

HOPE

for Oklahoma



Oklahoma Department of Human Services

OKDHS MISSION

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



SAFETY



HEALTH



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“EVERYTHING THAT IS DONE IN THE WORLD IS DONE BY HOPE.”

Martin Luther

Everyone needs hope. It helps us survive. Hope guides our direction and sustains and improves our lives. Hope inspires us to help others in need.

Every day, people look to the Oklahoma Department of Human Services for help and hope. And every day, we strive to help people in need help themselves lead safer, healthier, more independent and productive lives.

Food assistance, health care and child care benefits help those who have lost hope to begin believing in themselves again. Food benefits help people when their income is not enough to feed their families. Child support helps single parents with custody secure financial assistance for their children and helps parents without custody stay connected to their children. Aging services help seniors live successfully in their homes and communities.

OKDHS provides hope for today and a brighter future for tomorrow.

View the OKDHS 2011 Annual Report companion video online at www.okdhs.org/library/rpts

GOALS

Safer Lives

Children and adults are protected from abuse and neglect.

Healthier Lives

Children and adults are able to access health care and nutrition services.

More Independent Lives

Individuals and families in need are able to move toward self-sufficiency.

More Productive Lives

Individuals are able to move into the workforce and maintain employment.

SAFER LIVES

In state fiscal year 2011:

17,135 referrals were investigated by Adult Protective Services.

9,329 vulnerable adults were substantiated to have experienced abuse, neglect, exploitation or self-neglect.

#1 Oklahoma is ranked first among all the states for oversight of child care homes and centers¹.

4,376 child care facilities were licensed with a combined capacity for **136,816** children.

103,143 children were alleged to be victims of abuse and neglect.

8,110 children were substantiated to be victims of child abuse and neglect.

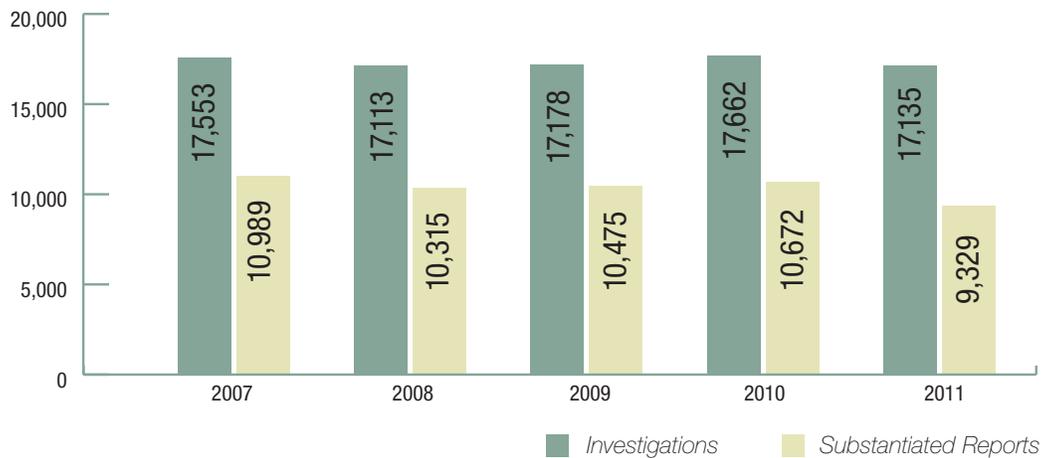
33 percent fewer children entered out-of-home care compared to four years ago.

¹ National Association of Child Care Resource and Referral Agencies, 2011, "We Can Do Better: 2011 Update: NACCRR's Ranking of State Child Care Center Regulation and Oversight"

PROTECTING ADULTS

Each year, thousands of Oklahoma adults suffer abuse, neglect and exploitation. Many victims are elderly, frail and vulnerable, cannot help themselves, and depend on others to meet their basic needs. When someone is concerned about the well-being of an elderly friend, neighbor or relative, Adult Protective Services specialists listen and respond. APS specialists, part of the Field Operations Division, visit individuals who are elderly or disabled to determine whether the individual is a vulnerable adult and whether maltreatment occurred. The program helps vulnerable adults and their caretakers find and obtain services. Services provided by APS specialists were voluntary in 98 percent of the investigations and when a court ordered, involuntary services were provided to the other 2 percent. Involuntary services may only be provided for vulnerable adults who lack decision making abilities and are in life endangering situations. Vulnerable adults were determined to retain decision making capabilities in 61 percent of the completed investigations.

Investigations and Substantiated Reports



The Aging Services Division's Ombudsman Program serves residents in Oklahoma's long-term care facilities, including nursing facilities, assisted living and similar adult care homes. An ombudsman helps improve the quality of life and the quality of care available to long-term care facility residents. The ombudsman is a person who receives complaints from residents, their friends or relatives and attempts to resolve those complaints within the facility.

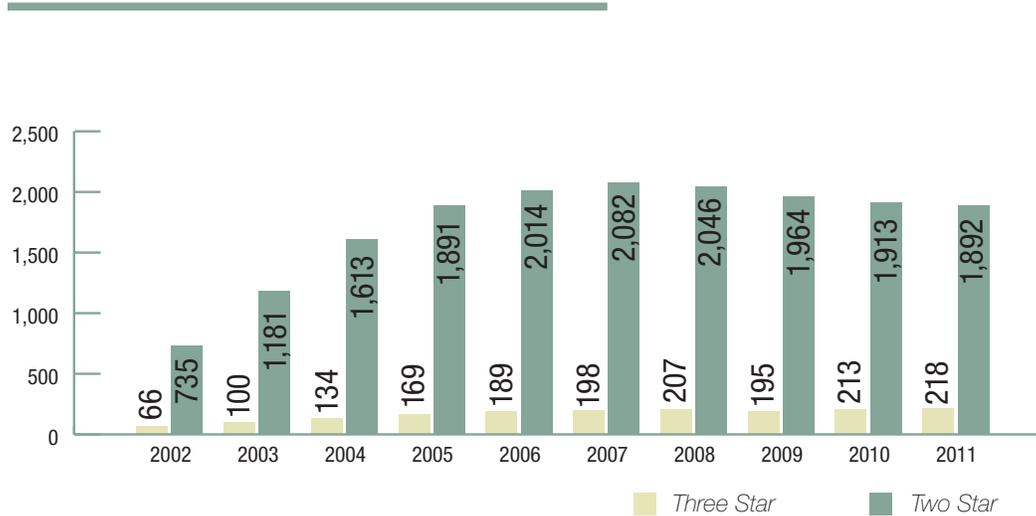
CHILD CARE SERVICES

In state fiscal year 2011, 4,376 child care facilities were licensed by OKDHS' Oklahoma Child Care Services. These facilities accommodated 136,816 children in child care homes and centers. On average, OCCS issues 49 permits per month to child care facility applicants.

In 2011, the National Association of Child Care Resource and Referral Agencies ranked Oklahoma second in the nation only behind the Department of Defense in program requirements and oversight for child care centers and first in the nation for child care center oversight. Among its strengths, Oklahoma met NACCRRRA's five benchmarks for oversight including child care center licensure, number of monitoring visits per year, caseloads and availability of an online database.

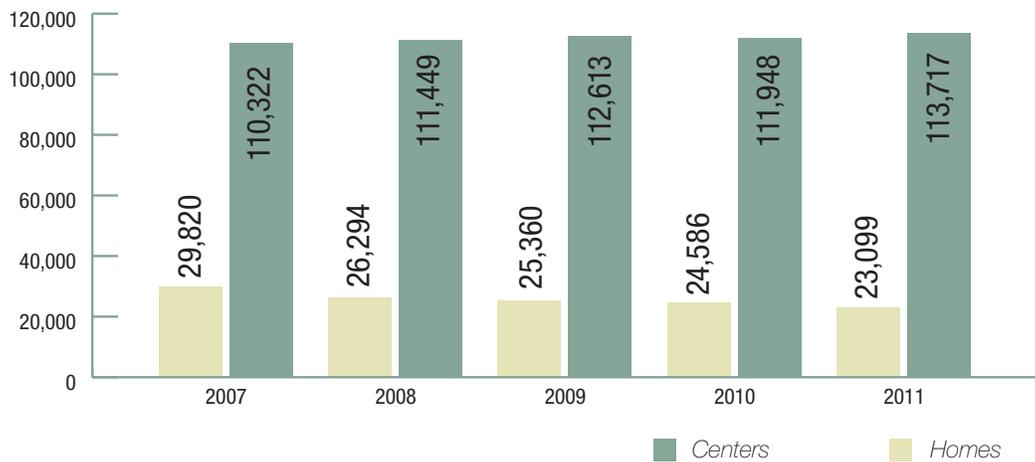
Oklahoma was the first state to successfully implement a tiered reimbursement program that helps child care providers succeed and improve child care quality. Called "Reaching for the Stars," licensed programs that meet quality criteria receive a higher star rating and higher reimbursement for child care services. There are four levels within the stars program with Three Star being the highest.

