



OKLAHOMA
Rehabilitation
Services

2020 Annual Report





76,134

Total number of people served by DRS in State Fiscal Year 2020 (DDS data is for Federal Fiscal Year 2020).

11,532

Individuals who received assistance from DRS' Vocational Rehabilitation and Services for the Blind and Visually Impaired in SFY 2020.

5,634

Individuals served by the state's Library for the Blind and Physically Handicapped in SFY 2020.

\$24,558

Annual average yearly earnings in SFY 2020 of clients who received VR and SBVI services.

\$4 to \$1

Federal financial support to state match for VR and SBVI employment programs in SFY 2020.

57,110

Individuals served by Disability Determination Services in SFY 2020.

37,838

Total number of outreach direct services delivered by OSB and OSD in SFY 2020.

\$10,609

Average cost of services for DRS' VR and SBVI clients in SFY 2020.

\$3,684

Annual average taxes paid in SFY 2020 by clients who received VR and SBVI services. (Based on 15% tax rate.)

FFY = Federal Fiscal Year. SFY = State Fiscal Year.



DRS helps Oklahomans build their futures

The Oklahoma Department of Rehabilitation Services expands opportunities for work, independent living and economic self-sufficiency by helping Oklahomans with disabilities overcome barriers to success in the workplace, school and at home.

One in six Oklahomans has a disability, and DRS' Vocational Rehabilitation and Services for the Blind and Visually Impaired

programs introduce or reinstate people with disabilities back into the work force, creating taxpayers and reducing dependence on disability benefits and social assistance.

DRS clients exercise informed choice to achieve goals that promote equality of opportunity, full inclusion and integration into society, employment, independent living, and economic and social self-sufficiency.



The Oklahoma Department of Rehabilitation Services is comprised of eight divisions highlighted below that work to serve the 1-in-6 Oklahomans who have a disability.





Chair Wes Hilliard



Chair Wes Hilliard is a Sulphur banker and former Oklahoma state representative.

Oklahoma House of Representatives Speaker Charles McCall, R-Atoka, appointed Hilliard to the Commission in July.

Hilliard is president of Landmark Bank in Sulphur and Davis. He served in the Oklahoma House of Representatives from 2004 to 2012.

He has a bachelor's degree in political science from Oklahoma State University and a master's in education from East Central University in Ada.

Hilliard and his wife Melissa have three children, Weston, Jaxson and Blake.

Vice Chair Theresa Flannery



Vice chair Theresa Flannery of Mustang was appointed by Gov. Kevin Stitt to serve as a member of the Commission for Rehabilitation Services.

Flannery is a senior director for social services at Catholic Charities of the Archdiocese of Oklahoma City. Prior to that, she worked closely with DRS for 20 years when she was community resources and compliance director at Dale Rogers Training Center.

Flannery has received numerous awards for her work to help employ people with disabilities.

She earned a bachelor's degree in psychology from Southwestern Oklahoma State University in Weatherford.

Jace Wolfe



Jace Wolfe, of Edmond, is the director of audiology and research at the Hearts for Hearing Foundation in Oklahoma City.

He is also an adjunct professor in the audiology department at the OU Health Sciences Center in Oklahoma City and Salus University.

He provides clinical services for children and adults with hearing loss and is actively engaged in research pertaining to hearing aids, cochlear implants, hybrid cochlear implants and personal remote microphone systems.

Wolfe has authored and co-authored textbooks, publications and many articles in professional journals. He has also presented at state, national and international conferences.



Agency innovated to ensure clients served despite challenges

Reflecting on the business of DRS during 2020, this year has been about adapting the customer experience of DRS services in the time of COVID-19.

For vulnerable individuals, including those with disabilities and the DRS customer teams that serve them, the pandemic forced a rethinking of the delivery of customer services throughout the agency's divisions including Vocational Rehabilitation, Services for the Blind and Visually Impaired, the Oklahoma School for the Deaf, the Oklahoma School for the Blind, Disability Determination Services and DRS' state office.

Suddenly, the customer's journey and satisfaction gave way to their more urgent needs to be met and be delivered in the safest manner for both the customer and delivery team.

The challenges set forth this year were care and connection; meeting customers where they are; re-imagining a post-

For vulnerable individuals including those with disabilities and the DRS customer teams that serve them, the pandemic forced a rethinking of the delivery of customer services.



