

We are OKDHS

15th Annual

Quality Awards
and
Employee Recognition Ceremony

May 5, 2010

Clarion Meridian Convention Center
Oklahoma City

From the Director



Dear Co-workers,

It is a great privilege and blessing to observe and take part in recognizing our best and brightest employees, teams and partners in human services. The projects you have undertaken have focused on improving the lives of Oklahomans, especially during these difficult economic times in which you are doing more work with fewer resources and time. It is with great pleasure that I say thank you for all that you do. It is an honor to give you the recognition you have earned. Each of you has worked to make life richer for thousands of Oklahomans. Thank you.

The combined OKDHS Quality Awards and Employee Recognition Committee's "Best of the Best" Awards celebrate two types of accomplishments. The "Best of the Best" Awards honor those who serve as our leaders, mentors and encouragers. We respect them for the positive character they add to our lives and the workplace. The OKDHS Quality Awards recognize team projects and group tasks with measurable results that improve the ways we serve Oklahomans. Now, more than ever, both awards are important to fulfilling our mission.

Six judges from outside OKDHS used a weighted scoring process to select this year's Quality Awards winners and Honorable Mention honorees. The winners were identified for the projects and work outcomes they achieved during calendar year 2009. The ERC Best of the Best recipients have been selected by their co-workers using locally developed criteria and procedures.

Again, congratulations to all of you for your special contributions to the work we collectively do to fulfill the Department's mission. I encourage each of you to continue shining your lights of encouragement in all areas of your lives as we embark on a future where more Oklahomans than ever are in need of our services.

Warm regards,

A handwritten signature in black ink that reads "Howard H. Hendrick". The signature is written in a cursive, flowing style.

Howard H. Hendrick, Director
Oklahoma Department of Human Services

Ceremony Agenda

Welcome George Earl Johnson, Jr., Quality Awards Chair
Chris Lambert, Best of the Best Chair

Prayer Irving Baccus

National Anthem Lauri Monetti

Opening Remarks Howard H. Hendrick, OKDHS Director

Mistresses of Ceremonies Mary Leaver
Lauri Monetti
Jennifer Eve-Fish

Presentation of Employee Recognition Best of the Best Awards

Presentation of Quality Awards Honorable Mentions

Presentation of Quality Awards

Special Recognition Howard H. Hendrick

Special Thanks Quality Awards Sponsors

Quality Awards Committee

OKDHS Employee Recognition Committee

University of Oklahoma Center for Public
Management

Closing Remarks Howard H. Hendrick

Celebrating National Public Service Recognition Week

May 3 - 7, 2010

Our Mission

*We help individuals and families in need help themselves lead
safer, healthier, more independent and productive lives.*

Best of the Best

Marquett L. Youngblood

Chief Operating Officer
OKDHS Executive Office

With a steadfast hand, Marq Youngblood provides superb leadership for OKDHS Human Services Centers. His leadership style and practice standards place him among the top human services executives in America. We are very pleased that Oklahoma is where he is planted and growing. Thanks, Marq, for the blessing you are in all of our lives.

Myndi L. Denton

Social Services Specialist II
Adair County

Myndi Denton is an outgoing, friendly worker. She goes the extra mile for her clients and workers every day. She encourages and mentors coworkers, and is always helpful to the support staff. Myndi sees a need in the office and acts on it without being asked. She participates in community and office activities, and takes an active role in these functions.

Stan D. Pedersen

Social Services Specialist II
Alfalfa County

Stan Pedersen is Alfalfa County's only comprehensive Family Support worker, and continues to be accurate and timely in his delivering of customer benefits. The caseload has gradually increased over the past several years, and our customers praise Stan for his kindness, compassion and quick work to help them obtain benefits. Stan fully embraces the Family Support practice standards in his work.

Scott W. Pittman

Adult Protective Services Specialist II
Atoka County

Scott Pittman brings the mission, values and vision of OKDHS to life. In 2009, Scott was selected as an Area IV Employee of the Quarter and won the Above and

Beyond Award for excellent service delivery. He created a PowerPoint program to provide in-service training to community resource agencies. He is willing to assist in whatever capacity he is needed.

Mireya Cotts

Social Services Specialist II
Beckham County

Mireya Cotts lives the OKDHS mission. She shows responsibility in how she works with families, and shows them the respect necessary to develop professional relationships. She prompts families to help themselves and coaches them through the application process. As a bilingual worker, Mireya helps other staff with their families when language is a barrier, and always offers a ready smile.

Virginia Ann Nicks

Administrative Assistant I
Blaine County

Virginia Nicks is an incredibly valuable asset to the Blaine County Human Services Center. She is the epitome of professionalism, and sets the example in her dealings with both staff and clients. Her work ethic is second to none. Virginia's county director said he counts on her daily for her knowledge of our programs and policies.

Paula R. Russell

Social Services Specialist IV
Bryan County

Paula Russell is committed to excellence in Family Support and provides support, monitoring of quality, and creates a safe parallel process in the supervisory relationship. The county staff seeks her expertise in any area of Family Support and she is more than willing to help anyone in need. Her diligence is demonstrated in our improved accuracy and timeliness for Bryan County.

Best of the Best

Deann R. Sage

Information Systems Services Coordinator II
Caddo County

Information Systems Services Coordinator Deann Sage provides valued support to five Human Services Centers in Area II. Dee is extremely resourceful, enthusiastic and is an effective organizer. She assembles and arranges resources to meet goals, particularly when emergencies arise. Dee's support is integral to our ability to fulfill our mission of helping individuals and families in need.

Emily S. Stevens

Child Welfare Specialist II
Canadian County A

Emily Stevens goes above and beyond in efforts to help her clients. She works to listen and understand their needs and then helps find appropriate resources. She seeks the underlying causes rather than looking at surface issues. Emily has always been respectful to her clients and to coworkers, helping in any way she can. She is an asset to Canadian County.

Lisa M. Mennes

Social Services Specialist II
Canadian County C

Lisa Mennes is known for helping our nurse provide important services to our clients by picking up hospital records and prescriptions when needed. She is very passionate about her work and helping others. Lisa both knows and shows the true meaning of social work. Coworkers have said that if they needed OKDHS assistance, they would want Lisa as their worker.

Christopher P. Hobbs

Social Services Specialist II
Carter County

Chris Hobbs was chosen as a member of Carter County's Customer Service Unit because he is committed to our mission, values and vision. OKDHS values excellent service delivery, and so does Chris. In 2009, Chris certified 911 cases at a timeliness rate over

99 percent. He comes to work every day with a positive attitude and encourages his coworkers and clients.

