

2012 Annual Report

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## 75 years of Service for Oklahoma



OKLAHOMA DEPARTMENT OF HUMAN SERVICES



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## OKDHS MISSION

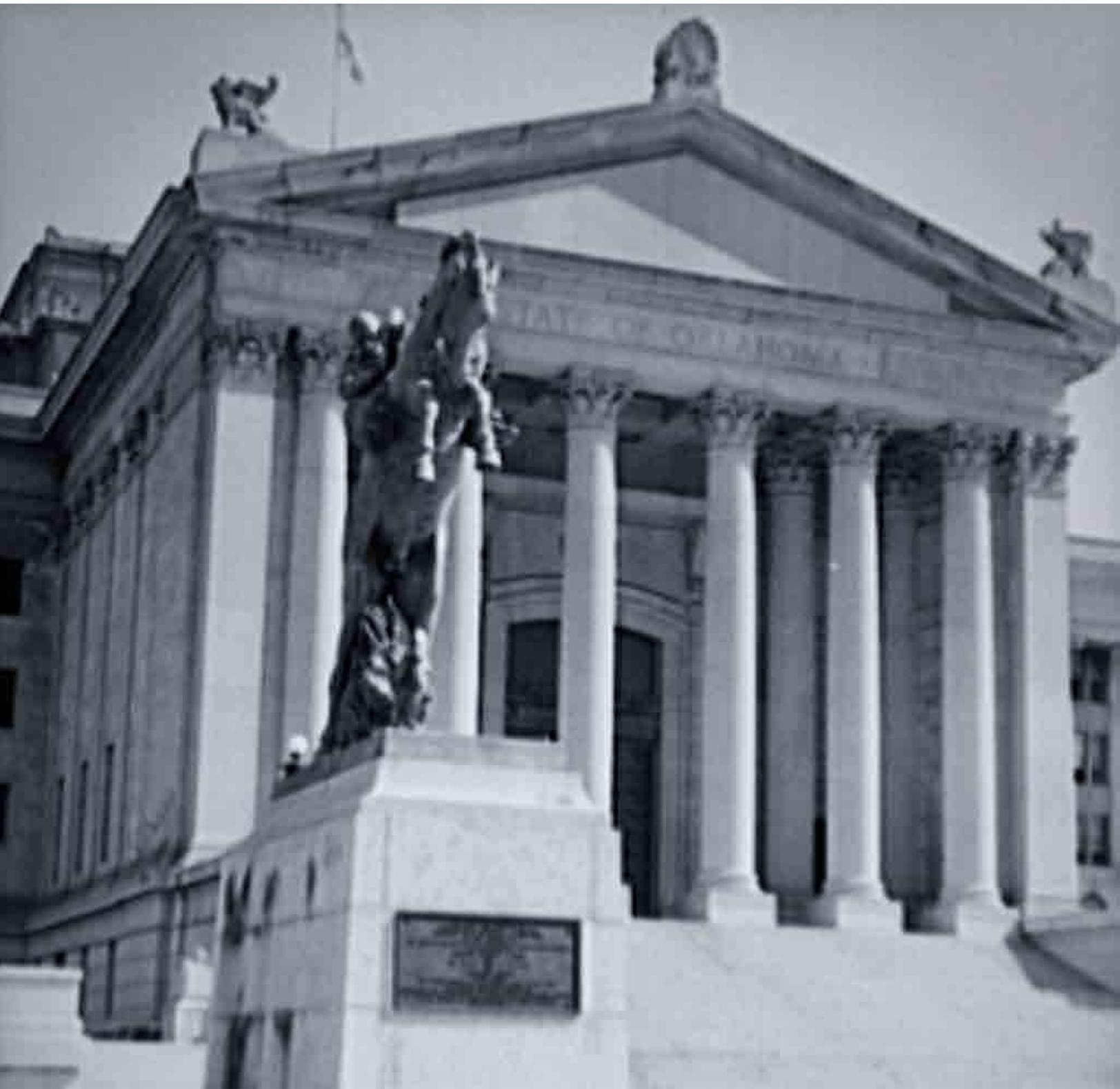
We help individuals and families in need help themselves lead safer, healthier, more independent and productive lives.





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## INTRODUCTION

For more than 75 years, the Oklahoma Department of Human Services has helped Oklahoma families feed their children, protect their vulnerable family members, locate safe child care, find access to medical care and provide care for those with intellectual disabilities.

Nearly 1 million of our fellow Oklahomans were served last year through programs administered by OKDHS.

Our goals remain the same: to help Oklahomans lead safer lives and protect children from abuse and neglect; to find safe, loving homes for children in foster care; to help more Oklahomans move toward self-sufficiency and increased independence; and to offer a helping hand to those who need it.

It is a journey we have been on since our agency first opened its doors in all 77 counties in 1936.

We continue the journey to a brighter tomorrow, forged by stronger families.

We are streamlining our services and providing more accountability to the citizens we serve.

We are constantly changing and we believe change makes us better.

We know that no matter how we evolve, there is one constant: our unwavering commitment to serve the people of Oklahoma.

# Director's letter

It has been an eventful and challenging year for our agency.

We have seen the retirement of a longtime agency director, the appointment of two interim directors (including myself), historic legislative reform and the reorganization of several programs and services within the agency. This agency has seen many challenging times throughout its 75-year history and has continually worked to find better ways to serve children, adults and families in need.

The reorganization of our child welfare services received extensive internal and external attention this past year. We are absolutely committed to protecting the most vulnerable among us: our children. The Oklahoma Pinnacle Plan, a five-year improvement plan for our foster care system, was approved by the co-neutrals, and new Child Welfare regional directors have begun the challenging work of instituting change. Those changes will continue throughout FY2013. Increased transparency and accountability will enable

us to be more vigilant in the protection of abused and neglected children.

Foster care and adoption services were the focus of a statewide OKDHS public service announcement campaign featuring Governor Mary Fallin. The Governor encouraged Oklahomans to consider becoming foster and adoptive families. Research indicates that each dollar invested in adoption assistance benefits our communities by providing children with permanent, loving families. It also shows us that children who adopt out of foster care live healthier, more productive lives than their peers who age-out of foster care without a life-long family.

Throughout the agency, our other programs and services help hundreds of thousands of Oklahomans each and every day.

The Supplemental Nutrition Assistance Program helped more than 890,000 Oklahomans fulfill their basic nutrition needs. Those assistance dollars were



used at grocery stores and retail food outlets across our state and provided an economic impact of more than \$1.6 billion in FY2012.

Subsidies for child care allowed working parents to pay for quality child care and also supported more than 8,500 jobs in the child care industry, pumping \$134 million into local communities.

Through the Low Income Home Energy Assistance Program, 129,043 Oklahomans received help with their heating and cooling bills.

Developmental Disabilities Services supported almost 10,000 people with intellectual and developmental disabilities to live in their home communities.

Aging Services provided meals and in-home care to 21,317 seniors, allowing them to delay nursing home care and saving Oklahoma taxpayers an estimated \$300 million.

Record collections of child support help ensure children's needs are met and enable their families to avoid more costly state assistance.

