

Oklahoma Department of
HUMAN SERVICES
2019 ANNUAL REPORT

GREAT SERVICES

PROTECTING ADULTS

PARTNERSHIPS

CHILD CARE

RESPIRE HELP

FIGHTING FRAUD

FEEDING FAMILIES

CHILD SAFETY

LOCAL RESOURCES

WAIVERS

ENGAGEMENT

DISABILITY SERVICES

JOB TRAINING



Oklahoma Department of
HUMAN SERVICES

WE IMPROVE THE QUALITY OF LIFE
OF VULNERABLE OKLAHOMANS BY INCREASING THEIR ABILITY
**TO LEAD SAFER,
HEALTHIER, MORE INDEPENDENT AND
PRODUCTIVE LIVES.**

2019 DHS Annual Report
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DIRECTOR'S LETTER

Director Justin Brown

After a few incredible months with the Oklahoma Department of Human Services, I am excited about the opportunity to share the successes of the past while casting a vision for the future of the agency and those we serve. This annual report reflects the numbers, statistics and scope of that work throughout multiple divisions and program areas, but it is important to note that statistics and data cannot show the real impact the agency has on our state through the dedicated service of so many passionate DHS employees and partners in the community. Our team cares about the military veteran who relies on SNAP benefits to help pay the grocery bill; the older adult at risk of physical or financial exploitation; the child who has been abused or neglected; the person with a disability who deserves to receive services with dignity and respect. We serve deeply and personally, and I am honored to stand next to those in our communities who do so with commitment and passion every day.

Throughout this report, I hope you will see our renewed focus on a customer-first culture that will give our agency a better sense of direction as we explore the many opportunities that lie ahead. We are working every day toward our goals that will drive value for our customers. It is hard work, but the rewards for our team and our customers cannot be overstated.

PUTTING OUR CUSTOMERS FIRST

PARTNERS AND PROVIDERS

One of my primary responsibilities in serving so many Oklahomans with so many needs is to build relationships with partners who help us serve our customers. DHS simply cannot do its work without the help and support of these remarkable private partners and providers. I will continue to strengthen those relationships and work with other government agencies, lawmakers, business leaders and tribal nations to serve our customers in a way that is meaningful to them and helps them smoothly and efficiently access the services they need from us.

GOVERNOR AND LEGISLATURE

We are grateful to the governor and legislature for their continued support of this agency. While the state's budget is in much better shape than it has been for many years, we continue to streamline our processes and implement efficiencies so we can enhance the overall experience our customers have with us. We hold ourselves accountable to the people we serve, the taxpayers of Oklahoma and the legislators who appropriate our budget. I want to provide a few highlights of the successes of last year, but it is very important to note that you can only understand the breadth of the successes by engaging with our communities to grasp a deeper sense of who and where we serve.

PROMOTING SELF-SUFFICIENCY

Our SNAP and TANF Employment and Training (E&T) programs continue to produce great outcomes for our participating customers. DHS partners with five community-based organizations in Oklahoma and Tulsa counties to provide job search and training, high school equivalency, vocational education and job retention services to help families become more self-sufficient. The goal of the program is to provide SNAP and TANF customers with the services and training they need to not only find a job, but to find a better-paying job and to remain employed. We expect to serve approximately 2,400 participants in the E&T programs in the next year.

DDS WAITING LIST

Improving response time to persons with disabilities who are waiting for services through the Developmental Disabilities Services (DDS) in-home waiver program has been a priority for many years. In SFY 2019, the number of persons on the waiting list was 5,569 – down from approximately 7,600 persons waiting the previous year. This dramatic decline was largely due to renewed outreach efforts in conjunction with additional funding appropriated by the legislature. The funds helped us restore provider rates which meant more DDS customers could receive in-home services. DDS also initiated development of a targeted Medicaid waiver to serve children with intellectual disabilities who are in state custody and residing in community homes.

FOSTER CARE

In SFY 2019, DHS and foster family partner agencies recruited 810 new foster families. Successful recruitment of additional foster homes and diligent search efforts for related and non-related kinship families certainly helped us find the best placements more quickly for many children coming into foster care and significantly reduced our need for emergency shelters statewide. We continue to build relationships with private agencies and faith communities to further strengthen our ability to recruit and retain safe, reliable foster homes for children and youth in DHS custody.

We continue to receive welcome news about our progress to reduce maltreatment of children and youth in our foster care system. The co-neutrals who monitor our child welfare system reform progress under the Pinnacle Plan continue to support our efforts to improve practices and policies. In SFY 2019, we met 29 of the 31 criteria determined by the co-neutrals. We continue to work closely with many steadfast partners to focus on supports for children whose behavioral health and developmental needs require more help.

FAMILY TREE

In October 2018, the former Pauline E. Mayer Children's Shelter officially became the new home of the Family TREE, a collaborative project between DHS and multiple community partners to provide a one-stop location for services to help strengthen families with the skills they need to safely stay together. This unique model does not exist anywhere else in the state. Families can receive basic medical assessments, mental and behavioral health assistance, parental coaching and visitation support, meetings with DHS child welfare workers and parent partners, and consultations with Court Appointed Special Advocates (CASA). Foster families whose placements are served by the Family TREE also receive individualized supports to ensure they are successful and their placements remain strong until the children in their care can achieve permanency.



EMPLOYEE ENGAGEMENT

DHS staff are some of the most generous people in our state. They often contribute their own dollars to nonprofit organizations or help brighten the holidays for families and foster children. In SFY 2019, DHS staff contributed \$33,752 to the State Charitable Campaign which helped fund hundreds of nonprofits around the state including food banks, Meals on Wheels and the United Way. DHS staff provided \$9,600 for Thanksgiving food donations to low income families in urban and rural communities across the state. The Office of Community and Faith Engagement, along with our partners at Citizens Caring for Children and the Oklahoma Institute for Child Advocacy, filled 7,500 Christmas wish lists for foster children and youth with a total value of \$562,500. That is phenomenal generosity.

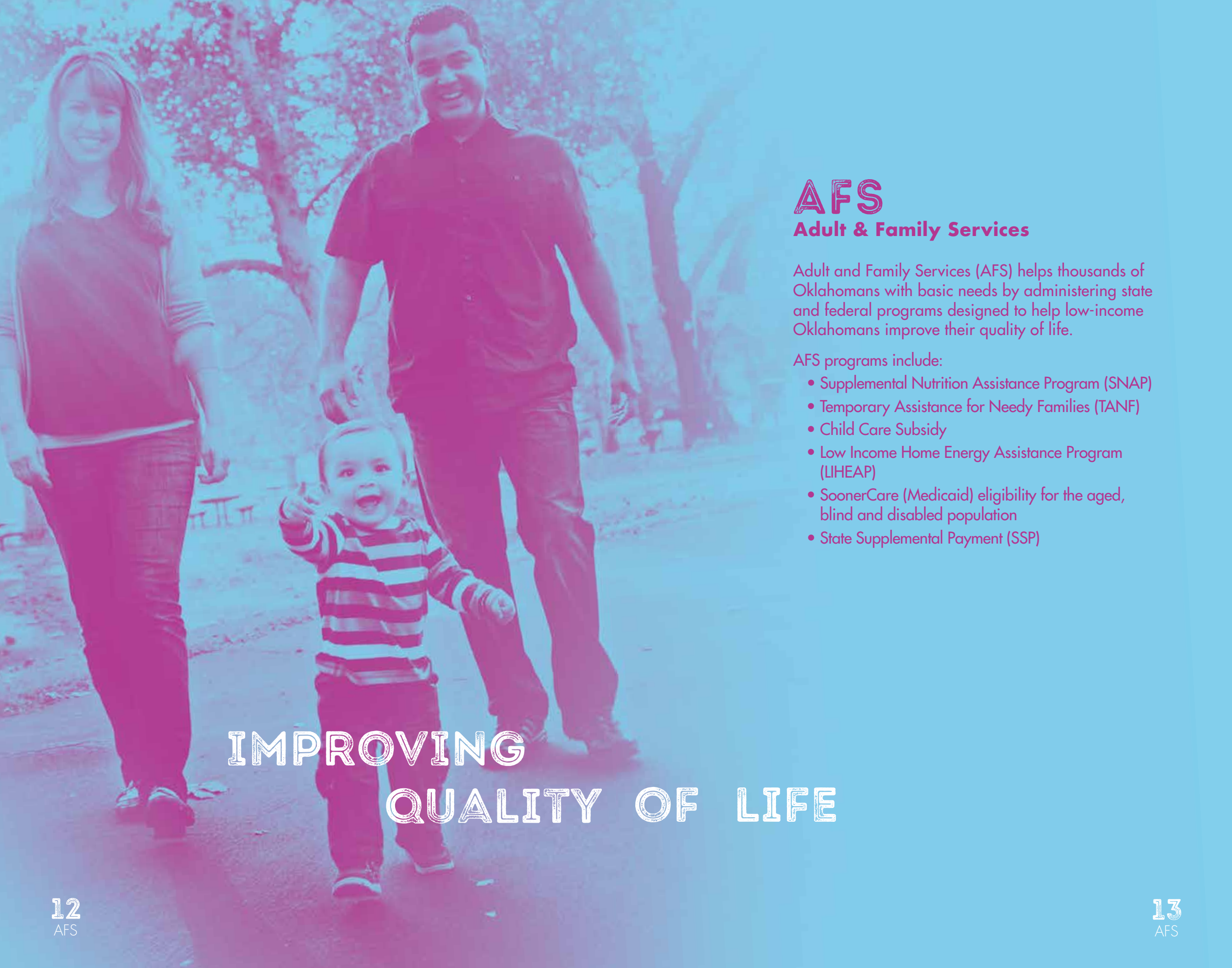
These are the kinds of programs that lift up many of the people we serve and whose stories inspire us. These are the stories we will continue to share with you: stories about the tenacity and generous spirit of our staff and the resiliency and grit of our providers and customers.

As I mentioned earlier, we are a big agency and we have big responsibilities. We are very grateful to our employees, partners, providers and advocates for their help and perseverance on behalf of the people and families we serve.

The plans we have are ambitious and the work we are doing will take some time, but make no mistake, we as an agency are completely committed to finding and implementing solutions to some of the biggest challenges in our communities. We are moving forward as a human services agency and we need your help as a partner to serve those in greatest need, together. We are creating a place full of passion, creativity, collaboration and strong relationships. That is the kind of DHS our customers, our partners and our staff deserve and it is the profile of the organization we are building for our state.

Now is the time for Oklahomans to come together to serve one another. Now is the time for us to invest in our communities to build a better place for everyone. The Oklahoma Department of Human Services will be in the middle of this investment, devoting our resources and our passions to serve our state. We need your help, as partners, and are looking forward to a future in which we serve the needs of our communities together.

Justin Brown
Director, Oklahoma Department of Human Services



AFS

Adult & Family Services

Adult and Family Services (AFS) helps thousands of Oklahomans with basic needs by administering state and federal programs designed to help low-income Oklahomans improve their quality of life.

AFS programs include:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Child Care Subsidy
- Low Income Home Energy Assistance Program (LIHEAP)
- SoonerCare (Medicaid) eligibility for the aged, blind and disabled population
- State Supplemental Payment (SSP)

IMPROVING
QUALITY OF LIFE

SNAP

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP) provides 100 percent federally-funded benefits to help low-income individuals and families supplement their food budgets. The average benefit is \$4 per person per day or \$1.33 per meal. Participants use an electronic benefits card (similar to a debit card) to purchase food at 3,499 retail grocery outlets and farmers markets.

In SFY 2019, DHS issued \$840,265,422 in SNAP benefits to 378,417 Oklahoma families.