Lyndell C. Henderson

Child Welfare Specialist I
Cherokee County

Cherokee County Child Welfare Specialist Lyndell Henderson has first-rate organizational skills and is great at managing her caseload. Lynn excels in both written and oral communications. She seeks to listen to her clients and strives to understand and meet their needs. Lynn's actions and behaviors show the highest respect for her supervisor and managers.

Brenda K. Provence

Social Services Specialist II
Choctaw County

Brenda Provence, social services specialist II, is the very example of dependability. She is an asset to the Choctaw County Human Services Center. She consistently displays a positive attitude and shows her dedication by ensuring that her clients receive needed services without delay. She is courteous and respectful, and works to ensure that all people are treated fairly.

Dorothy M. Barnum

Social Services Specialist II
Cimarron County

While Dorothy Barnum has a calm and quiet approach, her professionalism speaks loudly to her many qualities. She builds excellent relationships with her coworkers, and she is well liked by the clients she serves. Her caring and compassion is admirable, and enables her to interact successfully with clients. Dorothy is someone we can always count on to get the job done.

Patricia A. Johnson

Child Welfare Specialist II
Cleveland County A

Patricia Johnson is described by Family Support and Child Welfare staff as energetic, involved and cheerful,

Best of the Best

and works to bridge the two programs. Pat goes the extra mile for the families she serves and for her coworkers. She volunteers to help without being asked and embodies the OKDHS mission. Pat is an active, enthusiastic member of the Moore Morale Committee.

Cynthia J. Franklin

Administrative Technician III
Cleveland County B

Cynthia Franklin's unwavering belief in the mission of OKDHS was best shown when dissatisfied client came into the office. Cynthia's smile never left her face as she remained true to the core values of OKDHS. She was professional, respectful and caring towards the client and was able to assist in the positive resolution of the situation.

Ginger R. Clayton

Social Service Specialist IV
Cleveland County C

Ginger Clayton exemplifies our mission and the ideal of what an excellent, caring supervisor should be. Ginger is a member of the Cleveland county ERC and works diligently to create an atmosphere that shows support and provides a little fun for everyone. She serves on the board of several community programs, building strong relationships and shedding a positive light on OKDHS.

Angelia C. Williams

Child Welfare Specialist III
Coal County

Angelia Williams has worked in Child Welfare for 13 years. She works well with our community partners, and has excellent rapport with the court because of her excellent investigative skills. Angie is devoted to her job and believes in the mission, values and vision of this agency. She is a strong team player and is supportive of her peers.

Curtis R. Stolp

Information Systems Services Coordinator II
Comanche County

Curtis Stolp, information systems services coordinator II, handles inquiries on software, hardware and network operations. He is able to communicate technical information to non-technical staff clearly. When emergencies arise after hours, Curtis responds quickly and frequently works in the evening and on weekends to reduce downtime for staff during normal business hours. He is a valuable part of our team.

Louise E. Hayes

Administrative Technician III
Craig County

Employees like Louise Hayes are what hold the Craig County office together. In her 20 years, she has become a valuable part of OKDHS and DDS. Lou is always helping others, keeping their spirits up and setting a cheery example. She embodies customer service, and when she puts you on hold with a promise that she won't forget you, she means it.

Lindsey T. Emerson

Child Welfare Specialist II
Creek County

Child Welfare permanency worker Lindsey Emerson takes his job to heart and makes the practice model his standard. Despite an uphill battle, he reconnected two troubled teenage brothers with their adoptive parents. His ability to listen and connect them with needed services persuaded the court to begin limited visitation. Lindsey's continued dedication is helping this family find success.

Joyce A. Terry

Administrative Technician III
Custer County

Joyce Terry believes in always doing her best. She loves to stay busy and does so with a smile. She learns

Best of the Best

quickly, and works independently and efficiently. Joyce provides support to every unit by accepting assigned tasks without a second thought. Her only question is, “What do you need done?” Her kind spirit and helpful attitude make her an office favorite.

Coleene M. Sander

Health Care Management Nurse II
Dewey County

A nurse for Aging Services Division, Michelle Sander does an excellent job covering Dewey and Custer counties and advocating for her clients. She maintains excellent working relationships with her clients, coworkers and providers. Michelle has a true heart for helping, and she is very active in her community as an emergency medical technician. As one coworker says, “She is good folk.”

Rhonda G. Steverson

Administrative Technician III
Garfield County

After more than 20 years on the job, you might say that Rhonda Steverson is the face of Garfield County OKDHS. Her smiling face is first one you see and she’s the first one you talk to in our office. Rhonda knows our programs and is able to help clients find what they need. She is all about great customer service.

Marzzie F. Johnson

Social Services Specialist IV
Garvin County

Marzzie Johnson is “Ms. Customer Service,” and leads by example. She firmly believes in the values of OKDHS and America. Our office did not have an American flag and she obtained the donation of a pole and labor to install it. She works to keep office morale high and assists with the VA’s Stand Down program to help homeless veterans.

Sylvia J. Badillo

Child Care Licensing Specialist II
Grady County

Sylvia Badillo is caregiver-oriented and strives to maintain a good working relationship with her facilities by being fair and consistent. She has excellent case management skills and her work is thorough and complete. She is well liked by her coworkers and is a pleasure to supervise. Sylvia displays a cheerful, positive attitude each day and is courteous to everyone.

Pamela K. Spears

Child Welfare Specialist II
Haskell County

Pamela Spears serves as our Child Welfare unit’s lead worker and is responsible for the unit in the supervisor’s absence. She is an active member of the multidisciplinary team, a board member for the Child Advocacy Center and speaker for the Victims Impact Panel. Pamela treats families and coworkers with respect, and models the Child Welfare practice standards with humility.

David W. Garlett

Adult Protective Specialist I
Hughes County

David Garlett takes on each assignment with a gusto that makes everyone around him smile. He helps us remember why we are here. He never says never, and his cases prove he thinks outside the box. He is devoted to completing jobs efficiently and he develops service plans that make his clients much safer than before he met them.

Tonya A. Worbes

Social Services Specialist IV
Jackson County

Family Support supervisor Tonya Worbes is a valued and important part of the Jackson County Human

Best of the Best

Services Center. She goes far beyond what is required to make sure our clients receive the benefits and services to help improve their situations. She is ever-present for her workers when they need a shoulder to lean on or direction in how to proceed.

John K. Townsend

Social Services Specialist II
Jefferson County

John Townsend exhibits the best qualities of our agency. His compassion for his clients is obvious whether he is searching for a glucose monitor, finding employment for a client or getting a family a Christmas tree. John even spent his lunch hour assembling and decorating the tree. His type of social work helps to make our agency strong and proud.

Monda M. Russell

Social Services Specialist II
Johnston County

Monda Russell epitomizes what social work is all about. She takes the time to really listen to her clients. She always has a kind word for them and for her coworkers. No matter the task, Monda is always willing to help in any way she can. She is a positive asset to OKDHS that is greatly appreciated in Johnston County.

