work for citizens.
- That inefficiency motivated OMES' partnership with Google Cloud to improve the experience of requesting government services. Together, OMES and Google Cloud created the State Shared Data Platform, which allows agencies to exchange information while protecting citizen data in a secure digital environment. The platform also enables tailored recommendations based on other state services someone has received, which is particularly helpful for those who need related assistance from agencies like Oklahoma Human Services and the Oklahoma Employment Security Commission.
- Currently, nine state agencies have opted into the State Shared Data Platform, working together to speed up information requests and serve citizens faster.
- **Grow with Google Program**  
The Grow with Google initiative is a partnership OMES founded with Google that aims to provide training, tools and expertise for greater employment opportunities in high-growth career fields. Through self-paced online learning, participants skill up in their elected area of study and work towards certification.

» Learn more: [Grow with Google](#)



# OKLAHOMA DEPARTMENT OF TOURISM AND RECREATION

Secretary Matt Pinnell, Director Shelley Zumwalt

- Oklahoma Tourism Industry, supported by OTRD, generated a record-breaking \$10.1 billion in revenue for the State of Oklahoma in 2021.
  - » Revenue includes statewide direct visitor spending at hotels and local businesses.
  - » Research was conducted for 2021 in 2022.
- Partnered with OMES to release a Request for Information (RFI) for the Oklahoma State Park restaurants.
- Held six open houses at all six restaurant locations following the release of the restaurant RFI.
- Partnered with OMES to release a Request for Proposal (RFP) for the Oklahoma State Park restaurants.
- Received seven proposals in response to the RFP for the Oklahoma State Park restaurants.
- Launched first-ever OTRD online holiday shop, generating nearly \$20,000 in the three weeks leading up to Christmas.
- Completed a multi-year state park restroom facility upgrade project, including 117 replacements and renovations in 21 state parks and 77 campgrounds.
- Completed construction of 12 tiny cabins in Beaver's Bend State Park.
- Completed renovation and reopening of Beavers Bend and Robbers Cave State Park Lodges.
- Implemented online reservations across all park facilities.
- Great Plains State Park recognized as a Top Ten Best State Park for Camping by USA Today.
- Held First Day Hikes on Jan. 1, 2023, with record attendance across the state.
- Developed second Rt. 66 Passport and the first-ever digital version, available through the TravelOK app.
- More than 100 visitors from 19 states and one international country have completed all 66 stops on the Rt. 66 Passport since its launch.



# OKLAHOMA PARDON AND PAROLE BOARD

Secretary Tricia Everest, Director Tom Bates

The Oklahoma Pardon and Parole Board had a productive year in 2022. Board members and staff worked together very well to fulfill the agency's mission and meet the needs of our stakeholders.

## **The board docketed and considered 5040 cases in 2022 from the following categories:**

Stage I Commutations: 190.

Stage II Commutations: 43.

SIR: 1055<sup>1</sup>.

Paroles: 2,275.

Administrative Paroles: 865.

Medical Paroles: 4.

Pardons: 257.

Clemency Hearings: 4.

## **Additional work completed by agency staff during 2022 included:**

- 2323 reports prepared by investigators.
- 5,489 new DOC arrivals docketed for parole eligibility.
- 178 revocations (through November).
- Certificates prepared: 1335 board paroles; 131 governor paroles; 28 commutations; 167 pardons.
- Created new process utilizing SharePoint for online pardon applications.
- Hired additional staff including part-time attorney to assist the general counsel in updating administrative rules and outdated internal policies.

We look forward to continuing our work in 2023 and hope to implement additional improvements in technology to make our processes more efficient and accessible for board members and stakeholders.

<sup>1</sup> The Serious Incident Review (SIR) Docket is an expedited parole docket for offenders that have either one Class X misconduct within six months of their parole docket or any combination of three Class X and/or Class A misconducts within one year of their parole docket. The docket is summarily denied parole after Board members remove offenders whom the Board deem deserving of further investigation into the circumstances surrounding their misconducts.

# OKLAHOMA TAX COMMISSION

Director Doug Linehan

## Transformational implementations

After months of planning, the Oklahoma Tax Commission migrated Gross Production into the OneLink System, providing a more efficient method of administering the third largest tax revenue source for the State of Oklahoma.

