

Quality Award

Archived Record Tracking System

OKDHS Finance and Support Services Divisions

The Records Management Unit approached Finance about streamlining the management and associated workflow of the agency's nearly 6 million records that were at the time being tracked across 120 different access databases. These databases were developed over the course of a decade and lacked design consistency. The information contained therein was only accessible by the RMU Manager located in the warehouse. OKDHS Finance designed, developed and deployed the Archived Record Tracking System, a web-based application for the management of all archived information assets in 12 months. ARTS allows OKDHS employees to search archived records online, regardless of geographic location, and submit online requests for retrieval, which resulted in a 96.67 percent efficiency improvement in records search.

Phyllis Slayter
Finance Comptroller III
Finance Division

Mary G. Foster
Records Management Administrator
Support Services Division

Camber Luster
Administrative Technician II
Support Services Division

Rob Cannon
IS Applications Specialist III
Finance Division

Systems Unit
Finance Division

Business Transformation Office
Finance Division

Child Support Guidelines Development & Implementation

Oklahoma Child Support Services

In 2007, the Oklahoma Child Support Services Joint Legislative and Policy Committee identified as part of its annual review that 2008 was the year for the Oklahoma Legislature to review the child support guidelines required every four years by Title 43 O.S. Section 119.1. After studying the interim federal regulations on medical support issued by the federal Office of Child Support Enforcement and researching Oklahoma's child support guideline statute, the JLPC concluded that Oklahoma law did not comply with this new federal law. Therefore, it was imperative that this task be the committee's primary work for the 2007-2008 legislative sessions. The committee developed new child support guidelines to comply with federal law during the 2008 Oklahoma legislative session.

Elizabeth S. Wilson
Assistant Director
Oklahoma Child Support Services

Amy Wilson
Child Support Enforcement Attorney IV
Oklahoma Child Support Services

Linda Monroe
Child Support Enforcement Attorney VI
Oklahoma Child Support Services

Dorinda Morris
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Susan Pardee
Business Analyst
Northrop Grumman

Quality Award

Vicki Hamel
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Linda Chesnutt
Policy and Research Analyst
OUCPM

James W. Mitchell
Programs Field Representative I
Oklahoma Child Support Services

Christy Duncan
Child Support Specialist IV
Oklahoma Child Support Services

Sarah Edwards
OSIS Tester
OUCPM

Jogeina Johnson
Programs Field Representative I
Oklahoma Child Support Services

Dave Gulick
Technical Analyst
Northrop Grumman

Devin McGhee
Managerial Associate II
OUCPM

Elaine Hudson
Public Information Manager II
Oklahoma Child Support Services

Nancy Winans-Garrison
Child Support Enforcement Attorney IV
Oklahoma Child Support Services

Cory Cloud
OSIS Tester
OUCPM

Christy Duncan
Child Support Specialist IV
Oklahoma Child Support Services

Rebecca Hatfield
Program Specialist II
OUCPM

Beverly Walker
Programs Field Representative I
Oklahoma Child Support Services

Barbara Perkins
Programs Manager II
Oklahoma Child Support Services

Sandra Emerson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Gary Dart
Director of Child Support Enforcement
Oklahoma Child Support Services

Howard H. Hendrick
Director of Human Services

Dawn Zellner
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Martha Thompson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

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Renee Banks
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Bruce Hammer
Assistant District Attorney
Enid OCSS Office

Brenda Kimery
Managing Attorney
Durant OCSS Office

Completing the Circle

Area III Foster Care Recruitment,
Oklahoma County D Human Services Center

Diligent Foster Care recruitment practices must ensure that children have access to resource families who reflect and understand their racial diversity. Particularly, there must be appropriate Native American resource families to serve Native American children who fall under the federal Indian Child Welfare Act. Research showed that connections were needed between Native American custody children and their culture, between non-Native American foster families and the children they serve, and also between OKDHS and tribal leaders. To improve relations on all levels, a day-long workshop of cultural activities and learning was developed. Connections that would forever impact children, families and workers were forged. For a child, tribal connections were rediscovered, allowing the healing to begin and Completing the Circle forever.