AFS continues to work with SNAP education partners and local communities to expand the use of SNAP food benefits at farmers markets across the state.

In SFY 2019, 30 farmers markets had SNAP sales exceeding \$154,695.

23 Senior Farmers Markets had SNAP sales exceeding \$49,203 for 1,210 income-eligible older Oklahomans.

SNAP

Employment and Training

The Oklahoma SNAP Employment and Training (E&T) program is called OK SNAP Works. The program expanded to Tulsa County in SFY 2019, allowing SNAP recipients to gain skills, training or experience to help them gain employment, increase self-sufficiency and reduce their reliance on SNAP benefits.

DHS partnered with five community-based organizations in Oklahoma and Tulsa counties to provide client assessments, job search and training, basic education, high school equivalency, vocational education, work experience and job retention.

Participants may also be eligible for support services to alleviate barriers to employment including child care subsidy, bus passes, gas cards, clothes for job interviews, text books and employment uniforms.

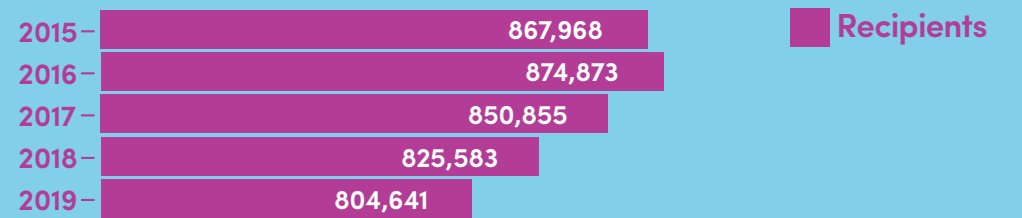
In Federal Fiscal Year (FFY) 2017, there were 318 OK SNAP Works participants in Oklahoma County. Of those, 137 had an income averaging \$10.80 per hour in the second quarter after exiting the program. With the expansion to Tulsa County in 2018, Adult and Family Services anticipates serving 2,400 participants during FFY 2019.

\$840,265,422
Food Benefits Issued

378,417
Families Received Benefits

\$891,459,647
Food Items Purchased

OKLAHOMANS PARTICIPATING IN SNAP



SNAP BENEFITS ISSUED



* Amounts have been rounded

\$4.00

Average daily benefit
per person

\$1.33

Average benefit per meal

3,499

Participating grocery stores
and farmers markets

33%

Of households had an elderly or
disabled member in the home

47%

Of households had children
younger than 18 in the home

LESS THAN
2%

Of households had two working
adults in the home

23%

Of households had one working
adult in the home

\$1,253

Median monthly income
for households with earnings

ONE SNAP Benefits
are 100 percent
federally funded.
HUNDRED
PERCENT

HEALTH CARE HELP

In SFY 2019, AFS renewed SoonerCare (Medicaid) eligibility for 187,956 Oklahomans and facilitated new SoonerCare enrollment for 69,116 Oklahomans on behalf of the Oklahoma Health Care Authority (OHCA) for those unable to enroll directly through the OHCA website.

SoonerCare is the largest payer of nursing home level-of-care in Oklahoma. DHS staff determines financial eligibility for both the Medicaid Home-and Community-based ADvantage programs and nursing home services. To improve processing of nursing home assistance across the state, AFS partners with the Oklahoma Association of Health Care Professionals.

DHS administers the state-funded, federally-mandated State Supplemental Payment (SSP) cash assistance program for low-income persons who are 65 years of age or older, disabled, or blind and who meet income and resource standards. Persons receiving SSP also receive SoonerCare benefits. In SFY 2019, there were 85,417 SSP recipients.

DHS administers funds from the Title V Children with Special Health Care Needs (CSHCN) federal grant which pays for respite care, equipment, diapers and formula not covered by Title XIX for this population. In addition, DHS staff determines financial eligibility for Tax Equity and Fiscal Responsibility Act of 1982 (TEFRA) medical benefits which allows children with physical or intellectual disabilities to qualify for medical benefits when they are not eligible for Supplemental Security Income (SSI) because of their parent(s)' income or resources.

CSHCN funds also pay for non-Medicaid compensable physician services for children in state custody involved with DHS Child Welfare Services. DHS will partner with Sooner Success and the Oklahoma Family Network to identify coverage gaps and improve transition services across multiple agencies for youth with special health needs turning 18 years of age.



TANF

The Temporary Assistance for Needy Families (TANF) program provides parents with federally-funded, time-limited cash assistance, job training, education and employment services to help families reach and sustain economic self-sufficiency. Families may also receive services such as financial planning, parenting skills and after school mentoring programs for children. In SFY 2019, an enhancement was made to www.okdhslive.org to allow online TANF application submissions.

DHS partners with Oklahoma Works and a network of other state agencies to connect people with employment opportunities. DHS and Oklahoma Works are implementing a one-stop plan to bring business, industry, service providers and job seekers together to promote full employment and wealth creation throughout the state.

In SFY 2019, Oklahoma County centralized orientation classes for TANF participants at Public Strategies, Inc. This allows more consistency in TANF work procedures and more opportunities for TANF recipients. TANF recipients receive work readiness skills and have the opportunity to visit community college and career tech partners.

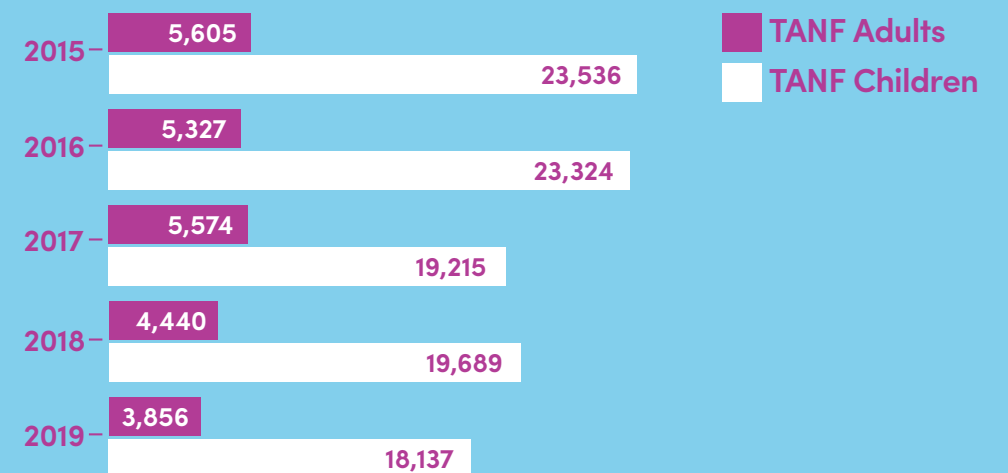
DHS recognizes the need for more services geared to reducing generational poverty.

The Oklahoma TANF program is proud to be one of seven states selected by the Administration for Children and Families (ACF) Office of Family Assistance (OFA) to participate in the Integrating, Innovative, Employment, Economic, Security Strategies (IIEESS) coaching demonstration project. Although still in development, the TANF program is adopting a family-centered coaching approach and new case management technology to allow DHS to focus on promoting stability and provide wrap-around services for the entire family, not just an adult household member. The pilot program will serve TANF clients in Oklahoma and Pittsburg counties and utilize our partnerships with literacy and high school equivalency instructors, educational partners at the State Regents for Higher Education and Career Tech as well as our partners at Public Strategies, Inc. We look forward to bringing the new family-centered coaching strategies to our pilot county offices in the fall of 2019.

TANF is a combination of 100 percent federally funded grant monies and state maintenance of effort (MOE) dollars.

TANF BENEFITS ARE FUNDED BY FEDERAL AND STATE DOLLARS.

TANF BENEFIT PARTICIPATION



1,657

Adults required to register for TANF Work employment or education activities

82.33%

Of participants found employment and remained employed for at least six months

CHILD CARE HELP

DHS receives and administers the federal Child Care and Development Block Grant (CCDBG) which helps low-income parents pay for high-quality, licensed child care so they can work and/or complete their education or employment training.

Subsidized child care is also provided to help prevent neglect or abuse that can occur when children are left unattended or with unqualified caregivers. Research shows young children who participate in high-quality early education programs are more prepared to enter school and succeed later in life. This is especially true for children from low-income families and children who have been exposed to trauma.

Due to federal requirements of the Child Care and Developmental Block Grant (CCDBG) of 2014, DHS implemented several policies which increase family financial stability and support children’s developmental outcomes. These include 12 month eligibility and locked-in copayments.

In SFY 2018-2019, DHS received an increase in federal funding to help ensure compliance with the CCDBG. DHS used new federal funding to increase provider child care subsidy rates by as much as 50 percent, focusing primarily on infant/toddler care, which is the most critical time in brain development. DHS also revised the eligibility/copayment chart, increasing the eligibility income threshold to the federal maximum and significantly reducing copayments for most families.

CHILD CARE SUBSIDIES



* Amounts have been rounded

49,950
Child Recipients

LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) provides winter heating, energy crisis and summer cooling assistance to eligible low-income households during specific application periods throughout each year. Customers have 24/7 access (24 hours per day, seven days per week) to apply for LIHEAP during enrollment periods through mobile and online access at their own convenience. This allows DHS to help more Oklahomans with their energy needs and has reduced the number of customers waiting for services at county offices.

QUALITY IMPROVEMENT

AFS actively uses Lean Six Sigma (LSS) business process analysis as the foundation for continuous quality improvement and to identify efficiencies. As a result of several Lean Six Sigma projects, in conjunction with continuous improvement efforts of AFS staff in county offices, the First Contact Resolution initiative was developed and piloted with the aim of enhancing the overall customer experience, improving service, and decreasing SNAP benefits delivery timeframes. Following the success of the pilots, First Contact Resolution guiding principles and processes were implemented throughout every AFS office statewide in SFY 2019.

78,126

Households received Winter Heating Assistance

5,720

Households received Energy Crisis Assistance

76,323

Households received Summer Cooling Assistance



APS

Adult Protective Services

Adult Protective Services (APS) investigates allegations of abuse, neglect or exploitation of vulnerable adults over age 18 in private residential settings and in long-term care facilities. APS also assists vulnerable adults who are no longer able to meet their own needs. The Oklahoma Protective Services for Vulnerable Adults Act was passed by the Oklahoma legislature in 1977 to protect vulnerable adults who cannot protect themselves because of age or disability.

APS specialists receive specialized training for investigating maltreatment allegations and service planning to reduce risk. The program is funded primarily through state dollars.

APS recognizes the need for intervention in certain cases of abuse, neglect and exploitation in populations of adults age 18 and older. APS respects the autonomy and independence of all vulnerable adults. APS works to develop person-centered service plans that support and assist vulnerable adults to help them live safely at home when possible.

APS components include:

- Community Adult Protective Services to identify maltreatment and reduce risk of harm by referring and connecting clients to supportive community-based services
- Long-term Care Investigations of alleged maltreatment in nursing homes
- HIV/AIDS Case Coordination and Information Services

PROTECTING THE

VULNERABLE

REPORTING MALTREATMENT

APS receives referrals from various sources including private citizens, law enforcement, facilities or individuals who self-report. APS has a reporting page on the DHS website for individuals or other entities to access and report maltreatment of vulnerable adults.

<https://apublic.okdhs.org>

15,835

Internal and Community Services offered to adults

6,459

Adults referred to more appropriate responders

Of the 11,775 referrals of maltreatment, 5,306 met the criteria for an APS investigation and 6,469 met the criteria for service planning only. APS sends its investigative findings to the local district attorney with recommendations for possible prosecution.

Of the investigations completed in SFY 2019, 4,555 allegations were substantiated.