- The OneLink system provides enhanced visibility of taxpayer accounts, which improves compliance efforts and streamlines the reporting process.
- The OneLink system requires minimal information on the taxpayer's part: lease gross volume, gross value and date of sale. The tax rate, exempted production, final tax due, fees, penalty and interest are automatically calculated for the taxpayer.

## Customer-centric communications

### • Reduced TRC wait times

- » An overhaul of the OTC's Taxpayer Resource Center (TRC) resulted in a substantial reduction in wait times.
- » By providing self-scheduling for in-person appointments on the agency's website, taxpayers can now skip lines and meet face-to-face with a representative within minutes of their arrival at the TRC.
- » By prioritizing metrics and upskilling agents, call center wait times have been **reduced from three hours to an average of 17 minutes**.
- » This ongoing push to maximize customer service training and efficiency at the TRC has yielded an increasingly positive reception among taxpayers and employees alike.

## OTC roadshows

- » An increased desire to engage Oklahoma's taxpayers in person has inspired OTC's leadership team to take the agency on the road and into the communities it serves.
- » At least twice a month, Executive Director Doug Linehan meets with organizations in cities around the state to share changes at the agency and its recharged commitment to customer service.
- » Follow-up surveys from the events show a restored faith in the OTC and its ability to serve the taxpayers of Oklahoma.

## Letters Refresh

- » The new Letters Refresh project's mission is to rehaul the format and verbiage of all OTC letters. It has – and continues to – simplify the internal letter printing and processing procedure and vastly improve the taxpayers' ability to immediately understand the letter received.
- » Removing hardcoded information from the OTC letters and replacing it with fillable fields allows information to be auto-populated, streamlining potential body text or contact changes. Moreover, adding a universal contact block in each letter with fillable contact information ensures taxpayers can connect with the correct division and boosts overall letter consistency.
- » Including OkTAP registration and submission information on all letters that apply encourages taxpayers to refer to the OTC's e-services, reducing the amount of manual documentation processing.

- » Eliminating letters which were out-of-print and combining letters with similar verbiage or optional text paragraphs, has **reduced the total letter count by over 100** letters.
- » Introducing more tax types into the automated OneLink software encourages batch printing and eliminates manual printing within divisions, resulting in increased consistency between letters while ensuring proper printing and mailing.

## **Employee engagement strategy**

### **• Annual Employee Engagement Survey**

- » The overall OTC employee response rate improved by 17 percentage points in 2022 compared to 2021.
- » OTC saw significant improvements in responsiveness, Agency Perceptions and Communication.

## **Employee communications**

- OTC continues to ramp up efforts to find new ways to engage employees, keep them informed, provide transparency, actively listen to new ideas and feedback, and encourage employee participation in agency operations.

## **Employee appreciation efforts**

- Employee appreciation at OTC has been elevated to include recognition ceremonies, weekly events, competitions and other team-building experiences.

## **Optimize agencywide training**

### **• Learning Management System (LMS)**

- » Optimizing agencywide training has been a main priority of the Innovation Division within OTC. We have implemented various employee training programs into our Learning Management System (LMS) as it can provide numerous benefits, including:
  - **Consistency:** We have restructured our new-hire training experience for all incoming employees, ensuring that they receive the same information and are trained on the same topics to make certain that we provide uniformity throughout the agency. We have targeted our top five divisions to revamp first, with every other division within the Tax Commission to follow.
  - **Scalability:** Our LMS can easily scale to meet the needs of our organization, accommodating more employees and adding new training content as needed.
  - **Cost-efficiency:** We have worked to reduce the costs associated with traditional training methods, such as instructor-led training, travel and accommodation expenses by leveraging our internal LMS functionality.
  - **Flexibility:** We have worked to offer flexible learning options throughout the agency, such as self-paced learning, mobile learning and remote training, making it easier for new employees to fit training into their schedules.
  - **Tracking and reporting:** Our LMS can track and report on employee progress, providing managers with visibility into how well their new hires are progressing through their training and identifying areas where additional support may be needed.
  - Overall, our new employee training program has helped OTC save time, reduce costs and ensure new employees are well-equipped to perform their roles day one.