Deloris Ferguson
County Director IV
Oklahoma County H

Jayme Howard
Child Welfare Specialist IV
Oklahoma County D

Christine Fox-Luton
Child Welfare Specialist III
Field Operations Division, Area III

Steve Barse
Oklahoma City Indian Clinic Liaison

Credit Bureau Process Improvement Team Oklahoma Child Support Services

Oklahoma Child Support Services sends more than 1 million payment history transmissions to credit bureaus each year. As part of ongoing efforts to improve customer service, OCSS examined credit bureau reporting in 2007 and determined 10 percent of the transmissions were inaccurate. The erroneous transmissions potentially affected 8,400 non-custodial parents' credit scores, so OCSS formed the Credit Bureau Process Improvement Team to refine the credit bureau reporting process. The team's goal was to improve the reporting process by upgrading the OCSS computer system using universal credit bureau reporting language. The computer system changes implemented in March of 2009 corrected reporting inaccuracies, reduced complaints and decreased personnel hours devoted to correcting inaccurate credit bureau reports.

Anthony "Tony" Jackson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Marc A. Bonge
Child Support Specialist IV
Oklahoma Child Support Services

Kandice Baltes-McCollaum
IT Analyst I
OUCPM

Quality Award

Kay Brooks
Administrative Programs Officer III
Oklahoma Child Support Services

Brennen Brown
Data Analyst
Innovis CB

Cory Cloud
IT Analyst I
OUCPM

La-Vetta Henry
Program Specialist II
OUCPM

Robert Hoemann
IS Applications Specialist IV
Data Services Division

Jon Kirchen
IS Manager III
Data Services Division

Barb Klingerman
USIT DAS
TransUnion CB

Wes Magerus
IS Applications Specialist IV
Data Services Division

Sharon Tennyson
Client Services Administration
Equifax CB

Beverly Walker
Programs Field Representative I
Oklahoma Child Support Services

Brunni Warren
Lead Enforcement Specialist
Oklahoma Child Support Services

Thomas “Eddie” Yadon
Child Support Specialist III
Oklahoma Child Support Services

DIAL Call Center OKDHS Area III

In the face of increased SNAP, short term Medicaid and child care caseloads, the Direct Information Assistance Line Call Center has enabled the six Oklahoma County Human Services Centers to provide a continuous degree of timely and accurate services to family support clients. Because of DIAL, Oklahoma County social services specialists working in the comprehensive family services program are able to focus the majority of their time providing social services to some of Oklahoma’s most vulnerable citizens, rather than having to juggle phone calls between important case management activities.

Debra Clour
Area Director
Field Operations Division, Area III

Johnnie Jones
Programs Field Representative I
Field Operations Division, Area III

Albertha Coleman
Assistant County Director
Field Operations Division, Area III

Claudia Johnson
Social Services Specialist IV
Field Operations Division, Area III

Quality Award

Samantha Blaschke
OU Managerial Associate 1
DIAL Tier 1 Supervisor

Debra Bartlett
Social Services Specialist II
Field Operations Division, Area III

Rainessa Burris
Social Services Specialist II
DIAL Call Center

Toni Dodson
Social Services Specialist II
Field Operations Division, Area III

Flecelia Leverett
Social Services Specialist II
Field Operations Division, Area III

Darry Marshall
Social Services Specialist II
Field Operations Division, Area III

Takesha McGee
Social Services Specialist II
Field Operations Division, Area III

Angela Newby
Social Services Specialist II
Oklahoma County J

Diane Singerman
Social Services Specialist II
Field Operations Division, Area III

Dawn Long
Information Services Representative - Tier 1
DIAL Call Center

Megan Victor
Information Services Representative - Tier 1
DIAL Call Center

Lillian Bortoto
Information Services Representative
DIAL Call Center

Cassie Lindsey
Information Services Representative - Tier 1
DIAL Call Center

Brenda Godoy
Information Services Representative - Tier 1
DIAL Call Center

Tracy Cox
Information Services Representative
DIAL Call Center

John Webb
Information Services Representative - Tier 1
DIAL Call Center

Shelly Johnson
Information Services Representative - Tier 1
DIAL Call Center

Shirley Cudjoe
Information Services Representative - Tier 1
DIAL Call Center

Debra Nelson
Information Services Representative - Tier 1
DIAL Call Center

Shanell Barnett
Information Services Representative
DIAL Call Center

Quality Award

Karen Moore
Information Services Representative
DIAL Call Center

Denisha Roper
Administrative Technician II
Field Operations Division, Area III

Juna Stovall
OU Project Manager

Tammy Williams
Programs Supervisor
Family Support Services Division

Devin McCombs
Administrative Assistant II
Oklahoma Child Support Services

Anthony “Tony” Jackson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Mary Thompson
Programs Manager II
Oklahoma Child Support Services