- Abandonment: **24**
- Caretaker Abuse: **146**
- Caretaker Exploitation: **303**
- Caretaker Neglect: **554**
- Financial Neglect: **134**
- Non-Caretaker Exploitation: **166**
- Self-Neglect: **3,060**
- Sexual Exploitation: **0**
- Sexual Abuse: **10**
- Verbal Abuse: **158**

4,555

Substantiated Allegations on Completed Investigations

CALLS AND ONLINE REPORTING TO APS

SFY	CALLS
2015	19,848
2016	26,539
2017	26,326
2018	19,667
2019	18,894

1,000

Open Investigations

4,306

Investigations Completed

HELPING OKLAHOMANS

APS understands that vulnerable adults want to age in place. APS helps vulnerable adults achieve this goal by assessing their risks and needs and collaborating with them to develop effective service plans that access supportive community resources. While assessing risks and needs, APS Specialists also assess decision-making capacity in order to support independence where possible, and provide greater support where necessary. APS respects the right of adults with decision-making capacity to choose which services they want to accept.

Every APS intervention provides an opportunity for proactive safety planning to reduce the risk of future harm. APS specialists work with vulnerable adults and their caretakers to help them access community resources that can meet their changing needs. APS collaborates with community partners to develop and deliver supportive services throughout the state.

18,894

Calls and online reporting to APS

15,835

Internal and Community Services offered to adults

5,049

Services secured through AIDS Coordination and Information Services (ACIS)

111

New clients served by ACIS

943

Adults served statewide by ACIS

TEMPORARY GUARDIANSHIP

When a vulnerable adult is at great risk of death or serious physical harm and no longer has the ability to make his or her own decisions, APS may petition the court for authorization to provide protective services through temporary guardianship.

APS PARTNERSHIPS

APS works closely with DHS Adult and Family Services, Aging Services, Developmental Disabilities Services, Child Protective Services, Legal Services, the Office of Client Advocacy, as well as community partners, to ensure customers receive the services they need.

HELP WITH HIV/AIDS

AIDS Coordination and Information Services (ACIS) provides comprehensive bio-psychosocial case management and information to individuals diagnosed with HIV/AIDS and their families. In addition to case management, ACIS professional care coordinators provide customers with assessments, advocacy, access to community resources and follow-up services to ensure customer needs are met.

LONG-TERM CARE

Long-Term Care Investigations (LTCI) receives and investigates abuse, neglect, and exploitation complaints regarding residents in nursing facilities, including Veterans Centers and Specialized Facilities for individuals with Intellectual Disabilities. LTCI works with these facilities as well as law enforcement, professional boards, advocacy agencies and other community partners to stop abuse by facility caretakers and prevent reoccurrence.

SUPPORTING INDEPENDENCE

AS

Aging Services

Aging Services (AS) administers community programs that support the rights, independence and quality of life of older Oklahomans and persons with physical disabilities. Many services are provided through the division's largest program, the Medicaid home- and community-based *ADvantage* waiver.

ADVANTAGE PROGRAM

Most people want to maintain independence and live in their own homes for as long as possible. The *ADvantage* waiver program is a cost-effective way to help its members remain in their own homes through the combined support of program services, family and friends. Along with the Medicaid State Plan Personal Care, the *ADvantage* program offers services including case management, home-making services, home-delivered meals and medical prescription assistance.

In SFY 2019, 3,490,690 hours of personal care services and 2,891,774 home-delivered meals were provided to Oklahomans through the *ADvantage* waiver program.

ADvantage members who want more involvement in choosing and managing their own personal care services have the option to use the Consumer-Directed Program of Assistance Services and Supports (CDPASS). In SFY 2019, 1,558 *ADvantage* members using CDPASS chose to directly hire.

Respite services provide opportunities for caregivers to have time away from their caregiving responsibilities. While not every *ADvantage* member needs or has respite services, caregiver support can delay or prevent nursing home placement by improving caregiver depression and anxiety. This can be beneficial to both the member and caregiver.

In SFY 2019, *ADvantage* provided:

603 days of nursing facility care for 39 Members

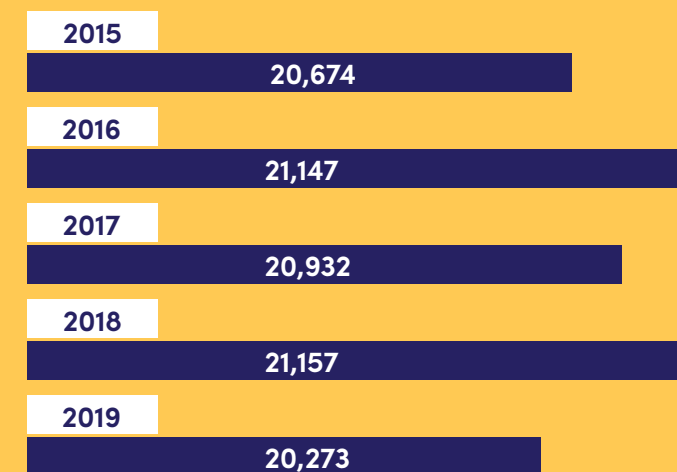
Over 7,000 respite hours for 80 Members

1,046,664 hours of adult day health services for 353 Members

For some Oklahomans, living in their own home is no longer an option. *ADvantage* provides assisted living services in 13 contracted facilities in the state. Members can receive daily meals, housekeeping and laundry services, medication assistance and personal care. The Assisted Living option also provides social and recreational opportunities. In SFY 2019, 324 *ADvantage* members received assisted living services. The number of members choosing these services is expected to grow as more facilities come onboard.

In late 2015, *ADvantage* program staff began working with a vendor to develop a new waiver management information system (WMIS). After years of product development and linking data elements from across multiple programs and state agencies, a new system was launched in August 2018. The new Harmony WMIS tracks service plans and cost/utilization data for *ADvantage* members, allowing for real-time processing of information between program staff and providers. State Plan Personal Care (SPPC) services are also managed through the Harmony system and benefits both service providers and recipients.

ADVANTAGE PROGRAM (PERSONS SERVED)



20,273

Older Oklahomans continued to live in their homes

324

Members Received Assisted Living Services

603

Days of Nursing Facility Respite Care

39

Members Provided Nursing Facility Respite Care

2,891,774

ADvantage Home-Delivered Meals

7,000

Respite hours provided

80

Members received Respite services

3,490,690

Hours of Personal Care Services

306,580

Hours of Adult Day Health Services
* Paid by ADvantage funds

353

Members received Adult Day Health Services
* Paid by ADvantage funds

OAA SERVICES

Aging Services administers federal funds through the Older Americans Act (OAA) to 11 Area Agencies on Aging in Oklahoma. AAAs provide services to people age 60 and older, regardless of income. Programs include nutrition services (congregate and home-delivered meals), respite for caregivers, transportation, legal assistance and homemaker services. The two largest services areas are nutrition and caregiver services.

Statewide, 188 meal sites provide congregate meals to older adults in addition to meals delivered directly to participants' homes. Congregate meal sites offer opportunities for social engagement, health and wellness activities, and meaningful volunteer roles for older adults. For every \$25 per day per older adult that Oklahoma spends on home-delivered meals, the state reduces its percentage of lower-needs nursing home residents by one percent when compared to the national average.

Home-delivered Meals	1,274,916
Congregate Meals	1,171,475

* Older Americans Act Funding

MORE THAN
5,000,000

Million Meals Provided

1,147

Individuals who received
Caregiver and Grandparents
Raising Grandchildren Respite
(Older Americans Act Funding)

PROTECTING RESIDENTS' RIGHTS

The State Ombudsman helps advance the rights and quality of life and care of residents in long-term care facilities including nursing homes, assisted living and similar adult care facilities. In SFY 2019, 3,183 complaints from residents and family members were investigated. Over 99 percent of those complaints were addressed without the need for referral to another agency for enforcement. Ombudsmen assisted long-term care residents in reaching a satisfactory resolution to their concerns in 80 percent of all complaints and were successful in averting involuntary transfer or discharge in 100 of 140 instances. This resulted in continuity of care for residents and minimized the possibility of negative outcomes.

3,183

Complaints Investigated

99%

Of Complaints Resolved

SCSEP

Authorized through the OAA and funded by the U.S. Department of Labor, the Senior Community Services Employment Program (SCSEP) provides work-based or training in part-time community service assignments and assistance. The program focuses on the development of skills and experiences for adults age 55 and older who have incomes below 125 percent of the federal poverty level, are unemployed residents of Oklahoma, and have poor employment prospects. During SFY 2019, 116,772 work-based training hours were provided to 164 older adults in 34 counties in conjunction with contract partners.

116,772

Hours of Work-Based Training

164

Oklahomans Participated

ADULT DAY SERVICES

In SFY 2019, the Adult Day Care program had 26 sites across Oklahoma serving 524 persons. The program supported 81,420 service days and 402,527 service hours for the year. Forty-nine percent of the state program funds provide services to individuals on the waiting list for developmental disabilities home and community-based waiver services.

524

Oklahomans Served

402,527

Hours of Service

TRANSPORTATION HELP

Transportation to non-emergency medical appointments, shopping and other social events and services are provided statewide through the Federal Transit Administration's Section 5310 Transportation program. The program provides ADA-accessible vehicles to more than 133 nonprofit organizations, tribes and government entities to provide transportation for older Oklahomans and individuals with disabilities. In FFY 2019, the program provided 1,027,727 trips for 472,055 riders with approximately 557 vehicles traveling a combined 5,801,112 miles.

472,055

Transportation Program Riders

5,801,112

Miles Travelled

RESPIRE GRANT

The Lifespan Respite Grant was awarded to Aging Services for a third, three year period from the U.S. Department of Health and Human Services Administration for Community Living (ACL) to increase and improve supports for caregivers. This grant includes funding for "respite vouchers" for caregivers who cannot qualify for other respite voucher programs, and to support development of a new Oklahoma Caregiver Coalition to help sustain caregiver supports, like respite, once grant funds are depleted.



CCS

Child Care Services

Child Care Services (CCS) is statutorily mandated by the Oklahoma Child Care Facilities Licensing Act under Oklahoma Statutes Title 10. CCS helps ensure Oklahoma families have access to licensed, affordable, high-quality child care where children have the opportunity to develop to their fullest potential in a safe, healthy and nurturing environment.

ENSURING OUR
CHILDREN ARE SAFE

PARTNERSHIPS

CCS licenses child care programs statewide and works in partnership with child care providers, community organizations, tribes, state agencies and other stakeholders to develop child care standards and help child care programs achieve developmentally appropriate practices.

Child Care Services actively partners with many organizations and state agencies to obtain input on best practices, research and quality resources for all program types. Our partners include:

- University of Oklahoma Center for Early Childhood Professional Development (OU-CECPD)
- Oklahoma Child Care Resource and Referral Association (OCCRRA)
- Oklahoma State Regents for Higher Education Scholars for Excellence (OSRHE-Scholars)
- Oklahoma Department of Career and Technology Education (ODCTE)
- Oklahoma State Department of Health (OSDH) Warmline
- Oklahoma Partnership for School Readiness (OPSR)
- Oklahoma Tribal Child Care Association (OTCCA)
- Oklahoma Children's Agencies and Residential Enterprises, Inc. (OKCARE)
- Oklahoma Adoption Coalition
- Head Start Collaboration
- Child Care Advisory Committee (CCAC)

Additional platforms for input include the CCAC Standing Subcommittee for areas covered by Child Care Services:

- Child Care Programs (Centers, Part-Day, Out of School Time, Day Camp, Drop In, Sick Care)
- Family Child Care Homes and Large Family Child Care Homes
- Residential and Child Placing Agency
- Quality Rating and Improvement System

CCS is funded primarily through the federal Child Care Development Block Grant (CCDBG) and supplemented by state dollars.