Number of Two and Three Star Child Care Facilities



Research shows that young children whose care is provided by a trained adult in a developmentally appropriate environment have better outcomes than children left alone or with caregivers who have no basic health and safety training. OKDHS may intervene when young children are left alone or are in an unlicensed child care setting. OCCS measures the number of providers and their capacity in order to evaluate access and choice of care for families. OCCS also tracks the use of subsidized care to evaluate the percentage of children enrolled by star level. The number of child care facilities and capacity are based on the changing needs of families and can vary greatly based on the local market.

Capacity of Child Care Centers and Homes



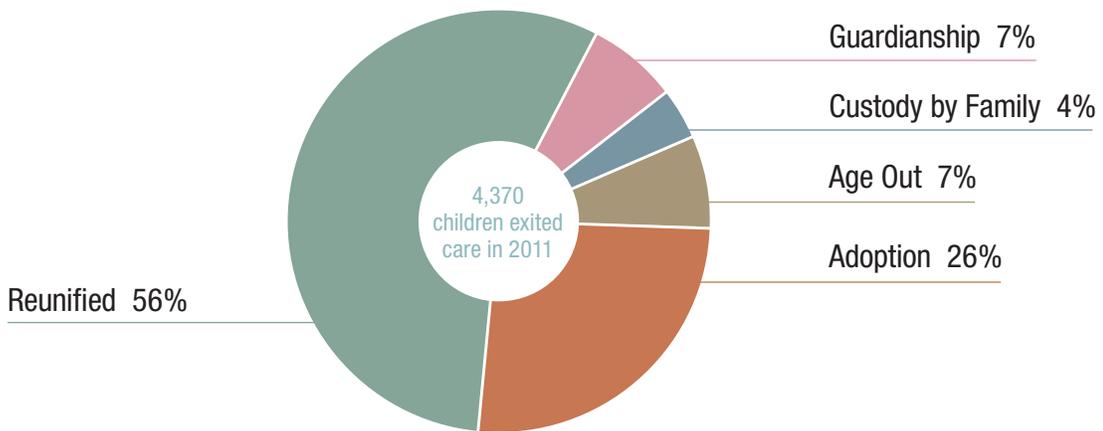
PERMANENT HOMES FOR CHILDREN

To thrive, children need lifelong connections that come from caring and loving families. OKDHS is actively working to assure that all children served through child welfare have safe, loving families. In most situations, children are reunited with their families.

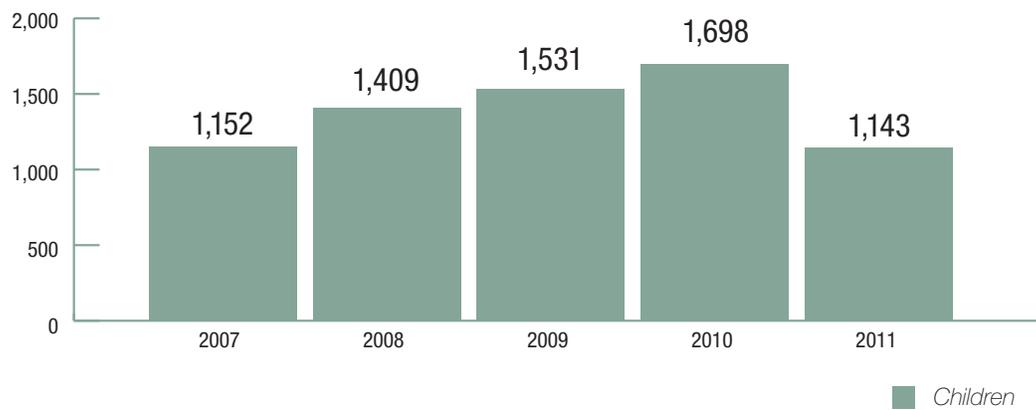
When a child cannot safely return home, an adoptive family is sought. In state fiscal year 2011, OKDHS staff finalized 1,143 adoptions. Per capita, Oklahoma adoptions are twice the rate of the national average.

In a few cases, adoptions do not work out. In state fiscal year 2011, there were 28 adoption dissolutions (less than 1 percent of finalized adoptions). On average, these dissolved adoptions lasted six years (74 months).

Most Foster Children Reunified with their Families



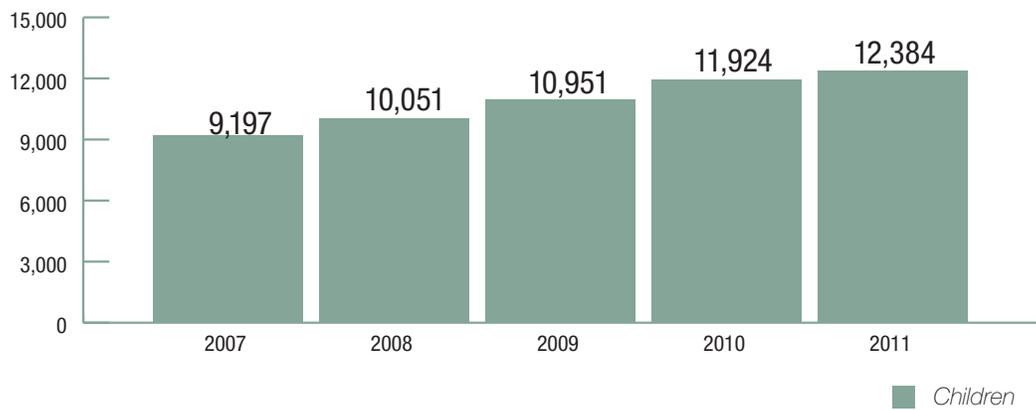
6,933 Children were Adopted from 2007 to 2011



Children in Out-of-Home Care (at the beginning of year)

SFY 07	SFY 08	SFY 09	SFY 10	SFY 11
11,941	12,222	11,201	9,489	7,970

Children Qualifying for Adoption Assistance (at end of year)



PROTECTING CHILDREN

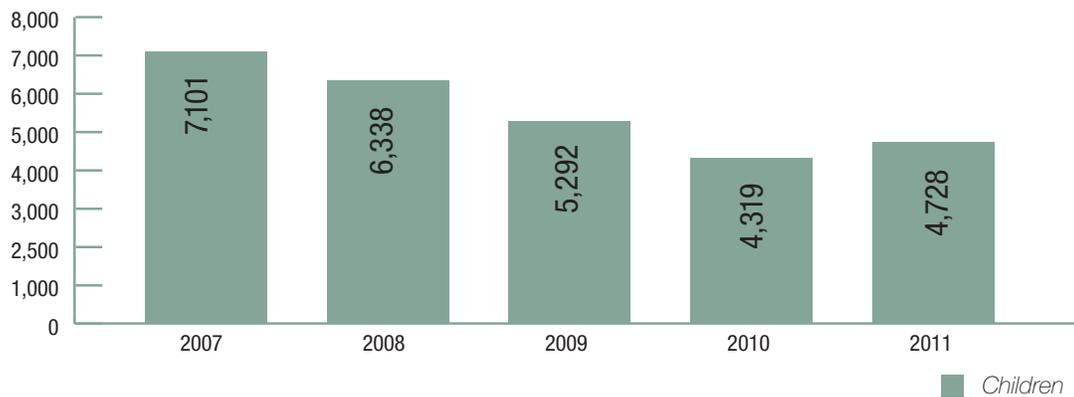
Out-of-home care covers all kinds of care offered to children including foster care, inpatient care, trial adoption, trial family reunification and similar services.

OKDHS protects children from abuse and neglect. In state fiscal year 2011, OKDHS received more than 60,000 reports of alleged child maltreatment related to 103,143 children. More than 4,000 of those reports were substantiated, which involved 8,110 children.