Barbra Perkins
Programs Manager II
Oklahoma Child Support Services

Leslie Lewis
Programs Manager II
Oklahoma Child Support Services

Michelle Center
Programs Manager II
Oklahoma Child Support Services

Jacki Brison
Child Support Specialist IV
Oklahoma Child Support Services

Tammy Lee
Child Support Specialist IV
Oklahoma Child Support Services

Melody Rotan
Child Support Specialist IV
Oklahoma Child Support Services

Marc Bonge
Child Support Specialist IV
Oklahoma Child Support Services

Darl DeVault
Child Support Specialist IV
Oklahoma Child Support Services

Toby Hallows
Child Support Specialist III
Oklahoma Child Support Services

Beverly Watson
Child Support Specialist IV
Oklahoma Child Support Services

Patrick Boggs
Child Support Specialist IV
Oklahoma Child Support Services

Rob Walker
Child Support Specialist III
Oklahoma Child Support Services

Andrew “Andy” Szymak
Child Support Specialist IV
Oklahoma Child Support Services

Quality Award

Nicholas “Nick” Gribnau
Child Support Specialist II
Oklahoma Child Support Services

Courtney Garnand
Programs Field Representative I
Oklahoma Child Support Services

Lisa Ellington
Program Field Representative I
Oklahoma Child Support Services

Beverly Walker
Program Field Representative I
Oklahoma Child Support Services

Lisa Purdy
Child Support Specialist IV
McCurtain County

Jogaina Johnson
Programs Field Representative I
Oklahoma Child Support Services

James Hill
Program Specialist II
OUCPM

Dayna Clark
Program Specialist II
OUCPM

Farmers’ Market EBT Partnership Finance Division

The delivery of food benefits via Electronic Benefits Transfer did many great things. It saved federal and state dollars previously spent producing, mailing and distributing food coupons. It lessened the stigma at grocery stores for our clients and reduced fraud, however it also eliminated the ability of more than 230,000

clients to purchase food at local farmers’ markets. This restricted access to healthy alternatives and forced a loss of income not only to Oklahoma farmers but to the Oklahoma economy as a whole. OKDHS and its partners developed and implemented a new automated farmers’ market system that utilizes wireless point-of-sale terminals and is fully compliant with federal regulations. Clients once again have access to fresh fruits and vegetables at local farmers’ markets.

Lisa Henley
Director of Electronic Payment Systems
Finance Division

Jerry Davidson
Programs Assistant Administrator
Finance Division

Kay Bateman
Programs Assistant Administrator
Finance Division

Gary Gregg
IS Manager III
Finance Division

Long Vu
IS Applications Specialist IV
Finance Division

Jim Struby
Programs Administrator
Family Support Services Division

Leola Anderson
Programs Field Representative I
Family Support Services Division

Doug Walton
Kerr Foundation

Quality Award

Justin Whitmore
Department of Agriculture

Johnny Roberts
Department of Agriculture

Rick Maloney
Department of Agriculture

Emily Oakley
Cherry Street Market

Michael Appel
Cherry Street Market

Clyde Terry
Efunds

Affiliated Computer Services
Oklahoma City Office

Affiliated Computer Services
Austin, Texas

Evelyn Bates-Lee
USDA/FNS

Design Services
OKDHS Support Services Division

MasterCard

Financial Institution Data Match Threshold Oklahoma Child Support Services

The Financial Institution Data Match process is one of Oklahoma Child Support Services' most important sources of child support collections. OCSS regularly sends information to financial institutions to match delinquent non-custodial parents with financial accounts. In 2009, more than 7,500 personnel hours were devoted

to the manual processing of 6,981 levy collections. This project occurred in response to a cost-benefit analysis identifying that many small collections cost OCSS more personnel time and wages than benefited families receiving child support, and explored the possibility of establishing a minimum collection amount. As a result of the FIDM Bank Levy project, OCSS saved 2,700 personnel hours and approximately \$70,000 in personnel costs.

Steve Byrom
Comptroller II
Oklahoma Child Support Services

Karla Crawley
Comptroller II
Oklahoma Child Support Services

Natalie Cordova
Child Support Specialist II
Oklahoma Child Support Services

Brandon Edmonds
Analyst

Dave Gulick
Technical Analyst
Northrop Grumman

Melissa Gibbons
Accountant III
Oklahoma Child Support Services

Anthony "Tony" Jackson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Dianna Johnson
Social Services Specialist II
Oklahoma County C

Quality Award

Tiffany Patswald
Comptroller I
Oklahoma Child Support Services

Heidi Randell
Assistant Director for Program Accountability
Oklahoma Child Support Services