CHILD CARE LICENSING

A well-trained licensing staff providing regular monitoring visits increase the likelihood of positive outcomes in the physical, emotional and cognitive development of children.

Child care licensing specialists use a mobile monitoring system to conduct at least three unannounced visits each year to most child care programs statewide to monitor licensing compliance and quality criteria.

In addition to monitoring, licensing specialists investigate complaints, offer consultation and help child care programs with resources and technical assistance through the CCS website and partner organizations which actively promote licensed quality child care in their communities.

Per state and federal laws, monitoring visits and complaint investigations are maintained on a database located on the DHS website for parents, providers and the public to review.

1,433

Licensed Child Care Centers - Monthly Average

1,605

Licensed Family Child Care Programs - Monthly Average

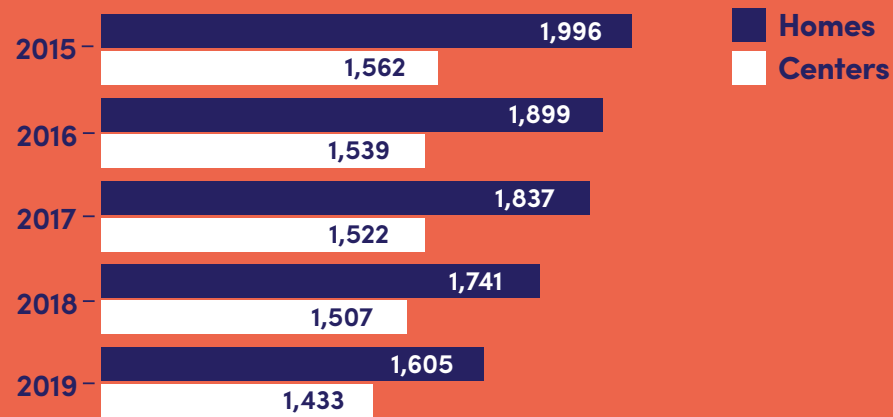
23

Average permits issued each month to new child care program applicants

118,948

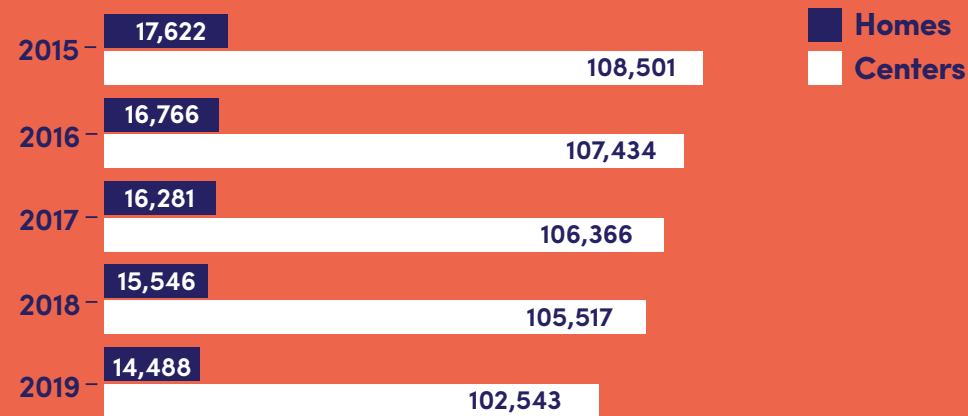
Monthly average capacity for children

MONTHLY AVERAGE FACILITIES FOR CHILD CARE HOMES AND CENTERS



* The number of licensed child care homes and centers continues to decline nationally and in Oklahoma.

MONTHLY AVERAGE CAPACITY FOR CHILDREN IN HOMES AND CENTERS



NUMBER OF TWO AND THREE STAR CHILD CARE FACILITIES (AS OF JUNE 30)

	2015	2016	2017	2018	2019
2-Star	1,389	1,342	1,274	1,279	1,288
3-Star	256	258	265	273	286

REACHING FOR THE STARS

Oklahoma was the first state in the nation to successfully implement a Quality Rating and Improvement System (QRIS) for licensed child care programs. The original goals of the Reaching for the Stars program continue to be the goals today:

- To increase the education and competency levels of child care providers, thereby improving overall quality of care
- To raise the DHS reimbursement rates thus increasing the number of child care slots for families receiving child care subsidy
- To provide a system for parents to evaluate the quality of child care

Child Care Services partners with many organizations and state agencies to provide a variety of supports to child care programs interested in applying for a higher star level and for ongoing support for programs participating at a higher star level.

In addition, Child Care Services works with the Child Care Advisory Standing Subcommittee for QRIS, a committee of child care providers who serve in an advisory capacity to help improve the Reaching for the Stars program.

There are four levels within the Stars program:

- One Star
- One Star Plus
- Two Star
- Three Star

Licensed programs that contract with DHS to provide subsidized child care receive a higher reimbursement rate based on their star level.

- 96 percent of children receiving subsidized child care attend Two or Three Star programs.

The Reaching for the Stars Program meets requirements of the Oklahoma licensing law to assist child care facilities in attaining maximum standards through developmentally appropriate practices while supporting the mission of Child Care Services to ensure that children and their families have access to licensed, affordable, quality child care.

QUALITY PROGRAMS

Utilizing customer-oriented principles (CCS Practice Standards), DHS Quality Service Standards and the DHS Strategic Plan, Child Care Services continues to streamline processes and implement changes to improve program quality.

In SFY 2019, CCS reduced the time needed to process a child care program application from approximately 65 days to 45 days or less.

CCS continues to conduct regional “roadshows” with frontline staff to improve the integrity and quality of the licensing program and emphasize customer service. Frontline staff are trained in professionalism and their dual roles as consultant and regulator.

Additional trainings to strengthen provider business practices are available on the searchable Oklahoma Professional Development Registry (OPDR).

OKLAHOMA CHILD CARE RESOURCE AND REFERRAL

CCS Partners with the OCCRRA to provide technical assistance to programs related to quality, business practices and increasing their Star level. Resource and Referrals offer trainings to all program types that support quality practices and classroom interactions. The infant and toddler focused coaching project is offered through OCCRRA. Eight coaches provide intensive services with 10 classrooms every three months to improve teacher-child interactions and the overall care and environment for infants and toddlers.



RESIDENTIAL & CHILD-PLACING AGENCIES

The CCS Residential and Child-Placing Agency Licensing Program helps to ensure facilities and programs are safe, healthy environments for children and youth in any custody status who are in 24-hour out-of-home care.

This unit investigates complaints about noncompliance with licensing requirements or violations of the Oklahoma Child Care Facilities Act.

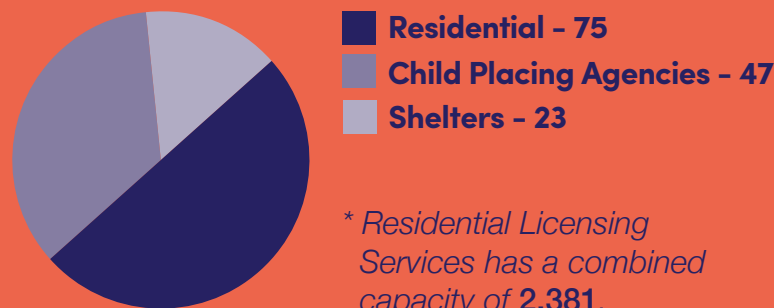
Licensed Residential and Child-Placing Agency programs include:

- Residential child care facilities
- Regimented residential programs
- Residential treatment facilities
- Secure care facilities
- Emergency children’s shelters
- Foster care agencies
- Adoption agencies
- Independent living programs
- Family Style Living

The Residential Care and Child-Placing Agency Locator is located on the DHS website to help parents search for programs to provide care to children who are in 24-hour out-of-home care. This includes services for treatment of drug and alcohol, behavioral health, eating disorders and mental health.

A summary of monitoring visits made by licensing specialists over the most recent three-year period is available on the DHS website. The summaries contain information about substantiated complaint investigations.

RESIDENTIAL & CHILD PLACING AGENCY LICENSING



* Residential Licensing Services has a combined capacity of 2,381.

PROFESSIONAL DEVELOPMENT

CCS partners with OU CECPD to maintain the Oklahoma Professional Development Registry (OPDR) providing valuable information about the state’s early childhood workforce including child care professional turnover rates, number of professionals in the child care industry, Oklahoma Director’s Credentials (ODC) and Professional Development Ladder (PDL) for approving and tracking professional development of child care professionals. OU CECPD offers avenues for family child care homes to strengthen their programs. Family child care home administrators may attend a leadership academy designed to improve the quality of business practices through program management, legal knowledge, program planning, policies and procedures and staff development. The OPDR also maintains a current list of statewide professional development opportunities in an easily searchable format.

704

New or level-increased PDLs issued

96

New Director’s Credentials issued

624,774

Professional Development hours completed

TRAINING ATTENDED	EMPLOYEES
‘HOMELESS AND YOUNG CHILDREN DEALING WITH TRAUMA’	420
‘CREATING A POSITIVE SOCIAL EMOTIONAL CLIMATE FOR INFANT/TODDLER CARE SETTINGS’	455
‘EARLY LEARNING GUIDELINES FOR INFANTS, TODDLERS AND TWOS’	850
‘SAFE SLEEP PRACTICES’	7,138
‘DAILY PROGRAMS FOR INFANTS AND TODDLERS’	56

* Training in focused areas per Child Care Development Fund requirements.

SCHOLARS FOR EXCELLENCE

The Scholars for Excellence program is a partnership that supports credential and degreed education tracks. The program helps students pay for tuition and books. The Scholar Coordinators provided 1,222 technical assistance visits to Child Care Programs and 199 to Family Child Care Homes to assist with enrollment in school.

1,332

Scholars for Excellence Scholarships awarded

137

Certificates of Mastery awarded

6

Infant/Toddler Certificates of Mastery awarded

48

Director's Certificate of Completion awarded

34

Associates in Arts or Associates in Science achieved

4

Associates in Applied Science achieved

2

Bachelor of Arts or Bachelor of Science achieved

MOVING FORWARD

During SFY 2019, CCS focused on developing programs and measures guided by the Child Care Development Fund State Plan (CCDF) to be implemented by 2020. To assist with the implementation, states received an increase in discretionary funds through the Federal CCDF program. Funds will be spent on purposes consistent with the Child Care Development Block Grant (CCDBG) Act of 2014.

CCS plans to increase the Infant Toddler coaching project to include Family Child Care Homes, as well as expanding the coaching concept into other areas of work such as QRIS and Licensing. CCS is also working to increase awareness, professional development and resources related to the impact of trauma and toxic stress on children, families and providers.

DHS and CCS leadership combined efforts with partners and stakeholders to develop programs and strategies to best support families, children and the child care provider community by investing in quality child care in areas such as increasing child care provider rates; infant and toddler care; and revising the subsidy eligibility and copayments schedule.

We are proud of Oklahoma's commitment to support families and children by investing in quality child care.



PROMOTING

SELF - SUFFICIENCY

CSS

Child Support Services

Under federal law, Child Support Services (CSS) is responsible for establishing, monitoring and enforcing child support orders and recovering taxpayer funds spent on public assistance services. While anyone needing service may apply regardless of income, Oklahomans receiving TANF (page 20), Child Care Subsidy (page 22), or SoonerCare (Oklahoma Health Care Authority) are automatically referred to Child Support Services. The collection and distribution of reliable child support helps families be more self-sufficient, decreasing reliance on public assistance.