Melinda Freundt

**DRS Executive Director
Melinda Freundt**

COVID-19 state; and building capabilities for a fast-changing environment. By staying true to our values and purpose, DRS teams were able to deliver socially distant services and genuine support that were safe and meaningful. Our agency ensured support to employees to empower them to deliver critical customer services in this new environment.

Accessible digital delivery has always been a factor in serving individuals with disabilities. Adoption has grown rapidly, even among those "digitally resistant." The rate of learning new digital platforms grew overnight. Ensuring 508 compliant digital delivery remains critical to maintain access for all.

The challenges we have endured and overcome this year will have a lasting impact. The care and innovation we delivered during the pandemic will undoubtedly build positive and lasting relationships with our customers.



DRS maximizes resources to help clients succeed

Oklahoma Department of Rehabilitation Services leverages state and federal resources to ensure Oklahomans with disabilities pursue lives of independence and realize their employment goals.

The motto for the agency is “Empowering Oklahomans with Disabilities,” and agency staff work every day to achieve that goal.

The majority of funding for the Vocational Rehabilitation and Services for the Blind and Visually Impaired is eligible for a federal/state match of 78.7 percent/21.3 percent. The Oklahoma Library for the Blind and Physically Handicapped is state-funded.

The majority of funding for Oklahoma School for the Blind and the Oklahoma School for the Deaf is state appropriations. Other key OSD funding comes from the Equipment Distribution Program, which provides telecommunications and other equipment to deaf, hard-of-hearing, deaf-blind and severely speech-impaired individuals.

In support services, DRS utilizes an indirect cost rate as the standardized method for individual programs to pay a fair share of support service (general administration) costs.

Statistical information is based on State Fiscal Year 2020.

FY 2020 Expenditures

	VR/SBVI	Oklahoma School for the Blind	Oklahoma School for the Deaf	Disability Determination	Support Services	Total
State	\$14,426,000	\$7,713,000	\$8,667,000	\$237,000	\$2,476,000	\$33,519,000
Federal	\$38,444,000	\$0	\$0	\$40,797,000	\$6,013,000	\$85,254,000
Inter-agency	\$85,000	\$475,000	\$431,000	\$0	\$1,012,000	\$2,003,000
Other	\$478,000	\$64,000	\$610,000	\$0	\$10,000	\$1,162,000
Total	\$53,433,000	\$8,252,000	\$9,708,000	\$41,034,000	\$9,511,000	\$121,938,000



Impact on
Oklahomans
in FY 2020

10,042

Total number of individuals who received Vocational Rehabilitation Services in FY 2020

3,577

Program applications made for VR services

2,224

Employment plans completed

1,198

Employment outcomes achieved

\$24,292

VR clients annual average yearly earnings

\$10,404

Average cost of services per VR client

\$3,644

Average yearly taxes paid by employed client (15% tax rate)

Staff adapted to challenges to deliver for Oklahomans

Vocational Rehabilitation staff successfully assisted Oklahomans with disabilities in their pursuit of independent lives and economic freedom through work despite challenges in 2020 posed by the COVID-19 pandemic.

DRS staff shifted to utilizing online tools when necessary to see their clients to prepare for work and become Oklahoma taxpayers. By doing so, the clients strengthen the state's workforce while reinforcing their own self-worth.

VR staff members work with clients in removing barriers that prevent a person from working. They guide and counsel clients on employment goals and network with employers on behalf of people with disabilities. They can also assist employers in training the employees and advise on workplace accommodations, if needed.

In State Fiscal Year 2020, VR served 10,042 clients. DRS saw 1,198 Oklahomans with physical or mental disabilities become employed with the average yearly earnings reaching \$24,292.

These achievements were possible because of DRS



Vocational Rehabilitation Administrator Mark Kinnison

services that include career counseling, vocational education and training, and medical services if it is determined it will help a client find employment. They may also receive assistive technology, job placement and coaching.

When DRS clients who are former Social Security benefit recipients reach the nine-month work anniversary, the Social Security Administration reimburses DRS a portion of the cost of the services to get that person into the work force. These services build both people's self-respect and strengthen the state's available workforce.