Andy Szymak
Child Support Specialist IV
Oklahoma Child Support Services

Patti Schrader
Program Manager I
Oklahoma Child Support Services

Sandy Tarpley
Child Support Specialist III
Oklahoma Child Support Services

Cindy White
Program Manager I

Fireside Chats
Oklahoma Child Support Services, Center for
Coordinated Programs

OKDHS policy requires OCSS employees to gain 12 hours a year of child support-specific training. It is a challenge for OCSS caseworkers to take time away from their caseloads to travel and attend training at centralized training points. The Center for Coordinated Programs' Fireside Chats teleconferences is a better way to communicate to local office workers exactly what their staff does. The chats are an opportunity to share updates and overviews of the many programs to address 700 local caseworkers' need for information. These one-hour presentations by teleconferencing and Microsoft Live Meeting helped OCSS Coordinated Programs become more accessible while cutting training costs.

This initiative saved workers' time away from the office and travel costs of as much as \$285,000 in 2009.

Devin McCombs
Administrative Assistant II
Oklahoma Child Support Services

Anthony "Tony" Jackson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Mary Thompson
Programs Manager II
Oklahoma Child Support Services

Barbra Perkins
Programs Manager II
Oklahoma Child Support Services

Leslie Lewis
Programs Manager II
Oklahoma Child Support Services

Michelle Center
Programs Manager II
Oklahoma Child Support Services

Jacki Brison
Child Support Specialist IV
Oklahoma Child Support Services

Tammy Lee
Child Support Specialist IV
Oklahoma Child Support Services

Melody Rotan
Child Support Specialist IV
Oklahoma Child Support Services

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Marc Bonge
Child Support Specialist IV
Oklahoma Child Support Services

Darl DeVault
Child Support Specialist IV
Oklahoma Child Support Services

Toby Hallows
Child Support Specialist III
Oklahoma Child Support Services

Beverly Watson
Child Support Specialist IV
Oklahoma Child Support Services

Patrick Boggs
Child Support Specialist IV
Oklahoma Child Support Services

Rob Walker
Child Support Specialist III
Oklahoma Child Support Services

Andrew “Andy” Szymak
Child Support Specialist IV
Oklahoma Child Support Services

Nicholas “Nick” Gribnau
Child Support Specialist II
Oklahoma Child Support Services

Courtney Garnand
Programs Field Representative I
Oklahoma Child Support Services

Lisa Ellington
Program Field Representative I
Oklahoma Child Support Services

Beverly Walker
Program Field Representative I
Oklahoma Child Support Services

Lisa Purdy
Child Support Specialist IV
McCurtain County

Jogaina Johnson
Programs Field Representative I
Oklahoma Child Support Services

James Hill
Program Specialist II
OUCPM

Dayna Clark
Program Specialist II
OUCPM

Mobile Device Encryption Project OKDHS Data Services Project Management Office

Federal and state guidelines require information to be protected at all times. Rules, guidelines and an Information Security Office have been set up for this specific purpose, and for the protection of not only the customers we work to serve, but also the personnel providing the services. Without a proper encryption solution, OKDHS fails to provide adequate security for the information it manages and also fails to honor its own policies and procedures. OKDHS could not afford to allow client data to become compromised. Therefore, OKDHS pursued a systematic approach to encrypting all 3,880 mobile devices statewide to ensure the security of information should a device fall into the wrong hands. All devices were encrypted on time and within budget, greatly reducing the agency’s risk of losing private client data.

