



State of Change

Annual Report 2013

A young girl with blonde hair, wearing a blue and white plaid dress, stands with her arms crossed. She is positioned in the center-right of the page, surrounded by various positive words.

child Support HOPE
Heart Possibility
confidence Expectation
 LOVE
Developmental Adult and Family
Disabilities opportunity
Belief Dream
child care child welfare
Trust Faith
Aging Anticipation



MISSION

We improve the quality of life of vulnerable Oklahomans by increasing people's ability to lead safer, healthier, more independent and productive lives.

VISION

DHS provides help and offers hope to vulnerable Oklahomans through stronger practices, involved communities and a caring and engaged workforce.

VALUES

- Compassion • Respect • Safety • Quality • Innovation



CONTENTS

Introduction	07
Director's Letter	08
Adult and Family Services	10
Aging Services	16
Child Care Services	20
Child Support Services	23
Child Welfare Services	28
Developmental Disabilities Services	32
Office of Inspector General	36
Adult Protective Services	38
Accountability	41
Statistical Summary	43

Detailed data tables are available
online at www.okdhs.org/library/rpts/



*The thing that lies at the foundation of positive change...
is service to a fellow human being.*

Lech Walesa, 1983 Nobel Peace Prize recipient

INTRODUCTION

From child welfare reform to technology consolidation, organizational restructuring to new leadership, one thing is certain: the Oklahoma Department of Human Services is in a state of change.

Frequent change has occurred throughout our agency's 77-year history. We're used to it.

State Fiscal Year 2013 saw the arrival of our 17th director, Ed Lake, who came to DHS with decades of experience in human services. We also saw a significant change in the governance of our agency with an historic vote that abolished the Oklahoma Commission for Human Services.

As we navigate change, we continue to learn, grow, and find new and innovative ways of doing things. We are making improvements and adjustments in our programs, processes and operations, while being responsible stewards of state resources.

Moving forward, our agency will focus on the key areas of customer service, partnerships, employee engagement, business process improvement, communication and accountability. Accomplishments in these areas will provide the foundation for continued progress.

While our organizational chart may have changed over the past 12 months, our focus remains constant: helping vulnerable Oklahomans help themselves live safer, healthier, more independent and productive lives.

Director's letter



As I complete my first year as director of the Oklahoma Department of Human Services, I reflect upon how much change has occurred in this agency over the past year. My first day on the job, Nov. 1, 2012, marked a historic meeting and vote by the Commission for Human Services to close the Northern and Southern Oklahoma Resource Centers by August 2015. That meeting of the Commission was to be the last in the agency's history. On Nov. 6, 2012, Oklahomans voted to change the governance of the agency by abolishing the Commission and requiring the director of DHS to report directly to the governor. That legislation also created citizen advisory panels to provide advice to the director in various areas of the agency.

When I arrived at DHS, I was impressed with the accomplishments of the agency's staff during a year of momentous changes. DHS had already successfully consolidated its information technology services with the Office of Management and Enterprise Services. The agency had also undertaken a massive reorganization of Child Welfare Services and combined two other divisions to form Adult and Family Services. Throughout this past year, I have continued the reorganization to create efficiencies in operations and improve our responsiveness to clients, providers and community partners.

I have traveled the state, meeting many of our employees, clients and key stakeholders, and listened to their thoughts and concerns. After those listening sessions, I believed it was important to pull together our leadership team and create a strategic plan that addresses many of those concerns and guides our agency's improvement efforts over the next two years.

Protecting and helping our most vulnerable citizens is at the heart of everything we do in this agency. In the protection of children, we completed the first full year of the Pinnacle Plan, a five-year improvement plan for our foster care system. Although we didn't meet all of our goals, we have made substantial progress.

Our Child Welfare Services staff recruited 769 new foster families and contracted with four private agencies to help recruit and support more foster families in the coming year. We added 590 more frontline workers, assistants and supervisors to the Child Welfare workforce. These new employees will help reduce workloads in the coming year and lower the worker-to-supervisor ratio resulting in better services to children. With more than 1,000 additional children in state custody by the end of this fiscal year, we were able to significantly reduce the use of shelters for the youngest of the children coming into care. While we still have much more work to do, we are committed to meeting our goals in the Pinnacle Plan and continuing to make meaningful improvements to our foster care system.

Historic change occurred in the way DHS serves people with developmental disabilities as our agency began to process the closing of 100-year-old institutions, the Northern and Southern Oklahoma Resource Centers (NORCE and SORC), and transitioning the residents into community homes. At the beginning of the fiscal year which began July 1, 2012, there were 235 residents living in NORCE and SORC. By the end of the fiscal year, Developmental Disabilities Services had overseen the successful transition of 24 residents, leaving 211 left to move over the next year. DDS staff is working one-on-one with residents and their families to ensure their health and safety as they make their moves. Research and our own state's history of community services shows people with all levels of disabilities have a high rate of success and quality of life when living in the community.

Another faction of our most vulnerable citizens is those who are aging. Last year, the ADvantage Waiver program continued to help our aging population stay in their own homes longer and delay nursing home care. The Adult Day Services program gave seniors a place to go during the day where they could interact

with their peers and receive quality care, allowing their caregivers an opportunity for respite to work or to take care of their own needs.

Other programs throughout the agency indicate the many needs our clients face. Putting food on the table is just one of those, and the Supplemental Nutrition Assistance Program helped feed nearly 890,000 Oklahomans last year. Record numbers of citizens continue turning to DHS for help, many of them children, the elderly and people with disabilities.

Child Support Services continues to lead the nation in helping ensure children's needs are met and their parents are held responsible. This program has one of the highest rates of return for the investment of state dollars. For every dollar spent on Child Support Services, the division provides \$4.65 worth of services to the state.

Our agency tackles all of these issues and more on a daily basis. Our child care licensing staff is on-site immediately if a problem arises in a child care home or facility. Adult Protective Services staff works to prevent abuse and neglect of vulnerable adults who are aging and those with disabilities. Our Office of Community and Faith Engagement is coordinating our agency's efforts to engage community and faith partners and recruit volunteers to help further our mission.

We have accomplished a great deal during the past year, and our work continues. The changes we experienced have made us stronger and have given us a renewed passion and impetus to serve our fellow Oklahomans.



Ed Lake, Director of Human Services

Adult and Family Services

889,137

Oklahomans in more than 394,000 families received access to food and nutrition through the Supplemental Nutrition Assistance Program (SNAP)

\$957 million

worth of food items were purchased at 3,359 retail outlets including farmers' markets, through SNAP

2,388

monthly average of child care providers who received more than \$126 million through state subsidies

3,176

adults participated in the Temporary Assistance for Needy Families (TANF) program on average each month

88

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

In SFY 2013, DHS restructured the Adult and Family Services (AFS), Child Welfare Services (CWS) and Field Operations divisions into two service areas. The two restructured service areas, AFS and CWS, absorbed all functions of Field Operations across the state, thereby bringing field and program staff together, aligning goals, breaking down barriers to effective communication, and providing more support to frontline staff.

Under this new structure, AFS continues to provide a lifeline to Oklahomans in need by helping them obtain food, health care, child care, employment and cash assistance.

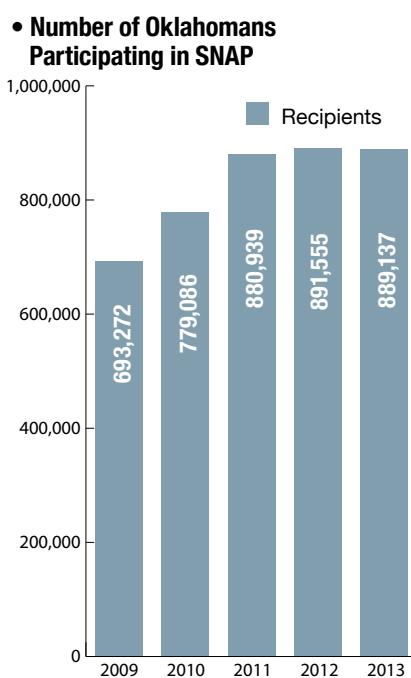
Supplemental Nutrition Assistance Program

SNAP helps low-income individuals and families improve access to nutritious food. The average benefit is \$4.27 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 3,359 retail grocery outlets, including farmers' markets. Altogether, 394,916 Oklahoma families participated in the program in 2013 – almost 6,000 more than in the previous year. In 2013, DHS distributed \$957,410,657 in food benefits – a slight increase over the previous year and double the amount distributed six years ago. DHS continues to receive recognition from the U.S. Department of Agriculture for outstanding administration of the SNAP program.