Child Support Services include:

- Locating parents
- Establishing legal fatherhood (paternity)
- Establishing and enforcing fair child support orders
- Increasing health care coverage for children through medical support orders

CHILD SUPPORT CHANGES

The federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996 saw the beginning nationally of a gradual decline in the number of families receiving public assistance. Changes in the Affordable Care Act of 2010 affected Medicaid online enrollment and led to a decline in automatic referrals to Child Support Services from the Oklahoma Health Care Authority. In Oklahoma, open child support cases increased 36 percent between Federal Fiscal Year (FFY) 1999 and FFY 2018. In State Fiscal Year (SFY) 2019, child support cases in Oklahoma declined 4.6 percent.

PATERNITY ESTABLISHMENT

CSS helps determine the parentage of children. When parentage is in doubt, CSS files legal action and provides genetic testing procedures when necessary. Through the previous decade, CSS remains among the highest performing states in the country for Statewide Paternity Establishment Performance Measures. However, due to budget reductions and staffing cuts, performance in this area dropped from 106.15 percent in SFY 2017 to 100.37 percent in SFY 2019. Establishment of parentage is the first, crucial step in ensuring the financial responsibility for supporting children starts with the parents, not the taxpayers. Even a single year's drop can affect families for the lifetime of a child.

CHILD SUPPORT ORDERS

Child Support orders are established through a court process. In the last decade, CSS improved its Support Order Establishment rate from 71 percent in FFY 2008 to 83 percent in FFY 2018, exceeding the national average increase over the same 10-year period by over half. In SFY 2019, CSS established support orders for 7,688 cases, a decrease of 29.2 percent from just two years prior.

83%

Support Order
Establishment Rate

7,688

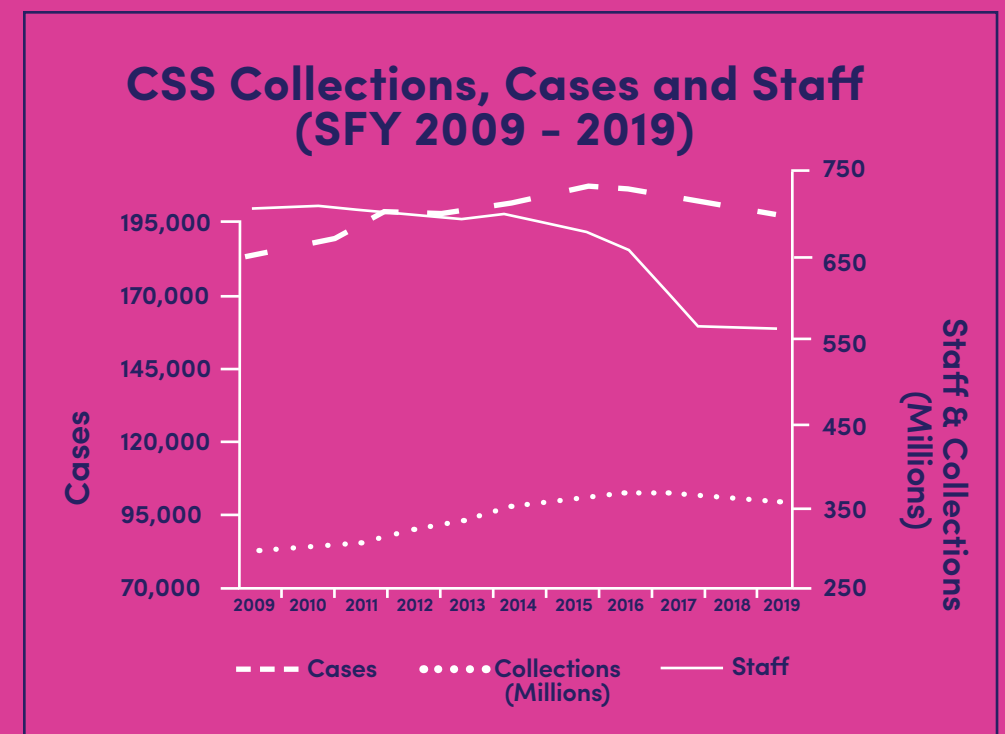
Cases with Support Orders
established during SFY 2019

ARREARAGES

Children benefit most from regular, reliable support. When child support is not paid, an arrearage accumulates. In SFY 2019, collection of past due support declined three percent from its SFY 2017 level.

TOTAL COLLECTIONS

In SFY 2019, CSS collected \$353 million in child support and 189,642 cases were open at the end of the fiscal year. This represents a decline of \$7 million (1.9 percent) and 9,063 cases (4.6 percent) when compared to SFY 2017. Custodial parents receiving child support collections declined 1.4 percent over the last two years.



189,642

Open cases
at the end of SFY 2019

204,637

Children under
the age of 19 in open cases

121,206

Children born out of wedlock
who now have paternity established
or acknowledged

117,441

Ordered cases that received
some type of collection

112,927

Cases with medical support ordered

98,168

Cases with arrears that received
collection on those arrears

RECENT INNOVATIONS

Centralization Initiatives include:

- **Oklahoma County Finance Unit** – Increasing efficiency by consolidating district office, finance functions in a central location.
- **Special Collections** – Increasing effectiveness of highly complex collection tasks through centralization:
 - Bankruptcy cases
 - Intergovernmental cases
 - Cases with Arrears but no payment plan
 - Continuation of support when Current Support is no longer due
 - Special modifications (e.g., SSI recipients, incarcerated NCPs)
 - Oklahoma County juvenile cases
- **Predictive Analytics** – Testing PA software to help prioritize staff work for the most effective actions.

SNAPSHOT

- Paternity Establishment Percentage – 100.37 percent (comparing one year’s out-of-wedlock births with acknowledged and court-ordered paternities from the next year)
- Support Orders Established – 82.33 percent of caseload
- Current Support Collected – 56.50 percent of amount due
- Arrears Support Collected – 62.80 percent of ordered cases had collections of past due support
- Medical Support Orders Established – 94.10 percent of all cases with support orders also had medical support orders established
- Cost Effectiveness Ratio – \$6.68 was recovered for each dollar expended on the program

189,642 open cases in SFY 2019.

156,125 cases have an order for child support -

- 9,887 were receiving public assistance (TANF or children in foster care)
- 45,198 were former public assistance cases
- 101,040 were never on public assistance

Note: “public assistance” excludes Medicaid

204,637 children under the age of 19 are included in the open cases -

- 146,543 of these children were born out of wedlock
- 121,206 children born out of wedlock now have paternity established or acknowledged

28,763 cases opened in SFY 2019 -

- 12,709 from Medicaid referrals
- 5,332 from private applications
- 4,547 from Foster Care
- 3,078 from TANF
- 1,687 from other states
- 1,410 from Child Care

Of the 24,445 cases that involve other states -

- 10,824 cases with custodial person living in Oklahoma and noncustodial parent living in another state
- 13,621 cases with noncustodial parent living in Oklahoma and custodial person living in another state



CWS

Child Welfare Services

Child Welfare Services (CWS) is committed to improving the safety, permanency and well-being of children and families involved with the system due to abuse or neglect. CWS works to keep families together whenever safely possible. When a child must be removed from the home to ensure safety, CWS searches for relatives or foster parents who can support the child and family while efforts are made toward reunification. When the child and family cannot be safely reunified, CWS focuses efforts to find the child an adoptive family or a guardian to ensure permanent, supportive connections that will last through adulthood.

WORKING TO
KEEP FAMILIES TOGETHER

CHILD WELFARE REPORTS

In SFY 2019, DHS received 81,249 reports of alleged child abuse, neglect or both, in which 138,907 children were alleged victims. Of those reports, 15,809 children were confirmed to be victims. This year, there were 4,673 children who left state custody and were successfully reunited with their biological families, adopted or placed in a guardianship situation.

Child Welfare Services are funded through a combination of state dollars and federal funds from Titles IV-B and IV-E of The Social Security Act, Medicaid and TANF (Temporary Assistance to Needy Families).

81,249

Reports of alleged child abuse, neglect or both

138,907

Children that were alleged victims

15,809

Child victims confirmed

4,673

Children who left state custody

ABUSE & NEGLECT HOTLINE

DHS maintains a 24-hour statewide, centralized child abuse and neglect hotline to take reports regarding children, younger than 18 years old, believed to be a victims of abuse, neglect or both. Ongoing targeted recruitment and hiring at the hotline has maintained staffing levels which allow for calls to be answered timely and with quality information – all of which are crucial to the safety of children. During SFY 2019, the answer rate at the hotline was 96.3 percent. Process improvements continue to increase the speed at which referrals are identified and assigned to local offices.

FAMILY-CENTERED SERVICES

If a child is found to be unsafe after an assessment of the family situation, CWS intervenes to assist the family and keep the child safe. One option is Family-Centered Services (FCS), which allows the child to remain in the custody of their parents with a safety plan in place. FCS cases focus on the child's safety, preserving and strengthening the parent's or caregiver's abilities to keep children safe. Most families in an FCS case will receive Comprehensive Home-Based Services (CHBS) and referrals to other community services that best meet their needs. CHBS is only appropriate for families where children are at moderate risk of removal. During SFY 2019 there were 2,032 families served in FCS cases statewide.

2,032

Families served in Family-Centered Services cases

INTENSIVE SAFETY SERVICES

The primary source of federal funding for children in foster care is Title IV-E. The U.S. Department of Health and Human Services has waived certain requirements and allowed some states, through demonstration projects, to use these funds more flexibly to test new approaches to service delivery and improve outcomes for children and families involved in the child welfare system.

From SFY 2011 through SFY 2014, Oklahoma saw a dramatic increase in the number of children removed from their homes and placed in state custody. The majority of children entered custody due to neglect and other reasons—not physical or sexual abuse. Studies in Oklahoma have shown that many children could have safely avoided removal if effective services had been available in their families' homes.

The DHS waiver demonstration project, known as Intensive Safety Services (ISS), targets those families where the removal risk is higher and therefore not appropriate for CHBS. ISS provides services in the home three to five times a week, eight to 10 hours per week for duration of four to six weeks for families with children from birth to 12 years of age. These services are provided by contracted master's level licensed behavioral health professionals or those under supervision for licensure. At the end of the ISS period, the cases then step down to a CHBS case for continued services up to six months. Each case must also have a Family-Centered Services Specialist throughout the life of the case. From implementation of the project on July 22, 2015 through January 22, 2019, 934 children received ISS services resulting in 767 (82 percent) children being safely maintained with their families, avoiding removal and placement into DHS custody.

934

Children received
ISS services

767

Children remained safely
with their families

OUT-OF-HOME CARE

Children who are in DHS custody, whether they are in foster care, inpatient care, trial adoption, trial reunification or similar services, are considered to be in out-of-home care. The goal for most of these children is to return to their own home. DHS has seen a seven percent decrease in the number of children in out-of-home care from the last fiscal year and a 14 percent decrease for the last two fiscal years. The number of children entering out-of-home care continued to decrease in SFY 2019 with the lowest number of children entering care since SFY 2010.

Decreases in the numbers of children coming into state care and increases in children leaving state care are both positive outcomes which are the result of several years of reform efforts. CWS has increased state dollar investments into comprehensive home-based services which keep children safe at home while parents work to correct issues that led to unsafe conditions. These same services also help parents who have had their children removed reunite their families faster. Intensive Safety Services funded through the Title IV-E federal waiver has also helped keep children safe at home with their families. CWS efforts to help children and teens who cannot return home to find permanency through adoption or guardianships, which has also helped reduce the numbers of children in care.