Sonja J. Cole

Child Welfare Specialist III
Kay County A

Sonja Cole carries a diversified permanency caseload and respects her families as individuals. She continually assesses personal biases and styles, and is a student of the culture, race and ethnicity of the families she serves. Sonja communicates honestly and exudes professionalism both within and outside the agency. We are lucky to have her as a part of our Kay County OKDHS family.

Heather D. Fusselman

Social Services Specialist II
Kay County C

Heather Fusselman is a genuine, caring person who believes in always doing her best. She is encouraging and compassionate to her clients and her coworkers. Heather is always willing to take on extra assignments without complaint. She is very conscientious about her workload, providing excellent, timely services. Kay County is lucky to have such a wonderful person on their staff.

Mandy A. Clifton

Social Services Specialist II
Kingfisher County

Mandy Clifton goes above and beyond for her clients on a daily basis. She is truly blessed with the heart of a social worker and it shows in her interactions with her clients. In addition, she is always willing to go the extra mile in the office for her coworkers. Her attitude and approach to her job are very refreshing.

Debra L. Meek

Social Services Specialist II
Latimer County

Debra Meek has worked in FSSD for 13 years. In addition to keeping her own caseload current, she enthusiastically assists her coworkers. Having worked all of the Family Support programs, Debra is a willing mentor and assists as needed, particularly in helping explain our policies. She is diligent and treats everyone with dignity and respect while providing excellent customer service.

Jonathan B. White

Social Services Specialist II
LeFlore County

Blake White is a team player. During 2009, Blake put together a resource book for each of his coworkers.

Best of the Best

This makes it much easier for APS workers to assist vulnerable adults. After seeing the resource book, other counties are adopting Blake's idea and adapting it to their county. Blake has truly helped his coworkers meet the needs of their clients.

Wesley D. Priest

Child Welfare Specialist IV
Lincoln County

When Wes Priest joined Lincoln County in 2007, he immediately jumped into action working with the local multi-disciplinary team to fund and install a video system to record interviews. Last spring, Priest was recognized as the Pottawatomie/Lincoln County Child Advocate of the Year. An active leader, Priest works to increase the knowledge of his staff and enhance relationships with community partners.

Martin L. Mullins

Social Services Specialist II
Logan County

Martin Mullins is an extreme client advocate who is also willing to take the time and effort to assist his coworkers with questions about the ABD program and Social Security. He shows great concern and compassion for clients and coworkers alike while demonstrating an excellent overall attitude. Martin is a truly one of the best the agency has to offer.

Shirley A. Thompson

Administrative Technician III
Love County

Shirley Thompson does a wonderful job of assisting our clientele, as well as keeping the workers lined out in the county of Love. Even though she may be small in stature, she is a huge asset to the Love County Human Services Center. Shirley is truly a very dedicated professional.

Shelley A. Kay

Social Services Specialist II
Major County

Since last fall, Shelley Kay has been the only comprehensive Family Support specialist in Major County. Still, she was able to maintain the two-worker caseload without requiring much assistance from her coworkers. Through it all, Shelley maintained high standards in her work and our customers continued receiving timely services. This showed Shelley's commitment and dedication. She is now mentoring a new employee.

Tisha L. Ross

Child Welfare Specialist II
Marshall County

Tisha Ross is a hard-working, dedicated employee who has earned the respect of her clients, coworkers, and community partners, especially within the court system. Her compassion and willingness to do whatever is necessary to assist her clients is seen each day. The State of Oklahoma is fortunate to have an individual of the caliber of Tisha Ross working for the OKDHS team.

Cheryl K. Kilgore

Health Care Management Nurse II
Mayes County

Cheryl Kilgore goes above and beyond in providing services for her clients and help for her coworkers. When she sees a need that hasn't been met, she will find the resources necessary. Though her own plate might be full, she's still helped other counties. She has a big heart, a positive attitude and always comes to work with a smile.

Donna K. Thrash

Child Welfare Specialist II
McClain County

Donna Thrash works diligently with the community for the well-being of custody children. She collaborated with OU on a fundraiser for a Christmas party for our

Best of the Best

foster children by enlisting volunteers to work a concession stand at OU football games. She took the lead in organizing and gathering additional donations. Donna is the co-coordinator of the McClain County Multidisciplinary Team.

Tracy A. Mills

Administrative Technician IV
McCurtain County

Tracy Mills exhibits a positive influence on both internal and external customers. She fosters a positive “can do” attitude with her colleagues. She is flexible in accomplishing her tasks; no task is too large. She constantly looks to improve the workflow by seeking feedback from her coworkers. Tracy’s personal commitment to serving her customers enhances the productivity of all staff.

Reneé Duke

Administrative Technician III
McIntosh County

Renee Duke is the person customers see or hear first, and she greets each one with dignity and respect. She defuses angry individuals while remaining calm and professional. She actively participates as the safety coordinator, on our ERC and in the community’s Toys for Tots program. Renee is conscientious, works independently and strives to streamline processes to improve her work.

Sherri L. Graves

Administrative Technician III
Murray County

Administrative technician Sherri Graves is a true asset to Murray County’s Human Services Center. In the more than 30 years that she’s been employed with OKDHS, Sherri has remained dedicated to our principles and values. She is always willing to help whenever and wherever the need may arise. Sherri is a true professional and a caring soul.

Tetrazena L. Richardson

Adult Protective Services Specialist II
Muskogee County

Tetrazena Richardson epitomizes the best talents and skills of a social worker. She works with our most vulnerable clients. She strives to understand the client’s needs and works to alleviate those factors that place our clients at risk. She does this with a quiet smile and a soft voice of encouragement. She is Muskogee County’s Best of the Best.

Mikah L. McCray

Child Welfare Specialist II
Noble County

Mikah McCray is committed to protecting children and strengthening their families. She is often called out on weekends and after hours meeting the needs of children in crisis and does so with a good attitude. Mikah is recognized for professionalism by Family Support, the school system, law enforcement, the courts and the families she serves. Mikah is a valuable asset to the agency.

Barbara D. Lewis

Child Welfare Specialist IV
Nowata County

Facing fewer and newer staff, Barbara Lewis took on extra work to assist them. From transporting kids to completing home studies, she did whatever was necessary. She supported the unit and kept all statistics above the benchmark. Barbara helps insure children’s safety in Nowata County. She leads a team of tremendous workers who know their supervisor backs them 100 percent.

Alida E. Jimenez-Cross

Social Services Specialist II
Okfuskee County

Alida Jimenez-Cross serves as our medical outreach specialist and bilingual translator at the local hospital.