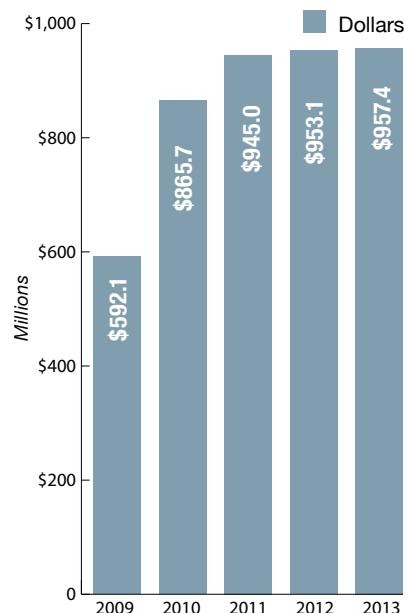
Quality, affordable health care

In SFY 2013, SoonerCare (Medicaid) provided health care coverage to 998,838 Oklahomans. DHS determines eligibility for health care services to individuals who meet income and health-related criteria. The Oklahoma Health Care Authority administers the SoonerCare program in Oklahoma, while DHS 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 specific income and resource standards, the individual must be blind or disabled according to Social Security Administration guidelines or be age 65 or older. This federally mandated program provides a small amount of cash assistance to eligible individuals.



- SNAP Grew to More Than \$957 Million



Child care assistance

DHS 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 ensures families receive benefits quickly enough to eliminate endangering employment or training/education activities, and helps maintain good working relationships with child care providers.

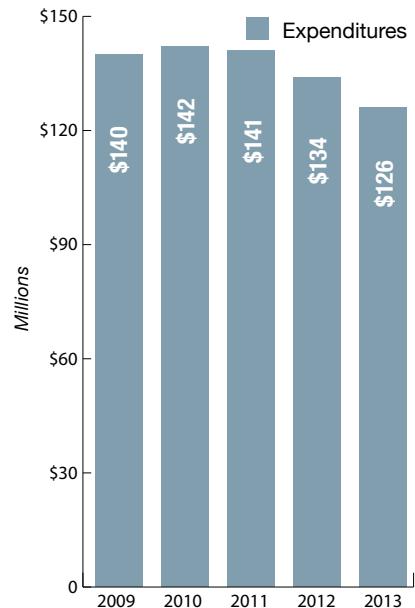
Job training and education services

DHS job training and education services have helped many Oklahoma families become more economically independent. The Temporary Assistance for Needy Families (TANF) program provides parents cash assistance and employment services to help improve and sustain their families' economic self-sufficiency. Since welfare 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.

This year, AFS partnered with several state and federal organizations in serving Oklahomans, including:

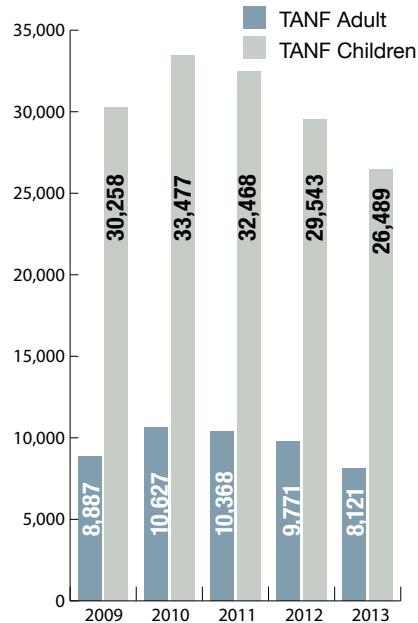
- The Department of Commerce for weatherization services through the Low Income Home Energy Assistance Program
- The Oklahoma State Department of Health and the Maternal and Child Health Bureau of the Health Resources and Services Administration for the Children's Special Health Care Needs program
- Family Expectations for a program for new parents or couples having a baby
- The Oklahoma Marriage Initiative for marriage education workshops throughout the state
- The Department of Mental Health and Substance Abuse Services and Carl Albert State College to help TANF clients get started on the right path based on assessment results
- The Department of Education and the Department of Libraries for Adult Basic Education programs including GED and literacy to ensure that TANF clients are ready for the next step of either employment or training
- Oklahoma's Department of CareerTech and State Regents for Higher Education to provide extensive employment and retention services for TANF clients at technology centers and community colleges across the state
- Numerous transportation providers to get TANF clients to their various work activities
- The University of Oklahoma Center for Public Management, Oklahoma State University Extension Offices and the Salvation Army for Bridges Out of Poverty training
- The University of Oklahoma, Oklahoma State University and the Chickasaw Nation to provide SNAP nutrition education services
- The Regional Food Bank of Oklahoma and the Community Food Bank of Eastern Oklahoma to provide food benefit outreach

• **Child Care Subsidies**



Going forward, AFS is implementing business process analysis and process improvement projects to increase service delivery consistency, standardize business processes, and improve customer service consistently throughout the state. AFS is also working to expand policy development to develop and implement uncomplicated policy based on both rule and reasonable expectation, and launch communication improvement initiatives using the foundation of vertical integration to provide even better service to Oklahomans.

- **TANF Participation**



Breaking the stereotype

It was just a few short years ago when Shawnee couple William and Melisa Spurgeon saw their worlds begin to unravel. Melisa lost her job, and, a while later, William was laid off as well.

"It was so stressful," Melisa said. "You didn't know if the kids were going to eat. You didn't know if you were even going to have electricity to cook food or to keep food. All those things go through your mind. It would have been OK for William and I to have lived on bread and butter, but we didn't want the kids to go without."

The Spurgeons talked it over and decided on a course of action. They decided to enlist the help of DHS.

"I come from a poor but very proud family, so accepting SNAP benefits was a hard thing to do," William said. "It's such a big stereotype. As soon as you mention food stamps, people automatically think of someone living in a small trailer with a hole in the roof and kids running around in their underwear. But it's not like that. Sometimes you just don't have enough to feed your family for whatever reason."

Using the help they received from DHS allowed Melisa to finish her nursing degree. Today she is a registered nurse at St. Anthony Hospital. William completes his degree in the fall and will become a medical lab technician.

"DHS was definitely part of our success," Melisa said. "You guys helped feed my kids. That seems like such a simple, basic need. But you just don't realize how much that breaks your heart as a parent when you realize you don't have enough money for food. We wouldn't be here if it wasn't for DHS."





Aging Services

40,665

seniors received more than 6 million meals through statewide nutrition sites

24,750

Oklahomans who are financially and medically eligible received care in their own homes through the ADvantage waiver and Personal Care programs

\$300 million

in savings to taxpayers is realized annually by individuals receiving in-home care through the ADvantage waiver program instead of receiving care in a nursing home

2.26 million

volunteer hours provided the state with more than \$41.3 million in cost savings and services to seniors

DHS Aging Services helps connect older Oklahomans with vital services such as food, health care, personal care, transportation and legal advice.

Registered dieticians 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 to medical appointments, and information and referral.

The *ADvantage* waiver program provides Medicaid services to help seniors who are frail and adults with physical disabilities stay at home instead of going to a nursing facility. The *ADvantage* waiver and Personal Care programs helped more than 24,000 people in SFY 2013.

The Aging Services' Office of the State Long-Term Care Ombudsman program helps improve seniors' quality of life and the quality of care by advocating for the rights of residents in long-term care facilities, including nursing and residential care facilities and assisted living. When complaints are received, the ombudsman attempts to resolve the complaints within the facility. In SFY 2013, the Ombudsman program received more than 5,400 complaints, 99 percent of which were resolved without involving enforcement entities.

In SFY 2013, Aging Services fully implemented an Electronic Benefits Transfer payment system at 30 adult day centers statewide. The new system is more efficient, allows for more accurate tracking of participant attendance, and allows providers to be paid weekly rather than monthly.

Aging Services received two new federal grants in SFY 2013 that allow the expansion of a statewide legal hotline for seniors and expand the chronic disease self-management program to reach underserved Native American and Hispanic populations. Four other existing grants continued to be implemented.

- **More Than 6 Million Senior Meals Provided**



- **More Oklahomans Served at Home with ADvantage and Personal Care than Nursing Facilities¹**



- **Annual Taxpayer Cost: ADvantage and Personal Care Compared to Nursing Facilities¹**



¹ Excludes persons younger than 22 and adults with intellectual disabilities.