Excited for every day

Fehr's work ethic impresses employer

Jacob Fehr looks forward to walking through the door of his job every day.

"I feel inspired coming to work," said Fehr as he busily hurries to make sure a rug display is ready for customers arriving later. "I really enjoy my job."

Fehr, who has an intellectual disability, has been employed for five months at Old Time Pottery in Tulsa where he has gone from learning the basics of the job to being one of the store's standout employees.

Fehr took advantage of DRS' Transition services while in high school and received work adjustment training. After graduation, he received additional



Vocational Rehabilitation services including supported employment.

"He is extremely pleasant to work with, and we are excited for his success at Old Time Pottery Barn," VR Specialist Miriam Savage said.

Fehr enjoys making his own money. He said he has no big purchases planned but may save up and take a vacation.

Enrique Espolita, manager of the store, said Fehr is a dependable employee, always being sure to arrive to work on time. Once he is comfortable in the job he is doing, Espolita said Fehr goes right to work and does not need anyone hovering over him to make sure the job gets done.

"I have been impressed by his work ethic, and I would hire more employees with disabilities," Espolita said.



Programs opens door for youth to reach independence, careers

Oklahoma youth with disabilities can realize their dreams for an independent life and fulfilling career by taking the first step through DRS' Transition program.

Transition services offer these youth opportunities including education, training and work experience. The services are available through counselors in Vocational Rehabilitation and Services for the Blind and Visually Impaired. They are assigned to high schools across the state, and counseling services they offer may include:

Vocational counseling and guidance: DRS counselors assist teachers, parents and students in developing appropriate career goals.

Vocational assessment and evaluation: DRS' staff help to determine students' employment-related strengths and interests, and provide recommended career fields to investigate.

School Work-Study: Through contracts with the schools, DRS Transition provides job readiness skills training through work experience at the school district or in the community, while earning a minimum wage and school credits.

Work Adjustment Training:



This training is provided through contracts with the schools or from community-based facilities, and offers students foundational employment skills to help them prepare for competitive, integrated employment after high school.

On-the-Job Training: This program provides students the opportunity (during the second semester of their senior year) to obtain community employment in their career of choice with permanent employment as a goal.

Supported Employment:

Transition continued on Page 10

Impact on Oklahomans in FY 2020

823

Total number of Transition students served in SFY 2020

\$1,217,179

Total expenditures for Transition services in SFY 2020



BSP program helps employers tap rich workforce resource

DRS' Business Services Program works with Oklahoma businesses, meeting their employment needs by providing qualified candidates for employment.

BSP staff partners with businesses, offering candidates for employment who are loyal and committed to long-term employment. DRS may share job training costs, and the businesses may qualify for tax credits.

The program's staff works with Workforce Centers, chambers of commerce, other state and federal agencies and non-profit organizations to provide hiring events and disability consultations.

Benefits to employers through BSP can include:

- A variety of free training for businesses' staff;
- Support for job seekers with follow up and accommodation evaluation needs;
- Paid internships and paid work experiences;
- Increased profits by having a workforce that better reflects the customers served and lowers cost through their commitment to the employer.

Transition from Page 9

This program helps students in their senior year transition into permanent employment with supports from a job coach to search for employment, apply, prepare for the interview, learn the job and work toward independence on the job.

Job development and placement specialists help students make job searches more successful by helping them identify their interests and strengths, and finding possible businesses with job openings.

After graduation, DRS counselors and students continue to work toward vocational and employment goals. Some services are available to all eligible individuals without charge. Individuals may be asked to share the cost of some services, depending on income and financial resources.



Impact on
Oklahomans
in FY 2020

1,490

Total number of individuals who received Services for the Blind and Visually Impaired in FY 2020

291

Program applications made for SBVI services

196

Employment plans completed

112

Employment outcomes achieved

\$27,404

SBVI clients annual average yearly earnings

\$12,799

Average cost of services per SBVI client

\$4,111

Average yearly taxes paid by employed client (15% tax rate)

SBVI programs help Oklahomans pursue careers, dreams

Oklahomans who are blind or visually impaired can lead independent lives, pursue careers and become contributing taxpayers through programs provided by DRS' Services for the Blind and Visually Impaired.