- **New hire training**

» The Innovation Division has worked with divisional trainers across the agency to help design a new employee training program that will provide the following advantages:

- Each division has a trainer responsible for designing an effective training program for new staff to create an environment for them to gain a mastery of their roles and responsibilities, contributing to increased productivity.
- Providing new employees the opportunity to learn and sharpen their skills in a secure, structured training program led by a dedicated trainer will increase job satisfaction and engagement, proven to contribute to increased morale and a reduction in employee turnover.
- The new employee training program provides a streamlined training model, ensuring all staff receive a consistent training experience, which creates a safe work environment in which all feel valued, yielding improved job commitment and retention rates.
- By establishing a systematic training procedure, we have seen the formation of a team better prepared to provide exceptional customer service, bolstering taxpayer satisfaction.

## **AGENCY STATISTICS**

Total dollars apportioned:	\$15,867,376,427.12
Payments scheduled on OkTAP:	\$1,637,592
Returns processed on OkTAP:	\$1,631,034
Payments processed by mail:	\$713,792
Deposits received by mail:	\$1,801,597,736.14
Incoming returns received by mail:	\$430,350
Total permits issued or renewed:	\$55,921

## **Returns received and processed**

- In FY 22, a total of 758,689 payments were received by mail equaling \$1,658,269,853.00.
- In FY 22, 949,632 returns were received by mail.

## **Ad Valorem**

- In TY 2022, \$138.6 million in Five-Year Tax-Exempt Manufacturing Reimbursements was distributed to counties for ad valorem taxes of qualifying manufacturing companies that qualify. Currently, 1% of state income tax revenues are earmarked for reimbursements.
- In TY 2022, \$21.3 billion Public Service Company Fair Cash Values were established certified, for railroad, airline and public service property, and apportioned to the county taxing jurisdictions after certification to the State Board of Equalization. This was a **1.82% increase** over the previous year.
- For 2022, Ad Valorem successfully determined the valuation of 285 Public Service Companies in a short six-week time frame, generating \$471.6 million in estimated tax dollars. This is an estimated **increase of \$6.3 million over tax year 2021 revenue**, increasing available revenue for local schools and other taxing jurisdictions.

## Audit Services

- Automated tax audits made up 83% of all audits.
- The total number of tax audits for Income Tax and Business Tax totaled 32,771.
- The total dollars collected increased by 30% (\$5,381,805 in additional revenue).

## Business Tax Services

- Over **69,149 permits were issued**: 30,655 agriculture exemptions; 30,000 general sales tax permits; 8,494 other sales tax exemption permits, including DAV exemption and cigarette/alcohol/tobacco (CAT) permits.
- The OTC approved and reviewed **\$132 million in credits and refunds**, representing 5,606 claims for refund stemming from 50% motor fuels, hospital sales tax exemptions, disabled veterans or quality jobs and 50% other types of business tax claims.
- Over 100 motor fuel returns were processed.
- More than 500 CAT returns were processed.
- Medical marijuana (MMJ) excise tax collections averaged \$5.4 million per month, and sales tax collections related to MMJ averaged \$6.8 million per month.



# OKLAHOMA DEPARTMENT OF CORRECTIONS

Secretary Tricia Everest, Director Steven Harpe

In CY 2022, Oklahoma had the nation's lowest recidivism rate at 17.6% while continuing to experience year-over-year improvements in a variety of metrics. These metrics help ensure the Oklahoma Department of Corrections continues to change the lives of those in its custody and produce positive public safety outcomes.

## Finance

- Reinvested existing funds to implement an agencywide compensation plan, including a 30% pay increase for correctional officers, to bring current staff closer to the average of other state agencies to aid in recruitment and retention.
- Completed Phase One of the Inmate and Community Offender Network (ICON) project, replacing the current offender management system. It provides Probation and Parole staff and offenders with web-based access to information compatible with mobile platforms. The efficiencies gained by the rollout of ICON will save the state money each year it is fully operational.
- Closed William S. Key Correctional Center, a 1,087-bed facility owned and operated by the state. Facility closure contributed to annual cost reduction of \$14.3 million.
- Partnered with the Department of Public Safety to begin implementation of the Sarah Stitt Act to ensure eligible inmates who discharge from DOC can receive a birth certificate and state ID. As of January 2023, the agency has deployed a total of five machines (Oklahoma State Reformatory, James Crabtree Correctional Center, Dick Conner Correctional Center, Jackie Brannon Correctional Center, and Kate Bernard).
- Purchased and deployed 616 security radios and 1,008 non-security radios to replace damaged and obsolete inventory throughout the agency.
- Purchased and issued over 300 stab vests for staff to wear while working in special management units.