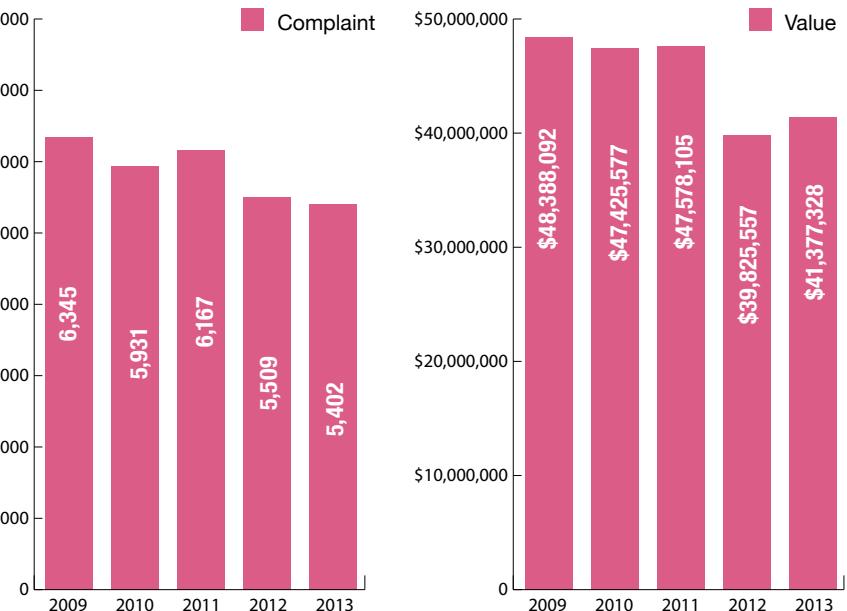
In December, Aging Services staff gathered donations and distributed holiday gifts to 107 homeless veterans and 85 residents of the Lawton Veterans Center.

Aging Services continued collaborations with organizations such as the Oklahoma Health Care Authority, Oklahoma Insurance Department, Oklahoma Employment Security Commission, Oklahoma Department of Agriculture, Food and Forestry, Oklahoma County Coalition Against Financial Exploitation of the Elderly, Oklahoma Healthy Aging Initiative, Oklahoma Indian Council on Aging, and the Oklahoma Respite Resource Network.

In SFY 2014, Aging Services will expand the ADvantage program's Consumer-Directed Personal Assistance Services and Supports (CD-PASS) statewide, launch the Oklahoma Aging and Disability Resource Consortium Web Portal, and implement national initiatives such as the "Got An Hour?" volunteer campaign and the National Association of States United for Aging and Disabilities' "We Can Do Better" campaign.

- **Number of Complaint Allegations Received by Ombudsman Program**

- **Aging Services Volunteer Hours Value (Based on industry standard of \$18.28 per hour)**



Going to school

Five days a week, Aunita Pearce brings her mother, Mary, to the Easter Seals Adult Day Center in Oklahoma City.

“She calls it ‘going to school,’” Aunita said with a laugh. “I think that is why she’s doing so well. Mom was on hospice last year after she broke both of her hips. But, through the DHS, we got her enrolled in the Adult Day Program and her whole attitude changed.”

“Going to school” allows Mary an opportunity to get out of the house, play bingo, and visit with people her own age.

“She met a new friend named Doris,” Aunita said. “She is just so excited to come here every day and see her friend. They are both solid white-headed and they just talk up a storm!”

Taking her mother to the center has also given Aunita a bit of a breather. She is the sole caregiver and was not prepared for becoming the parent to her parent.

“You don’t have a life,” Mary said. “I could be doing a lot of other things, but that’s my mother. Once we started bringing her to the adult day center, it gave me more of a life. More importantly, Mom is happy. I think if she can continue to come here she can live to be 100. I honestly do, because that is just how happy this makes her. And the help we get through DHS is what is making it all possible.”



child care Services

Ranked #1

in the U.S. for standards and oversight of child care homes and #4 for child care centers

3,960

monthly average of child care facilities that were licensed with a combined monthly average capacity for 132,625

63,270

children received subsidized child care so their parents or caregivers could participate in employment or education

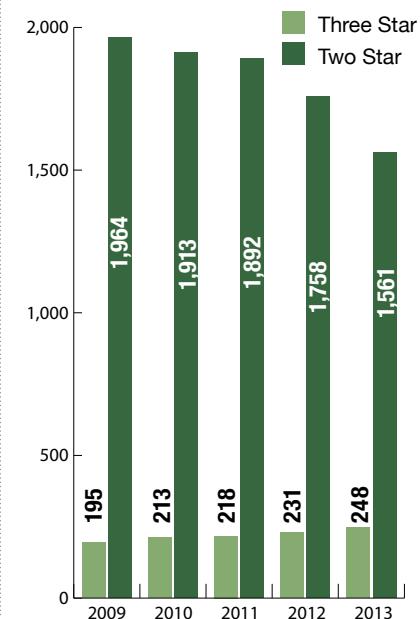
Young children whose care is provided by a trained adult in a developmentally appropriate environment have better outcomes and are better prepared to enter school than children left alone or with caregivers who have no basic health and safety training. DHS may intervene when young children are left alone or are in an unlicensed child care setting. Child Care Services (CCS) measures the number of providers and their capacity in order to evaluate access and choice of care for families. CCS also tracks the use of subsidized care to evaluate the percentage of children enrolled by quality criteria 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.

In SFY 2013, 3,960 child care facilities were licensed by CCS. These facilities accommodated a monthly average of 132,625 children in child care homes and centers. On average, CCS issued 57 permits per month to child care facility applicants.

Productivity and efficiency in field staff operations improved this year, thanks to the implementation of a new Child Care Licensing System mobile application. This application allows field staff to quickly and accurately calculate staff-child ratio during a monitoring visit using an iPhone or tablet PC.

In order to build stronger relationships with providers and identify areas for improvement, a series of five child care community meetings were held across the state in SFY 2013. Child care providers were encouraged to share concerns or suggestions regarding licensing, the Reaching for the Stars program, and subsidies related to improving the quality and availability of child care. As a result of the community meetings, standing quarterly meetings with child care providers are now held to improve communication and service. In addition, all CCS staff received training in building positive partnerships, balanced use of authority, and customer service.

• Number of Two- and Three-Star Child Care Facilities as of June 30, 2013



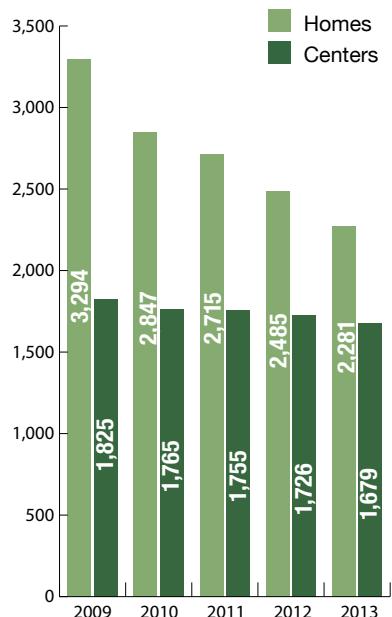
Oklahoma Professional Development Registry

CCS maintains the Oklahoma Professional Development Registry to provide valuable information about Oklahoma's early childhood workforce, such as child care professional turnover, number of professionals in the industry, credentials and professional development needs. In addition, the registry improves the process of approving and tracking professional development of child care professionals.

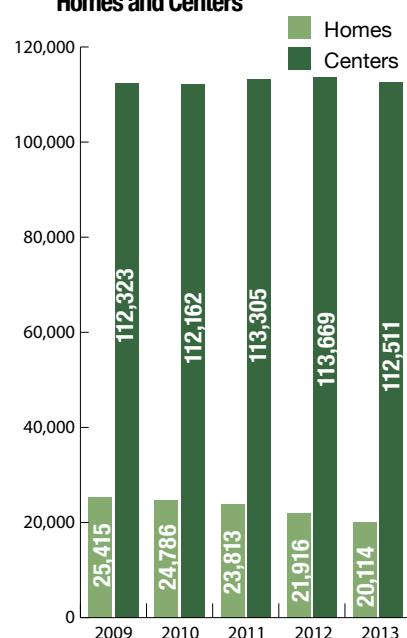
Reaching for the Stars

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.