SBVI's vocational rehabilitation process puts clients on the path to employment through career counseling; vocational education and training; medical services required to become employable; and assistive technology geared to their specific needs and job placement.

Clients are eligible for the vocational rehabilitation program if their disability makes it difficult to work. They must be able to benefit from vocational rehabilitation services, which prepare clients for employment.

Legal blindness occurs when visual acuity with best correction is 20/200 or less or when side vision results in a field restriction of 20 degrees or less.

Many clients receive living



Services for the Blind and Visually Impaired Administrator Tracy Brigham

Administrator challenged staff to innovate for clients

Vision issues were the biggest barrier to employment for Christi Evans until she joined a support group hosted by Services for the Blind and Visually Impaired on Zoom.

Evans also has rheumatoid arthritis and Sjogren's Syndrome, an autoimmune disease that causes dry eyes and mouth.



SBVI

Not broken
 DRS helped woman open her world to possibilities

Samantha Reeves first turned to DRS to accomplish one goal – learning how to walk safely.

“I didn’t know anything was possible until that first phone call when they told me they train people to go back to work,” Reeves said. “So, everything after that has just been a huge blessing.”

Reeves grew up in Hominy and moved to Enid where she was diagnosed with Retinitis Pigmentosa, an eye disorder that damages retina cells and leads to a loss of peripheral or side vision. She said it creates extreme tunnel vision.

“Instead of 180-degrees of a vision field, I have 5 (degrees) in my left eye and 3 (degrees) in my right,” she said. “I was told I was born



“Being spoken to like you are not broken, changes someone’s world more than anyone will ever know.”

with this disability, but it wasn’t diagnosed until I was 21. I was known as a very clumsy child who didn’t pay attention.”

Eyestrain led to blindness for Reeves, who moved home so her mother could help until her mom died at an early age. Reeves was eventually stranded in Tulsa where recovery from a 10th hip surgery was complicated by injuries from two falls. She said she began researching who could teach her how to use a cane, and she came across DRS.

At her lowest point, Reeves found Services for the Blind and Visually Impaired where they provided counseling, on-the-job training and encouragement.

“They have taught me how to get around safely,” she said. “I have not fallen down a flight of stairs since I learned how to use my cane. I am extremely proud of that.”

DRS also helped her learn how to use her computer and no longer suffers from eyestrain. She also went through a training program where she was taught how to

Reeves continued on Page 16

Evans from Page 11

Ani Severtsen and Debra Mendez, two SBVI rehabilitation of the blind specialists, hosted the support group Evans attended.

“Our division administrator Tracy (Brigham) asked us to continue providing services online by Zoom and telephone to share information and encourage clients when we temporarily closed offices due to COVID-19,” Severtsen, who is blind, explained.

Brigham is administrator for SBVI, a division of Oklahoma Rehabilitation Services.

“Our Zoom sessions combine everything to do with vision loss from employment and

▼

“Our division administrator Tracy (Brigham) asked us to continue providing services online by Zoom and telephone to share information and encourage clients when we temporarily closed offices due to COVID-19.”

DRS’ Ani Severtsen



Christy Evans technology tips to marketing ourselves and how we can become a support system for each other,” Severtsen said.

SBVI Vocational Rehabilitation counselor Demetria Moore mentioned SYNQ3, a Colorado-based restaurant call center, as a possible employer to Evans, who has 25 years’ experience in customer service and office management.

Severtsen and Mendez reminded Evans to follow up during a Zoom session.

“I applied online while I was still in the Zoom meeting, had a 15 minute interview, and in about one week, I was working again,” Evans said. “I’m glad it happened as quick as it did because I need the spending money for my grandkids and fixing up my house.”

SBVI from Page 11

skills training that allows them to navigate their environments, operate computers, manage money and much more. With these skills, people who are blind or visually impaired often feel ready to compete in the work place.

SBVI services can include, but are not limited to:

- Physical or mental restoration;
- Mobility training;
- Vocational, college or other training;
- Assistive technology evaluations, equipment and training;
- Information on disability resources;
- Personal assistance services while

receiving vocational rehabilitation services;

- Transportation in connection with VR services being provided;
- Supported employment;
- Self-employment assistance;
- Transition School-to-Work services for youth with disabilities; and
- Other services based on individual needs.