OUT-OF-HOME CARE

	2015	2016	2017	2018	2019
Removed at Start of SFY	11,301	10,917	9,964	9,044	8,440
Entering Out-of-Home Care	5,328	5,143	5,158	4,660	4,416
Exiting Out-of-Home Care	5,774	5,971	6,047	5,231	4,889
Removed at End of SFY	10,917	9,964	9,044	8,440	7,927

FOSTER FAMILIES

Foster families are a vital part of the child welfare system in protecting children from abuse and neglect. When children cannot safely remain with their parents, a match is made with an appropriate foster family. The foster family may be related to the child, have a previous relationship with the child or be a non-related foster family. Focused recruitment efforts with multiple community partners assisted DHS and Resource Family Partner agencies to recruit 810 new foster families in SFY 2019. DHS will continue recruitment efforts and supports to foster families until every child has the right foster family.

REUNIFICATIONS & ADOPTIONS

In SFY 2019, 2,216 children left state care through reunification. Safe reunification is the ultimate success because it means the family and DHS worked together to correct the conditions that led to the removal of children. Reunification also ensures children maintain long-term connections to their kin, culture and community, which are the overall goals of child welfare services.

In cases where a child cannot be safely returned to his or her own home, adoption provides permanency for the child. In SFY 2019, DHS staff finalized adoptions for 2,064 children, giving them a permanent home. Occasionally, there are times when the adoption is not successful and is dissolved. In SFY 2019, there were 45 adoption dissolutions. On average, these adoptions lasted 62 months before they dissolved.

2,216

Children left state care through reunification

BEST NIGHT EVER

Music Video Focuses on Foster Care and Adoption

The Oklahoma Department of Human Services (DHS) continues to have an urgent need for foster and adoptive families. In SFY 2019, the agency reached out to Oklahomans through an original song and music video, presented from the perspective of waiting children, hoping to encourage families to consider fostering or adopting.

The song, "Best Night Ever," was written and composed by Tayvon Lewis, a DHS Child Welfare Specialist. Lewis, who is a music producer in his spare time, was adopted at a young age and knows first-hand the joy of finding his forever family.

"The lyrics and beat of the song are my way of expressing how a child might feel with the love and support of a foster or adoptive family," said Lewis. "I wanted this song to benefit children in foster care in hopes of encouraging more people to consider fostering and adopting."

DHS partnered with the Academy of Contemporary Music at the University of Central Oklahoma (ACM@UCO) who donated their music studio, staff and students for the recording and mixing of the song, and also with the University of Oklahoma Video Media Services to produce the video. The recorded song and video feature children and youth in foster care as well as children who have already been adopted and the children of DHS staff.

"We are so thankful for Tayvon, not only for giving us this gift of his music, but for choosing to work at DHS and bringing his compassion and unique perspective to the children and families we serve," said Dr. Deborah Shropshire, Director of Child Welfare Services. "We are also grateful for our university partners working alongside us, supporting children in foster care and our mission at DHS. Our joint hope is that this fun, creative approach will reach potential foster families in a whole new way and shine a light on the talent and spirit of children and youth in state custody."

BEST NIGHT EVER (CONT'D)

The video is available in three-minute, one-minute and 30-second versions. DHS plans to use the videos in ongoing foster care and adoption recruitment campaigns.

“Everyone can support foster care in a way that leverages their talents,” said Shropshire. “We can’t do this work alone and need families, businesses, partners and leaders in every community to join us in serving and protecting Oklahoma’s children and families.”

For more information about becoming a foster or adoptive parent, call

800-376-9729

or visit

<https://okfosters.org/>.

To view the Best Night Ever video, visit

<https://video.oucpm.org/2019/05/best-night-ever/>

and also the DHS Facebook and YouTube accounts.

ADOPTION ASSISTANCE

As of the last day of SFY 2019, there were 20,208 children and their adoptive families receiving adoption assistance payments.

CHILDREN EXITING STATE CARE TO PERMANENCY

SFY	Reunification	Adoption	Guardianship	TOTAL Exits to Permanency
2015	2,700	2,186	535	5,421
2016	2,816	2,243	539	5,598
2017	2,594	2,577	530	5,701
2018	2,328	2,144	483	4,955
2019	2,216	2,064	394	4,673

COMMUNITY PARTNERSHIPS

The partnerships DHS has with various community collaboratives, other state agencies, treatment providers and Native American Tribes of Oklahoma help improve outcomes for children and families. National partners such as the Annie E. Casey Foundation and Casey Family Programs provide support to develop innovative solutions that promote safety, permanency and well-being for children and families.

THE PINNACLE PLAN

In January 2012, the Oklahoma Department of Human Services settled a class-action lawsuit filed against its foster care system by a child advocacy group. As a result of this settlement, DHS created, and in 2013 implemented, the Oklahoma Pinnacle Plan which was a detailed plan to improve the foster care system. Funding for the improvements over the past seven fiscal years includes more than \$119.4 million earmarked appropriations plus more than \$170.3 million DHS has redirected internally to Child Welfare Services. Since 2012, progress and achievements to date include:

- DHS has added more than 840 new case workers and supervisors to the child welfare workforce, with workers being paid, on average, three percent more due to funding for raises. This has resulted in lower caseloads and less turnover of frontline workers.
- 13,798 children have been adopted from the foster care system and over 17,600 have been successfully reunited with their families.
- DHS and its contract partners have recruited and approved over 5,000 new foster families.
- The use of emergency children's shelters has been significantly reduced statewide, by 74 percent, since the Pinnacle Plan was implemented, and shelter use completely eliminated for children birth through one year of age since SFY 2016. DHS has closed both of its state-run shelters and partners with locally-run Youth Services shelters when needed.
- DHS has invested in more home-based services to keep many children safe with their families and avoid removals. These same services help families with children in care to be reunited much faster. These efforts, along with adoptions, have reduced the overall number of children in state custody from a high of 11,298 in 2014 to 7,927 children at the end of SFY 2019.
- DHS has increased public-private partnerships to fund and support services the agency could not offer on its own or with limited state appropriations.

MORE THAN
\$119.4

Million earmarked appropriations for CWS improvements

MORE THAN
\$170.3

Million internally redirected to CWS

840

New case workers and supervisors added to workforce

13,798

Children adopted from the foster care system

MORE THAN
17,600

Children successfully reunited with their families

5,000

New foster families

74%

Decrease in use of emergency children's shelters

RESULTS FOR SFY 2019

The experiences of Oklahoma children suffering from abuse or neglect are very different today thanks to the success of these reforms:

- 92 percent of children in DHS custody are placed with families.
- Children are more likely to be able to safely remain in their own homes while their families get the help they need.
- Children first entering foster care are more likely to be placed with a family rather than in an emergency shelter.
- Children entering foster care are more likely to be placed with their own families or with someone they know.
- Children are less likely to experience multiple moves while in care.
- Children are less likely to age out of foster care without legal permanency like adoption or guardianship.
- After reunification with their families, children are less likely to reenter foster care.

FAMILY TREE

Integrated System of Care

The Oklahoma Department of Human Services administers multiple programs that benefit many Oklahomans of all ages. The protection of Oklahoma children is a major focus of many DHS programs, especially those administered by Child Welfare Services.

Oklahoma has a long history of serving children who need protection from harm.

In the 1920's, Oklahoma County civic leaders wanted to build a group home for girls ages six to 18 whose parents could no longer care for them. Over the following half century, these kinds of homes provided a safe place for abused, neglected or abandoned children and youth.

In 1975, the Pauline E. Mayer Emergency Shelter for children was built in Oklahoma City. Some children in DHS custody were housed at the shelter until they could be safely placed in a kinship or traditional foster home. Forty years later – in 2015 – the emergency shelter was permanently closed when DHS ended its practice of regularly placing children in shelters.

In 2018, a groundbreaking ceremony officially declared the former shelter to be the new home of the Family TREE (Team, Resources, Evaluation, Education). The former shelter was renamed the Judge Lisa Tipping Davis Family Center and began serving families in the autumn of 2019.

Judge Davis envisioned the concept of the Family TREE as a place where DHS and its dedicated community partners would provide an integrated system of care for families needing quality services. It is an innovative model that does not exist anywhere else in the state. Family TREE illustrates our commitment to provide customer-oriented services to families and children going through a very difficult process.



FAMILY TREE (CONT'D)

Families can meet on-site with DHS child welfare workers in a more convenient location and experience quality family visitation. Children receive basic medical assessments, and mental and behavioral health assistance is available for the entire family. CASA volunteers advocate for children in court and, when a family is scheduled to appear before a judge, the Oklahoma County Juvenile Justice Center is located right next door.

The State of Oklahoma is not meant to be a child's parent for the long term. DHS simply could not serve children without the help of foster families who open their homes to children in DHS custody. Support services through the Family TREE are available to our foster families to help them navigate their role as temporary caretakers of children in need.

We are proud of this unique effort to provide services and support to families in need. We believe every parent and every family has value and deserves a chance at recovery.

We want families to be safe. We want families together.

View the video, "Family TREE: Planting a Seed," on the DHS website.

92%

Children in DHS custody placed with families

2,064

Children received a permanent home through adoption

45

Adoption dissolutions



DDS

Developmental Disabilities Services

Developmental Disabilities Services (DDS) helps individuals with intellectual and developmental disabilities lead healthier, more independent and productive lives to the fullest extent possible, exercise their rights as citizens of their communities, state and country, and promote the integrity and well-being of their families.

DDS offers a wide array of community supports for individuals with intellectual and developmental disabilities and their families. The supports are tailored to meet each individual's needs. To do this, more than 100 community service agencies around the state provide direct care and employment services to the individuals.

Programs administered by DDS:

- Medicaid Home- and Community-Based (HCBS) waiver services
- Family Support Assistance Payments
- State-funded group homes, employment, assisted living and guardianship services

SERVING THOSE

WITH DISABILITIES

WAIVER PROGRAMS

Medicaid HCBS waiver programs represent the majority of the services administered. HCBS waiver programs receive appropriated state dollars and matching federal dollars. Because HCBS programs are expanded Medicaid services, recipients must be Medicaid (SoonerCare) eligible. DDS manages four HCBS waiver programs:

- In-Home Supports waiver for adults
- In-Home Supports waiver for children
- Community waiver
- Homeward Bound waiver

In furthering some of the foundational efforts initiated in SFY 2019, DDS plans to formally submit a HCBS waiver to the Centers for Medicare and Medicaid Services (CMS) in SFY 2020. This waiver will create a new program for children with intellectual disabilities in state custody with a mix of federal and state funding for additional supports.

Individuals receiving HCBS live in their own homes, family homes, shared living homes or group homes. Services were provided by 630 different private contract providers including:

- Residential and vocational service agencies
- Nurses
- Dentists
- Occupational therapists
- Physical therapists
- Speech therapists
- Psychologists
- Durable medical equipment suppliers
- Pharmacies

The average individual cost of serving an adult receiving in-home services ranges from 26 to 32 percent of the annual cost of private Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID).