Along with our challenges, we have countless success stories as well. None of those successes would be possible without the thousands of dedicated OKDHS staff in all 77 counties.

These are challenging times – but we are on the precipice of a new era that will make us stronger and better. As we begin our 76th year of service to this state, it is change we are working toward and the change we invite all Oklahomans to believe in.

**Preston Doerflinger**

OKDHS Interim Director



# Adult and Family Services

(formerly Family Support Services and Field Operations)



**8,845** vulnerable adults were substantiated to have experienced abuse, neglect, exploitation or self-neglect.

**16,012** referrals were investigated by Adult Protective Services.

**891,555** Oklahomans in more than 380,000 families received access to food and nutrition through the Supplemental Nutrition Assistance Program.

**\$953 million** worth of food items were purchased at 3,200 retail outlets including farmers' markets, through SNAP.

**2,578** monthly average of child care providers that received more than \$134 million through state subsidies.

**3,607** adults participated in the Temporary Assistance to Needy Families program on average each month.

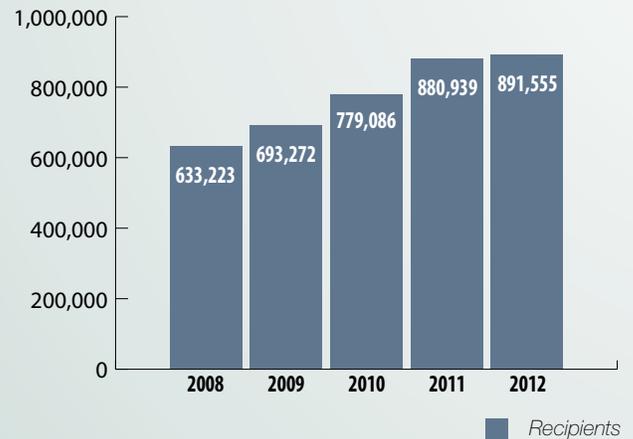
**86** percent of TANF parents who exited due to employment remained employed for at least three months after their cash case closed.

## Adult and Family Services

### • Adult Protective Services



### • Record Number of Oklahomans Participating in SNAP



Each year, thousands of Oklahoma adults suffer abuse, neglect and exploitation. Many victims are elderly, frail and vulnerable, cannot help themselves, and depend upon others to meet their basic needs. When someone is concerned about the well-being of an elderly friend, neighbor or relative, specialists with Adult Protective Services (APS) listen and respond. APS specialists visit individuals who are elderly or disabled to determine whether the individual is a vulnerable adult and whether maltreatment occurred.

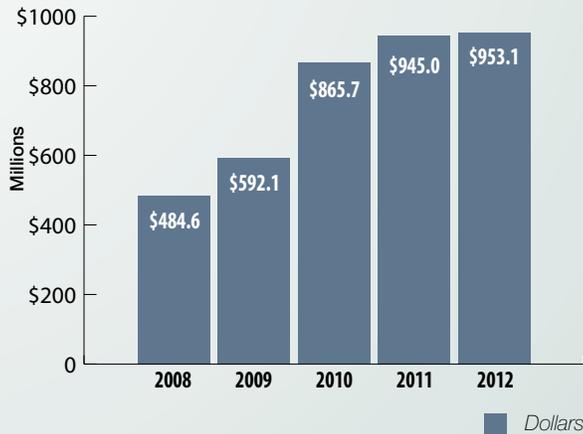
The program helps vulnerable adults and their caretakers find and obtain services. Services provided by APS specialists were voluntary in 96 percent of the investigations and when ordered by a court, involuntary services were provided to the other four percent. Involuntary services may only be provided for vulnerable adults who lack decision-making abilities and are in life-endangering situations. Vulnerable adults were determined to retain decision-making capabilities in 55 percent of the completed investigations.

Providing access to affordable quality health care is a core function of OKDHS. In 2012, SoonerCare (Medicaid) provided health care coverage to more than 960,000 Oklahomans. OKDHS determines eligibility for a range of health care services to individuals who meet income and health-related criteria. The Oklahoma Health Care Authority administers the SoonerCare program in Oklahoma, while OKDHS staff determines eligibility for individuals in the aged, blind, and disabled population.

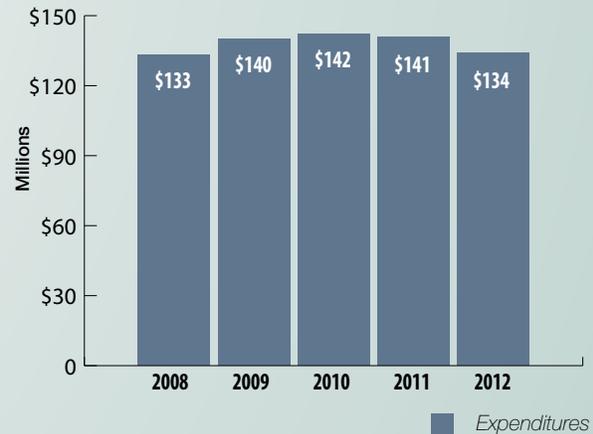
The State Supplemental Payment program is a state funded program for certain low income individuals who receive SoonerCare (Medicaid) benefits. In addition to meeting certain income and resource standards, the individual must be blind or disabled according to Social Security Administration guidelines or be age 65 or older. This program is mandated by federal law and provides a small amount of cash assistance to eligible individuals.

## Adult and Family Services

- **SNAP Grew to More Than \$953 Million**



- **Child Care Subsidies**



The Supplemental Nutrition Assistance Program (SNAP), formerly the Food Stamp Program, helps low income individuals and families improve access to nutritious food. The average benefit is \$4.25 per person per day or \$1.42 per meal. Participants use an Access Oklahoma electronic benefits card, similar to a debit card, which is accepted at 3,200 retail grocery outlets, including farmers' markets. Altogether, 389,072 Oklahoma families participated in the program in 2012 – almost 14,000 more than in the previous year. In 2012, OKDHS distributed \$953,071,703 in food benefits – a 1.0 percent increase over the previous year and double the amount distributed six 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.<sup>1</sup> Based on this projection, the SNAP program created \$1.6 billion in economic activity for Oklahoma in 2012. The U.S. Department of Agriculture's Food and Nutrition Services continue to recognize OKDHS for its outstanding administration of the SNAP program.

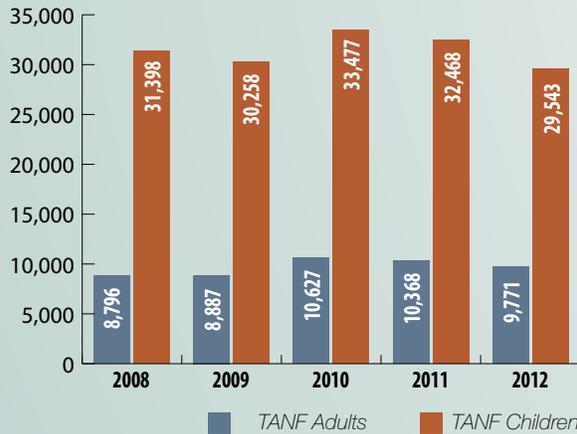
OKDHS helps low-income parents pay for child care, which allows them to work and/or complete their education or training. Child care is also provided in critical situations to help prevent neglect, abuse or exploitation of children. Only licensed and contracted child care homes and centers are eligible to participate in the subsidy program so that children in families with low incomes receive quality care. 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 eliminate endangering employment or training/education activities, it also helps maintain good working relationships with child care providers.