## Operations

- At North Fork Correctional Center (NFCC), the Behavioral Modification Unit (BMU) was implemented to reduce the amount of inmate-on-inmate and inmate-on-staff violence by establishing housing options for those inmates who have been validated as members of security threat groups. The implementation of this unit led to the year-over-year decrease of inmate-on-inmate violence by 8.62%, while lowering incidences of inmate-on-staff violence by 31.70%.
- Completed bond projects at 11 facilities totaling \$36.6 million. These projects improved infrastructures, increasing the efficiency of utility systems, heating and cooling, and security systems while enhancing the conditions of confinement. Other improvements were made to doors and locks, facility interiors, and exterior lighting to form an additional layer to security operations.
- Depopulated Jess Dunn Correctional Center inmate housing unit D-West to create operational efficiencies in staffing and inmate cost of incarceration.
- In 2022, the K-9 Unit added five contraband canines, leading to increased contraband seizures within all ODOC facilities. Seizure totals included:
  - » 120.34 pounds of marijuana.
  - » 10.72 pounds of methamphetamine.
  - » 276.7 grams of cocaine.
  - » 37.5 grams of heroin.



- » 3,299 pills.
- » 528.43 pounds of tobacco.
- » 1,249 cell phones.
- » 2,649 electronic devices.
- » 561 weapons.
- » Estimated prison value of seized contraband was \$2.358 million.
- The K-9 Unit conducted 39,519 inmate searches; 23,274 visitor searches and logged 189 hours of operational tracking.
- Conducted 127 virtual hearings, saving the agency \$42,006.

### **Division of Community Corrections**

- Completed the American Correctional Association (ACA) audit at each Community Corrections Center, resulting in a 100% score for all standards at each location.
- Increased programming and education to assist in preparing inmates for reentry into the community by introducing new programs into Community Corrections Centers, including:
  - » Clara Waters: SOAR (Skills, Opportunity, Achievement, Responsibility) Program.
  - » Northeast Oklahoma: Career Tech, Girl Scouts Beyond Bars, Nurturing Parenting.
  - » Clara Waters/Union City: Wrap Around.
- Increased the participation in inmate work-release programs by an average of 27% per Community Corrections Center by partnering with additional employers in the community to bolster inmate reentry.
- Implemented a 20% pay raise for Probation and Parole Officer to aid in the recruitment and retention of officers.

### **Programs**

- The Oklahoma Department of Corrections continues to build on the success of the Sarah Stitt Act. In 2022, the following agency assisted returning citizens in securing:
  - » 1,860 birth certificates.
  - » 265 state IDs.
  - » 2,664 resumes.
  - » 2,497 mock interviews.
- The Oklahoma Department of Corrections has continued to invite community reentry partners in the areas of housing, transportation, employment assistance and veteran services from across the state to participate in Transition Reentry Resource Fairs in prisons. In 2022, the agency hosted 15 fairs with 1,901 total participants and 40 unique community partners.
- The Oklahoma Department of Corrections, in partnership with the Oklahoma Health Care Authority (OHCA), began piloting Medicaid enrollment for eligible individuals nearing discharge from prison beginning in September 2022. The Oklahoma Department of Corrections is now providing eligible returning citizens with the opportunity to enroll in benefits as they are exiting incarceration. Since implementing the enrollment process, 656 returning citizens have been enrolled for Medicaid Expansion benefits.

- The Oklahoma Department of Corrections expanded its partnership with Prison Fellowship by launching two new Tier 2 housing unit academy programs in 2022. These programs are located at Dick Conner Correctional Center and North Fork Correctional Center.
- Partners at the Department of Career and Technology Education are in the process of implementing a three-year plan to construct at least two new Career Tech skill center facilities on prison grounds, which will increase vocational program offerings. Currently, there is coordinated work with DOC construction and maintenance, and designated career tech staff to begin the architectural plans to build dedicated space at Northeastern Community Correctional Center. Career Tech has also expanded career readiness programming at Jackie Brannon Correctional Center, Bill Johnson Correctional Center and Northeastern Oklahoma Community Corrections Center.
- Increased completion rates in the following programmatic areas to better equip returning citizens for success after incarceration:
  - » Education: +25.89%.
  - » Cognitive Behavior: +81.88%.
  - » Re-entry programs: +37.37%.