An Individualized Plan for Employment (IPE) determines what services a client receives. It outlines a person’s employment goal and the assistance needed to enable the person to achieve that goal. An IPE is developed in one of two ways — a client and their counselor can work together to develop it, or it can be written by the client according to guidelines the counselor will explain.



Impact on Oklahomans in FY 2020

5,634

Individuals served by the library in SFY 2020

37,000

Number of titles in OLBPH's collection

2,726

Books received weekly by patrons

1,285

Children served through the Accessible Instructional Materials Center in SFY 2020

1

Average number of days for child to receive in-house books

8,560

Number of books/items in AIM Center collection



Library staff rises to challenge to help keep patrons' worlds open

Staff of the Oklahoma Library for the Blind and Physically Handicapped process more than 600 orders for audiobook cartridges daily and that left them facing a steep challenge as the COVID-19 pandemic took hold.

The library makes it possible for Oklahomans with disabilities to connect to thousands of books, textbooks and periodicals available in audio recorded and braille formats — all for free. The library provides services at no cost to those with visual or physical disabilities.

last spring, Library Director Kevin Treese and his staff had to examine almost every function of their job to protect their health, the safety of patrons and making sure services did not falter.

“Our librarians, also known as reader advisors, would now be working mostly from home to communicate via phone with our patrons,” Treese said. “Fortunately with laptops rolled out by DRS earlier, librarians could connect with our robust library automation system to keep our collection of more than 200,000 audiobooks

As the pandemic took hold

OLBPH continued on Page 15

OLBPH earns national library recognition

Outstanding work of the OLBPH staff led to a national honor recently.

DRS' OLBPH received the Regional Library of the Year Award from The National Library Service for the Blind and Print Disabled at the Library of Congress.



of our library staff in their commitment to providing progressive and innovative programs for patrons across the state of Oklahoma.”

The OLBPH was one of two libraries receiving the national honors. Also honored was the Talking

Books and Braille Center at the San Francisco Public Library, which received the Sub-regional Library/Advisory and Outreach Center of the Year Award.

Each prize comes with a \$1,000 award and a commemorative plaque.

“Receiving this national honor is a real tribute to the hard working and dedicated staff at the Oklahoma Library for the Physically Handicapped,” DRS Executive Director Melinda Freundt said. “I am proud

OLBPH from Page 14

managed from their homes. The silver lining in this is we tested and were successful with employing this business model.”

Treese said many services were strong performers in the challenging environment.

“Our recording studio actually excelled in productivity by clearing a backlog of already narrated books needing post-recording editing,” he said. “This a task fit for working from home. Only a limited amount of new recordings could be accomplished by a narrating team of two, but we still met pandemic era expectations. Just recently we installed two air purifiers one in the recording room/booth and the other in the room where the sound board and person monitoring works. Separation of narrator and monitor also an added safety measure.”

The library through its AIM Center provides braille and large-print textbooks and assistive devices for students with visual impairments in kindergarten through 12th grade and earlier developmental years as



long as funds are available to meet the requests. As COVID closed schools, staff had to reach out to students directly to make sure their needs were being met at home.

“For a while schools were locked down and many AIM students who use braille typewriters could not retrieve them,” he said. “Silver lining in this dilemma is we have several in stock in some sort of repair status and a technician who could make this a work from home job and get these critical braille literacy machines out to the students that need to maintain their braille skills.”

For more information on all library services, go to the library’s website at www.olbph.org. The library, which is operated by DRS’ Services for the Blind and Visually Impaired Division, is part of the Library of Congress’ National Library Service for the Blind and Physically Handicapped.

Oklahomans for Special Library Services is the library’s friends group supporting the work of the library.

BEP can build new entrepreneurs

Oklahomans who are blind or visually impaired can take a step toward a new independent life with the assistance of a DRS program, offering them the chance to own their own businesses.

Through the federally enacted Randolph-Sheppard Act of 1936 and Oklahoma State Statute Title 7, SBVI operates the Business Enterprise Program. BEP's mission is to provide employment opportunities for people who at least are legally blind with best correction by establishing food service operations across the state.

These operations may consist of vending machine routes, cafeterias or a variety of different types of snack bars. To accomplish this, the BEP aids entrepreneurs by providing extensive business training, licensing business owners, locating and equipping locations, securing initial inventory and offering on-going business consultation services.