Best of the Best

On January 15, after three people were injured in a car accident, Alida not only interpreted Spanish as needed, but also transported them to a motel, helped them obtain food and even provided some of her own cash, toiletries and clothing to replace their bloody, mud-stained garments.

Garry L. Clymer
Social Services Specialist II
Oklahoma County A

Garry Clymer is a very warm-hearted and caring person. He treats his clients with dignity and respect. Most of all, Garry treats them as he would like his own family members to be treated. Garry lives the OKDHS mission every day and helps us bring our vision to life by providing our clients with the best service possible.

Melinda K. Forga
Child Welfare Specialist II
Oklahoma County B

After a child in permanent custody was killed in an accident, Melinda Forga spent her holiday locating the biological family, planning funeral services and ensuring the siblings were receiving grief therapy. She has taken the children to place flowers on the grave, and to movies and lunch, over and beyond regular visits. Each day, Melinda exhibits the meaning of the Child Welfare practice standards.

Maraida B. Lopez
Child Welfare Specialist II
Oklahoma County D

Resource specialist Maraida Lopez has single-handedly placed more children in Oklahoma County than anyone else. She is organized, friendly, and builds rapport with her families. Maraida never comes to work with a bad attitude and consistently volunteers for additional responsibilities whenever she can. She is definitely an asset to the agency and one we would love to be able to clone.

Peggy J. Parker
Child Welfare Specialist II
Oklahoma County F

Peggy Parker is a natural leader who does not hesitate to assist coworkers. She is a great mentor and works like a “mother hen” to ensure coworkers’ needs are met. She has a compassionate heart and giving spirit. Peggy desires to see families succeed, and can identify potential barriers before they become bigger problems while remaining focused on a solution.

Patrick J. Murphy
Administrative Technician III
Oklahoma County G

Patrick Murphy has gone above and beyond for his coworkers. He has cleaned the floors, fixed toilets, scraped ice and fixed computers while still performing his job. He also has run the ECAP and LIHEAP programs for three years. They run smoothly and quickly. Clients compliment him, as do state office LIHEAP staff. We appreciate all his hard work.

Rebecca L. Price
Child Welfare Specialist IV
Oklahoma County H

Child Welfare supervisor Rebecca Price has done an outstanding job training her own workers to become supervisors themselves. She consistently encourages teamwork, and is someone you can count on to be there. Rebecca is always willing to listen and give advice when needed, even if called upon after hours. Her favorite words are “document, document, and document.”

Kayla R. Jackson
Social Services Specialist IV
Oklahoma County J

Kayla Jackson is 55J’s Best of the Best. Her unit was recognized for having the highest TANF participation for a large county in 2009. She is supportive of staff and chairs the county’s employee recognition committee.

Best of the Best

Kayla was selected as Certified Public Manager of the Year for 2009. We are very proud of her many contributions to our office and community.

Sharon K. Humphrey

Case Manager II
Okmulgee County

Sharon Humphrey is positive, upbeat, caring and creative. She boosts morale by decorating our bulletin board and area seasonally, and coordinating our annual Soul Food Luncheon in celebration of Black History Month (our best-attended dinner). Sharon is well liked and respected by her peers. She was Okmulgee County's 2009 Employee of the Year, and is Okmulgee County's Best of the Best.

Amanda D. Farren

Child Welfare Specialist IV
Osage County

Osage County's Amanda Farren is a Child Welfare supervisor who exhibits professionalism on a daily basis. She is kind and compassionate to all, and continually strives to protect the children of Oklahoma. She has done an outstanding job cultivating relationships in our community, and works hard to make families strong and keep them together.

Janet M. Atwell

Social Services Specialist II
Ottawa County

Janet Atwell is a tremendous asset to our office. She is friendly, courteous and compassionate to her coworkers and customers. While maintaining a high caseload, Janet took time to call families and encourage them to apply for Thanksgiving baskets, as she knew many would not have a meal without using that resource. An excellent team player, she is the best.

Carol S. Snyder

Administrative Technician III
Payne County

Carol Snyder is the epitome of customer service at Payne County OKDHS. She readily assists workers in getting benefits to clients by providing EBT card issuance services whenever needed. She often accomplishes all this while handling the support duties of others when we are short-staffed. Carol is constantly on the go and produces an amazing amount of work.

Daniel Herring

Child Welfare Specialist III
Pittsburg County

Daniel Herring is an exemplary employee. His work is consistently timely, and he has received countless compliments on his performance and attitude. He has been complimented by clients, foster parents and our court officials. He has a caring attitude and is determined to strive for the best interests of children. Daniel has a professional work ethic and good leadership skills.

Angela C. Welch

Social Services Specialist II
Pontotoc County

Angela Welch is a 19-year veteran of OKDHS. She provides excellent customer service to her clients by ensuring that they receive timely, accurate benefits. Angela is compassionate and treats clients with respect. Her performance and conduct are valued by all staff in our county and she deserves to be recognized as Pontotoc County's Best of the Best.

Jean Ann Elliott

Adult Protective Services Specialist II
Pottawatomie County

Jean Ann Elliot clearly enjoys the people aspect of her job and is someone who always does more than is required to help clients. Recently, she purchased a dog and all the necessities for a mentally ill and

Best of the Best

developmentally disabled client who was extremely depressed. This not only cheered him, but he was so grateful that he named the dog Elliott.

Troy D. Splawn

Social Services Specialist II
Pushmataha County

Pushmataha County social services specialist Troy Splawn is dedicated to the mission of OKDHS. With care and compassion, Troy takes the time to listen to his clients and is attentive to their needs. He works very hard to ensure that these needs are met through either OKDHS programs or his excellent knowledge of available community resources.

Clarice J. Lowrance

Social Services Specialist II
Roger Mills County

Clarice Lowrance believes in our mission and exhibits the values of our agency daily. She coaches her clients to become more independent and prompts them on items that are necessary to work their cases to help provide for their families' needs. Clarice is great with teamwork, and works cases in two county offices.

Diana J. Galloway

Child Welfare Specialist II
Rogers County

Diana Galloway has worked hard to help the families we serve by offering services and referrals for assistance. She has a big heart and it especially shows in her work with children. Diana has had many compliments from families as they feel she really listens and cares about their circumstances and wants to help them to become better parents.

Brandy L. Simpson

Child Welfare Specialist II
Seminole County

Brandy Simpson collected cans from two counties to assist the independent living youth in Seminole County.

She buys them hygiene products when they can't afford them or are between placements. Brandy is attentive to their need to attend court and drives them to the hearing even if it is in another county. She's available to visit and talk during tough times.

Cathy E. Wood

Social Services Specialist II
Sequoyah County

School-based worker Cathy Wood is a thinker and a doer. She looks at students' needs has created helpful programs focusing on prevention and character development. Utilizing available resources, she helps students and their families resolve problems before they lead to bigger issues. Using the principles of Character First, she developed the curriculum for a character class she teaches during summer school.