Protecting children from family abuse and neglect is the goal of the OKDHS Children and Family Services and Field Operations Divisions. These divisions take reports of abuse and neglect, conduct investigations and assessments, and make recommendations to the court when abuse or neglect is substantiated.

OKDHS contracts with community-based providers throughout the state to provide child abuse prevention and intervention services designed to keep families together. The agency continues to implement the Children's Safety Initiative as part of the child welfare practice model.

33% Fewer Children Entered Out-of-Home Care (2007 to 2011)



Hope is positive family connections

"Hope is the golden thread that should be woven into every experience of life."

Author unknown

On the northeast side of Oklahoma City, not far from the state Capitol, sits a nondescript little building. From the outside it doesn't look like much is happening. But inside, lives are being changed and families made whole.

The Building Bridges Visitation Center opened in early 2011. It's a pilot program designed to provide a family-focused environment for parents whose children are in foster care.

Quite often, parents visit their children in the home of the foster parent. But that's not always possible, and some parents are forced to see their children in an OKDHS office, or in some cases at a local restaurant.



"We wanted to offer a home-like environment for parents to have visitation with their children," said Natalie Haymaker, a child welfare specialist who supervises the center. "We have a kitchen where parents can prepare meals or snacks and have some bonding time."

In just the few short months it's been open, Haymaker says parents are telling her how much they love the facility. And for parent Jessica Sharp, it's not only giving her some quality time with her children, but teaching her some important parenting skills as well.

"I think every county and every state needs one of these," Sharp said. "Because this is the most interactive thing that can help you become a better parent."





HEALTHIER LIVES

In state fiscal year 2011:

36,431 different seniors received more than 6 million meals through **227** nutrition sites statewide.

880,939 Oklahomans in more than **375,000** families received access to food and nutrition through SNAP.

\$945 million worth of food items were purchased at **3,200** grocery stores and retail outlets statewide through SNAP.

\$16 million in food commodities were provided to schools, food banks and child care facilities.

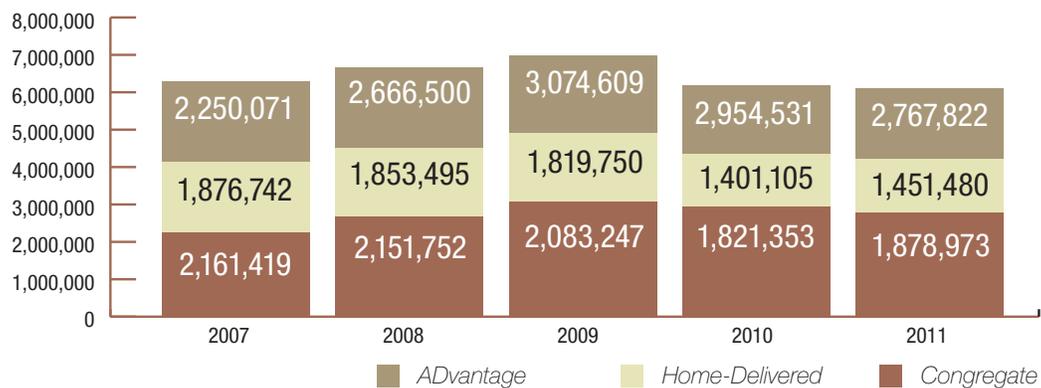
25,221 Oklahomans who are medically fragile and financially eligible for nursing facility placement received care in their own homes through the ADvantage Waiver and Personal Care Programs. The ADvantage waiver program saved taxpayers \$300 million in one year alone through the reduced cost of in-home care compared to a nursing facility.

SENIOR NUTRITION

OKDHS contracts with community-based organizations to provide meals in a group setting and to deliver meals to homebound seniors. These seniors are often at the greatest risk for going hungry. Risk factors include lack of transportation, lack of family and friend support, inability to cook or prepare meals for themselves, and special needs. Most participants receive a noon meal five times per week. Senior nutrition projects provide more than 6 million meals annually.

Registered dietitians work with local organizations to assure that at-home and congregate meals meet seniors' dietary needs and to share nutrition education and counseling. Other services supporting health for seniors include adult day services, transportation, and information and referral.

More Than 6 Million Senior Meals Provided



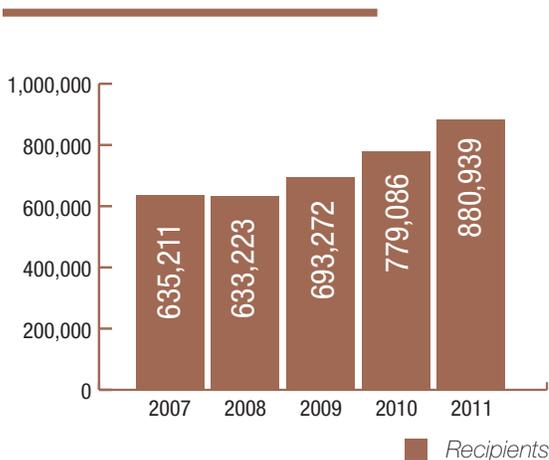
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The Supplemental Nutrition Assistance Program, formerly the Food Stamp Program, helps low-income individuals and families have improved access to nutritious food. The average benefit is \$4.38 per person per day or \$1.46 per meal. Participants use an Access Oklahoma electronic benefits card, similar to a debit card, which is accepted at 3,200 retail outlets, including farmers' markets. Altogether, 375,170 Oklahoma families participated in the program – 36,000 more than in the previous year.

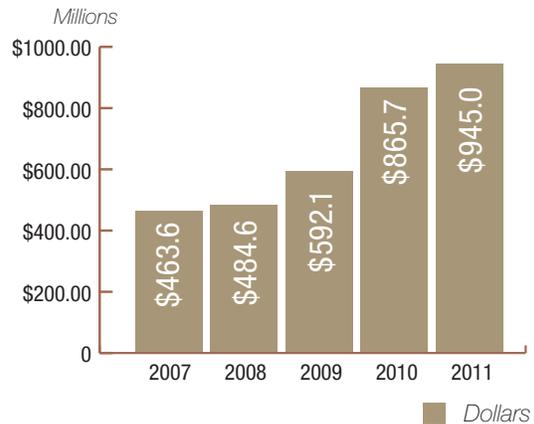
2011 was a record-breaking year for SNAP. OKDHS distributed \$945,039,010 in food benefits – a 9.2 percent increase over the previous year and double the amount distributed five years ago. Increasing the SNAP benefit distribution is important to the state's economy. For every dollar spent on SNAP \$1.73 is generated throughout the economy.² Based on this projection, the SNAP program created \$1.6 billion in economic activity for Oklahoma in 2011.

For the fifth year in a row, Oklahoma was recognized as the most outstanding state for SNAP administration in the southwest region by the U.S. Department of Agriculture's Food and Nutrition Services.

Record Number of Oklahomans Participating in SNAP



SNAP Grew to \$945 Million



² Zandi, Mark (January 2009). *The Economic Impact of the American Recovery and Reinvestment Act*. Moody's Analytics. <http://www.economy.com>

Hope is having access to care at home

*"Optimism is the faith that leads to achievement.
Nothing can be done without hope and confidence."*

Helen Keller

Jo Sawyer is a bright, energetic 76-year-old living in Tulsa's Country Oaks Center. Her apartment is filled with mementos from her life that began in Oklahoma's Dust Bowl days.

Black and white photos of her family hang nearby and bring back happy memories as well as an occasional tear for loved ones gone but not forgotten. But Sawyer is not one to live in the past. Thanks in part to her faith -- and a little help from OKDHS -- she maintains her independence and her good attitude.

"I was one of the original people to get on the ADvantage program," she says. "If it wasn't for OKDHS, I don't know where I would be. I love my apartment, and it's really like being in your own home. It's not a nursing home."

The ADvantage program helps Sawyer remain active and independent, which is important to someone like her who began working at an early age to support herself and her family. She has taken care of others her entire life, and is quick to point out the help she receives is not a handout.

"This gives me the advantage of still living my life free. And I want everyone to know OKDHS is not a handout. I feel like I've paid in on social security and consider it a helping hand," she said.

Like many of her generation, Sawyer has seen some hard times. But giving up was never an option. "When I was growing up I never had all the advantages that I have today. I'm grateful for it. And I thank the Good Lord up above for a lot of it. If you don't have a good attitude on life you're not going to get anywhere!"