## Human Resources

- Established partnerships with recruiting and retaining professionals with the U.S. Air Force at Tinker Air Force Base, Tulsa Job Corps, Guthrie Job Corps, the U.S. Army Transition Assistance Program, Correctional Peace Officers Foundation, Office of Juvenile Affairs, National Association of Blacks in Criminal Justice, and the Texas Department of Criminal Justice.
- The Recruitment and Retention Unit attended 70 career events in CY 22. Attendance at these events yielded 150 successful applicants hired as corrections officers.
- The Recruitment and Retention Unit established partnerships with 64 universities, colleges and technology centers, including Oklahoma State University, Francis Tuttle Technology Center, Metro-Tech and Moore-Norman Technology Center. The result of these partnerships brought in-person access to potential candidates in one of the agency's primary recruitment demographics, leading to success throughout the years to come.
- Connected to students and alumni from 17 major state universities through the Handshake vetting platform, which is necessary for employers who wish to attend career fairs.
- Updated 30% of the training curriculum.
- Established relationships with the Oklahoma Highway Patrol and the Bureau of Narcotics and Dangerous Drugs to enhance training opportunities.
- Graduated seven academies for corrections officers, producing 233 cadets deployed to facilities across the state.



# SECRETARY OF STATE

Secretary Brian Bingman

## Increased efficiencies and modernization

- Increased web-submitted documents, including business filings, notary filings, trademark filings and orders for business documents to 67%, up from 65% in 2021, reducing the number of documents received or processed via mail.
- Decreased call wait times by 92% while handling 126,466 calls.
- Decreased processing times for electronically submitted business filings. Currently, documents submitted electronically are generally processed within 24 hours.

## Implemented digital transformation of services

- Continuing enhancement of the new rules.ok.gov website for public use and continue to develop agency filing framework that maximizes transparency, accessibility, accountability and efficiency in the rulemaking process.
- Expanded method of delivering services to customers by implementing a return by email for customers in the lobby and for customers mailing in documents. Customers now have the option to receive their filed documents electronically rather than waiting for documents to print or be mailed back.
  - » This service was utilized by 19,207 customers in 2022.
- Expanded method of delivering services to customers by allowing customers to submit documents for filing via email. The processed documents are also returned electronically. This has reduced the number of customers needing to visit our lobby for filing.

## Delivered financial efficiencies

- The agency operated at 67% of the total budget for fiscal year 2022. Total expenses (only, no encumbrances) 4,689,131. – Total budget 7,028,596. With encumbrances and pre-encumbrances 88.2%.
- 2022 also saw a decrease in the percentage of fees handled by in-house staff down to 23% and an increase in online receipts to 77%.
- Ability to utilize unclassified positions as for fiscal year 2022 allowed the agency to quickly adjust and perform additional duties assigned by the secretary.



[Contact Us](#) [Help](#)

[Business Services](#) [Executive Legislative](#) [Agricultural Liens](#) [Open Meetings](#) [Administrative Rules](#) [International Protocol](#) [Charitable Organizations](#)

## 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)



# EMPLOYMENT SECURITY COMMISSION

Director Trae Rahill

## **Prioritized the state's workforce and economic recovery while reaching record-low unemployment rates**

- OESC leadership established close working relationships with partner agencies and community organizations to meet the state's economic needs through means such as regular meeting cadence, legislative collaboration, strategic planning, etc.
- In December, the number of payroll jobs in the state nearly equaled the number seen before the pandemic.
- In December, Oklahoma's unemployment was ranked as the 23rd lowest in the country.
- Oklahoma reached an unemployment rate of 2.6% in February, which is the lowest unemployment rate the state has recorded since 1976.
- Multiple weeks in September, October, and November all registered the state's lowest insured unemployment rate (0.59%) recorded since at least 1987.
- During 2022, the state set records for the most people participating in the labor force (1,883,477 – December) and the most people employed (1,824,951 – July).