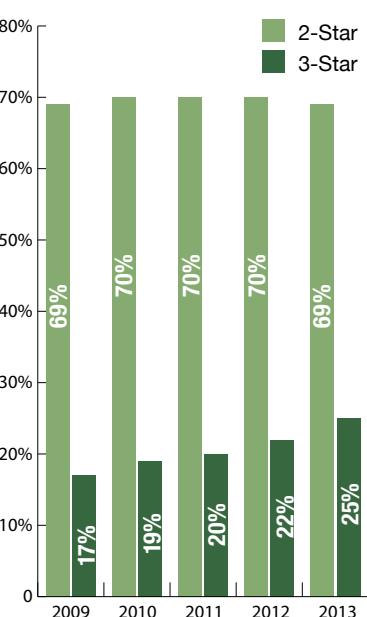
- **Monthly Average Facilities for Child Care Homes and Centers**



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



- **Percent of Children Receiving Child Care Subsidies in 2- and 3-Star facilities**



child Support Services

\$350.4 million

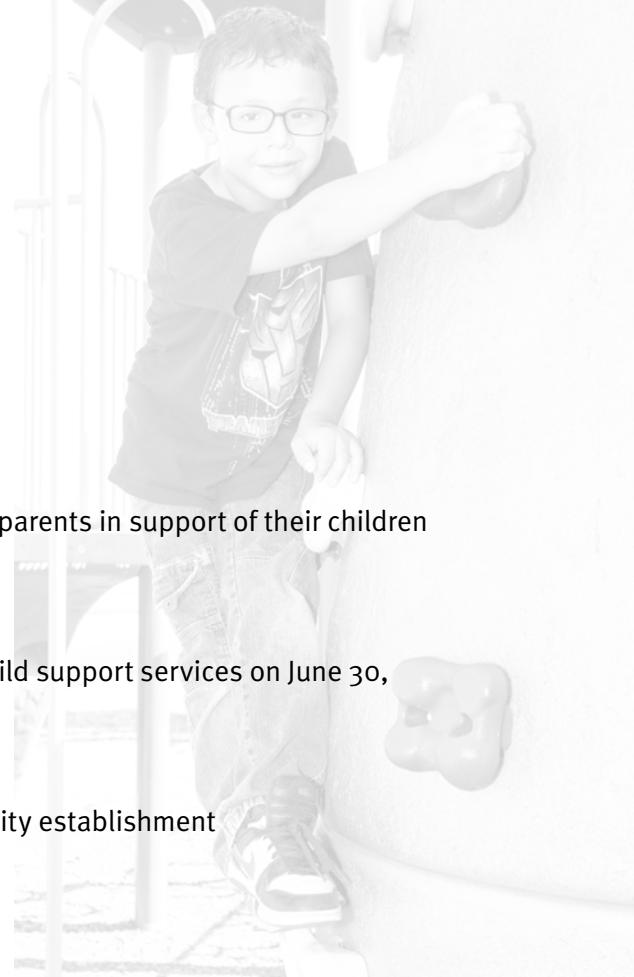
was collected from noncustodial parents in support of their children in SFY 2013

223,672

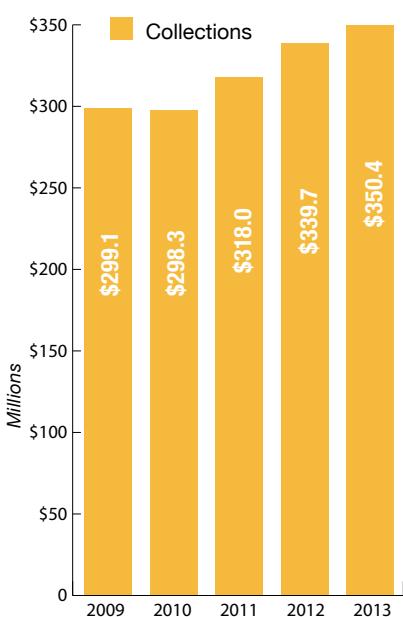
children were benefitting from child support services on June 30, 2013

Ranked #1

in the nation for statewide paternity establishment



- **Child Support Collections Increased in 2013**



Child Support Services (CSS) acts as an economic advocate for the children of Oklahoma by enforcing both parents' financial responsibility to support their children. The division also helps families become self-sufficient and, for those who are not receiving public assistance, to remain self-sufficient. CSS saw numerous accomplishments in SFY 2013, including helping noncustodial parents find employment, locating missing noncustodial parents and those who owe past due child support, and collaborating with volunteer attorneys and law students to improve access to justice.

Project WIN: Workforce Innovation Now!

Recognizing that there is a difference between a noncustodial parent being willing and being able to financially support his or her child, CSS received a federal grant from the Department of Health and Human Services to develop and implement Project WIN. The project focused on helping noncustodial parents overcome barriers to employment. Outcomes included improved partnership opportunities between CSS, workforce development organizations, and employers; increased workforce development services and resources for parents; and more customers having the skills and resources to overcome barriers to support themselves and their families.

Oklahoma Child Support Missing Parent and Most Wanted Program

A law allowing DHS to release names of delinquent or missing parents via a "Most Wanted" type list became effective in SFY 2012, leading to the development of "Most Wanted" and "Missing Parent" Web pages. To date, more than 150 parents have been referred to the Most Wanted List, and more than 300 cases have been referred to the Missing Parent List. In the last 12 months, the Web pages assisted with the collection of \$100,540.53. Tips generated from the public resulted in 22 arrests and an additional 16 noncustodial parents located.

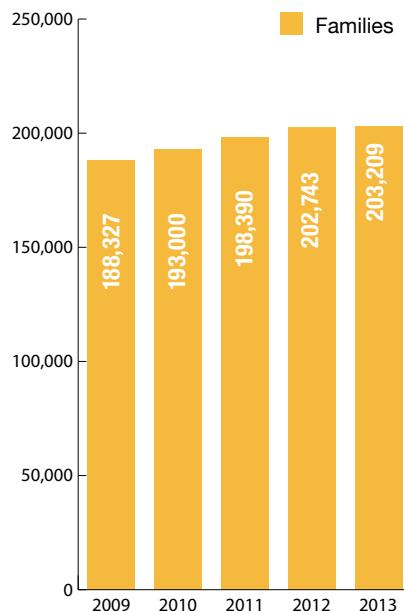
OK County Pro Se

Collaborating with Oklahoma City University Law School, Legal Aid Services of Oklahoma, and volunteer family law attorneys and judges, CSS is in its third year as a partner in the Oklahoma County Pro Se Family Law Court Clinic held each Thursday afternoon in the Oklahoma County Law Library. CSS attorneys provide annual child support law and computation training to OCU law students and private attorneys. Law students and volunteer attorneys consult with couples to correct errors in proposed orders and legal paperwork that the judge has identified. CSS attorneys review and approve orders for compliance with child support law and prepare child support calculations for couples with children who are requesting the court to finalize their dissolution settlement. This collaboration won the Oklahoma Bar Association's Pro Bono Project of the Year award in 2012.

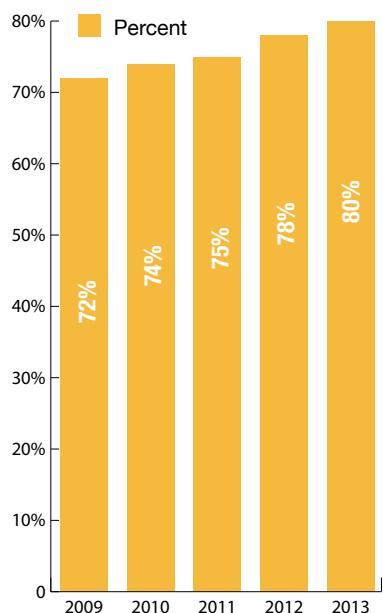
Going forward, CSS is focusing on several initiatives. Its continuing Consistent Excellence Initiative is a continuous improvement program to find, document and implement best practices consistently across the state. CSS staff knows that sharing proven strategies coupled with innovative procedures leads to consistent service. CSS is also implementing a national initiative to develop procedures, pleadings and training to ensure that child support orders are realistically set based on a noncustodial parent's ability to pay. Setting orders too high may drive low income noncustodial parents into the underground economy, reducing compliance. To ensure that orders are "right-sized," CSS is developing case processing standards that use the best evidence available for determining parents' incomes so that orders are fair and equitable.

Partnering with public and private organizations has helped CSS improve operational efficiencies and make the best use of state resources. CSS partners with nine comprehensive Oklahoma-based **tribal child support programs**, which serve more than 8,500 Oklahoma families. This allows CSS to concentrate on serving the more than 200,000 Oklahoma families needing services and conserve resources.

- **More Families Benefit from Child Support (Quarterly Average)**



- Percent of Support Orders Established



The employer community is one of CSS's major partners, contributing to the success in providing reliable support to families. Payments from employers account for approximately 70 percent of the \$350 million collected annually. CSS created the Child Support Employer Services Center in 2007. The center has processed more than one million documents from employers since opening.

CSS is exploring a partnership with the **Oklahoma Supreme Court's Early Settlement Dispute Mediation Program** to develop a referral program that would assist child support customers with non-child support family matters. Resolving parenting issues, such as visitation or custody, leads to greater parental involvement in children's lives, more compliance with child support orders, and healthier families.