BEP entrepreneurs are educated in food safety, hospitality, marketing and business management. A portion of each business' proceeds is paid to DRS for the licensed vendors' retirement and insurance costs.

Program helps seniors live independently

Using a phone and sharpening their culinary skills are just some of the skills Oklahomans who are blind or visually impaired need to master to live independently.

DRS' Older Blind Independent Living Program offers free independent living services to people who are 55 years old or older and legally blind.

Rehabilitation teachers located in Services for the Blind and Visually Impaired offices throughout the state provide one-on-one assistance to individuals adjusting to blindness and regaining or maintaining maximum independence and self-sufficiency.

Staff present training for businesses, organizations and others to develop greater awareness of the abilities and needs of older Oklahomans who are blind. Legal blindness occurs when visual acuity with best correction is 20/200 or less or when side vision results in a field restriction of 20 degrees or less.

Oklahomans having problems dialing the phone, signing their names, cooking, identifying money, time telling, or matching clothing can get help from a rehabilitation teacher. The teacher will work with clients in learning how to perform these tasks safely, efficiently and independently.

Reeves from Page 12

navigate her kitchen safely and even how to apply cosmetics.

Reeves never thought she was employable because she was told in her small town that because she was blind, she probably would never work.

"Unfortunately, I believed them," she said. "I had never even seen anyone use a white cane."

SBVI hired Reeves for an internship in their reception area, which led to a permanent job as a rehabilitation technician at the DRS

Career Planning Center in Tulsa.

"DRS staff taught me how to live again," Reeves said.

Before DRS, she said she never left her house except to go to doctors' appointments. But through DRS programs, she met people who had other eye conditions, and they were doing the same things as regular people but just in a different way.

"Being spoken to like you are not broken, changes someone's world more than anyone will ever know," she said.



Impact on Oklahomans in FY 2020 100%

Graduation rate for students attending the OSB

1 to 4

OSB teacher to student ratio

1 to 4

Direct-care specialists to students ratio

83

Total number of students enrolled in 2020

6

Number of OSB students who have multiple disabilities

8,410

Direct services offered through school's Outreach Services

2,041

Outreach Services offered to other school districts

OSB keeps students connected to dreams

Even during a pandemic, the Oklahoma School for the Blind's staff is committed to seeing children who are blind or visually impaired achieve their dreams.

OSB serves students preschool-age through 12th-grade, offering superior educational opportunities that empower students to pursue independence, education and a career. Tuition is free.

OSB staff provide students with specialized educational programs in coordination with their state-mandated educational requirements. Independent living skills and specialized accessible technology equipment assist each student in developing their maximum potential.

Staff play a key role in each student's success by setting high standards for achievement. The school offers a comprehensive curriculum of reading, language arts, mathematics, social studies, science, physical education, music and computer science for all students.

Students wishing to pursue music can join the OSB Jazz Band, which is recognized for setting a high bar for excellence.

Specialized instruction includes braille, orientation



and mobility, optimum use of low vision adaptive equipment, technology and tactile graphic skills. These intensive specializations are not readily available at other public schools in the state.

The school serves all 77 state counties. Regardless of the hometown, OSB provides transportation at no cost to the parents or guardians to stops throughout the state.

OSB is a four-day-a-week program. Students who live near the school commute daily. Those who live farther away stay on campus during the school week. Residential students are taken to and from OSB for weekends, summers and holidays at home.

Staff offers thousands of free outreach services for students attending public schools. Staff offers free student evaluations, in-service training for teachers and recommendations for classroom modifications and special equipment that help students reach their full potential.



Impact on
Oklahomans
in FY 2020

29,428

Direct services offered to
Oklahomans through OSD's
Outreach Services

1 to 5

OSD teacher to student ratio

1 to 4

Direct-care specialists to
students ratio

112

Total number of students
enrolled in 2020

11

Number of OSD students
who have multiple disabilities

3

Satellite preschool operations

OSD offers students immersion education

The Oklahoma School for the Deaf makes it possible for high school students who are deaf and hard-of-hearing to pursue their educational and career dreams.