Fifty-six percent of individuals receiving HCBS live in a residential setting. They may also receive one or more of the following services:

- 5% of individuals receive Nursing services
- 13% of individuals receive Assistive Technology services
- 67% of individuals receive Employment Services
- 95% of individuals receive Transportation Services
- 66% of individuals receive Habilitation Training Specialists Services

7,794

Individuals served by one or more DDS program

5,242

Individuals received HCBS through Medicaid waiver programs

67%

Employed adults served by DDS – One of the highest percentages in the nation

1,076

Individuals received state-funded residential or employment services

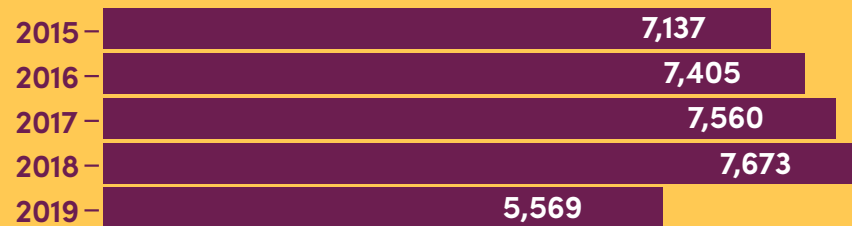
PERSONS RECEIVING HCBS WAIVER SERVICES

2015	5,610
2016	5,560
2017	5,390
2018	5,239
2019	5,242

WAITING LIST

DDS maintains a waiting list for HCBS. During the last two state fiscal years, the state legislature appropriated funding to serve individuals on the list. In SFY 2019, DDS was able to begin serving 164 people who had been waiting for services since 2006. DDS continues to work with stakeholders, advocates, self-advocates and families about the agency's community-based needs assessment for DDS customers still on the waiting list.

PERSONS WAITING FOR HCBS SERVICES



* DDS does not verify eligibility for HCBS until funding is available.

Individuals on the waiting list are eligible for and often receive services from other programs while they are waiting.

What we know about those who are waiting for Home- and Community-Based services:

- At least one individual lives in each of the 77 counties, with 2,413 residing in Oklahoma and Tulsa counties
- Individuals range in age from infants to over 80 years
 - 2,318 are younger than age 18
 - 538 are age 19 to 21
 - 2,487 are age 22 to 55
- 4,781 reside in their own or family home
- 2,455 have been on the waiting list for over eight years
- 3,833 are enrolled in SoonerCare
- 1,658 receive SNAP food benefits
- 688 receive the Family Support Assistance Payment
- 513 participate in state-funded services
- 121 receive State Plan Personal Care
- 131 receive Adult Day Services through DHS Aging Services

STATE-FUNDED SERVICES

A number of Oklahomans with intellectual and developmental disabilities are not Medicaid-eligible for various reasons. For these individuals, there are a limited amount of services funded entirely with state dollars. These services include sheltered workshop and community-integrated employment services, group home services, and adult day services.

1,076

Individuals received state-funded services

68

Providers served recipients of state-funded services

FAMILY SUPPORT ASSISTANCE

DDS offers Family Support Assistance Payments to families who are caring for children with developmental disabilities under the age 18 who are living at home. The payment is \$250 per month for the first eligible child, up to a maximum of \$400 per month, depending on the number of eligible children. These payments are provided to families with annual gross incomes that do not exceed \$45,000 and are funded from the federal Temporary Assistance to Needy Families (TANF) grant.

1,452

Children benefitted by Family Support Assistance Payments

1,372

Families received Family Support Assistance Payments

PROVIDER RATES

Through state appropriated funds in SFY 2019, DDS provided a much-needed rate increase of four percent for contract providers, which included restoring rates from previous budget shortfalls. This increase allows for a more robust offering of community supports.

WORKING ON A DREAM

Donny & Michelle McCulloch

Donny and Michelle McCulloch have attained their version of the American Dream. A strong, independent couple, they have worked hard for all their successes. They have been married eleven years and make their home in Duncan.

Michelle has received services since March 2000 and Donny since September 2004 through the Developmental Disabilities Services (DDS) waiver program. They have utilized community-based pre-vocational job training, coaching, counseling, transportation and job stabilization.

Michelle has worked at a local McDonald's restaurant for more than two years, washing dishes and trays and cleaning counters. She is a diligent worker and says she "loves" her job.

Donny has been employed for eight years with Southern Machine Works, a company that manufactures precision-engineered components for the aerospace, defense and weapons industries. He proudly told his caseworker his job is to "keep the aisles clean and clear."

The job coaching assistance Donny and Michelle received was provided through a DHS partnership with Think Ability, Inc., a nonprofit agency dedicated to improving the quality of life for adults with intellectual disabilities.

"Think Ability, Inc. contracts with DHS Developmental Disabilities Services to provide residential, vocational and in-home supports to individuals with intellectual and developmental disabilities," said Robin Arter, Think Ability, Inc. executive director. "We help in the initial stages of employment assessment, job search and development, and job coaching. We support over 100 individuals with disabilities in Ardmore, Duncan and Norman."



WORKING ON A DREAM (CONT'D)

With jobs they both enjoy, Donny and Michelle opened a STABLE bank account at a local Arvest Bank and began saving money. STABLE accounts are made possible by the Achieving a Better Life Experience (ABLE) Act which Congress passed into law in 2014. The accounts are available to eligible individuals with disabilities.

After working hard for several years, the couple saved enough money to make a down payment on a house! Donny's mother helped them through the process along with their realtor and banker in Duncan. The couple's dream became a reality in March 2019 when they signed the papers and became brand new homeowners in Stephens County.

Cindy Walker is the couple's DDS case manager. "Michelle and Donny are always a pleasure to see," said Walker. "They are such kind and sweet individuals. I'm so proud of all their successes and it's wonderful to see how both of them have grown as individuals and as a couple."

Michelle and Donny are rightfully proud of their accomplishments and continue to embrace their future together.

"Donny and Michelle have the motivation and desire to be successful," said Arter. "They live with minimal supports and it has been an honor to be involved in their successes."

PERSONS WAITING FOR HCBS SERVICES

LIFE STAGES	NUMBER WAITING
INFANCY (0-3)	52
EARLY CHILDHOOD (4-6)	192
SCHOOL AGE (7-18)	2,074
TRANSITIONING TO ADULT (19-21)	538
ADULT (22-35)	1,882
MIDLIFE/AGING PARENTS (36-64)	766
SENIOR CITIZEN (65 AND OLDER)	65

TOTAL - 5,569



ENSURING
FAIR

TREATMENT



Office of Client Advocacy

Office of Client Advocacy (OCA) customers include adults with intellectual disabilities who receive DHS DDS services, foster parents and foster children.

We protect customer rights through:

- Advocacy
- Informal problem resolution
- Formal problem resolution through the grievance and fair hearing process
- Investigations of caretaker abuse, neglect and exploitation of adults with intellectual disabilities and children in out-of-home placements above the level of foster care
- Administrative investigations at the request of the DHS director related to the death or near death of a child known to Child Welfare Services or in other circumstances
- Investigations of retaliation, harassment or discrimination to foster parents or children being served by Child Welfare Services

As advocates, OCA supports self-determination and autonomy of its customers and helps them navigate DHS systems in order to meet their needs. As investigators, OCA protects customers from abuse, neglect and exploitation by identifying wrongdoers and removing them from customer contact.

PROTECTING CHILDREN

The Office of Client Advocacy investigates allegations of abuse, neglect, sexual abuse and sexual exploitation of children in out-of-home care (other than foster care) regardless of custody status by a person responsible for a child's health, safety and welfare.

All children being served by DHS Child Welfare Services have the right to file a grievance with OCA regarding any decision or action by a DHS employee or child placing agency, or to assert their Statement of Rights.

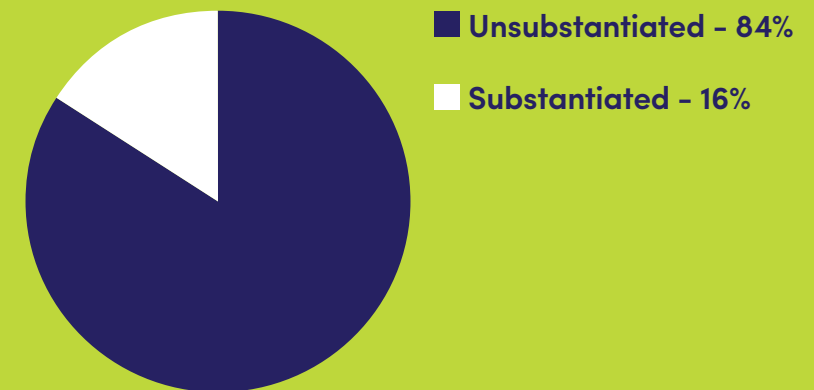
All children being served by Child Welfare Services have the right to be free from retaliation, discrimination or harassment resulting from their filing of a grievance, or providing information to any official or DHS employee. OCA investigates allegations that this right has been violated.

All children receiving DDS services have the right to file a grievance regarding the delivery or denial of those services. OCA advocates assist these children in the filing of the grievance, negotiation of a resolution, and appeal of an adverse finding to fair hearing. OCA advocates assist children who are eligible to receive DDS services when their issues require special advocacy in order to be fully considered.

CHILDREN'S INVESTIGATIONS IN RESIDENTIAL FACILITIES

SFY	Referrals Received	Referrals Assigned	Substantiated Findings
2015	1,510	515	69
2016	1,588	465	89
2017	1,343	413	78
2018	1,249	375	50
2019	1,199	290	53

JUVENILE INVESTIGATIONS SFY 2019



224

Complaints filed through OK Foster Youth Matters website

1,199

Reports of abuse or neglect of children in residential facilities

290

Investigations conducted

53

Cases with a confirmed victim

PROTECTING ADULTS

OCA investigates allegations of abuse, verbal abuse, neglect, financial neglect, financial exploitation, personal degradation, sexual abuse and sexual exploitation of adults with intellectual disabilities who receive services through DHS Developmental Disabilities Services.

OCA advocates are trusted partners who ensure their customers receive optimal support and care.

All adults receiving DDS services can request OCA advocates on special assignment.

OCA advocates are assigned to Hissom class members, residents of DHS residential facilities for persons with intellectual disabilities, and persons who have transitioned from those facilities into community placements. All adults receiving DDS services have the right to file a grievance regarding those services or the denial of services. OCA advocates assist customers in every step of the grievance and appeal process.

ADULT INVESTIGATIONS

SFY	Referrals Received	Investigations Assigned	Investigations Completed
2015	1,465	554	585
2016	1,342	647	588
2017	1,248	526	605
2018	1,254	522	496
2019	1,068	337	429