Kristin N. Cobbs

Child Welfare Specialist II
Stephens County

Kristin Cobbs is a permanency worker who has held down the fort during times of vacancies and turnovers. Kristin helps train new staff, serving as a mentor, and helps make visits on vacant workloads. She does all this quietly, professionally and cheerfully. She has the respect of her peers, professionals and clients. She is a true asset to OKDHS.

Darlene M. Martinez

Administrative Technician III
Texas County

Darlene Martinez is an enthusiastic employee with a great knowledge of clients, their needs and clerical duties. She understands what is required to make sure a client's experience is a positive one. Darlene has been instrumental in the implementation of internal controls that help serve the workers, clients and administrative staff. Darlene brings her positive attitude to work every day.

Best of the Best

Michael G. Perrett

Social Services Specialist II
Tillman County

Glenn Perrett is a wonderful asset to Tillman County OKDHS. He has a strong work ethic, a willingness to learn and a positive attitude. With a smile, Glenn encourages and helps new workers through the trials of their new comprehensive caseloads. Glenn brings his happiness to the office through his great sense of humor and his memorable laugh.

Deanna M. House

Administrative Assistant II
Tulsa County B

Deanna House's sharp insight and attention to detail make her indispensable to both the assistant county director and county director. She reads, organizes, directs and filters every bit of information that flows into the Tulsa County B office. She executes these tasks without complaint or derision. With humor and good wit, Deanna is able to put onerous tasks into perspective.

Angela K. Jestice

Social Services Specialist IV
Tulsa County C

Angela Jestice has led her team to 100 percent accuracy in nursing home services for the past six months. Her diligence and perseverance helps ensure that the citizens of Oklahoma receive appropriate care. Because our office has a large number of nursing home clients, Angela's unit raised the statistics of Area VI above the standard for the first time.

Judy A. Hall

Child Welfare Specialist IV
Tulsa County D

Judy Hall exemplifies the word initiative. During the past year, she has transitioned from facility liaison to shelter expeditor and promoted to Child Welfare

supervisor. She gives 100 percent to each duty she undertakes. When she sees something that needs to be done, she simply does it. She embraces the practice model, and values the families we serve.

Pamela A. Hedgman

Administrative Assistant I
Tulsa County G

Administrative assistant Pam Hedgman exemplifies all that is great about OKDHS. She is in charge of the office's employee recognition committee and is instrumental in keeping morale up among staff in these times of limited resources. Pam is always kind and courteous to staff and the community. She is definitely Tulsa County G's Best of the Best!

Karilyn C. Kelson

Social Services Specialist II
Tulsa County H

Karilyn Kelson is a quick study. As a former comprehensive worker, she has mastered the policies and procedures of multiple programs while consistently caring for her clients. She takes time to assist them, maintains their cases accurately and makes referrals to outside agencies as needed. Quiet, demure, pleasant and focused on providing excellent service, Karilyn is an exemplary employee.

Lori A. Tibbs

Social Services Specialist II
Wagoner County

In Wagoner County, Lori Tibbs is known for her excellent social work skills and, in particular, for her knowledge of the TANF program. When families need more than our benefits can provide, she seeks out resources to assist her TANF clients in becoming self-sufficient. She embodies our agency's mission by helping families help themselves.

Best of the Best

Denise F. McKinnon

Social Services Specialist IV
Washington County

Washington County recognizes Denise McKinnon, Family Support supervisor, for her outstanding leadership style and her interpersonal skills. She is decisive, confident and respectful; she promotes harmony and teamwork, motivates staff and builds office morale. She also provides timely, meaningful recognition to staff. Denise is customer service-oriented and consistently serves as a positive role model for her coworkers.

Karen D. Barker

Secretary I
Washita County

Washita County secretary Karen Barker has the ability to get the job done. In her 25 years of service with OKDHS, she has consistently shown an inward strength to do her best. No matter what may be asked of Karen, she accomplishes it to the highest standards. Karen has a pleasant personality and is a joy to work with.

Sara E. Ward

Child Welfare Specialist IV
Woods County

Though Sara Ward's unit faced challenges caused by the loss of positions, new workers in training and implementing new practices, they still met all requirements for accuracy and timeliness. Sara stepped up and joined them in making visits, conducting investigations and assessments, and making court appearances, all while maintaining her regular duties. Sara represents the agency's true standards of excellence.

Sandra B. Harrison

Coordinator, Intergovernmental Relations and Policy
Administrative Services

Sandra Harrison replaced OKDHS' long-time legislative liaison just prior to the start of the 2009

legislative session. With little time to absorb a huge amount of program information, she hit the ground running. By the time the session began, Sandra not only had a firm grasp of the agency's legislative program, but also served as point person on a critical audit.

Beth A. Batman

Programs Administrator
Aging Services Division

Beth Batman is responsible for the state's Older Americans Act program, a nearly \$30 million program that is the backbone of our network. She pours everything into her job, has a positive attitude, mentors team members and works collaboratively with other units and agency partners. Beth sees the big picture, is a consummate advocate and a role model team member.

Wanda J. Kennedy

Optical Imaging Specialist III
Aging Services Division - Advantage Administration

Wanda Kennedy personifies the mission, values and vision of OKDHS. Her work ethic and dedication to the ADvantage Program, members and AAU team is unparalleled. Her graceful approach to work requests is evidenced by her willingness to always offer support when able. Wanda is an excellent choice to represent the amazing group of individuals who make up the AAU.

Marietta P. Sousis

Health Care Management Nurse II
Aging Services Division - Area I

Marietta Sousis does recertification visits for the ADvantage Waiver Program and has a background in psychiatric nursing. She has spent much time making referrals and seeking resources to help members with mental illness. She never complains, is always willing to stay a little later, go a little further, and never hesitates to help a client or employee who needs medical attention.

Best of the Best

Eva R. Deaton

Health Care Management Nurse II
Aging Services Division - Area II

Eva Deaton is a wonderful nurse who takes great pride in always doing the job right. She is always mindful of her clients' needs. She accesses services and makes referrals to proper outlets to help provide the very best plan of care for each one of her clients. OKDHS is lucky to have such a dedicated nurse as Eva.

Amy M. Terry

Health Care Management Nurse III
Aging Services Division - Area III

In early 2009, Area III underwent a staffing change that left Amy Terry as the primary area nurse to supervise Oklahoma and Canadian counties. She maintained a positive outlook and was an exemplary role model. Amy is always patient, caring and calm, and shows great dedication to her job, working very hard to ensure there has been no interruption of services to the consumers.