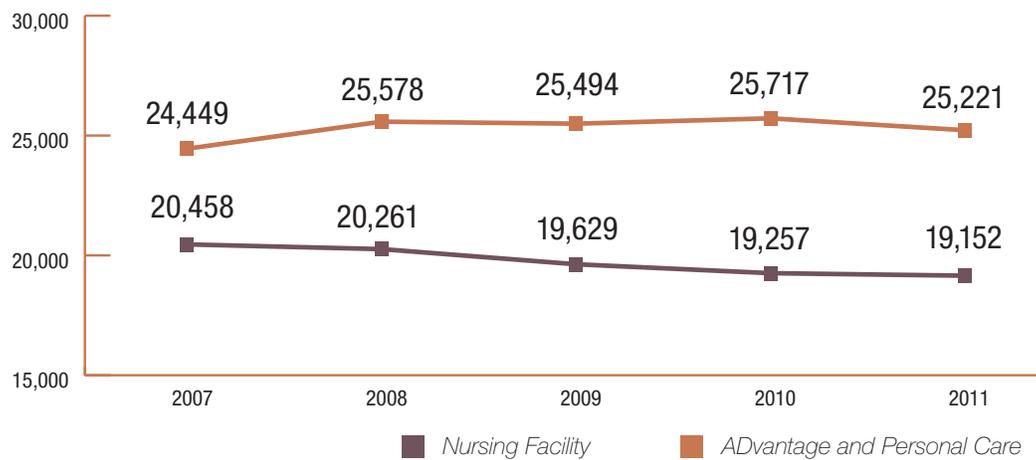


IN-HOME HEALTH SERVICES

Nursing facility care can be expensive and restrictive, consequently, the state and federal savings achieved by the ADvantage waiver program are substantial. In state fiscal year 2011, taxpayers saved an estimated \$300 million through the ADvantage waiver program.

The ADvantage waiver program provides Medicaid services to help elders who are frail and adults with physical disabilities stay at home instead of going to a nursing facility. Individuals must first qualify financially to receive services. Program participation remains high, indicating Oklahomans often prefer to receive care in their own homes.

More Oklahomans Served at Home with ADvantage and Personal Care than Nursing Facilities

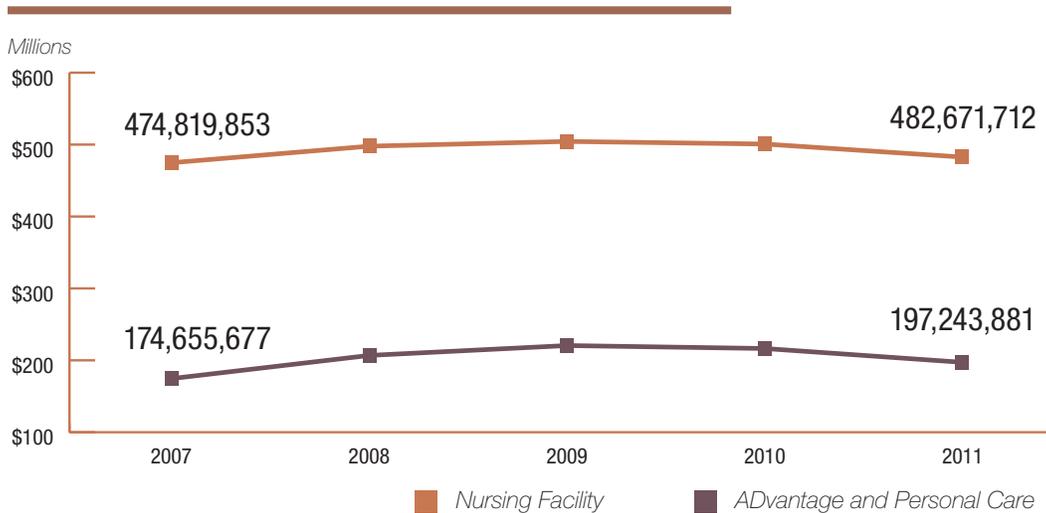


Excludes persons younger than 22 and adults with intellectual disabilities.

The ADvantage Waiver and Personal Care Programs helped 25,221 seniors and individuals with disabilities in state fiscal year 2011. Program participation has almost doubled in the past nine years. These programs serve people in their homes, even though they are medically and financially eligible for nursing facility care.

In addition to ADvantage services, 11 Area Agencies on Aging provide Older Americans Act services statewide. The only eligibility requirement to receive OAA services is that a person be 60 years of age or older. Each AAA has an information and assistance person available to share information on resources available in their area. Congregate and home-delivered meals are the largest service provided under the OAA. Supportive services are offered statewide in the form of in-home assistance, such as homemaking and chore work, caregiver assistance, grandparents raising grandchildren, legal services and health promotion. Skilled outreach personnel are available in each county to provide one-on-one assistance to help older individuals make informed choices. Transportation services are also provided to nutrition sites, banks, doctors' offices or grocery stores.

**Annual Taxpayer Cost :
ADvantage and Personal Care Compared to Nursing Facilities**



Excludes persons younger than 22 and adults with intellectual disabilities.

Hope is helping loved ones gain independence

"Hope is not a dream but a way of making dreams become reality."

L.J. Suenens

Ed Foster is like any other parent—his eyes light up when he talks about his daughter. He loves having Sonya live nearby and being part of her life. And he's proud of her accomplishments, including living independently as an adult.

Sonya has cerebral palsy and lives in Oklahoma City with Shelly and Rebecca, two other women with similar developmental disabilities. Through help from OKDHS and a house manager and staff on duty 24/7, these women are able to live on their own.

Foster bought a house for Sonya, and credits OKDHS with helping him make some much-needed architectural modifications. "I widened the doorways and took out the carpet and replaced it with tile," he said. "It's not only more sanitary, but it helps with mobility because the girls are in wheelchairs."

Rebecca's sister, Mary Anderson, drives in from Elk City at least once a week, and said she's never seen her sister so happy. "If she had been in a nursing home or institution all these years I don't think she would have lived that long," Anderson said. "The special care she receives...I've just never seen anything like it. The staff honestly, truly loves her like family."

And family is what it's all about. The developmental disabilities staff works hard to make sure the girls have excellent care. Their families are happy with their level of service, and most importantly, the girls have a clean, safe home and a great quality of life.





MORE INDEPENDENT LIVES

In state fiscal year 2011:

14,602 individuals with developmental disabilities received either state funded or Medicaid financed services.

60 percent of adults in developmental disabilities services were employed in supported employment – one of the highest percentages in the nation.

\$318 million was collected from non-custodial parents in support of their children.

224,723 children benefited from child support services.

DEVELOPMENTAL DISABILITIES SERVICES

Home and community-based services helped 5,096 Oklahomans with developmental disabilities receive services in community settings. The Developmental Disabilities Services Division operates four home and community-based services waiver programs. Waiver services help eligible individuals live in the community and avoid institutionalization by providing supplemental services to support families and communities. Services are arranged and coordinated through DDSD area staff and case managers.

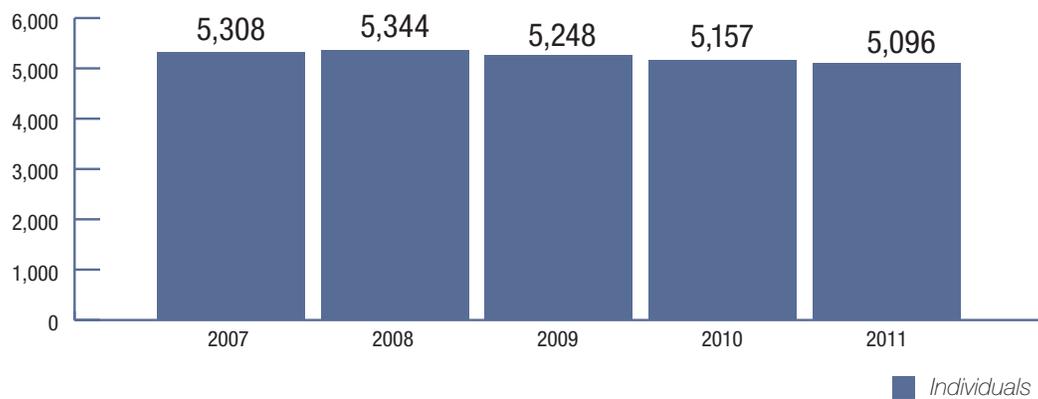
There are greater demands for services than OKDHS can meet. The number of people requesting the service now exceeds the number of those receiving waiver services. Fortunately, many of these families receive other supportive services such as a subsidy to help them care for a child living in the home.