Many Oklahoma families have become more economically independent due to OKDHS job training and improved education services. The Temporary Assistance for Needy Families (TANF) program provides cash assistance and employment services to parents for purposes of improving and sustaining their family's economic self-sufficiency. Since welfare

<sup>1</sup> Zandi, Mark (January 2009). *The Economic Impact of the American Recovery and Reinvestment Act*. Moody's Analytics. <http://www.economy.com>

## Adult and Family Services

- *TANF Participation*



reform, the number of adults participating in TANF has declined. In addition to employability services, families may also receive other services such as relationship skills training, financial planning, parenting skills, and after school mentoring programs for children.

### 75th Anniversary factoids:

In 1998, OKDHS implemented the Electronic Benefit Transfer process for the delivery of SNAP.

In 2000, OKDHS implemented electronic processing of child care subsidy payments with the use of an EBT card, becoming the first state in the nation to implement this process for documenting child care subsidy approvals and payments.



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## Community partnerships benefit our most vulnerable citizens

The summer of 2012 proved one of Oklahoma's hottest on record, with temperatures soaring to near 115 degrees. That kind of heat can be deadly for Oklahoma's most vulnerable citizens.

OKDHS is fortunate to have formed community partnerships — alliances that bring much-needed relief to those who need it most. Working together, OKDHS and OAJ identified OKDHS program recipients who needed air conditioners and arranged to have them installed in their homes.

"We couldn't do it without them," said Karen Jacobs, coordinator of the OKDHS Office of Volunteerism. "It is so important to engage our community partners and the public, not just with the air conditioners but with projects throughout the year."

On the receiving end are OKDHS clients like Kevin Spotwood, who said he almost "jumped for joy" when he found out he was getting a new air conditioner.

"It's been rough trying to sleep," Spotwood said. "I've just been trying to maintain. Sometimes I would go to a neighbor's house and sit under their A/C for a while. Then when I came back home I would be so hot and sweaty I would almost pass out. When I got this air conditioner from DHS I didn't leave my house for two days."

Whether it is providing air conditioners during Oklahoma's hot summers or food for winter holidays, Jacobs says it's all part of the good work the agency and its community partners do every day.

"It's not just the air conditioners," Karen says. "This Thanksgiving we are working with our partners to provide 5,000 turkeys for Thanksgiving dinners. Our community partners are a blessing. We couldn't do it without them."

A man with short dark hair and a goatee, wearing a black long-sleeved shirt and blue jeans, is sitting in front of a red brick wall. The wall has a large, irregular hole in the center, through which a white door is visible. The man is looking directly at the camera with a slight smile. The background shows a glimpse of a house and some greenery.

“...WHEN I CAME BACK HOME I WOULD BE SO HOT AND SWEATY I WOULD ALMOST PASS OUT. WHEN I GOT THIS AIR CONDITIONER FROM DHS I DIDN'T LEAVE MY HOUSE FOR TWO DAYS.”



# Aging Services

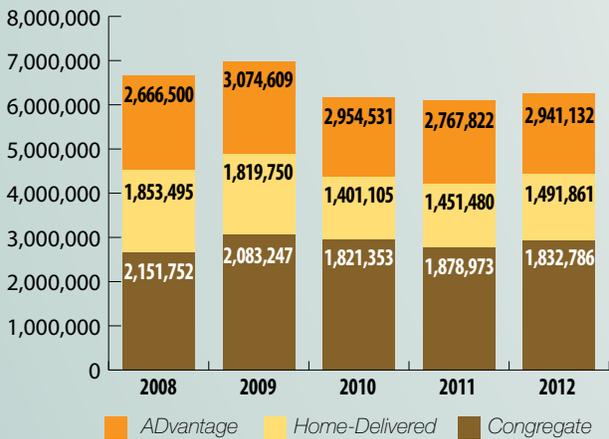


**35,440** different seniors received more than 6 million meals through 225 nutrition sites statewide.

**25,315** 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 an estimated \$300 million in one year alone through the reduced cost of in-home care compared to a nursing facility.

## Aging Services

- *More Than 6 Million Senior Meals Provided*



The Aging Services Division funds and monitors the Older Americans Act congregate and home-delivered meals programs. Older Oklahomans 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.

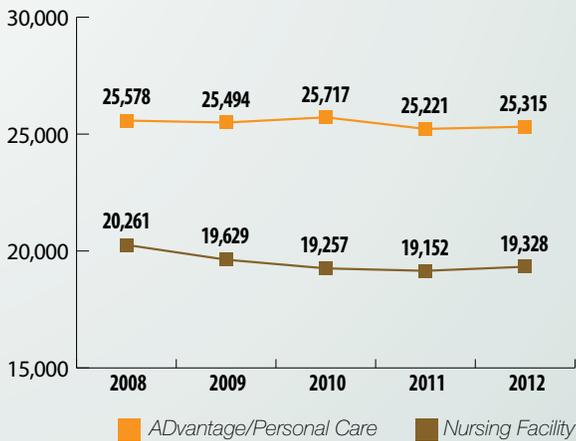
Registered dietitians work with contracted service providers to assure that at-home and congregate meals meet seniors' dietary needs and to share nutrition education and counseling. Other services supporting health for seniors include adult day services, transportation, and information and referral.

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 2012, taxpayers saved an estimated \$300 million through the ADvantage Waiver program.

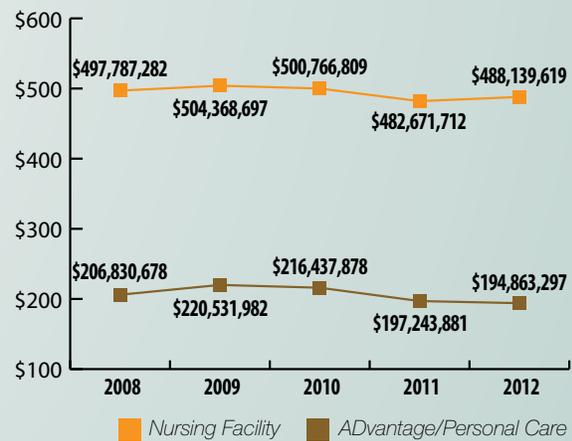
The ADvantage Waiver program provides Medicaid services to help elders who are frail and adults with physical disabilities stay at home instead of going to a nursing facility. Individuals must qualify medically and financially to receive services. Program participation remains high, indicating Oklahomans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

The ADvantage Waiver and Personal Care Programs helped 25,315 seniors and individuals with disabilities in SFY 2012. Program participation has almost doubled in the past 10 years. These programs serve people in their homes, even though they are medically and financially eligible for nursing facility care.