CSS is establishing a partnership with **Legal Aid Services of Oklahoma** to develop a category of pro bono attorneys through its statewide Pro Bono Network. In exchange for attendance at a free CSS Continuing Legal Education child support seminar, these attorneys have agreed to take referrals of CSS parents to handle non-child support legal issues.

Public Strategies Inc. has become an excellent community partner in the Oklahoma City metro area. CSS is currently in three areas of collaboration with PSI: Family Expectations for couples; Family Expectations – Fatherhood Services for co-parents; and It's My Community Initiative – Work Ready Central Oklahoma – to provide referrals to child support and legal aid services to create or modify child support orders, and provide other services.

Finding the right path

A walk with the kids on a warm summer night is one of those little things Zach Ragon enjoys. He lives in Guthrie, has a job he likes and a really good life. But it wasn't always like that. At one time he failed to pay child support, which landed him a spot in the county jail.

"I was angry that I wasn't getting to see my kids," Zach said. "I just decided if I didn't get to see them that I wasn't going to pay child support. I paid a price for that, and so did my kids."

Being locked up gave Zach a lot of time to think. It's also when the DHS Court Liaison Program helped him get back on track.

"It's a rough road; it's a rough life, especially the way I was going. But the more responsible you are then the better off you'll be. I learned if you keep going down the wrong path, which is bars, hanging out with the wrong crowd like I used to do, it's not the way to live. It really affects your family, and it affects your kids more than it does anything," he said.

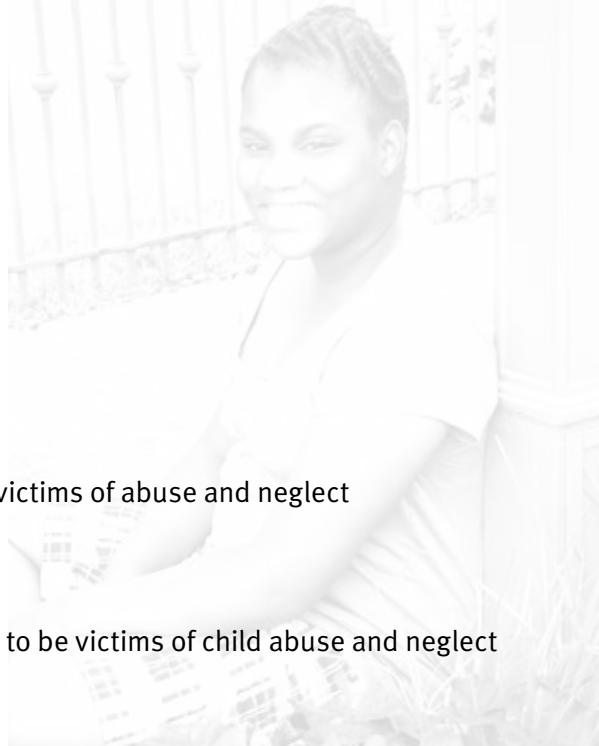
Working with DHS on a regular basis and having a strong belief in himself has helped turn his life around. Zach has a son and daughter from previous marriages, and is in the process of trying to get custody of his daughter. He also got married recently.

"It's my last marriage!" Zach said with a laugh. "She's wonderful. She's a third-grade teacher in Dover; we just had a son and I would not trade it for the world to have a family like I have now."

"DHS actually was a big help because they tried to keep me out of jail, and, since I've been part of the Court Liaison Program, it's helped me. We are members of our church, and that has helped the kids as well. It's just been a blessing."



Child Welfare Services



128,024 children were alleged to be victims of abuse and neglect

11,418 children were substantiated to be victims of child abuse and neglect

10,233 children were in custody at the end of the fiscal year

1,321 children were adopted out of the foster care system

13,706 children and their adoptive families continue to receive adoption subsidy payments



Child Welfare Services (CWS) completed year one of a five-year improvement plan aimed at improving outcomes for children and families served by DHS. In order to thrive, children need to be safe and remain with caring and loving families. When a child is found to be unsafe, CWS intervenes to assist the family with making necessary changes. In SFY 2013, DHS received more than 70,000 reports of alleged child maltreatment related to 128,024 children. More than 6,000 of those reports were substantiated, which involved 11,418 children.

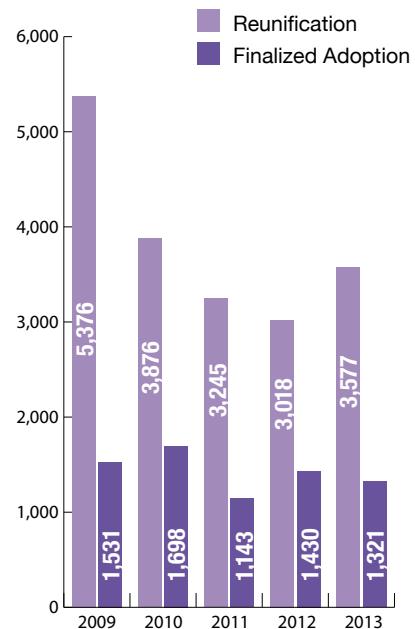
CWS' goal is to protect children from abuse and neglect. If a child cannot safely remain with his or her parents, a match is made with an appropriate Bridge foster family. The Bridge family may be related to the child, have a previous relationship with the child, or be a non-related foster family. Many Bridge families become the child's adoptive parent or legal guardian if reunification fails.

In SFY 2013, DHS staff finalized 1,321 adoptions. In a few cases, adoptions do not work out. In SFY 2013, there were 27 adoption dissolutions (less than 1 percent of finalized adoptions). On average, these dissolved adoptions lasted 58 months.

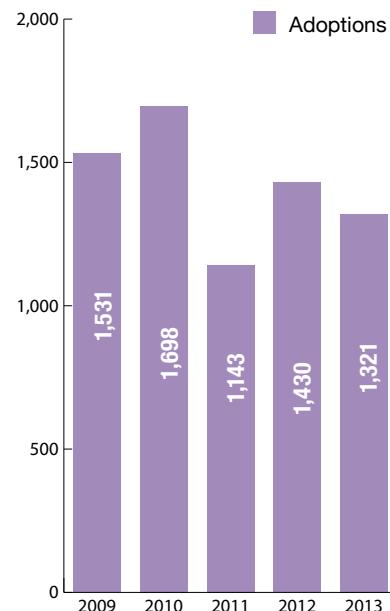
DHS contracts for high-quality services throughout the state to support children, youth and families. These services include child abuse prevention services to keep families together, parenting improvement services, sexual abuse counseling services, and community-based services for placements of children such as group homes and therapeutic foster care services. These services support the work with families by the assigned child welfare workers.

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.

• Reunification vs Adoption



• Finalized Adoptions

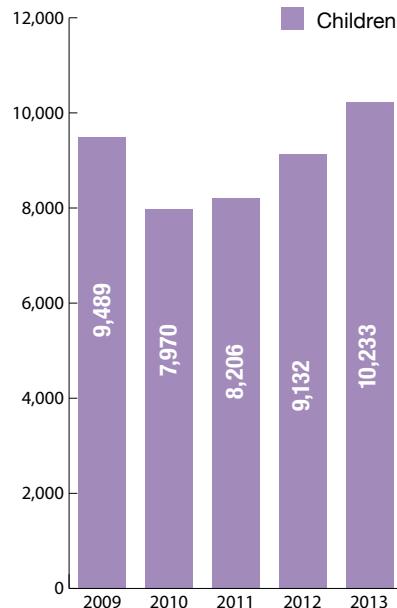


• Child Abuse & Neglect Hotline Calls



- pertained to a report of child abuse and/or neglect
- pertained to non-related child or adult abuse and/or neglect
- pertained to a report of adult abuse and/or neglect

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

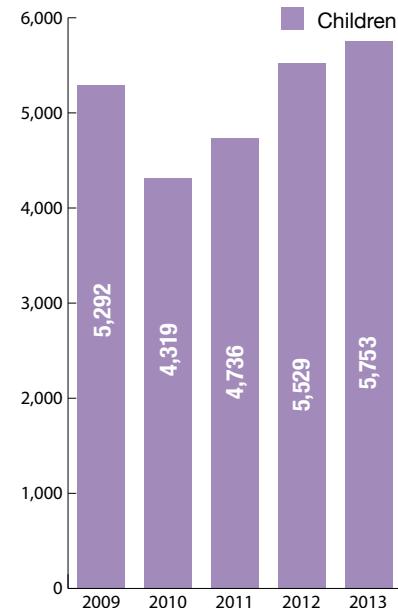


Child Abuse and Neglect Hotline

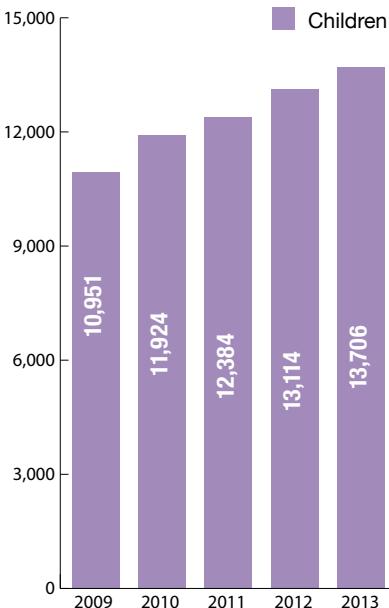
DHS manages and maintains a 24-hour, statewide-centralized child abuse and neglect hotline for every person to call and make a report if they have reason to believe a child under age 18 is a victim of abuse or neglect.