Mary J. Armstrong

Health Care Management Nurse II
Aging Services Division - Area IV

Jane Armstrong has been with OKDHS for more than 28 years. During the ADvantage transition, her area nurse was detailed to special duty in Tulsa. Jane was scheduled to retire in December, but agreed to postpone it for more than a year to perform the duties of area nurse. She did an outstanding job, and never complained about her personal sacrifice.

Deborah A. Riggs

Health Care Management Nurse II
Aging Services Division - Area V

Debbie Riggs is a "behind the spotlight" kind of person, doing whatever she can to help her clients and not wanting praise or recognition for what she does

because she cares. She sympathizes with clients and their families and searches out alternatives if they don't qualify for our programs. She spends necessary time to make sure her clients' needs are met.

Joyce P. Morgan

Health Care Management Nurse III
Aging Services Division - Area VI

Health care management nurse Joyce Morgan is always smiling. Her joyfulness places her always at the ready to resolve any issue that may come along. She is a great advocate for the many consumers that we serve and has a world of knowledge when it comes to Aging Services and the programs with which we work.

Tricia L. Howell

Programs Manager II
Children and Family Services Division

Tricia Howell is a hard-working, reliable, and approachable team player who leads by example. As a programs manager for the Permanency Planning section, Tricia has competently guided the section through a major transition, including significant changes to training curricula and one of the largest policy revisions in OKDHS history. All the while, Tricia remained accessible to our field staff.

Michael S. Shaw

Direct Care Specialist V
Children and Family Services Division - Laura Dester Shelter

Michael Shaw has a calm, confident demeanor that earns both the respect of his supervisors, as well as the people he supervises. Michael is truly a person that takes his work home with him, becoming a foster parent and providing a stable home environment for numerous children. In 2006, he was named Certified Child Care Worker of the Year by OKCARE.

Best of the Best

David E. Wrenn

Child Welfare Specialist IV
Children and Family Services Division - Pauline E.
Mayer Shelter

During the “Blizzard of the Century,” David Wrenn spent Christmas Eve battling the elements. He dug employees’ cars out of the snow, scraped ice and helped staff get out of the parking lot. He stayed at the shelter helping his coworkers until midnight, and they really appreciated his assistance. When it snows, we can count on David to the rescue.

Natalie R. Clark

Child Welfare Specialist IV
Children and Family Services Division - SWIFT
Adoptions

Natalie Clark strives for excellence through her supervision and actions. Her presence has had a positive impact on the lives of many children in Area VI. Her example of hard work and dedication is to be admired and has resulted in her earning the respect of her peers and colleagues in and outside of OKDHS.

Jacqueline R. Mesarick

Information Systems Applications Specialist IV
Data Services Division

Jackie Mesarick has worked tirelessly to improve the performance of the Your InfoNet website. Her actions in re-engineering one template into three templates reduced the number of errors on web pages, increased response time, and allowed to authors easier access to publishing content. The new templates were well received by her customers and helped improve the overall functionality of Your InfoNet.

Marie Moore

Programs Administrator
Developmental Disabilities Services Division

Marie Moore’s performance as DDS’s chief financial officer is spectacular. She brings extraordinary

intelligence and refreshing originality to the challenge of managing budgets and relationships in desperate times. Her analytical and problem-solving skills are exceptional, and she has a wonderful sense of humor and the ability to quickly establish rapport with coworkers and others. Marie is simply the best.

Julie A. Hammock

Programs Field Representative I
Developmental Disabilities Services Division - Area I
Office, Enid

Julie Hammock’s work with DDS has helped numerous individuals transition into living in their own home, while still maintaining the integrity of quality services. She is conscientious, exhibits a great working relationship with DDS staff and coworkers, and is always willing to help when needed. Julie is the ‘Best of the Best.’

Ronnie J. Porter

Case Manager II
Developmental Disabilities Services Division - Area I
Office, Oklahoma City

Ron Porter understands the issues his clients face, has excellent communication skills, and is patient and determined. He has a diverse caseload including individuals with significant medical and behavioral needs. Ron recently worked with an individual who passed away after a long illness. He advocated and was available on a moment’s notice for the individual and staff that served the individual.

Stanley J. Vavra

Case Manager IV
Developmental Disabilities Services Division - Area II
Office

Stan Vavra is a great mentor. He displayed an incredible work ethic as a case manager, which serves him well in his recent promotion to supervisor. His core values of loyalty and integrity are a calming presence to

Best of the Best

our clients, coworkers and the public. Stan is also one of OKDHS' volunteer chaplains, taking the time to listen, encourage and comfort those in need.

Claudia M. Newton

Administrative Programs Officer II
Developmental Disabilities Services Division - Area III
Office

Throughout her career, Claudia Newton has treated the individuals and families we serve with dignity and respect. She once worked with a foreign-born family whose culture was very different from our own. Claudia was able to assist them in getting the services they needed as she interacted with them in an honest and kind manner that honored their culture.

Robin C. Driver

Direct Care Specialist III
Developmental Disabilities Services Division - Northern
Oklahoma Resource Center

Robin Driver's goal is to provide a peaceful, safe environment. Robin has the ability to work with any resident, understand his or her needs, and make the job easier for everyone. Robin is willing to help staff whenever necessary and she inspires employees to provide quality care. She cares for her staff, keeps the workplace stable and employees motivated.

Sharon A. Thomas

Direct Care Specialist II
Developmental Disabilities Services Division - Southern
Oklahoma Resource Center

Sharon Thomas is one of those employees you would like to clone. As clothing coordinator, she helps the residents purchase fashionable clothing and keep their living areas contemporary. Sharon willingly helps the cottages with residents' needs. Sharon is positive, keeps a smile on her face, and helps lift others' spirits through encouragement when they are having a bad day.

Christopher P. Gaulden

Business Manager I
Enterprise Program Management Office

Chris Gaulden has willingly taken on additional duties when EPMO has been short-handed, and he does so with a smile. Daily, he makes the rounds to see if there is anything staff needs before he leaves or if there is any way help them. Diligent, responsible, efficient, eager, dependable, adaptable and helpful are just a few words used to describe Chris.

Laura N. Brown

Programs Manager II
Family Support Services Division

Laura Brown is FSSD's Best of the Best. As the programs manager for policy development, Laura must insure the policy is written to comply with program rules and regulations, and still be written in a manner that is user-friendly to staff and the public. As a team member, Laura is always open to innovative ways to better articulate the agency's programs.

Cindy G. Bevers

Information Systems Services Coordinator III
Field Operations Division

Cindy Bevers spends her days juggling priorities, but always focusing on helping others and making their jobs easier. The level of loyalty, dedication, care and commitment she shows in her job and her relationships is unequalled. It is obvious to those who know her that our agency's key values of safety, respect, family, relationships and excellence are also her own.