- **More Oklahomans Served at Home with ADvantage and Personal Care than Nursing Facilities** <sup>1</sup>



- **Annual Taxpayer Cost: ADvantage and Personal Care Compared to Nursing Facilities** <sup>1</sup>



The Aging Services Division partners with 11 Area Agencies on Aging to provide services statewide through the Older Americans Act. 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, help for 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.

The Aging Services Division Ombudsman helps improve the quality of life and the quality of care available by advocating for the rights of residents in long-term care facilities, including nursing and residential care facilities and assisted living. The ombudsman receives complaints from residents, their friends, their friends or relatives and attempts to resolve the complaints within the facility. Ombudsmen also provide training to long-term care facility personnel and the community on various topics and can provide information on facilities statewide, including accessing inspection records.

**75th Anniversary factoid: In 1979, a long-term care ombudsman service for senior citizens was authorized by the Oklahoma legislature.**

<sup>1</sup> Excludes persons younger than 22 and adults with intellectual disabilities.

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# Turning Lives Around

It's a skill Roger Picard picked up as a youngster -- sewing comes naturally, and making quilts keeps him busy.

The 68-year-old says quilting is a hobby he can still do after a number of health issues forced him into retirement. He lost his wife a few years ago and was on the brink of suicide. That's when OKDHS stepped in.

"When you work so many years and come to a dead stop, you feel dead," Picard said. "Nothing to do, nothing to care for, losing the wife. It finally put me in a coma for three weeks. My brain just shut down. My doctor said my mind just couldn't take it anymore."

Picard got involved with the ADvantage Program administered through OKDHS. The program helped him get the proper medications he needs.

"I'm a severe diabetic and live on insulin," Picard said. "For a while I was putting out \$5,000 a year just on medications. My insurance just wouldn't cover it. Now

I'm fortunate to have DHS pick up the difference. A lot of the medications I couldn't get without DHS."

Staying busy is also something OKDHS helped Picard do by becoming active in the agency's Volunteerism Program. These days, when he's not quilting, he works in the kitchen of his retirement center, delivers meals to those who can't get out, and was even elected housing representative.

"We have a lot of people here who couldn't live without DHS," Picard said, "because they absorb the biggest amount of problems they have money-wise. Some live on food stamps, some like me need medications. We also need to feel useful and volunteering helps us with that. So without DHS it would hurt a lot of people."



“WE HAVE A LOT OF PEOPLE HERE WHO COULDN’T LIVE WITHOUT DHS.”



# Child Care Services



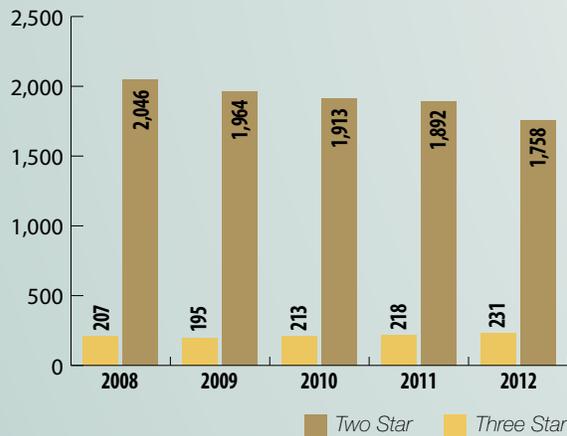
**#1** Oklahoma is ranked #1 among all the states for standards and oversight of child care homes and centers.

**4,213** monthly average of child care facilities that were licensed with a combined monthly average capacity for 135,585 children.

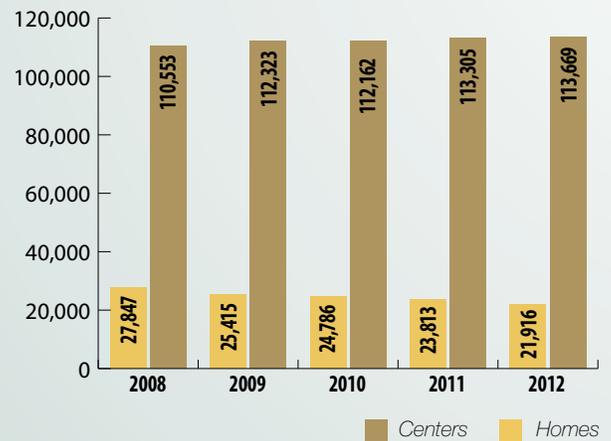
**67,108** children received subsidized child care so their parents or caregivers could participate in employment or education.

## Child Care Services

- **Number of Two and Three Star Child Care Facilities as of June 30**



- **Monthly Average Capacity for Child Care Homes and Centers**



In SFY 2012, a monthly average of 4,213 child care facilities were licensed by OKDHS' Oklahoma Child Care Services. These facilities accommodated a monthly average of 135,585 children in child care homes and centers. On average, OCCS issued 32 permits per month to child care facility applicants.

In 2012, the National Association of Child Care Resource and Referral Agencies ranked Oklahoma first among all the states for standards and oversight of child care homes and centers. Among its strengths:

- Oklahoma's health and safety standards address 10 of 10 basic standards
- Inspection and complaint reports are available online
- All family child care homes caring for one or more unrelated children are required to be licensed
- Routine and complaint-based inspections are unannounced

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: One Star, One Star Plus, Two Star and Three Star.

Research indicates that young children whose care is provided by a trained adult in a developmentally appropriate environment have better outcomes and are better prepared to enter school 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.

**75th Anniversary Factoid: In 1963, the Oklahoma legislature passed the Oklahoma Child Care Licensing Facilities Act.**



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# Foster Parenting: A Life-Changing Experience

**G**uy and Lisa Feist are Oklahoma's very own "Brady Bunch." With three boys and three girls, the Edmond couple is always on the move.

More than eight years ago, the Feists decided to become foster parents. Working closely with OKDHS, Guy and Lisa say they admire the caseworkers who helped put them on this path.

A couple of years ago, Lisa heard of an infant who was born premature, addicted to cocaine with a host of other medical problems. One of the most serious was a heart defect.

"The hospital can't keep kids past 28 days, and without a family, this precious little child was going to be moved to a center where she would die," Lisa said. "I talked to Guy and we made the decision to take her into our family. DHS was so great to work with, and within four days little Mia became part of our lives."

Three months later, Mia received a heart transplant and today she is a happy, healthy two year old.

"I think one of the best parts of this story is another family we encountered," Guy said. "I played golf with a fellow, and knew him casually. I told him on the golf course about Mia, and he suddenly became very quiet. A short while later, he called and said he and his wife were adopting a child. He told me DHS had originally asked them to take Mia, and they thought the task was too overwhelming. When he found out Lisa and I took her, he was very surprised. So he and his wife re-evaluated their lives and adopted a child with HIV. That was just unbelievable, and I am so proud of them."

"The DHS system has been wonderful," Lisa said. "They've bent over backward to help us on our journey, and it really has been a life-changing experience."