SFY 2013 saw many enhancements made to the system to improve service to callers. A new triage approach to handling unexpected high call volumes and adding a manual override ability to the phone system helped reduce caller wait times from up to eight minutes to less than three minutes. Increasing the number of full-time operators from 54 to 60 also aided in improving service. In addition, the hotline's automated answering system was changed to immediately divert non-related child and adult abuse/neglect callers to other resource numbers. The overall call response rate improved from 77 percent in SFY 2012 to 87 percent in SFY 2013.

• Children Entering Out-of-Home Care



• Children Receiving Adoption Assistance
(at end of year)



A family for Sierra

The Barclays are a typical suburban family. Jon and Susannah live in Edmond with their daughter, Sierra. They have a nice home, a couple of dogs and lots of laughter ringing through their house. It hasn't been long, however, since Sierra came to live with them. Jon and Susannah had been thinking for quite some time about adopting. So, they turned to DHS and began the process.

"We saw a video of this young lady who was 17 and wanted to be adopted and have a family to guide her into adulthood," Susannah said. "We had to get going right away because she was turning 18 in February and we found out in January. For DHS to be involved, she had to be adopted before her 18th birthday."

One day before Sierra turned 18, the adoption became final.

"It's a daily difference," Jon said. "I come home and am excited to see Sierra and talk about her day. Just to see her is so wonderful. She'll give me a hug sometimes and a smile and I just couldn't imagine having that a year ago. It's surreal sometimes."

Sierra is a few months away from finishing high school, and plans to major in speech pathology at the University of Central Oklahoma. She has a message for those who are considering adoption.

"I know when you adopt younger kids, it's easy and they don't have as much baggage coming along with them," Sierra said. "When they're older, they've been around longer so more stuff has happened."

"But, if you treat us right, we'll treat you right. If you show us love, we'll give you love right back. We don't need all the material things out there. Yeah, they're good, but the main thing that's important to us is love."





Developmental Disabilities Services

8,879

individuals with developmental disabilities received either state-funded or Medicaid-financed services to live and work in their communities

62

percent of adults in Developmental Disabilities Services were employed in jobs in their communities — one of the highest percentages in the nation

7,044

people are on a waiting list for community-based services from Developmental Disabilities Services

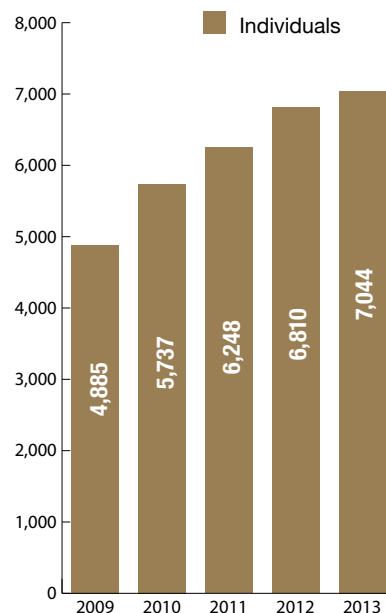
Home and Community-based Services helped provide services to 5,245 Oklahomans with intellectual disabilities. Developmental Disabilities Services (DDS) operates four home and community-based Medicaid waiver programs. DDS area staff and case managers arrange and coordinate services provided by these programs, which help people live and fully participate in their communities rather than in institutional settings.

Each month, DDS receives an average of 60 applications. This results in the waiting list number remaining challenging. Fortunately, many of these individuals receive other supportive services from DDS, including state-funded sheltered workshop services, community-integrated employment, SoonerCare and, for certain eligible families, a monthly cash subsidy to help care for a child living in the home.

Oklahoma is consistently a national leader in supported employment for individuals with intellectual disabilities. Sixty-two percent of service recipients are employed, compared to the national average of 30 percent. In SFY 2013, DDS continued its participation with the State Employment Leadership Network. This member-based network of state intellectual disabilities and developmental disabilities agencies is committed to making changes in service systems to improve outcomes in integrated employment.

In SFY 2013, DDS began a phase-down plan to close the Northern and Southern Oklahoma Resource Centers in Enid and Pauls Valley by Aug. 31, 2015. Also during the last year, DDS hosted the National Association of State Directors of Developmental Disabilities Services, and Gov. Mary Fallin formed a Blue Ribbon Panel to address the waiting list. Additionally, Oklahoma community residential and vocational service providers received a 6 percent rate increase for residential and vocational support services, and two waivers were renewed.

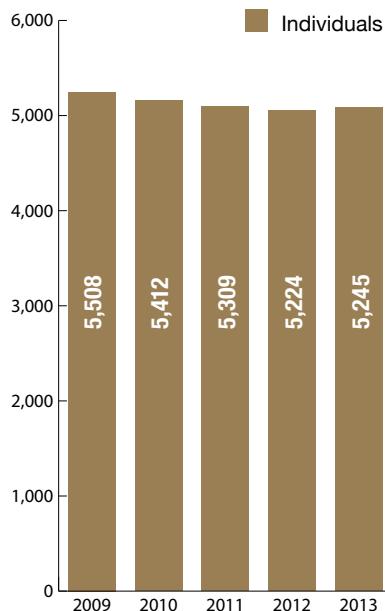
- **DDS Wait List**



DDS received a \$1 million appropriation to serve individuals on the home and community-based waiting list. Of the 597 waiver applications processed, 290 were added to the home and community-based waiver to receive services. There are 7,044 individuals on the waiting list with applications dated May 27, 2005, being worked.

The Office of Client Advocacy (OCA) provides advocacy services to residents of the resource centers and the Robert M. Greer Center, former residents of Hissom Memorial Center, people transitioned from the two state-operated resource centers since the initiation of closure plans in November 2012, and other DDS service recipients who have special advocacy needs. OCA advocates help individuals resolve issues regarding access to services or the quality of services, and provide a voice for all DDS service recipients to ensure they are receiving necessary and appropriate services that suit them.

• **Individuals Receiving Home and Community-Based Waiver Services**



“Manning up”

Ronnie lives in his home in Sands Springs with help from Mickey, his Direct Care Professional. Mickey is employed by a provider agency paid through the Home and Community-based Waiver administered by Developmental Disabilities Services. DDS’ goal is to help every adult served not only live in a home in our communities, but also become involved in our communities through building relationships, participating in activities of community life and working. Ronnie volunteers at a food pantry run by Tulsa’s Restore Hope Ministries. Businesses commonly report that these adults are some of the most reliable workers.

Mickey encourages Ronnie to achieve what is best for him and live a full life. They make a good team. “One of my main purposes is to instill self-respect, and to do this in a positive way, and to reinforce how Ronnie looks at himself and how he interacts with others,” Mickey said. “It is also my desire to try and give him stability to ensure his own safety, and to help him, and even at times advocate for him.” And Mickey does advocate for Ronnie in the home, with doctors, and in every setting where he interacts with the community.

“Ronnie and I have a term,” Mickey said. “We call it ‘manning up.’ It means telling the truth, accepting responsibility for our actions. It means being courteous. To man up means we can act in a mature way that people will accept on their level instead of being degraded or looked down upon. One thing that works so well for us is to have a good respect for ourselves. This is one of the things that I desire as far as a relationship with Ronnie — just to have him ‘man up!’”



Office of Inspector General

\$1.2 million

in savings to the U.S. Department of Agriculture SNAP program in Oklahoma from closed SNAP trafficking retailer investigations

100

percent accuracy rate in SNAP quality control reviews

32.5

percent of new complaints referred to fraud units after preliminary investigations

41

percent reduction in the Investigations Unit active caseload size from the start of SFY 2012 to the end of SFY 2013 with the same total number of staff

The Office of Inspector General oversees and preserves the integrity of DHS programs and services through prevention, detection and prosecution of fraud, waste or abuse by DHS clients, vendors, employees, or the general public.