ADVOCACY SERVICES

624

Former residents of the Hissom Memorial Center

173

Former residents of Northern and Southern Oklahoma Resource Centers

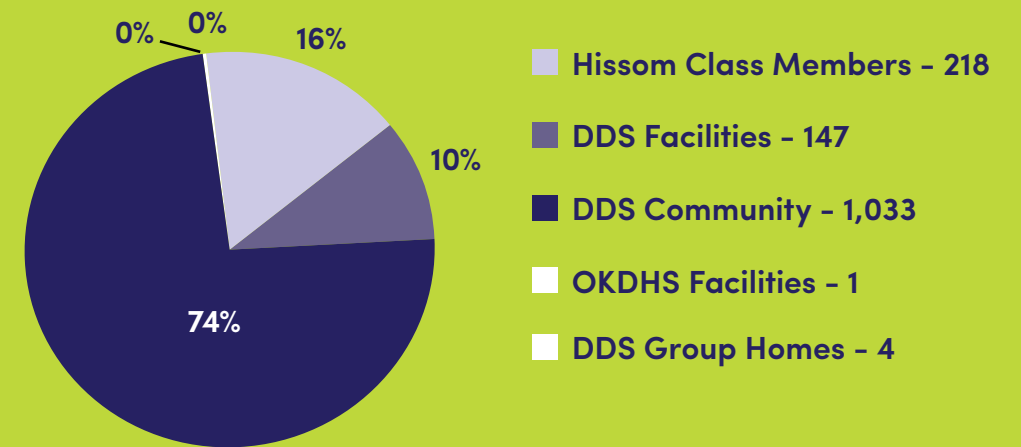
66

DHS facility residents

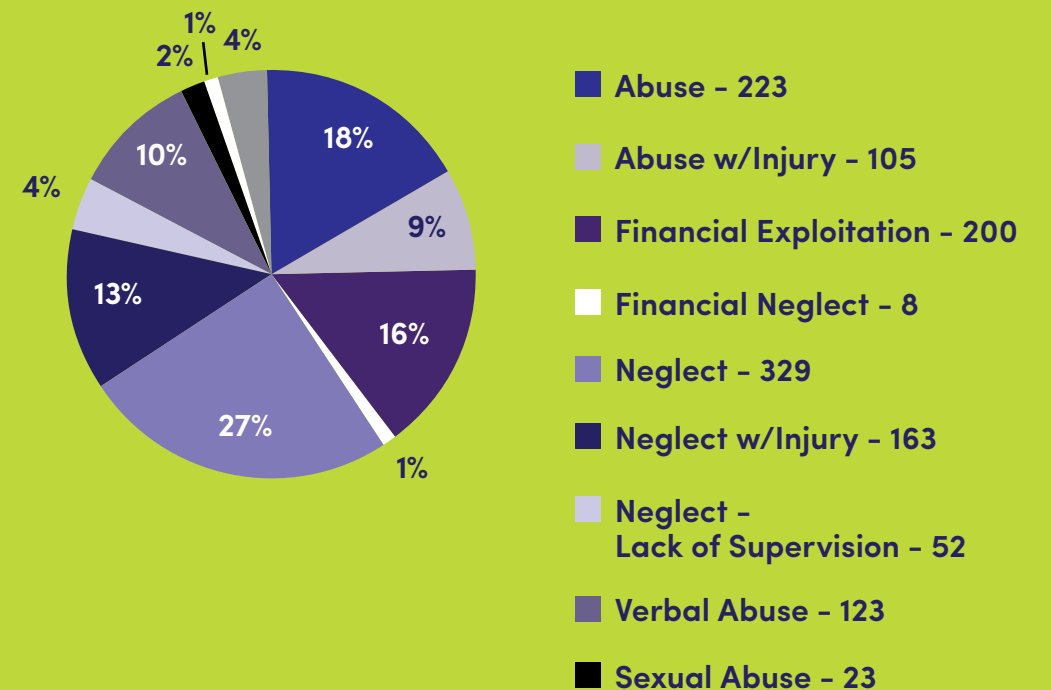
282

Special advocacy requests

ADULT ALLEGATIONS INVESTIGATED IN SFY 2019 (BY CLIENT TYPE)



ADULT ALLEGATIONS INVESTIGATED IN SFY 2019 (BY ALLEGATION TYPE)



PROTECTING FOSTER PARENTS

All foster parents have the right, without fear of reprisal or discrimination, to file a grievance relating to the providing or receiving of foster care services. OCA facilitates resolution of these grievances at every step of the grievance process.

All foster parents have the right to file a grievance regarding any issue related to the provision of foster care through OK Foster Parent Voices, which is located on the DHS website at www.okfosterparentvoices.org. OCA facilitates resolution of these grievances at every step of the grievance process.

All foster parents may report allegations of retaliation, discrimination or harassment resulting from the filing of a grievance, providing information to any state official or Department employee or assisting or testifying in an investigation, proceeding or hearing against the Department or child-placing agency. OCA investigates these allegations and provides investigative findings to the DHS Director.

PROGRAM INTEGRITY

The DHS Director may request OCA to conduct an internal Administrative investigation of the death or near death of children known to the department or in other special circumstances.

176

Foster parent grievance case resolutions

6

Completed cases of foster parent retaliation, discrimination or harassment

3

Confirmed cases of foster parent retaliation, discrimination or harassment

9

Number of administrative investigations



OIG

Office of Inspector General

The Office of Inspector General (OIG) 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 public.

OIG customers are internal DHS divisions, third-party external vendors and community partners.

OIG consists of four units working together to maintain customer-oriented accountability and integrity in DHS programs and services:

- Internal Audit Unit
- Administrative Review Unit
- Information Security Unit
- Investigations Unit

In addition, OIG provides administrative oversight of the Office of Background Investigations (OBI) which performs a similar accountability role.

PRESERVING

INTEGRITY

INTERNAL AUDIT UNIT

The Internal Audit Unit helps ensure accountability and compliance by conducting a variety of audits of DHS programs, contracts and subcontracts. The unit also reviews independent audit reports of DHS contractors to track audit findings, evaluate solvency and determine compliance with federal and contractual requirements and technical standards. During SFY 2019, the internal audit unit conducted nine internal audits resulting in total questioned costs of \$67,044. In addition, 243 desk reviews of independent audit reports were completed.

\$67,044

Saved through internal audits

ADMINISTRATIVE REVIEW UNIT

The Administrative Review Unit conducts audits of licensed child care facilities to ensure compliance with regulations and policies as well as determining legitimacy of claims filed for reimbursement and child care assistance cases to ensure case accuracy. Additionally, the unit reviews interstate data matches to find possible dual participation in SNAP and Medicaid programs.

\$170,614

Child care overpayments recouped

\$327,217

Overpayments discovered due to dual SNAP participation with other states

INFORMATION SECURITY UNIT

The Information Security Unit investigates incidents related to DHS information and technological devices that store information and assists with audits to help DHS comply with state and federal requirements for information security. The unit continues to develop a more comprehensive information security awareness program for DHS and updates information security policy to address changing technology uses.

INVESTIGATIONS UNIT

The Investigations Unit investigates allegations of fraud in benefit programs such as SNAP, TANF, child care subsidy and Medicaid. A redesigned investigative case management system has been implemented to improve reliability and accessibility and provide better reporting capability to USDA Food and Nutrition Services. The unit also investigates allegations of DHS employee misconduct.

In SFY 2019, the Investigations Unit completed 1,747 investigations. 692 investigations identified \$2,297,802.53 in combined public assistance, SNAP and Medicaid overpayments.

1,747

Investigations conducted

692

Investigations resulted in program overpayments

\$2,297,802

Overpayments identified

Of the 692 completed investigations resulting in program overpayments, 498 individuals were disqualified from SNAP due to fraud, and 11 individuals were successfully prosecuted in criminal courts. These disqualifications and successful prosecutions led to additional SNAP program savings of \$1,241,888.

498

People disqualified from SNAP for fraud

11

People prosecuted in criminal court

\$1,241,888

SNAP program savings due to fraud disqualifications

BACKGROUND INVESTIGATIONS

The Office of Background Investigations (OBI) conducts approximately 66,000 background checks annually for licensed child care providers, foster and adoptive families, trial reunification, guardianship and all DHS employees requiring access to and review of national fingerprint results. The unit continues to update policy to reflect new state and federal laws and regulations aimed at enhancing the frequency and thoroughness of background checks.

66,000

Conducted background checks



ACCOUNTABILITY

DHS continues to improve operational efficiencies to meet the needs of Oklahomans. There is an increasing number of individuals receiving services with fewer DHS employees. This is accomplished through staff training, automating processes and identifying process improvements. The aim is to improve timely and accurate delivery of services at the lowest cost.

State and federal dollars 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.

FULL-TIME PERMANENT EMPLOYEES

DIVISION	SFY 2019
ADULT AND FAMILY SERVICES	1,288
ADULT PROTECTIVE SERVICES	147
AGING SERVICES	151
CHILD CARE SERVICES	147
CHILD SUPPORT SERVICES	331
CHILD WELFARE SERVICES	3,064
DEVELOPMENTAL DISABILITIES SERVICES	417
OFFICE OF CLIENT ADVOCACY	58
OFFICE OF INSPECTOR GENERAL	79
PROGRAM SUPPORT	179

TOTAL - 5,861

Total does not include vacancies, part-time or temporary employees.

DHS BUDGET (DOLLARS IN BILLIONS)

	2015	2016	2017	2018	2019
Federal	1.427	1.504	1.438	1.403	1.404
State	0.661	0.677	0.686	0.669	0.700

DHS EXPENDITURES

■ Adult and Family Services - \$1,178,724,612

■ Adult Protective Services - \$8,172,431

■ Aging Services - \$106,097,556

■ Child Care Services - \$15,732,413

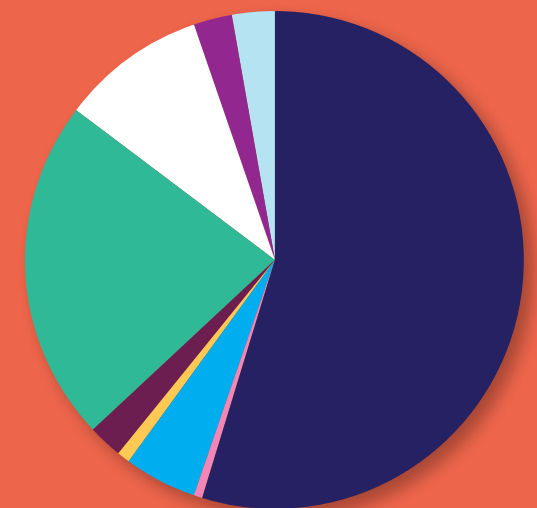
■ Child Support Services - \$46,953,681

■ Child Welfare Services - \$480,480,160

■ Developmental Disability Services - \$200,671,825

■ Program Support - \$124,601,465

■ Other (Commodities and Construction) - \$51,486,114



\$2,212,920,257

(Numbers have been rounded to whole dollars.)

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CONTRIBUTORS

DESIGN & PHOTOS

Caroline Miller is a master-level photographer who has captured agency-related images for over a decade. Caroline helps visually communicate real-life stories of the Oklahomans we serve. For this report, she provided bright, eye-catching duo-tone photos that perfectly represent our programs, clients, and a hopeful future.

Tammy Rogers is an artist, graphic designer and supervisor of DHS Design & Photography Services. She has worked for the agency since 2004 and develops smart, creative, high-quality materials that skillfully communicate messages for the agency. For this report, Tammy was the graphic designer and developed the concept overall.

DATA & STATS

Jennifer Dalton is the Research and Evaluation Administrator with DHS Innovation Services. Jennifer has been with the agency since 2001. She and her team compiled and validated all data presented in this report and the accompanying statistical tables which help tell the story of the Oklahomans DHS serves.

STRATEGIC ENGAGEMENT

Myron Pope Dr. Myron Pope is Chief of Strategic Engagement and has oversight of the DHS communications team which designed and created this annual report. He joined DHS in July 2019 to help lead agency efforts to engage community partners statewide to better serve vulnerable populations.

PRODUCTION

Monica Rouner supervises DHS Print Services and has been with the agency for 19 years. The Print Shop, which includes **Billy Cox, Jeff Dees, Buck Easterly, Ray Robinson and Robert Simmons** helps produce high-quality print media, including this annual report.

WRITING & EDITING

Debra Martin has served as a communications manager for DHS since 2011. For this report, she wrote division summaries for Adult and Family Services, Adult Protective Services, Child Care Services, Developmental Disabilities Services, Office of Client Advocacy and the Office of Inspector General. She also wrote the story narratives for Developmental Disabilities and the Family TREE. Since 2011, Debra has been involved in the production of the DHS annual report and this year served as its lead editor.

Jeff Wagner has worked as a DHS communications professional for more than a decade, serving as a voice for important agency programs and services. His contribution to this report includes content for Aging Services and Child Support Services.

Casey White has been with the agency for 17 years, and is a communications administrator focusing on Child Welfare Services and social media. Casey is grateful for the opportunity to share stories of both our amazing staff and those we serve. For this report, she worked with Child Welfare Services on their section, as well as the written and video feature, "*Best Night Ever*," a music video project designed to support foster care and adoption recruitment efforts.



ONE Human
Services

HUNDRED

PERCENT