“I TALKED TO GUY AND WE MADE THE DECISION TO TAKE HER INTO OUR FAMILY. DHS WAS SO GREAT TO WORK WITH, AND WITHIN FOUR DAYS LITTLE MIA BECAME PART OF OUR LIVES.”



# Child Support Services



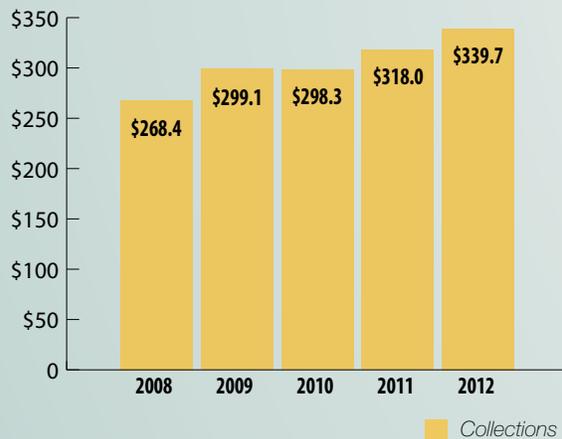
**\$339.7** million was collected from non custodial parents in support of their children

**222,444** children were benefiting from child support services on June 30, 2012.

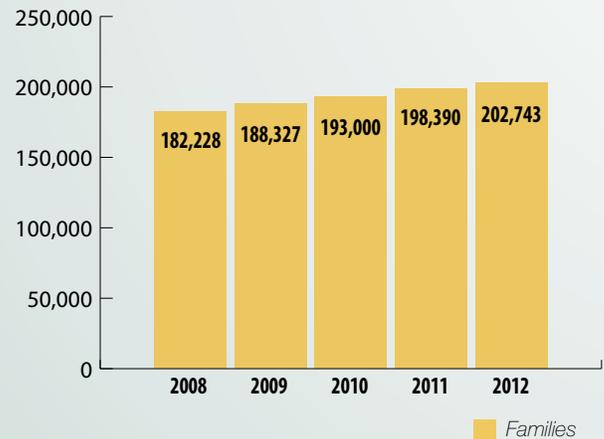
**#2** ranked in the nation for paternity establishment.

## Child Support Services

- *Child Support Collections Increased in 2012*



- *More Families Benefit from Child Support Collections*



If a parent fails to participate in a child's life, it often falls on taxpayers to pick up the bill. OKDHS' Oklahoma Child Support Services helps all taxpayers by enforcing both parents' financial responsibility for the support of their children. More than that, research shows that children with both parents financially supporting them are more likely to succeed in life. A child receiving a reliable source of support is more likely to finish high school, go to college and have a stable marriage. Paying child support is one way both parents play a part in helping their child succeed.

OCSS acts as an economic advocate for the children of Oklahoma. The division also helps families become self-sufficient and, for those who are not receiving public assistance, to remain self-sufficient.

OCSS had a 6.4 percent increase in collections last year and 121 percent overall increase in 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 current support collections, total collections and cost effectiveness.

OCSS received the National Child Support Enforcement Association's 2011 Outstanding Program Award. OCSS employees look forward to providing services that continue to promote healthy families while reducing costs to taxpayers.

**75th Anniversary Factoid: A Child Support Enforcement Division was created within OKDHS in 1989.**



# Understanding Child Support

Lyndell Brooks ministers to his parishioners every Sunday morning at Duncan's Jubilee Full Gospel Tabernacle. It's a family affair, with his wife and son sharing the chores of keeping the sanctuary in order.

But life hasn't always been a joyous celebration for Brooks. His first wife divorced him, taking the kids and moving out of state. Brooks paid child support faithfully for years without ever getting to see his children -- so he stopped paying. That's when he was sent to the county jail.

"I did not understand the system," Brooks said. "Finally after being incarcerated I began cooperating with DHS, and things began to turn around for me."

While he was incarcerated, Brooks became a trustee at the jail and began working for the sheriff. The day after his release, the sheriff showed up at his house again -- but this time it was to offer him a job.

Today Brooks is remarried and his oldest son moved back to Oklahoma and works with him at the church. He has a positive attitude and is making the most of this next phase of his life.

"The incarceration taught me a lot," he says. "What it taught me was patience and to look farther into what was going on in my life. If we look at the positive instead of the negative then we stand a better chance of making things change and happen. I still have a great relationship with LeAnn (his OKDHS case worker) and I am grateful to DHS because my experiences have made me the man I am today."

A middle-aged man with short, light-colored hair is sitting in a church pew. He is wearing a blue and white plaid button-down shirt. He is looking slightly to his left with a thoughtful expression. The background shows a church interior with a large wooden cross on the wall and blue pews. A yellow circular light fixture is visible in the upper right.

“FINALLY AFTER BEING INCARCERATED I BEGAN COOPERATING WITH DHS, AND THINGS BEGAN TO TURN AROUND FOR ME.”



# Child Welfare Services

(formerly Children and Family Services Division)



**115,963** children were alleged to be victims of abuse and neglect.

**9,842** children were substantiated to be victims of child abuse and neglect.

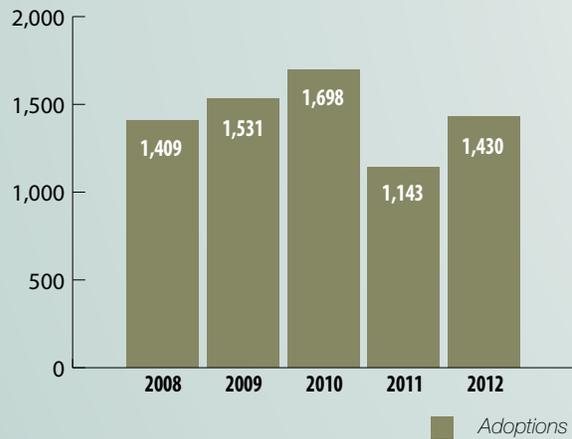
**9,132** children were in state custody at the end of the fiscal year.

**1,430** children were adopted out of the foster care system. Oklahoma's adoptions are twice the rate of the national average.

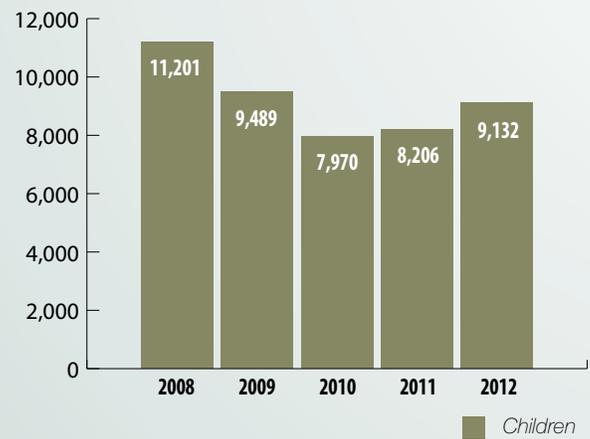
**13,114** children and their adoptive families continue to receive adoption subsidy payments.