Harl B. Hentges

County Director II
Field Operations Division - Area I Office

Payne County Director Harl Hentges was selected by his peers in Area I as the Best of the Best. Harl treats people with dignity and respect and listens to people to

Best of the Best

understand. He asks questions to identify the issue at hand, and then takes a responsible action to correct the problem. Harl uses these traits to work with local community partners.

Treva G. Kuzma

Secretary V

Field Operations Division - Area II Office

Words cannot describe the excellence and worth of someone like Area II's Treva Kuzma. Her work and leadership are superb, and her positive influence and dedication truly makes a difference. Treva is one of those who can speak up to the boss and get by with it because she is usually correct. Everyone loves to ask Treva for her perspective.

Gerald O. Johnson

Programs Field Representative I

Field Operations Division - Area IV Office

Gerald Johnson is a valued member of the Area IV management team. The guidance he provides staff has been essential in helping provide permanence for children in our custody. In October 2005, Area IV had 1,281 children in out-of-home care. By February 2010, that number had been reduced to 820 children. Gerald has played an integral role in this achievement.

Shirley W. Crum

County Director III

Field Operations Division - Area V Office

The Area V Best of the Best is Wagoner County Director Shirley Crum. In addition to her regular duties, Shirley has been the interim county director for Mayes County for more than six months. Her leadership was instrumental in both counties successfully meeting their key indicators while providing excellent customer service. Shirley's commitment to the assignment also resulted in substantial financial savings.

Dee Anne Ruggs

Programs Field Representative I

Field Operations Division - Area VI Office

DeeAnne Ruggs consistently goes beyond in helping all of the Area VI offices. She assisted Tulsa County H as interim assistant county director while performing other Field Liaison duties. She is a real trouble-shooter, exhibits initiative, and doesn't mind lending a hand. She cares about our staff and those we serve. DeeAnne works hard and provides a positive example to others.

Laura G. Kitchen

Comptroller II

Finance Division

Laura Kitchen focuses on delivering a quality product. She works with our staff and federal partners to maintain the OKDHS cost allocation plan. Her analysis and implementation of revisions keep the data accurate while maximizing federal participation. Laura works toward positive solutions in circumstances that are potentially adversarial. Laura's personal and professional standards are a source of OKDHS Finance's pride.

Tommi A. Ledoux

Personnel Officer

Human Resources Management Division

Tommi Ledoux is always seeking additional challenges. She has the uncanny ability to catch someone else's vision and run with it. Once she understands the expectations of a situation, Tommi is able to make changes and adapt to the new circumstances. Not many people can do that, and even fewer are willing to change to improve themselves or their lot.

Mary K. Stalnaker

Director of Family Support Services

Human Services Centers

Mary Stalnaker provides excellent leadership for FSSD. She continually provides knowledgeable guidance and wise counsel within FSSD, in other

Best of the Best

OKDHS divisions and for other state agencies. She works with Field Operations team members to improve programs, solve problems and enhance communication to deliver outstanding customer service to Oklahomans. Mary is a valuable asset to the agency.

Alfred R. Gilreath

Administrative Assistant I
Office of Client Advocacy

Alfred “Gil” Gilreath is the OCA go-to man in a Hawaiian shirt. Whether he is presenting a safety training course, organizing files, maintaining state cars, tracking grievances, responding to records requests, or just being a good neighbor to other state agencies, Gil keeps a positive attitude. He’s often the public’s first contact with OCA. He’s a great ambassador for the office.

Carla D. Garrett

Administrative Programs Officer I
Office of Communications

Administrative programs officer Carla Garrett continues to faithfully discharge her duties as office manager for OKDHS’ Office of Communications. She consistently makes sure that staff has the tools and resources necessary to perform their duties at a Grade ‘A’ level. She has a smile, kind word and firm resolve in her dealings with all of our internal and external customers.

Charles M. Jackson

Assistant General Counsel VI
Office of General Counsel - Legal Division

For more than 21 years, Assistant General Counsel Charles Jackson has represented and advised the agency and its employees in matters of litigation, personnel, APS and DDS. Chuck has earned the respect of his colleagues and social workers throughout Oklahoma. Chuck is an attorney with a heart, known for doing what’s right when making tough decisions that affect others’ lives.

Molly B. Green

Social Services Inspector III
Office of Inspector General, Investigations

Molly Green has proven her value to OIG on more occasions than can be counted. She has successfully taken on new responsibilities with good grace and with an obvious desire to excel. She is quick to help others and had earned the respect of all of her coworkers. She is truly the best of the best at OKDHS-OIG.

Millie Carpenter

Programs Administrator
Office of Planning, Research and Statistics

Millie Carpenter has been in the Office of Planning, Research and Statistics for nearly three years. She has made a significant impact at OKDHS through the Policy and Practice Lecture Series, Women’s Conference, Strategic Plan, legislative agenda, and successfully funded grants. She brings a wealth of knowledge. She is a leader and organizer. Millie is our Best of the Best.

Jeri D. Parsons

Child Care Licensing Specialist II
Oklahoma Child Care Services - Region I

Denise Parsons is a great advocate for children. She willingly helps others and accepts challenges without argument. She worked a difficult unlicensed complaint last year that received a great deal of media attention. She handled this most difficult situation while remaining focused and professional. Denise willingly covers in the absence of her supervisor and is an asset to her coworkers.

Kay Dodson

Child Care Licensing Specialist III
Oklahoma Child Care Services - Region II

Kay Dodson is very caregiver focused and helps her facilities in any way possible. She has a positive outlook and works cooperatively with her coworkers, other agencies and the childcare community. During the past year, she has completed a large amount of work in

Best of the Best

a vacant caseload area that greatly assisted in keeping work in this area current.

Kathy A. Morgan-Rudd

Child Care Licensing Specialist II
Oklahoma Child Care Services - Region III

Kathy Morgan-Rudd understands the need for training and consultation in her area. She developed monthly childcare training for providers that is relevant to their success in business and in providing quality environments for children. She has been very involved in Week of the Young Child for several years and had 13 of 19 centers participating last year.

Cara L. Thomas

Child Care Licensing Specialist II
Oklahoma Child Care Services - Region IV

Cara Thomas is committed to outreach within the community. She has developed over 10 informational handouts on requirements and child development for her area. She also worked to develop training for caregiver stress in the childcare home and classroom environments and assisted in the planning and execution of events for the Week of the Young Child for the past two years.

Linda G. Davidson

Child Care Licensing Specialist IV
Oklahoma Child Care Services - Region V

Linda Davidson is a supervisor who is committed to doing and being her best each day. She is conscientious, dependable and trustworthy. She takes on a leadership role by supporting and assisting not only those she supervises, but also her coworkers. Thank you, Linda, for modeling the 'Best of the Best' for us as you work to safeguard children.