Oklahoma continues to be recognized as a national leader in employment services for Oklahomans with developmental disabilities. Sixty percent of service recipients are in supported employment, compared to the national average of 23 percent.

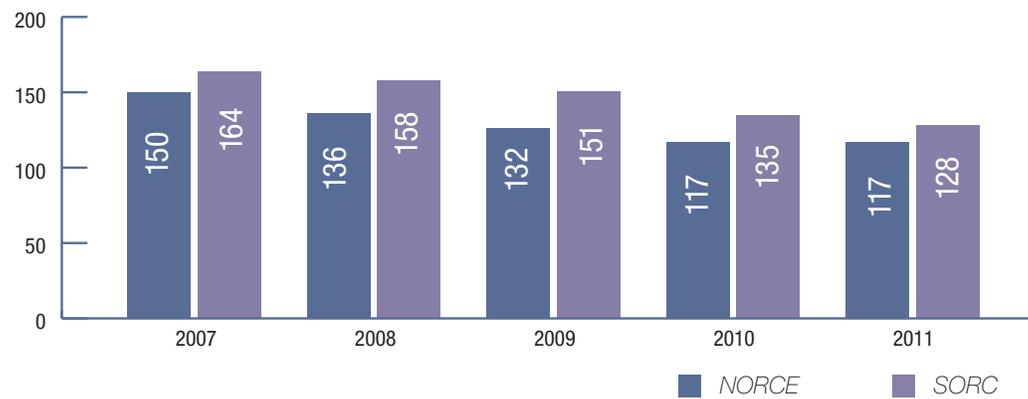
Residential programs at Northern Oklahoma Resource Center in Enid and Southern Oklahoma Resource Center in Pauls Valley provide comprehensive residential services to individuals who have chosen to receive services in an institutional setting. The goal of OKDHS programs is to support individuals in the least restrictive environment. DDSD staff works with families and residents to identify community homes and placements when community services are chosen.

The Office of Client Advocacy assists individuals with developmental disabilities, including those who live in OKDHS facilities, former residents of Hissom Memorial Center, former residents of existing OKDHS facilities who have special advocacy needs, and other Developmental Disabilities Services Division service recipients who have special advocacy needs. OCA advocates help individuals resolve issues involving access to needed services or the quality of those services. They provide an independent, proactive voice for all clients to ensure client safety and fair, honest and professional service delivery.

Individuals Receiving Waiver Services



Individuals Living at State Resource Centers



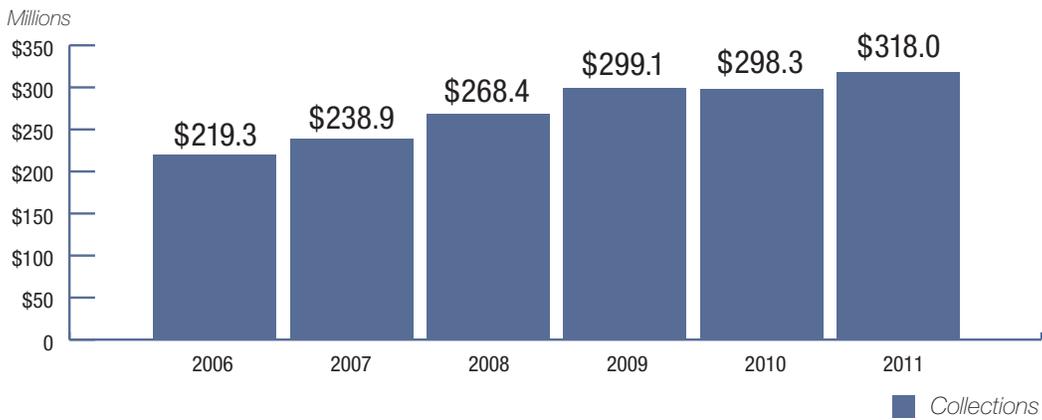
CHILD SUPPORT SERVICES

Parents have a legal obligation to provide financial support for their children. Child support payments are a basic legal right of children who do not live with both of their parents. Research has shown that this support substantially reduces child poverty and the need for state public assistance – and eligibility for some OKDHS programs requires parents to seek child support from the non-custodial parent.

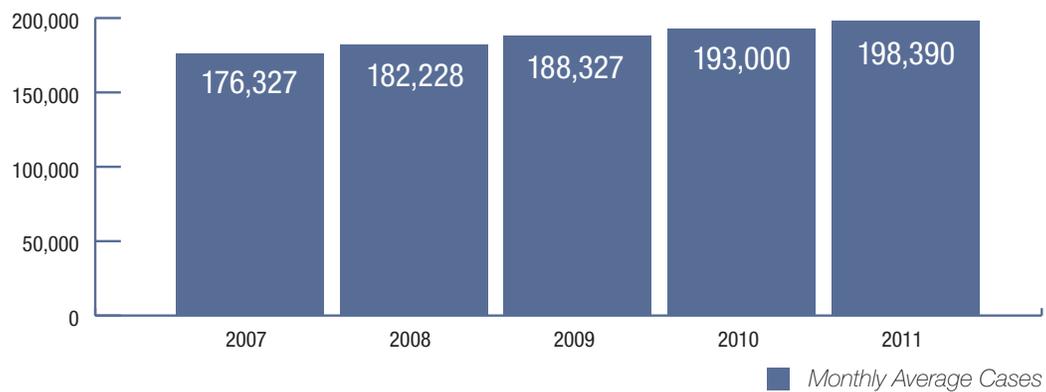
Child support services help families become or remain self-sufficient. Child support helps a family achieve and sustain financial stability, easing the custodial parent's worries about financial issues and reducing the family's long-term need for other kinds of state assistance. Oklahoma Child Support Services had a 7 percent increase in collections last year, a 45 percent overall increase in the last five years and ranks third in the nation in collections growth for the last 10 years. In addition, OCSS continues to have one of the highest paternity establishment rates in the country, consistently ranking first or second in the nation. Success in paternity establishment paves the way for other successes, even while the economy lags and caseloads continue to grow. OCSS experienced an increase from last year in paternity establishment, support order establishment, medical order establishment and cost effectiveness.

The National Child Support Enforcement Association awarded OCSS its 2011 Outstanding Program Award for its many successes. OCSS employees look forward to providing services that continue to support Oklahoma families while reducing costs to taxpayers.

Child Support Collections Increased in 2011



More Families Benefit from Child Support



Hope is helping Oklahomans get back on their feet

David Lee Robinson Jr. is a single father devoted to his kids. Like so many others, Robinson has seen his share of hard times and for a while he failed to pay child support.

"It's not because I didn't want to pay child support or because I'm a dead-beat dad or anything like that," Robinson said. "It's just that I couldn't find a job and got behind on my payments."

That's when Oklahoma Child Support Services, a division of OKDHS, stepped in. The Court Liaison Program helped Robinson get back on his feet. They set up a child support payment plan, and even helped him find a job.

Robinson believes in setting a good example for his kids and is thankful OKDHS is helping him achieve his goals.

"I'm not caught up on the bills yet," he laughs, "but I'm trying. I'm just going to continue working because my mother and father raised me up to always work. I had a downfall in my life for a while, but thanks to OKDHS I'm back on track. So I'm just going to continue working and continue supporting my kids."



"Hope begins in the dark, the stubborn hope that if you just show up and try to do the right thing, the dawn will come. You wait and watch and work: you don't give up."

Anne Lamott



MORE PRODUCTIVE LIVES

In state fiscal year 2011:

70,089 children received subsidized child care for parents or caregivers to participate in employment or education.

2,628 child care providers received more than **\$140 million** through state subsidies.

3,988 adults participated in the TANF program on average each month.

1,748 TANF participants increased their financial independence through employment and left the program.

88 percent of TANF parents who exit due to employment remained employed for at least three months after their cash case closed.