Staff and students communicate with each other using both American Sign Language and English. Maximized bilingual development is the goal for each student. Many students utilize cochlear implants or hearing aids. For these students, spoken English is also a developmental focus.

OSD is a deaf education immersion school, while other schools, public or private, are often only able to make basic accommodations. Sign language classes are provided for all students and staff.

Classes for parents and the community are also offered. Staff members are required to obtain sign language proficiency that is measured by a Sign Language Proficiency Interview.

Students who attend OSD must meet all graduation requirements set forth by the Oklahoma Department of Education. All classes are taught in consideration of each student's unique communication and education needs. Students receive



full educational and social experiences. They perform in school programs and dramas. They have prom and homecoming events for all sports. They compete with other schools on sports teams, leadership programs and academic teams.

OSD has a strong vocational program that offers business technology, family and consumer sciences and welding classes on site. OSD also offers a school-to-work program, Occupational Training Opportunities for the Deaf. Students gain valuable work experience and a paycheck from various businesses in the community, which builds them a competitive resume.

OSD is a four-day-a-week program. Those who live close to campus commute back and forth to school. Students from greater distances live at the school free of charge and go home for three-day weekends, summers and holidays. OSD serves any Oklahoma student from preschool to 12th grade.



Impact on Oklahomans in FFY 2020

57,110

Number of individuals served by Disability Determination Services staff in SFY 2020

96

Numbers of days that DDS takes on average to process a case *

93.2%

DDS accuracy rate on cases *

88%

Percent of budgeted workload processed *

1 of 3

DDS is one of three states that provides support to other states

* FFY 2020 estimated as of Sept. 3

DDS' goal to serve, support taxpayers

Decisions on whether Oklahomans are eligible for Social Security disability benefits are crucial for people looking to build a secure foundation for their lives. Staff at DRS' Disability Determination Services understand those needs and place a priority on quickly processing cases as well as delivering accurate decisions.

DDS processes applications made to the Social Security Administration for Social Security Disability Insurance and Supplemental Security Income.

For each disability claim, a team of para-professionals, disability specialists and medical/psychological consultants review each applicant's medical and work history. The team determines whether applicants meet federal medical eligibility criteria for disability or blindness.

DDS' claim processing time averages 96 days.

During Federal Fiscal Year 2020, DDS was on track to meet their budgeted workload, processing 88-percent of their allotted cases as of Sept. 3. The FFY 2020 numbers are estimated.

The clearing of cases for



other states is a particular point of pride for DRS. DDS continues to be a national resource as one of three Extended Service Team sites that assists other states with their backlog of disability claims. Since its inception, Oklahoma EST has provided assistance to multiple states including Arizona, California, Kansas, Louisiana and New Mexico.

DDS has also placed a priority on saving taxpayers money by investigating fraudulent claims.