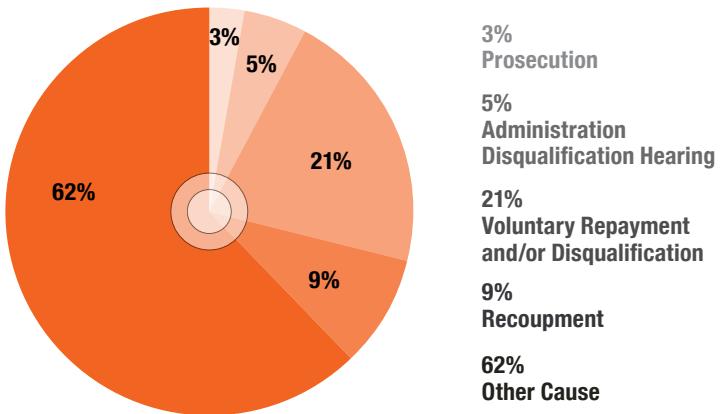
In SFY 2013, the office reorganized and added a Security and Emergency Management Unit to identify and manage information security risks and assist offices with emergency operations, including development and management of continuity of operations and disaster recovery plans. The new unit is developing a plan to work with DHS offices and business units to develop updated continuity of operations plans now that most of the agency's reorganization has taken place. The unit is also working to update and strengthen information security policy for the agency post-reorganization.

The Investigations Unit hired and graduated three former DHS social service specialists from the Certified Law Enforcement Education & Training (CLEET) Academy in SFY 2013. The unit is also working on redesigning the investigative case management system.

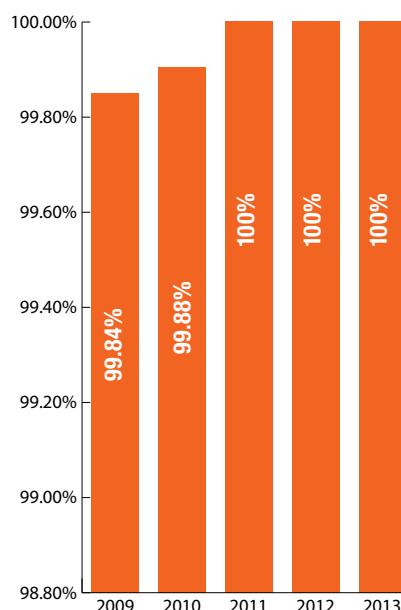
The Administrative Review Unit had a 100 percent "Federal Agree" rating on USDA Food and Nutrition Services re-reviews for FFY 2012 and, so far, in FFY 2013. Re-reviews are part of the quality control process to determine error rates. The unit also had an excellent FFY 2012 quality control completion rate of 98.12 percent.

The Internal Audit Unit increased the number of desk reviews completed and internal audit reports issued by 27 percent over the previous year.

- **Closure Result After SNAP Fraud and Trafficking Investigations**



- **Administrative Review Unit Percentage Rate of Accuracy**



Reviewers in the OIG Administrative Review Unit have consistently maintained a rate of accuracy of above 99 percent on USDA Food and Nutrition Services sub-sampled SNAP reviews over the last five years.

Adult Protective Services

18,831

reports were received by Adult Protective Services

15,223

referrals were investigated

7,925

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

13,417

unduplicated vulnerable adults reflect an annual recidivism rate of 12 percent (1 percent lower than SFY 2012)

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.

APS helps vulnerable Oklahomans age 18 and older, and their caretakers, find and obtain services. Services provided by APS specialists were voluntary in 98 percent of the investigations and, when ordered by a court, 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 54 percent of completed investigations.

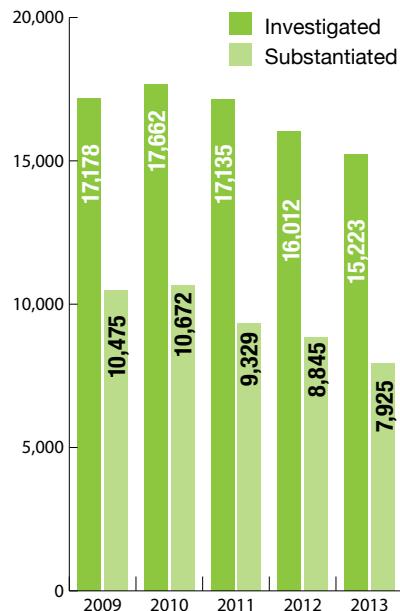
There was an increase in the number of Native Americans served this fiscal year. In SFY 2012, 6.61 percent of all APS clients were Native American, in comparison to 7.04 percent in SFY 2013. The number of adults identified as Hispanic also grew by a small percentage (0.92 percent in SFY 2012 to 1.19 percent in SFY 2013). In addition, .29 percent of clients were Asian, 7.28 percent were black, 62.35 percent were white and 21.85 percent were of unassigned ethnicity.

By gender, 59 percent of APS clients were female, and 41 percent were male in SFY 2013.

Sixty percent of clients (9,058 individuals) were age 60 and older. Those aged 18-59 (4,861 individuals) were 32 percent of clients. The remaining 8 percent of clients (1,304 individuals) were of unknown age. The age range in SFY 2013 was consistent with previous years' data.

Private residences were the location of 83 percent of investigations, while 11 percent occurred in other types of communal living arrangements, and 5 percent occurred while the client was temporarily hospitalized or homeless.

• Adult Protective Services Referrals



Collaborating to end chronic homelessness

The Oklahoma Department of Human Services recognizes that promoting partnerships with other organizations and engaging in collaborative community efforts have a positive impact on the well-being of Oklahomans. In November 2012, DHS joined more than 40 Oklahoma City area nonprofit, faith-based and government organizations in an aggressive plan to permanently house the city's most vulnerable and chronically homeless citizens by July 2014.

This effort is part of the 100,000 Homes Campaign, a national movement of communities working together to find permanent homes for 100,000 of the country's most vulnerable homeless individuals and families. So far, more than 70,000 people have found permanent housing in 228 participating communities.

The process involves community partners applying process improvement techniques drawn from industry and the private sector to local housing and human service work. According to campaign organizers, "many communities have been able to dramatically reduce the amount of time required to house a single homeless person by as much as 80 percent."

Increasing expediency and effectiveness in connecting chronically homeless people with permanent housing is also a significant benefit to taxpayers. In Oklahoma City, homelessness costs the community \$28 million each year. Eighty percent of that is spent on the chronically homeless. Most of those costs involve the police, fire department, county jail and medical services.

After first identifying 295 chronically homeless individuals, local partners developed a plan to streamline resources. In SFY 2013, 146 of those 295 people transitioned from chronically homeless to permanently housed.

"DHS collaborated with other agencies to address barriers to housing, such as in-home care, and helped resolve challenges that prevented homeless clients from accessing some of our services," said David Odle, DHS AIDS Coordination and Information Services and Homeless Services program manager.

The effort has helped previously homeless clients secure services through AIDS Coordination and Information Services, Adult Protective Services, Aging Services, ADvantage waiver services and DHS-contracted home health agencies.

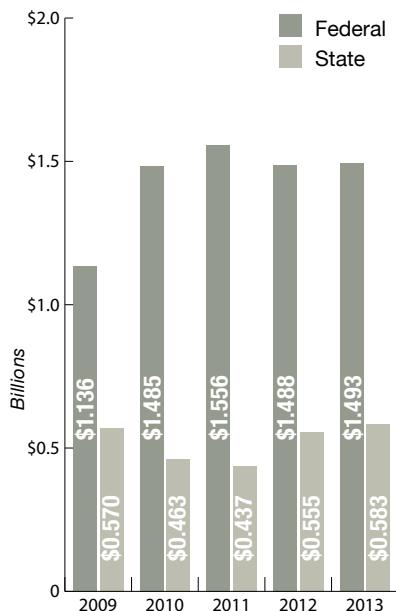
Through the 100,000 Homes Campaign and numerous other collaborations across the state, DHS continues to build and strengthen relationships with community partners to help vulnerable Oklahomans live safer, healthier, more independent and productive lives.