Quality Award

Mark Gower
Information Security Officer
Information Services Divisions

Dale Brown
IS Planning Specialist IV
Data Services Division

John Sharp
IS Planning Specialist III
Data Services Division

Candice Hopcus
IS Planning Specialist IV
Data Services Division

Randy Reynolds
IS Planning Specialist IV
Data Services Division

Laquetta Russell
IS Planning Specialist IV
Information Services Divisions

Jeanie Cash
IS Planning Specialist IV
Data Services Division

Karen Baker
IS Services Coordinator IV
Data Services Division

Sunni Bolt
IS Director
Data Services Division

Misti Chancellor
IS Services Coordinator III
Data Services Division

Kennith Finney
IS Services Coordinator IV
Data Services Division

Elbert Myles
IS Operating System Specialist I
Data Services Division

Jeff Lingerfelt
IS Planning Specialist III
Data Services Division

Rick McDaniel
IS Planning Specialist IV
Data Services Division

Jon Trushenski
IS Manager III
Data Services Division

James Randell
IS Director
Data Services Division

Robert Henry
IS Manager III
Data Services Division

Max Lynch
IS Operating System Specialist IV
Data Services Division

Kris Veitch
IS Manager III
Data Services Division

Quality Award

Senior Farmers' Market Project

Finance Division, Electronic Payment Systems

The Aging Services Division wanted to apply for a grant that would provide benefits to the state's neediest senior citizens to purchase fresh fruits and vegetables at local farmers' markets. Not only would the grant bring federal grant dollars into the state, but the program would encourage nutritionally healthier lifestyles for senior citizens. The objective: to develop the nation's first automated solution for delivery of these benefits and implement the solution within a very short timeframe. That would mean the Electronic Benefits Transfer Farmers' Market program, scheduled for deployment in 2010, would need to be implemented a full year earlier as automation of a senior market solution was contingent upon the implementation and success of the program. By July 2009, both systems were operating in farmers' markets across the state.

Lisa Henley
Director of Electronic Payment Systems
Finance Division

Jerry Davidson
Programs Assistant Administrator
Finance Division

Kay Bateman
Programs Assistant Administrator
Finance Division

Gary Gregg
IS Manager III
Finance Division

Long Vu
IS Applications Specialist IV
Finance Division

Jim Struby
Programs Administrator
Family Support Services Division

Leola Anderson
Programs Field Representative I
Family Support Services Division

Doug Walton
Kerr Foundation

Justin Whitmore
Department of Agriculture

Johnny Roberts
Department of Agriculture

Zachary Root
Administrative Programs Officer III
Aging Services Division

Peggy Stoltenberg
Nutrition Therapist IV
Aging Services Division

Andrali Jewett
Administrative Officer I
Aging Services Division

Affiliated Computer Services
Oklahoma City Office

Affiliated Computer Services
Austin, Texas

Design Services
OKDHS Support Services Division

Don Hudman
Area Aging Agency Director

Quality Award

Cathy McLaughlin
Department of Commerce

Ann Ricketts
Oklahoma City Community Action Agency

MasterCard

Social Security Administration Income Withholding Order Automation

Oklahoma Child Support Services, State Office

The Social Security Administration, through Oklahoma Child Support Services, offered to relay data on potential beneficiaries to state agencies for the purpose of collecting child support. OCSS was interested in receiving this information to continue their work in obtaining reliable sources of income for Oklahoma families and children. The task before the agency was how best to utilize this data and determine how much the outcomes would benefit those individuals with child support cases. A process improvement team was formed, research conducted, solutions analyzed and a process selected. The team modified the automated income withholding order process to serve the needs of all the parties involved and the resulting outcomes are producing results that are exceeding the expectations of the agency.

Toby L. Hallows
Child Support Specialist III
Oklahoma Child Support Services

Danny Lindsey
IS Applications Specialist IV
Data Services Division

Jon Kirchen
IS Manager III
Data Services Division

Anthony “Tony” Jackson
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Barbara Perkins
Programs Manager II
Oklahoma Child Support Services

Steve Byrom
Financial Manager/Comptroller II
Oklahoma Child Support Services

Lowery Sell
IS Applications Specialist IV
Data Services Division

Dale Swiggett
IS Applications Specialist IV
Data Services Division

Dan Reiss
IS Applications Specialist IV
Data Services Division

Wes Magerus
IS Applications Specialist IV
Data Services Division

Joy Buller
Business Process Analyst
Enterprise Program Management Office

Linda Chesnutt
Policy and Research Analyst
OUCPM

Cory Cloud
IT Analyst I
OUCPM

Quality Award

La-Vetta Henry
Program Specialist II
OUCPM

James Hill
Program Specialist II
OUCPM

Ralene Justice
Child Support Specialist II
Oklahoma Child Support Services

Micky Kellum
Child Support Specialist III
Oklahoma Child Support Services

Anne Lawrence
Child Support Enforcement Attorney IV
Oklahoma Child Support Services

Devin McGhee
Managerial Associate II
OUCPM

Denoya Odum
Program Specialist II
OUCPM

Shantell Phillips
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Latrice Rogers
Child Support Specialist

Jane Torres
Office Manager

Rob Walker
Child Support Specialist III
Oklahoma Child Support Services

Aimee Wampler
Programs Manager II
Oklahoma Child Support Services

Toy Wicker
Administrative Assistant II
Oklahoma Child Support Services

Renee Work
Child Support Enforcement Attorney V
Oklahoma Child Support Services

Beverly Walker
Program Field Representative I
Oklahoma Child Support Services

La Verna Williams
District Manager
Social Security Administration

Janis Jones
Assistant District Manager
Social Security Administration

Nancy Shaw
Operations Officer
Social Security Administration