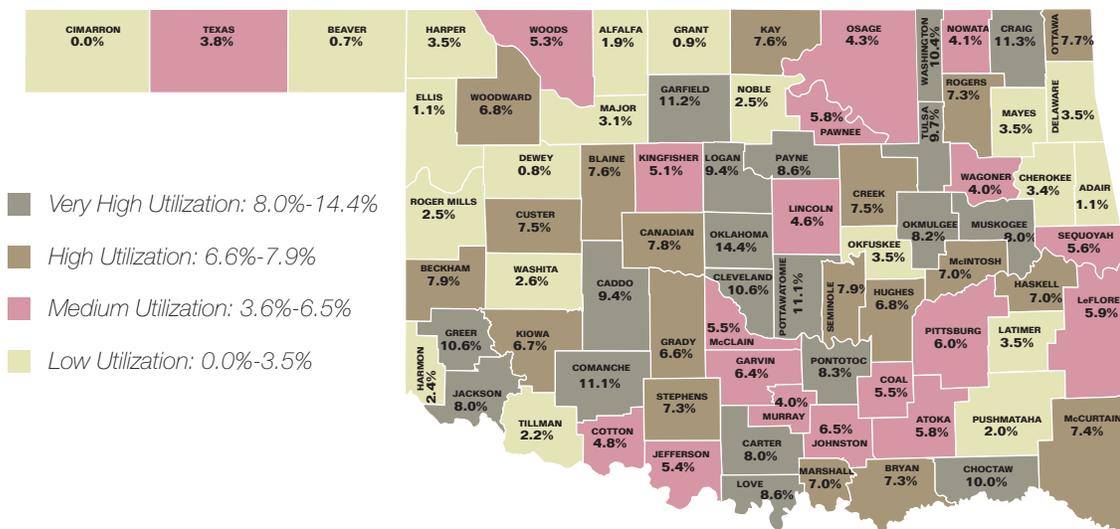
CHILD CARE SUBSIDY

OKDHS helps low-income parents pay for child care, which allows them to work and/or complete their education or training. Only licensed and contracted child care homes and centers are eligible to participate in the subsidy program. Applications are processed for Child Care Subsidy benefits within two business days. Prompt processing of Child Care Subsidy applications not only ensures families receive benefits quickly enough to begin or continue employment or training/education activities, it also helps maintain good working relationships with child care providers.

\$140 Million Spent in SFY 2011 for Child Care Services



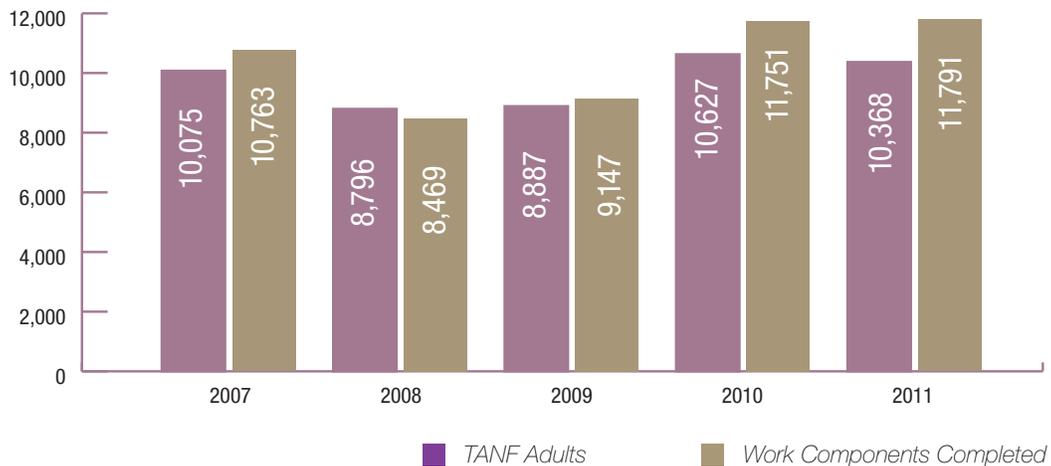
Percent of Monthly Average Number of Children with Child Care Subsidy



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Many Oklahoma families have become more economically independent with OKDHS job training and improved education services. The Temporary Assistance for Needy Families program provides these services to parents for the purpose of improving their employment opportunities. Since welfare reform, the number of adults participating in this program has declined. In addition to employability services, families may also receive other services such as substance abuse prevention and treatment, relationship skills training, financial planning and parenting skills.

TANF Participation



Hope is a hand up for a brighter future



"The capacity for hope is the most significant fact of life. It provides human beings with a sense of destination and the energy to get started."

Norman Cousins

Cassandra Pittmon knows all too well the phrase "Just pull yourself up by the bootstraps." A few years ago she found herself in a situation where she had to do just that.

"Nobody wants to see themselves in a place where they have to go to the local OKDHS office and go through the process of finding help with food stamps, daycare, medical, things like that," Pittmon said. "But I knew I had to do what's best for me and my children. I made the conscious decision to start a ladder of goals."

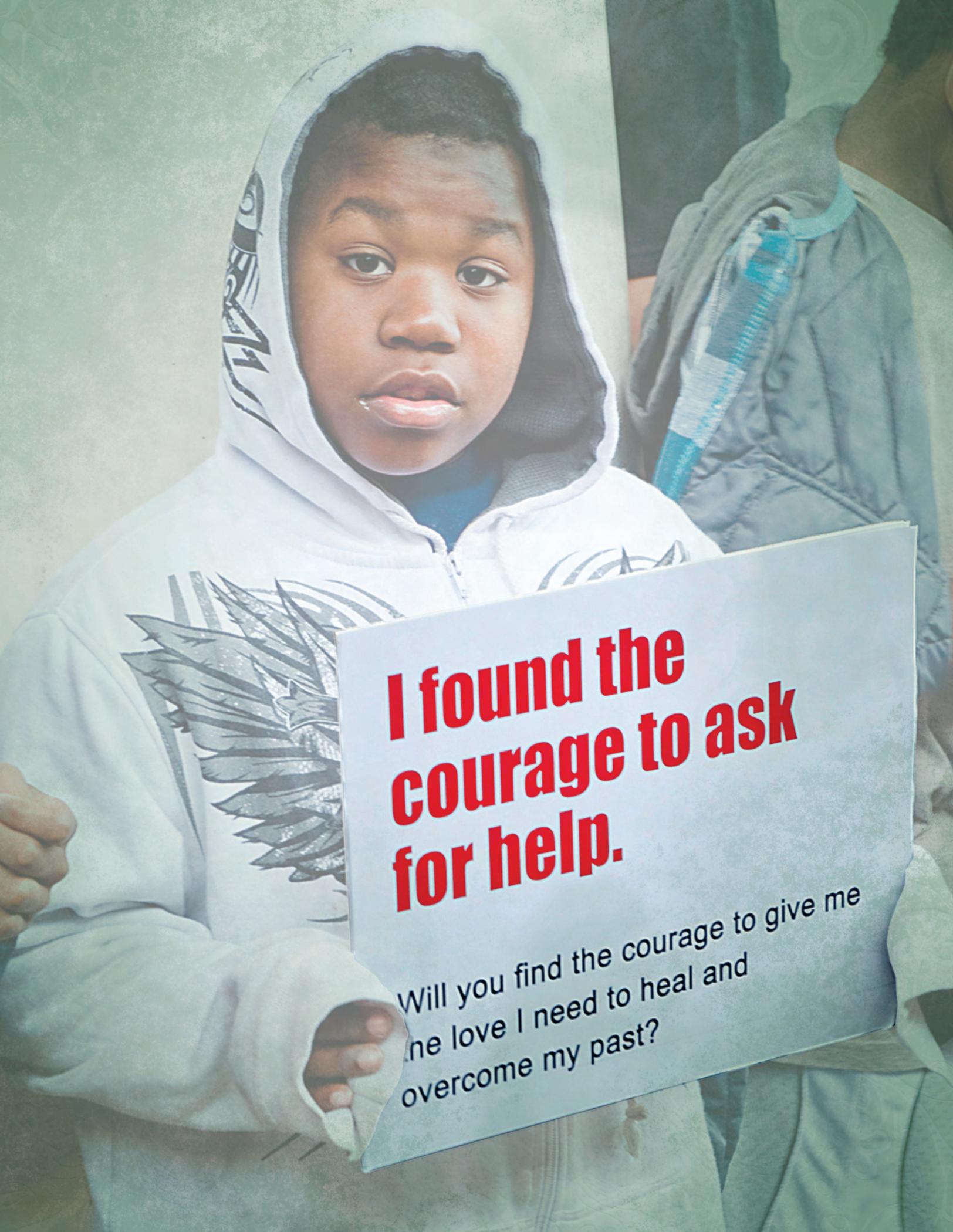
That ladder meant reaching out for help, and OKDHS was there to support her every step of the way. In just a couple of weeks, Pittmon had applied for help and found herself on the fast-track to a solid education. The going wasn't always easy, but she never gave up.