## **Continued to serve Oklahomans in need, including over 100,000 employers statewide**

- In 2022, OESC paid out just over \$170 million in claims to individuals seeking benefits. Compared to the prior year, benefits for federal pandemic programs decreased by over \$1.3 billion.
- OESC participated in a number of community hiring events and hosted over 200 more across its 27 local offices in support of employers and jobseekers.
- Inspired by the vision of Oklahoma's First Lady, Sarah Stitt, OESC began its journey to build a Hope Centered and Trauma-Informed (Hope) customer service model. Working with DHS, OESC began using the Be A Neighbor virtual tool, which gave OESC's program specialists access to information, goods and services based on a participant's location. The streamlined compilation of available services proved to be a game-changer for virtual service delivery throughout the year, especially when geography divided a participant from the program specialists. OESC is already expanding on this partnership to include additional programs, like WorkReady Oklahoma.
- In 2022, OESC reduced the pandemic backlog of call center service tickets by 88%. For context, service tickets were created each time individuals called the call center for assistance with their claims.
- Additionally in 2022, OESC reduced the pandemic backlog of pending past due cases by 65%. Past due cases are those which have exceeded 21 days without resolution.

## **Leveraged technology to improve customer service experience for employers and claimants**

- In 2022, OESC's Call Center answered just under 129,000 calls. First Call Resolution remained above 93% consistently, week over week.
- The agency overhauled its employer hotline to make it easier to navigate and connect with appropriate subject matter experts. The key areas of enhancement are connecting employers with subject matter experts who can assist with their tax account, technical issues with their employer portal account and reporting individuals who have refused work or failed to return to work following a temporary layoff.
- The agency successfully launched VerifyOK, our new online ID verification application. This produced a dramatic decrease in fraudulent activity upon release and continues to operate as expected. In addition, we've ensured multiple ways to verify a citizen's identification to ensure equitable access to benefits. One can now verify online, in person in any state, or virtually.

**Maximized fiscal stewardship, including but not limited to securing new grants, enacting cost-saving measures, and receiving new dollars awarded based on agency performance**

- OESC received \$225,000 via the National Governors Association Navigator Grant to embed a Career Coordinator in Oasis Fresh Market to connect disadvantaged north Tulsans to UI benefits and the workforce.
- OESC received \$100,000 via the National Governor's Association Workforce Innovation Network Grant, which helps connect rural Oklahomans with teleworking positions.
- OESC received the RESEA Performance Award (\$338,000 in additional monies based on great performance) which was used for our Legacy Modernization RESEA transformation. Oklahoma was chosen because our plan exceeded the USDOL benchmark of number of claimants that will be serviced through this program.
- Four OESC local offices received over \$8,000 as part of the Oklahoma JVSG Incentive Award, which is based on success of services provided to veterans and other eligible individuals.
- OESC has collected at least \$150,000 each month in wage garnishments since May 2022. The team recorded over \$221,000 in the month of August, which set a new 12-year record.
- OESC leveraged technology to modernize many workflows across the agency, generating cost savings and efficiencies. Some units converted physical mail processes to digital notifications to decrease printing, saving tens of thousands of dollars and reducing processing time by over 40%.

**Effectively managed the funds in the UI Trust Fund while focusing on improving the ease with which employers interact with OESC**

- As of December 2022, OESC's UI Trust Fund balance exceeded \$400 million, increasing more than 80% over the prior 12 months. Since 2008, Oklahoma has been one of only 14 states that have maintained the solvency of their Trust Fund without borrowing federal funds.
- Although the Trust Fund saw healthy growth throughout 2022, OESC recognizes the need to continue maturing the employer rate process to grow Oklahoma businesses and increase Trust Fund solvency.

**In 2022, OESC implemented methods to invest in the agency's employees to attract and retain the best talent in the state**

- Increased internal communications across the agency through monthly videos, employee of the month ceremonies, quarterly town halls, and agency introductions where directors shared department responsibilities with others in the agency to inform and create alignment.
- Visited all 27 OESC local offices to give agency updates as well as receive feedback from staff.
- OESC was given the Veteran Employment Champion Award by Tulsa Mayor Bynum for recognition to agencies that recruit, develop and support veterans in the workplace.
- Miami OESC American Job Center employee, Gretchen Evans, was recognized by the Oklahoma Workforce Association at the 2022 Annual Conference for her collaborative efforts with system partners to maximize federal dollars in the customer service delivery space and braid services to ensure self-sufficiency for the customers OESC serves.
- Re-implemented PMPs and a new Calibration system to assess, address and/or reward employees for their performance.