Accountability

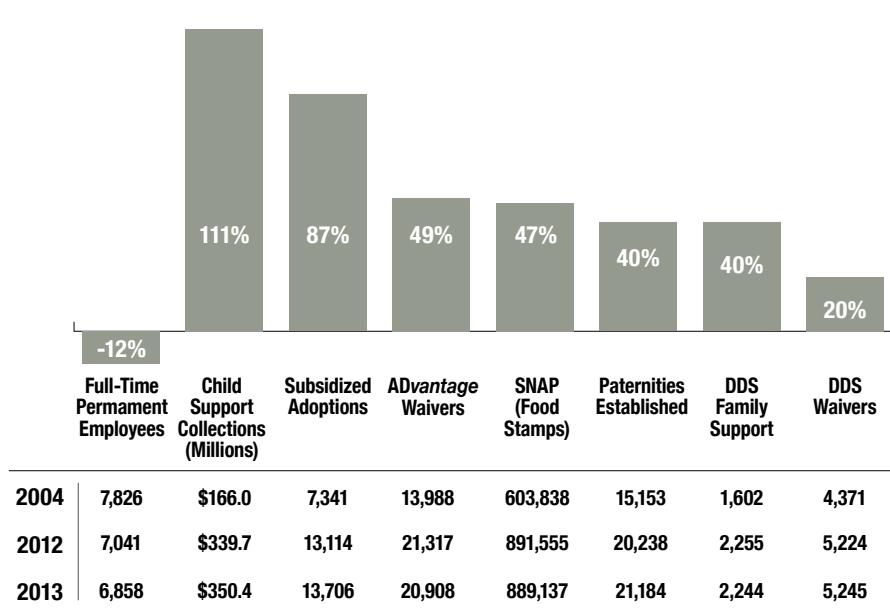
DHS is improving operational efficiencies to meet the needs of Oklahoma citizens. The chart below shows the increasing number of individuals receiving services with fewer DHS employees. This is accomplished through a variety of methods including staff training, automating processes, and identifying process improvements. The aim is to improve timely and accurate delivery of services with the lowest cost.

State and federal monies fund DHS programs. State funds are used to meet federal matching requirements, maintain programs and services, and fund programs that have limited or no federal funding.

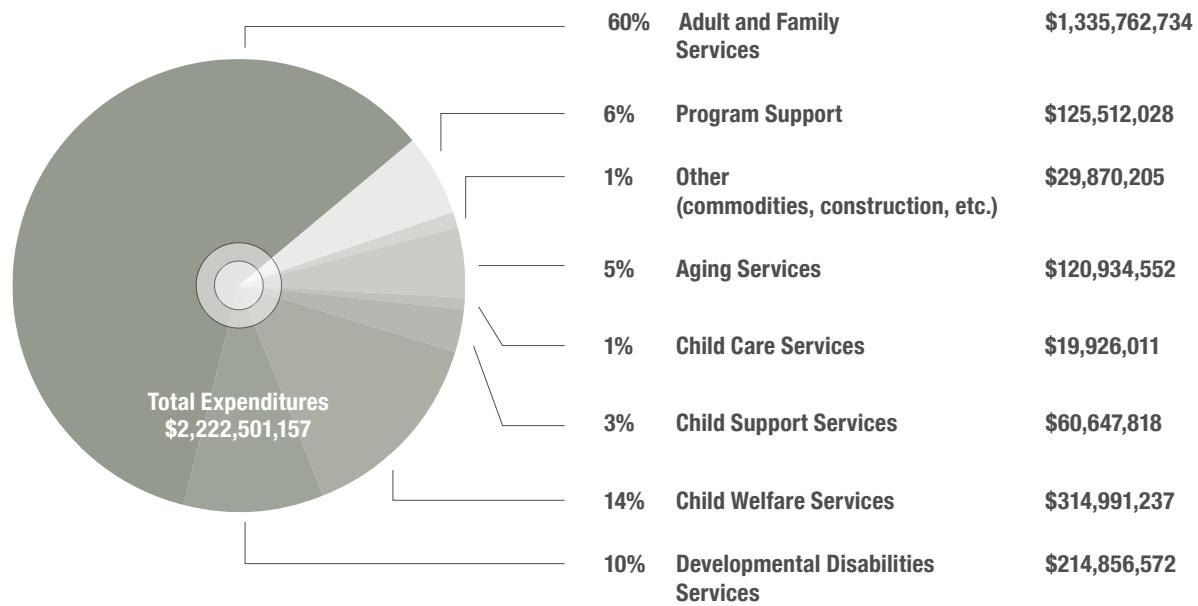
• DHS Budget



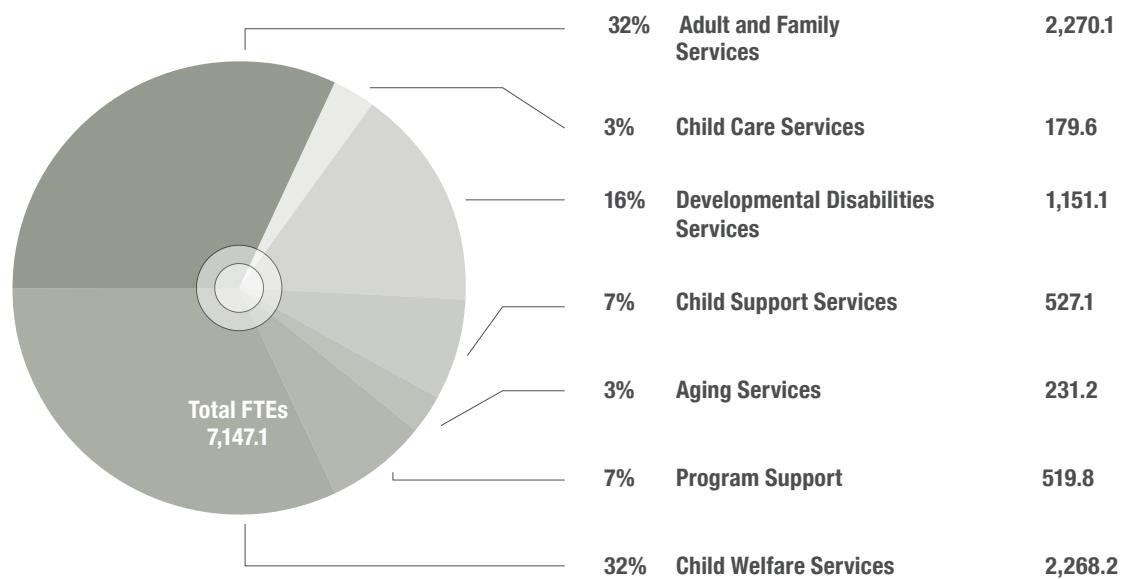
• DHS Productivity Gains SFY 2004 vs SFY 2013



• Total DHS Expenditures



• Total DHS Full Time Equivalent Employees



STATISTICAL SUMMARY

State Fiscal Years 2012, 2013

Programs	FY 2013	FY 2012	Percent Change
DHS Expenditures	\$2,222,501,157	\$2,185,729,728	1.68%
Authorized Adoption Placements (SFY)	1,303	1,530	-14.84%
Adoptions Finalized (SFY)	1,321	1,430	-7.62%
Adoption Subsidies (EOFY)	13,706	13,114	4.51%
Adult Protective Services, Investigations (SFY)	15,223	16,012	-4.93%
Adult Protective Services, Substantiated (SFY)	7,925	8,845	-10.40%
Child Care, Services Provided (MA)	34,722	36,444	-4.73%
Child Care, Licensed Facilities (MA)	3,960	4,213	-6.01%
Child Care, Licensed Capacity (MA)	132,625	135,585	-2.18%
Child Protective Services, Investigations (SFY)	49,539	34,030	45.57%
Child Protective Services, Assessments (SFY)	7,546	10,202	-26.03%
Child Protective Services, Substantiated (SFY)	11,418	9,842	16.01%
Child Support Services, Collections (SFY)	350,444,358	339,665,822	3.17%
Child Support Services, Cases (QA)	203,209	202,743	0.23%
Child Support Services, Paternities Established (SFY)	21,184	20,238	4.67%
Commodities (SFY)	14,797,891	11,295,753	31.00%
Developmental Disabilities Persons (EOFY)	9,772	9,894	-1.23%
Elderly Support Services, ADvantage Meals (SFY)	3,077,065	2,941,132	4.62%
Elderly Support Services, Congregate Meals (SFY)	1,647,789	1,832,786	-10.09%
Elderly Support Services, Home Delivered Meals (SFY)	1,380,969	1,491,861	-7.43%
Out-of-Home Care (EOFY)	10,233	9,132	12.06%
State Supplemental, Cases (MA)	89,234	89,054	0.20%
State Supplemental, Persons (MA)	89,241	89,060	0.20%
State Supplemental, Expenditures (SFY)	38,753,511	38,534,497	0.57%
SNAP (Food Stamp), Cases (UND)	394,916	389,072	1.50%
SNAP (Food Stamp) Program, Persons (UND)	889,137	891,555	-0.27%
SNAP (Food Stamp) Program, Value (SFY)	957,410,657	953,071,703	0.46%
TANF, Cases (UND)	14,242	15,934	-10.62%
TANF, Persons (UND)	34,610	39,314	-11.97%
TANF, Expenditures (SFY)	22,012,330	24,025,694	-8.38%
TANF, Hardships (SFY)	114	122	-6.56%

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



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