"Money was tight," she said. "The bills didn't stop just because I got on TANF. But I was able to go to school, get an education and work with the bill collectors."

Today Pittmon works for the YWCA in a job she loves, and looks forward to each new day. She goes back to Rose State College when she can and talks to others who may need a bit of inspiration.

"My life is pretty awesome," Pittmon said. "I thank God every day for the ability to wake up, love my children and provide for them. I have a nice house, a nice car...I can't complain. OKDHS was there when I needed them and I feel very blessed."





**I found the
courage to ask
for help.**

Will you find the courage to give me
the love I need to heal and
overcome my past?

OFFICE OF FAITH BASED AND COMMUNITY INITIATIVES

“Hope is faith holding out its hand in the dark”

George Iles

Although there are many who need help and services to lead safer, healthier, more independent and productive lives, the greatest need they have is hope. Hope is where the Oklahoma Office of Faith-Based and Community Initiatives (OFBCI) begins its work. OFBCI serves all state agencies through the Oklahoma Department of Human Services. Since 2000, the office has undertaken numerous projects to fulfill its mission of connecting faith-based and community groups with government entities to provide help for Oklahoma’s poor, disadvantaged and hopeless.

The 111 Project

Launched as a community-driven collaboration to recruit 111 foster families from metro Oklahoma City churches, faith-based groups and private businesses, the 111 Project has evolved beyond its number goal and now represents one church and one family with one goal – to leave no Oklahoma child without a family.

Bridges out of Poverty

Initiated as a statewide campaign to increase understanding of those in poverty, this campaign explores the reality of families stifled in generational poverty, the hidden rules of economic class, and how language differences impact effective communication. Aimed at educators, mental health professionals, marriage counselors, state employees, employers and faith-based community leaders, this training effort has resulted in policy, program and service delivery changes as well as the launch of focused, grassroots efforts to alleviate poverty.

Season of Service

This annual public awareness campaign focuses on issues crucial to the well-being of Oklahoma’s children. Faith-based and community groups and private businesses present service opportunities through their respective channels of influence during the months of May through August.

The Oklahoma Partnership for Successful Reentry

A strategic alliance between the OFBCI and Oklahoma’s reentry service providers has improved the reentry process for ex-offenders. Together with the OFBCI, The Oklahoma Partnership for Successful Reentry, Inc. hosts quarterly educational and networking forums, known as Prisoner Reentry Initiatives, to train organizations that assist ex-offenders in the reentry process. This alliance has resulted in new and expanded resources, thus increasing service capacity.

HOPE FOR OKLAHOMA

Every day, we serve hundreds of thousands of Oklahomans' basic food, shelter and assistance needs, but our most important service is HOPE.

Research and statistics show what we all know is common sense—investing now in Oklahoma's children and families saves money by cutting the costs for services that combat the bad consequences of ignored risks.

When states invest in services that help unemployed and underemployed workers stay out of poverty, supplement their wages, and get training and skills, healthy families grow the economy and increase tax revenues in the long term.

In addition to helping families directly, food subsidies like the Supplemental Assistance Nutrition Program (SNAP) generate jobs and bring new revenues to local businesses. Because eligible families spend SNAP benefits rapidly, they provide not only immediate help to those most in need, but also a strong return on investment. This year, \$945,039,010 of food benefits went directly into Oklahoma's economy.

Child care subsidies allow parents to work or complete their education and pay for quality child care. These subsidies are spent locally and support local businesses while generating jobs, tax revenue



through higher earned income and other economic benefits. This year more than 5,000 jobs in the child care industry were supported with \$140,630,927 going into local communities and businesses.

Children adopted from foster care experience fewer costly, negative outcomes than their peers who age out of foster care. Savings occur in part from reduced crime, incarceration, and grade repetitions, as well as from increased high school completion, college attendance, employment, and earnings.

Each dollar invested in adoption assistance yields between \$2.45 and \$3.26 in benefits to society and provides children with a permanent, lifelong family. This year, OKDHS found 1,143 children loving, adoptive homes and continued to support more than 12,384 children with adoption assistance to their families.

In this 2011 Annual Report, you will read more statistics and stories about how OKDHS is serving the greatest number of families in its history. Even in tough economic times, it makes sense to invest in children and families.

The return on the investment is proven. Hope for families—hope for Oklahoma.