## Child Welfare Services

### • Finalized Adoptions



### • Children in Out-of-Home Care (end of year)



In order 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 SFY 2012, OKDHS staff finalized 1,430 adoptions. Per capita, Oklahoma adoptions are twice the rate of the national average. In a few cases, adoptions do not work out. In SFY 2012, there were 29 adoption dissolutions (less than 1 percent of finalized adoptions). On average, these dissolved adoptions lasted 68 months.

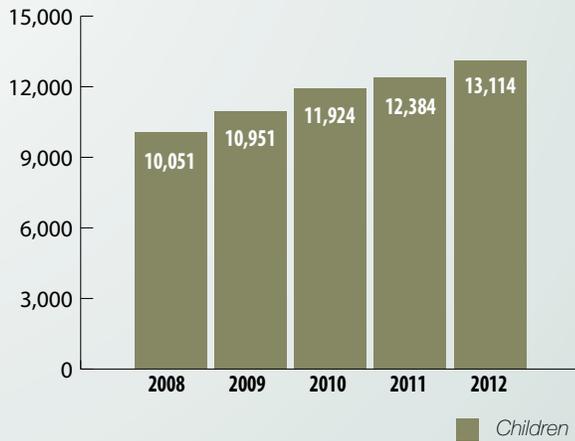
Out-of-home care is a term describing all kinds of care offered to children including foster care, inpatient care, trial adoption, trial family reunification and similar services.

OKDHS protects children from abuse and neglect. In SFY 2012, OKDHS received more than 68,000 reports of alleged child maltreatment related to 115,963 children. More than 5,500 of those reports were substantiated, which involved 9,842 children.

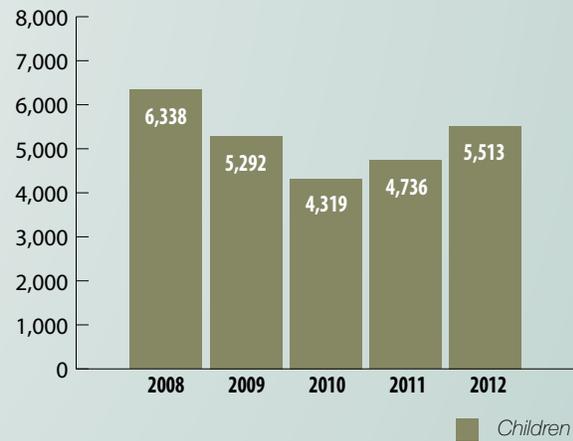
Protecting children from family abuse and neglect is the goal of OKDHS Child Welfare Services. This program receives reports of abuse and neglect, conducts investigations and assessments, and makes recommendations to the court when abuse or neglect is substantiated.

## Child Welfare Services

- *Children Qualifying for Adoption Assistance (at end of year)*



- *Children Entering Out-of-Home Care*



OKDHS contracts with community-based providers throughout the state to provide child abuse prevention and intervention services designed to keep families together. The Oklahoma Pinnacle Plan, a five-year improvement plan for the OKDHS foster care system, was approved by neutral monitors (co-neutrals) as part of the settlement of a class action lawsuit.

The agency began implementing the improvements this fiscal year and will continue to implement this plan over the next few years.

### 75th Anniversary Factoids:

The Division of Child Welfare was created in August 1936.

The statewide Child Abuse Hotline – 1-800-522-3511 – was established in 1975.

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# A Special Kind of Foster Parent

Sharon Dean took a different path than many other foster parents. For years she worked as a foster care specialist in the OKDHS Developmental Disabilities Services Division, certifying homes and making sure each home was right for each child.

Now that she is retired from OKDHS, they call her “Momma Sharon” and she’s a foster parent to children with developmental disabilities. She has cared for seven children in the last seven years, some with significant health and behavior problems.

“If it’s really what you want to do, it’s nothing that you can’t handle,” says Dean. “You have to understand that you’re not going to change these children’s intellect or abilities, you’re going to have to change yourself if you’re going to do this. I have to say, okay, this is what I’m going to have to do to make this work.”

While she knows what a challenge being a foster parent can be, Dean also knows the rewards. “It means I have somebody to love. Hands on, every day. When she walks in the door she gives me a smile.”

“I tell you what, when I retired, I did not want to retire and do the things that old people do,” Dean says. “I wanted to retire and still do the things that young people do. I love going to the fair. I love going to the movies, swimming at the Y and horseback riding. Young people keep you on your feet.”

Whether her foster child is swinging on her favorite swing, playing with the dog, or riding her bike, she knows Momma Sharon will be there.

“I want them all to know this. You can always come here and put your head down and rest. You can always eat. You can always have a good time. You can call me if you need me. If I can do it, I will.”



“YOU HAVE TO UNDERSTAND THAT YOU’RE NOT GOING TO CHANGE THESE CHILDREN’S INTELLECT OR ABILITIES, YOU’RE GOING TO HAVE TO CHANGE YOURSELF IF YOU’RE GOING TO DO THIS.”



# Developmental Disabilities Services



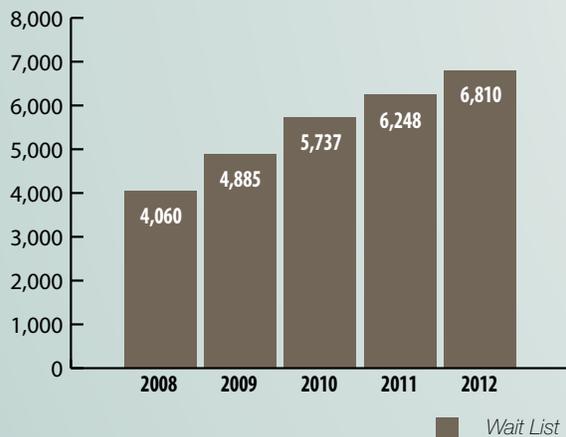
**9,894** individuals with developmental disabilities received either state funded or Medicaid financed services to live and work in their communities.

**61%** percent of adults in developmental disabilities services were employed in jobs in their communities – one of the highest percentages in the nation.

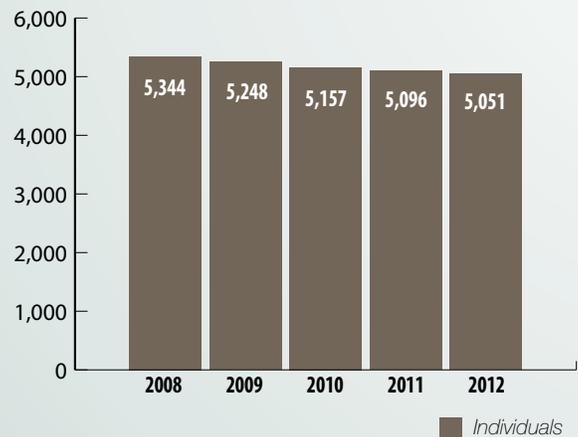
**6,810** people are on a waiting list for community-based services from Developmental Disabilities Services.