Janice McGlon-Matthews

Programs Administrator
Oklahoma Child Care Services - State Office

Janice Matthews did an outstanding job serving as the OCCS interim director while continuing to perform

her duties as statewide licensing coordinator. During that time, she also created the Licensing Records Office for OCCS. She treats each person she supervises as an individual, which fosters personal growth. She is loyal and dependable and displays calm strength in the midst of change.

Kimberly K. Shimizu

Administrative Programs Officer I
Oklahoma Child Support Services

Kimberly Shimizu not only works in customer service, she models its best behaviors. Despite touching thousands of customer inquiries, yours always feels like her priority. Kim gets the complete story before acting, and she shows understanding that her actions affect real people and their families. Kim is attentive to our goals with OCSS State Office and district offices statewide.

Shene L. Smith

Child Support Specialist II
Oklahoma Child Support Services - Bethany District Office

Child support specialist Shene Smith is the Best of the Best in the Bethany Child Support Office. She carries the largest caseload in the office and volunteers to assist the attorneys in district court each week. She accepts responsibility for her work and uses OCSS' core values as a guide in making her decisions and actions.

LeMerle A. Robinson

Child Support Specialist I
Oklahoma Child Support Services - El Reno District Office

Merle Robinson is a dedicated OKDHS employee who is always positive and respectful of others. He is a person who looks for the best in others. He has an unselfish dedication to the success of the office. He helps his coworkers regardless of whether it is convenient for him or not. Merle exemplifies OCSS' core values.

Best of the Best

Christi D. Park

Child Support Specialist III
Oklahoma Child Support Services - Fairview District Office

Christi Park's experience and expertise have been invaluable to the Fairview office and to OCSS statewide. Christi has been involved in the Financial Institution Data Match (FIDM) and Medical Support projects this past year. In addition, Christi serves as the coordinator for the Judge's Tri-County Youth Conference and is serving on OCSS' Supervisory Leadership Institute's steering committee.

Vanessa V. Noahubi

Programs Manager I
Oklahoma Child Support Services - Idabel District Office

Under the leadership of Programs Manager Vanessa Noahubi, the Idabel District Office continues to be one of the top-performing offices for OCSS in the state. Vanessa strives to keep updates and changes timely according to policy, law and ethical mandates. Vanessa makes the stressful jobs in child support services more fun while still getting the job done.

Pamela J. Tarling

Child Support Specialist II
Oklahoma Child Support Services - Midwest City District Office

Pam Tarling took over a caseload of more than 1,800 cases. She has worked hard promoting a gentle approach with our customers to help them understand our processes and procedures. She is a professional, gifted in customer service and excellent at diffusing hostile situations. Pam strives to listen to each person's needs and attempt to give the customer some form of resolution.

Glenda R. Drennan

Child Support Specialist III
Oklahoma Child Support Services - OKC North District Office

The North Oklahoma City District Office's 2010 Best of the Best is Glenda Drennan. Glenda is a fully certified CSS III. She is always ready and willing to share her expertise to assist anyone, at any time, with any problem. Glenda displays a high degree of honesty, loyalty and integrity at all times, and is an asset to her office.

Diane V. Engel Thomas

Child Support Specialist II
Oklahoma Child Support Services - OKC South District Office

Diane Engel Thomas is our mainstay in the order modification aspect of OCSS business. Her work is consistently impeccable. Her customer service is stellar. A customer's attorney commented that Diane had provided "the single most pleasant experience that he had ever had in dealing with OKDHS." He said Diane was great and that we had better keep her around. We concur.

Joseph W. Pointer

Administrative Programs Officer I
Oklahoma Child Support Services - Oklahoma County Juvenile Court District Office

Joe Pointer excels in all that he does. His knowledge and thorough understanding of the budget, purchasing and personnel functions has enabled this office to manage these critical areas. Joe maintains a detailed and consistently accurate office inventory and is our recognized Information-Technology expert. There is never an issue that Joe cannot fix or resolve; he is genuinely indispensable.

Best of the Best

Theresa J. Gray

Child Support Specialist IV
Oklahoma Child Support Services - Ponca City District Office

Theresa Gray's motto is, "What can I do today to make a difference in someone's life?" Theresa walks the walk and talks the talk. Theresa is a certified child support specialist IV, paternity-establishment worker, and supervises seven employees. The Ponca City OCSS District Office appreciates the dedication, understanding and support Theresa provides to her fellow employees and customers.

Joely A. Branscum

Administrative Assistant II
Oklahoma Child Support Services - Poteau District Office

When Joely Branscum came to the Poteau District Office, she was immediately given several duties that were essential to our success. She has been accountable for those duties as well as many additional duties added throughout the year while maintaining a professional attitude and always wearing a smile. Joely is a team player and has been a great asset to our office.

Trina L. Clark

Child Support Specialist III
Oklahoma Child Support Services - Tahlequah District Office

Trina Clark, child support specialist III, has worked in the Tahlequah OCSS district office for more than 10 years. She is always willing to pitch in and help with anything she's asked to do, and always does it with a smile. Trina is a valuable part of the Tahlequah team and a wonderful program cheerleader for OCSS.

Jeannine M. Butler

Child Support Specialist IV
Oklahoma Child Support Services - Tulsa East District Office

Jeannine Butler currently supervises the establishment team, and is constantly working to improve herself

and her team. She has worked with them to streamline and improve processes, and has been a vital to the management team, providing valuable input for all office processes. It's Jeannine's quest for excellence and determination to improve that makes Jeannine our Employee of the Year.

Matthew T. Spruill

Child Support Specialist II
Oklahoma Child Support Services - Tulsa West District Office

Matt Spruill has taken the lead in doing all paternity/establishment settlement conferences, which has contributed to our success. He is professional, calm, kind and empathetic with customers. He treats everyone fairly, answers questions thoroughly, listens with concern, and is never judgmental. He has a great sense of humor that is often needed in the stressful situations we deal with daily.

Monica O. Young

Offset Press Operator III
Support Services Division

Monica Young is an outstanding employee. She is skilled in running the Print Shop's bindery, can multi-task, and her great attitude allows her to provide exceptional customer service. Monica makes everyone feel special. She willingly alters her workweek to meet deadlines when needed, yet also finds time to work on the ERC and the State Charitable Campaign.

James M. Nicholson

Director of Developmental Disabilities Services
Vertically Integrated Services Divisions

DDSD director Jim Nicholson engages in strong and visible advocacy activities on behalf of citizens who are disabled. He is instrumental in legislative efforts to authorize services for persons with autism. Staff, providers and parents of children with disabilities view him as an outstanding leader with a vision for their future. Jim's program knowledge and expertise is invaluable.