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

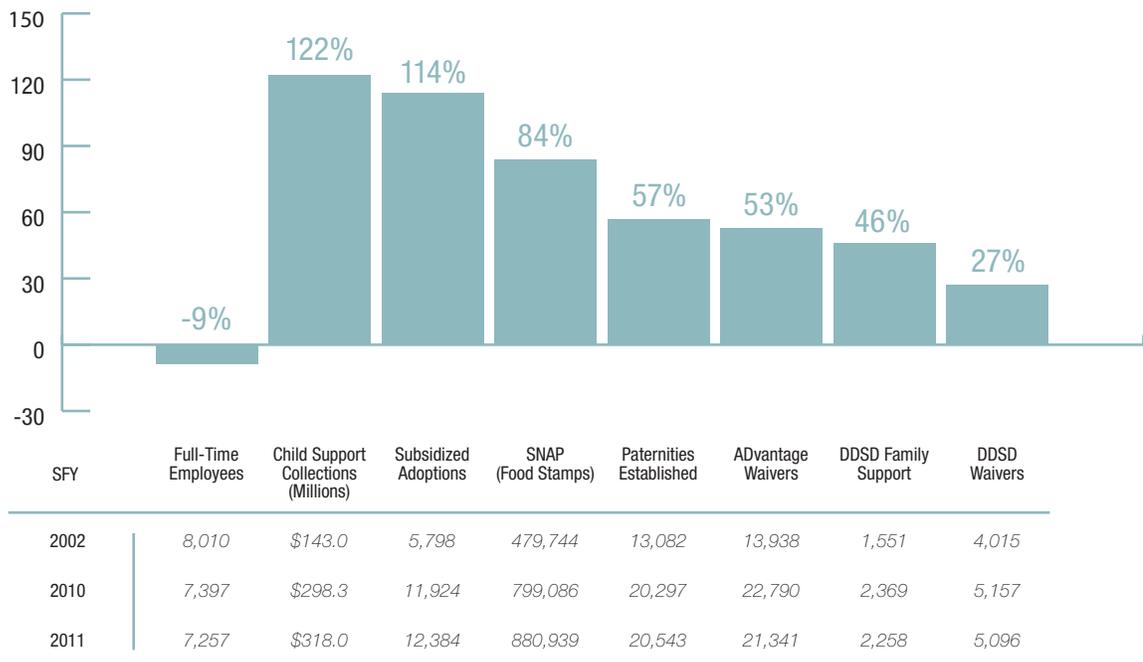
Howard H. Hendrick

Director

ACCOUNTABILITY

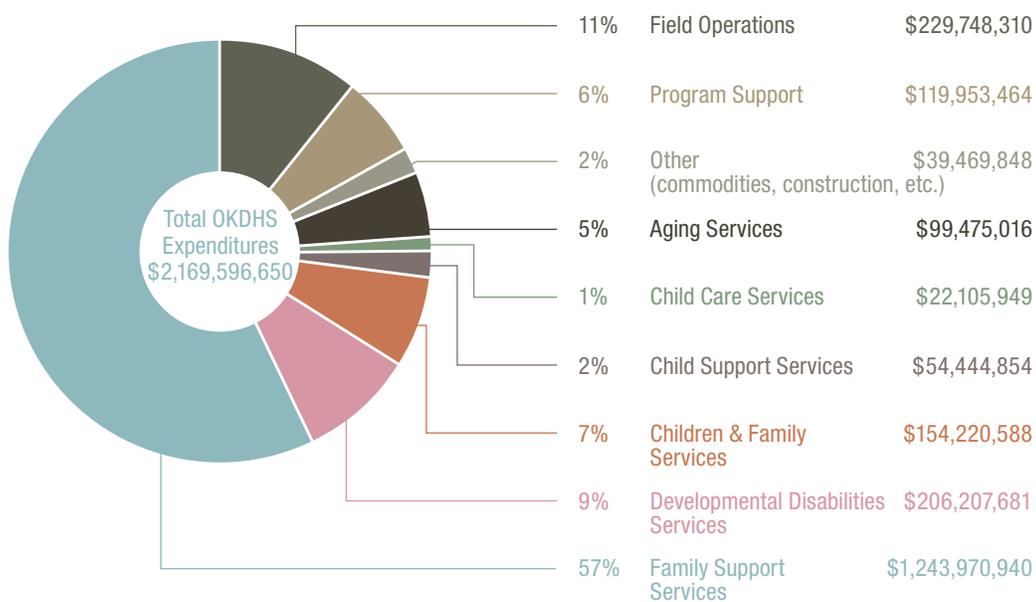
OKDHS is improving operational efficiencies to assure that the needs of Oklahoma citizens are met. The chart below shows the increasing number of individuals receiving services with fewer OKDHS employees. This is accomplished through a variety of methods that seek to improve timely and accurate delivery of services with the lowest cost. Some of these methods include staff training, automating processes and identifying process improvements.

OKDHS Productivity Gains SFY 2002 vs. SFY 2011

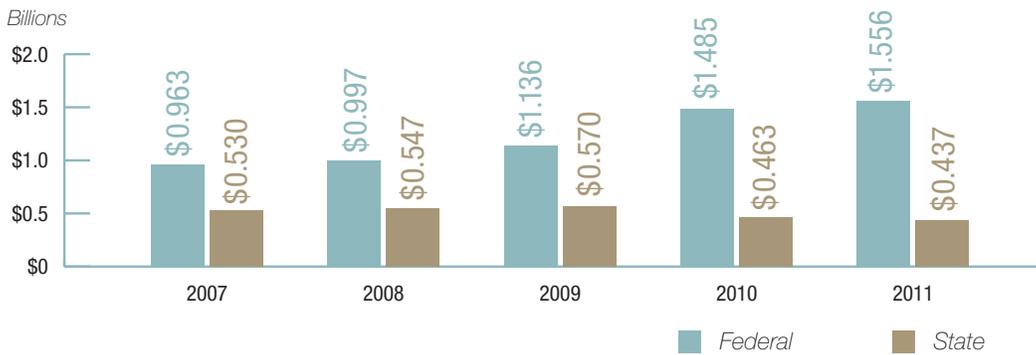


○ KDHS is funded through state and federal funds. State funds are used to meet federal matching requirements, maintain programs and services, and fund programs that have limited or no federal funding.

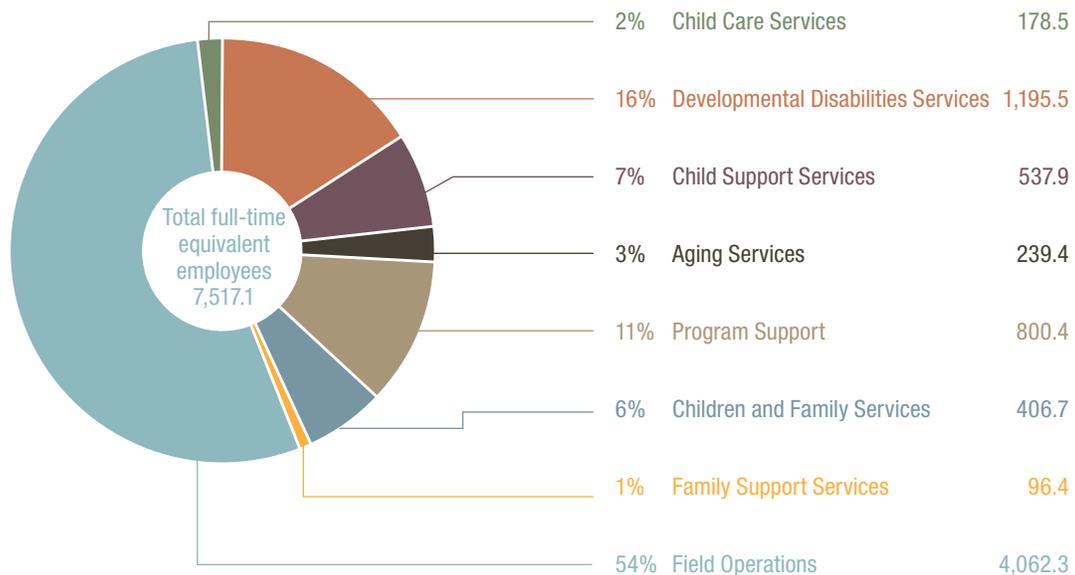
Total OKDHS Expenditures



OKDHS Budget



Total OKDHS Full Time Equivalent Employees



Percent of employees who have at least a four-year degree: 75
 Starting monthly salary for Social Service Specialist I: \$2,354

OKLAHOMA COMMISSION FOR HUMAN SERVICES

Established in 1936 under Article XXV of the Oklahoma constitution, the Oklahoma Commission for Human Services is a nine-member governing board for OKDHS. Its members are appointed by the governor to staggered nine-year terms.



Richard L. DeVaughn, D.D.S.
Chairman
Enid
Term 2003-2012



Aneta F. Wilkinson
Vice-Chairman
Tulsa
Term 2004-2013



Jay Dee Chase
Oklahoma City,
Term 2007-2015



Steven Dow
Tulsa
Term 2009-2018



Linda English Weeks
Norman
Term 2010-2019



Michael L. Peck, O.D.
Enid
Term 1999-2017



Anne M. Roberts
Norman
Term 2010-2014



Robert D. Rawlings
Edmond,
Oklahoma
Term 2008-2016



Rev. Dr. George E. Young Sr.
Oklahoma City,
Oklahoma
Term 2005-2011

STATISTICAL SUMMARY

State Fiscal Years 2010, 2011

Programs	FY 2011	FY 2010	Percent Change
OKDHS Expenditures	\$2,169,596,650	\$2,143,247,036	1.23%
Authorized Adoption Placements	1,382	1,577	-12.37%
Adoption Subsidies	12,384	11,924	3.86%
Adult Protective Services, Investigations	17,135	17,662	-2.98%
Adult Protective Services, Substantiated	9,329	10,672	-12.58%
Child Care, Services Provided	39,107	39,060	0.12%
Child Care, Licensed Facilities	4,376	4,561	-4.06%
Child Care, Licensed Capacity	136,816	136,534	0.21%
Child Protective Services, Investigations	21,818	19,902	9.63%
Child Protective Services, Assessments	26,575	25,909	2.57%
Child Protective Services, Substantiated	8,110	7,248	11.89%
Child Support Services, Collections	\$317,993,421	\$298,294,455	6.60%
Child Support Services, Cases	198,390	193,000	2.79%
Child Support Services, Paternities Established	20,543	20,297	1.21%
Commodities	\$16,013,397	\$15,079,247	6.19%
Developmental Disabilities Persons	14,602	14,352	1.74%
Elderly Support Services, ADvantage Meals	2,767,822	2,954,531	-6.32%
Elderly Support Services, Congregate Meals	1,878,973	1,821,353	3.16%
Elderly Support Services, Home Delivered Meals	1,451,480	1,401,105	3.60%
Out-of-Home Care	8,502	7,973	6.63%
State Supplemental, Cases	88,729	85,476	3.81%
State Supplemental, Persons	88,738	85,482	3.81%
State Supplemental, Expenditures	\$38,970,500	\$38,860,949	0.28%
SNAP (Food Stamps), Cases	268,988	241,326	11.46%
SNAP (Food Stamps), Persons	609,723	559,626	8.95%
SNAP (Food Stamps), Value	\$945,039,010	\$865,699,190	9.16%
TANF, Cases	9,371	9,760	-3.99%
TANF, Persons	21,406	22,131	-3.28%
TANF, Expenditures	\$23,965,523	\$28,066,947	-14.61%
TANF, Hardships	105	110	-4.55%
Work Components, Entered	21,894	23,269	-5.91%
Work Components, Completed	11,791	11,751	0.34%

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