## Developmental Disabilities Services

### • *DDSD Wait List*



### • *Individuals Receiving Home and Community-based Waiver Services*



Home and community-based services helped 5,051 Oklahomans with intellectual disabilities receive services in community settings. The Developmental Disabilities Services Division operates four home and community-based Medicaid waiver programs. Services provided through the waiver programs help eligible individuals live and fully participate in their home communities rather than in institutional settings. Services are arranged and coordinated through DDSD area staff and case managers.

The demand for community services continues to increase. The number of people requesting waiver services now exceeds the number of those receiving services. Fortunately, many of these individuals receive other supportive services from DDSD such as state funded sheltered workshop services, community integrated employment and, for certain eligible families, a monthly cash 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 intellectual disabilities. Sixty-one percent of service

recipients are in supported employment, compared to the national average of 20 percent. In SFY 2012, DDSD partnered with the Oklahoma Developmental Disabilities Council and joined the State Employment Leadership Network. The SELN is a member-based network of state intellectual disabilities/developmental disabilities agencies committed to making changes in service systems to improve outcomes in integrated employment.

The Office of Client Advocacy provides advocacy services to residents of the resource centers and the Robert M. Greer Center, former residents of Hissom Memorial Center and other DDSD service recipients who have special advocacy needs. OCA advocates help individuals resolve issues involving access to needed services or the quality of services and provide an independent voice for all DDSD service recipients to ensure they are receiving necessary and appropriate services tailored to their specific needs.

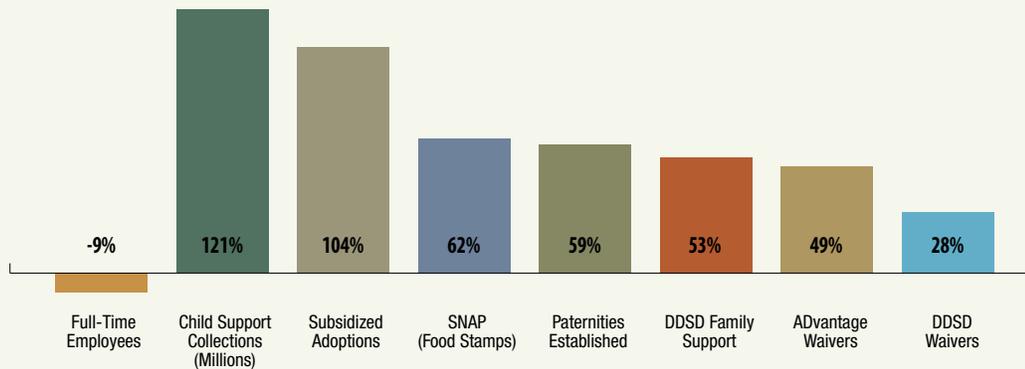
**75th Anniversary Factoid: Oklahoma's first Home and Community Based Waiver was approved by the federal government in 1985.**



# Accountability

OKDHS is improving operational efficiencies to assure 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.

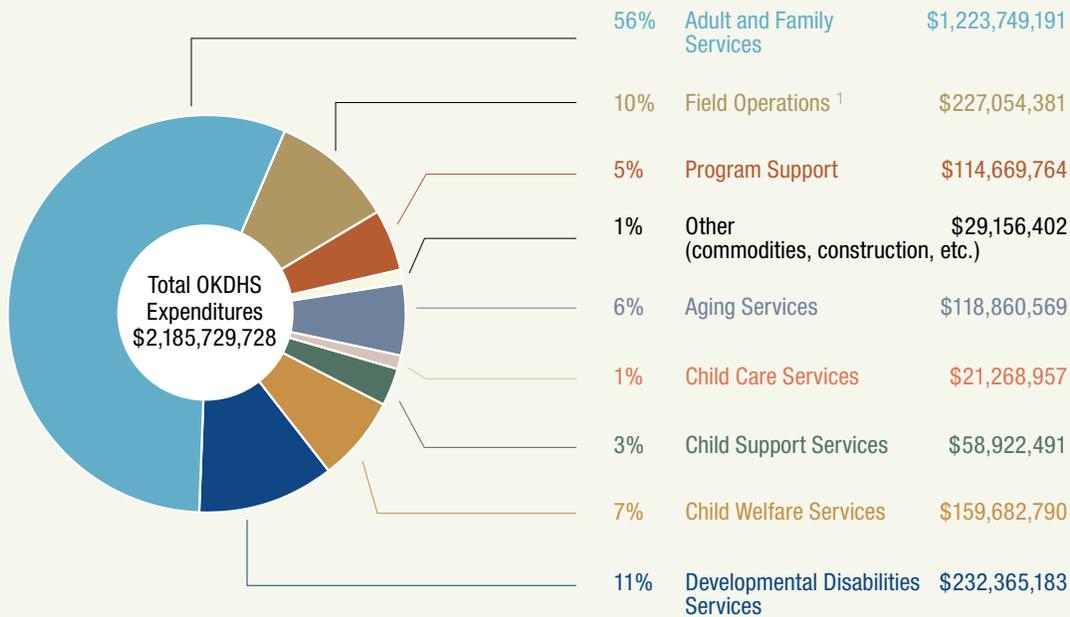
- *OKDHS Productivity Gains SFY 2003 vs. SFY 2012*



	Full-Time Employees	Child Support Collections (Millions)	Subsidized Adoptions	SNAP (Food Stamps)	Paternities Established	DDSD Family Support	ADvantage Waivers	DDSD Waivers
<b>2003</b>	7,706	\$153.4	6,434	550,980	12,704	1,472	14,298	3,953
<b>2011</b>	7,257	\$318.0	12,384	880,939	20,543	2,258	21,341	5,096
<b>2012</b>	7,041	\$339.7	13,114	891,555	20,238	2,255	21,317	5,051

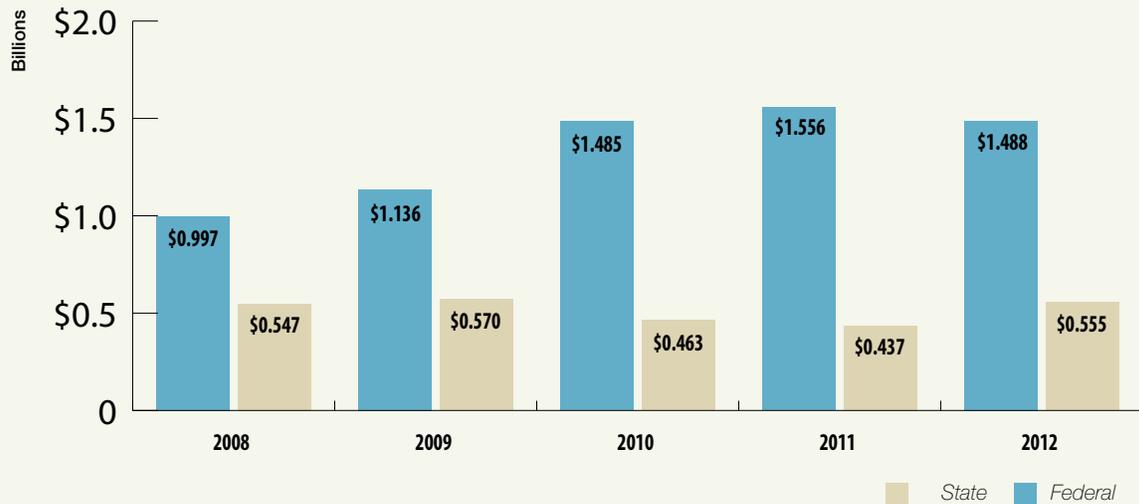
OKDHS is funded through state and federal funds. State funds are used to meet federal matching requirements, maintain programs and services, and fund programs that have limited or no federal funding.