**OESC continues to prioritize transparency and communication with the public to ensure all Oklahomans are well-informed about job market needs and available resources**

- In 2022, OESC put out over 50 news releases.
- The agency shared over 280 posts on each of its social media platforms, including Facebook, Instagram, Twitter and LinkedIn regarding agency updates and career opportunities.
- Provided newsletters to legislators as well as all Oklahoma employers to keep them informed about resources available and changes to agency service delivery.





# OKLAHOMA DEPARTMENT OF WILDLIFE CONSERVATION

Director J.D. Strong

- Worked with LifeShare of Oklahoma to increase organ and tissue donors. Through this partnership, hunters and anglers can register to become an organ and tissue donor when they purchase a lifetime license or annual combo hunting and fishing license. Oklahoma is one of the first states to adopt this new way to register to be an organ and tissue donor.
- Game wardens logged over two million miles patrolling every corner of the state protecting Oklahoma's wildlife resources including 67,869 compliance checks with hunters and anglers and 1,719 citations issued.
- Was selected for the competitive Vamos a Pescar Program through the Recreational Boating and Fishing Foundation. In 2022, worked with OKC Latina and Scissortail Park through two different grants to expand fishing opportunities in Hispanic communities.
- Fisheries Division produced and stocked almost 11.5 million fish in 143 different waterbodies statewide, including walleye, hybrid striped bass, saugeye, Florida largemouth bass, channel catfish and rainbow trout.
- Fisheries Division managed and maintained 46 Close-to-Home fisheries statewide, which are an integral part of our urban fishing program and our angler recruitment, reactivation and retention efforts.
- Worked with Oklahoma State University to conduct a focus group of active and lapsed female hunting license holders. The focus groups provided some insights into the unique barriers faced by female hunters.
- Agency staff worked with several foster home groups to offer fishing opportunities for kids throughout the year and will continue the program. Staff also conducted a family fishing clinic at the Sooner Lake Power Plant with OG&E staff members that were trained to conduct fishing clinics.
- ODWC worked with Oklahoma Youth Expo staff on a new shooting sports event that OYE will be conducting in September for FFA and 4H member students. The event will involve sporting clays and trap.
- Open Holiday antlerless deer season in Zone 10. Record deer harvest, including 45% antlerless harvest. Antlerless harvest is an important part of healthy and thriving deer herd.
- \$1,123,241.96 in third-party contracts for habitat improvement under Statewide Habitat Improvement Grant (NRDA funds Round 1 & 2) nearly complete.
- 400,004 acres of private property leased for public access.
- Staff assisted the OKC gun club with their Women on Target event with over 300 women in attendance.
- A communication effort aimed at increasing awareness of migrating whooping cranes was implemented. Efforts included targeted emails and push notifications to HIP holders. We also encouraged people to report sightings.
- The Wildlife Department executed a highly successful social media campaign to promote awareness and appreciation for native fish. The campaign generated 5.2 million impressions.
- The agency hired its first full-time employee focused solely on Shooting Range Coordination.
- Staff coordinated with Oklahoma County to repair a collapsed culvert and pave the roads near the Arcadia Conservation Education Area.
- Fisheries Division completed a \$1.7 million renovation at Manning State Fish Hatchery that included a new pump station which supplies a reliable source of water from Medicine Creek to the hatchery.
- Fisheries Division implemented a new bass tournament database system coupled with new bass regulations that will allow us to better manage bass populations statewide.

- The Outdoor Oklahoma Adventure Raffle raise nearly \$330,000 for conservation projects around the state.
- The Outdoor Oklahoma YouTube channel has reached nearly six million total views and, more importantly, has swelled to 22,000 subscribers. New content is added to the channel each week.
- Oklahoma hosted the National R3 Conference in Broken Arrow where peers from across the country gathered to learn about different tactics being used by states and NGOs to recruit, retain and reactivate hunters and anglers.
- The Wildlife Diversity fund received \$18,781 in donations for tax year 2021 through the tax check-off option. TY 2021 has been the highest donation year since being reauthorized. Donations have increased each year for the past three tax years.
- Initiated research projects on wild turkey, alligator, pronghorn and black bears.
- Completed new access road at Sans Bois Wildlife Management Area (WMA). For the first time since the area was purchased, the public has vehicle access to the WMA interior.
- Completion of nuisance bear protocol training for 17 employees and equipment for bear response team.
- A new and improved Game Warden Academy was developed and initiated to improve the training provided to newly hired cadets.