- **Total OKDHS Expenditures**

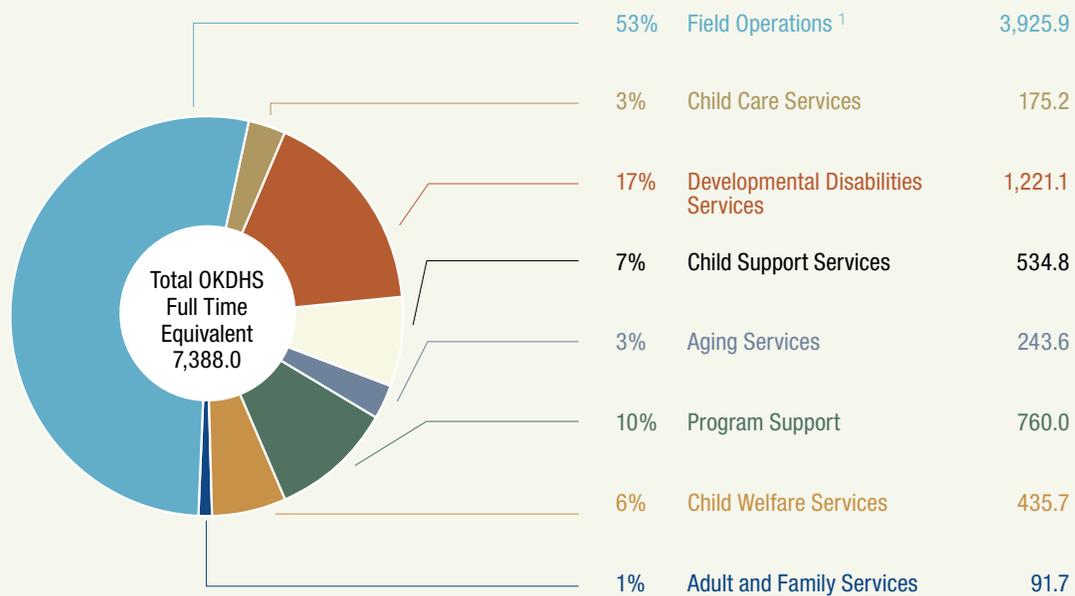


<sup>1</sup> Field Operations Expenditures, including payroll, are being merged into AFS and CWS.

• *OKDHS Budget*



• *Total OKDHS Full Time Equivalent Employees*



<sup>1</sup> Field Operations employees are being merged into AFS and CWS.

# STATISTICAL SUMMARY

## State Fiscal Years 2011, 2012

Programs	FY 2012	FY 2011	Percent Change
<b>OKDHS Expenditures</b>	<b>\$2,185,729,722</b>	<b>\$2,169,596,650</b>	<b>0.74%</b>
Authorized Adoption Placements (SFY)	1,530	1,382	10.71%
Adoptions Finalized (SFY)	1,430	1,143	25.11%
Adoption Subsidies (EOFY)	13,114	12,384	5.89%
Adult Protective Services, Investigations (SFY)	16,012	17,135	-6.55%
Adult Protective Services, Substantiated (SFY)	8,845	9,329	-5.19%
Child Care, Services Provided (MA)	36,444	39,107	-6.81%
Child Care, Licensed Facilities (MA)	4,213	4,470	-5.75%
Child Care, Licensed Capacity (MA)	135,585	137,118	-1.12%
Child Protective Services, Investigations (SFY)	34,030	21,818	55.97%
Child Protective Services, Assessments (SFY)	10,202	26,575	-61.61%
Child Protective Services, Substantiated (SFY)	9,842	8,110	21.36%
Child Support Services, Collections (SFY)	339,665,822	317,993,421	6.82%
Child Support Services, Cases (QA)	202,743	198,390	2.19%
Child Support Services, Paternities Established (SFY)	20,238	20,543	-1.48%
Commodities (SFY)	11,295,753	16,013,397	-29.46%
Developmental Disabilities Persons (EOFY)	9,894	N/A	N/A
Elderly Support Services, ADvantage Meals (SFY)	2,941,132	2,767,822	6.26%
Elderly Support Services, Congregate Meals (SFY)	1,832,786	1,878,973	-2.46%
Elderly Support Services, Home Delivered Meals (SFY)	1,491,861	1,451,480	2.78%
Out-of-Home Care (EOFY)	9,132	8,206	11.28%
State Supplemental, Cases (MA)	89,054	88,729	0.37%
State Supplemental, Persons (MA)	89,060	88,738	0.36%
State Supplemental, Expenditures (SFY)	38,534,497	38,970,500	-1.12%
SNAP (Food Stamp), Cases (UND)	389,072	375,170	3.71%
SNAP (Food Stamp) Program, Persons (UND)	891,555	880,939	1.21%
SNAP (Food Stamp) Program, Value (SFY)	953,071,703	945,039,010	0.85%
TANF, Cases (UND)	15,934	17,049	-6.54%
TANF, Persons (UND)	39,314	42,836	-8.22%
TANF, Expenditures (SFY)	24,025,694	23,965,523	0.25%
TANF, Hardships (SFY)	122	105	16.19%

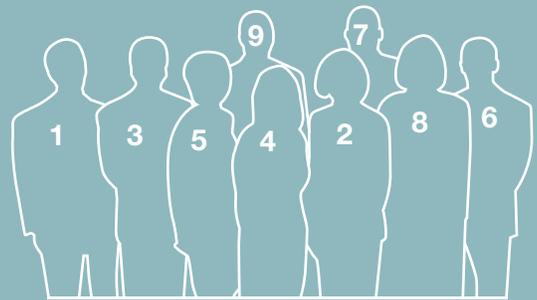
**Developmental Disabilities Persons does not include applications for Family Support Assistance Program if they did not receive a payment.**

SFY = State Fiscal Year MA = Monthly Average EOFY = End of Fiscal Year UND = Unduplicated count for SFY QA = Quarterly Average

## 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.

1. **Wes Lane**, Chairman, Oklahoma City, Term 2011-2020
2. **Aneta F. Wilkinson**, Vice-Chairman, Tulsa, Term 2004-2013
3. **Brandon Clabes**, Choctaw, Term 2012-2018
4. **Linda English Weeks**, Norman, Term 2010-2019
5. **Pamela Kanaly**, Edmond, Term 2012-2015
6. **Michael L. Peck, O.D.**, Enid, Term 1999-2017
7. **Myron Pope**, Edmond, Term 2012-2014
8. **Karen Waddell**, Oklahoma City, Term 2012-2021
9. **Brad Yarbrough**, Oklahoma City, Term 2011-2016



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