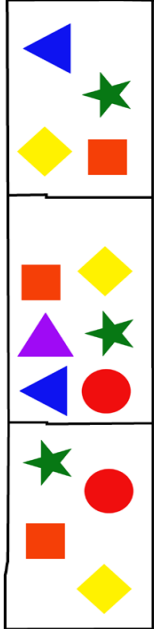
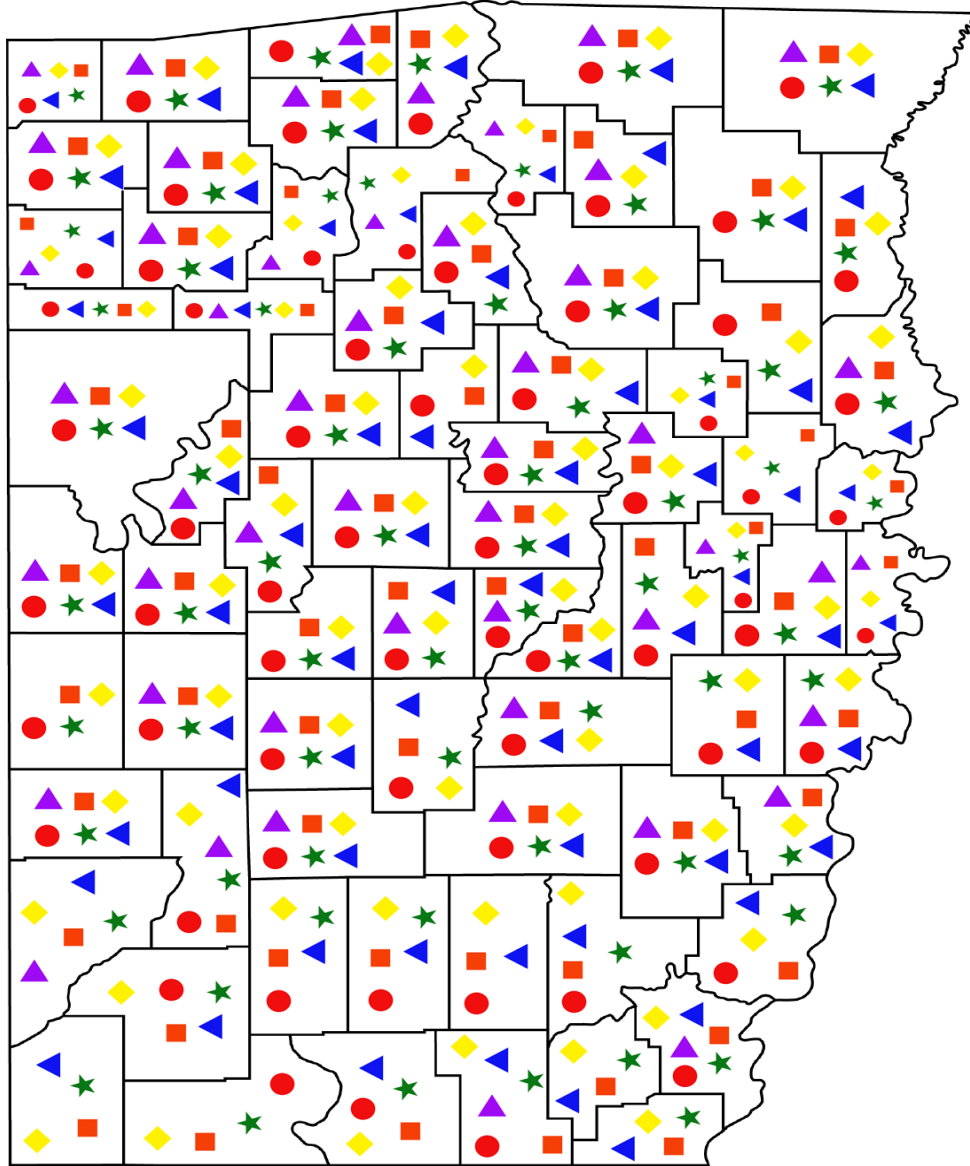
The Cooperative Disability Investigations unit investigates individual disability claims and identifies third parties to prevent fraud in SSA's SSDI and SSI disability programs and related federal and state programs.

DDS' budget is federally funded.



DRS Impact by county

Oklahomans served during state fiscal year 2020



The following symbols denote that constituents from this county received services from the following DRS divisions:

Guide to map

-  Vocational Rehabilitation Division (VR)
-  Services for the Blind and Visually Impaired (SBVI)
-  Oklahoma Library for the Blind and Physically Handicapped (OLBPH)
-  Oklahoma School for the Blind
-  Oklahoma School for the Deaf
-  Disability Determination Services

County	Vocational Rehabilitation	Services for the Blind and Visually Impaired	School for the Blind*	School for the Deaf*	Disability Determination	Library for the Blind and Physically Handicapped***	Total by County
Adair	14	5	8	18	479	29	553
Alfalfa	12	5	3	5	74	21	120
Atoka	72	6	0	5	216	28	327
Beaver	2	2	0	0	41	5	50
Beckham	69	15	7	4	384	43	522
Blaine	16	4	3	5	154	17	199
Bryan	104	19	5	26	761	62	977
Caddo	62	9	1	8	555	34	669
Canadian	226	29	0	38	1134	177	1,604
Carter	94	25	7	47	890	82	1,145
Cherokee	64	29	19	27	737	68	944
Choctaw	55	12	0	9	296	30	402
Cimarron	2	0	0	4	15	1	22
Cleveland	443	59	3	56	2,489	401	3,451
Coal	65	5	0	4	114	7	195
Comanche	341	43	8	23	2,357	142	2,914
Cotton	6	1	2	0	105	16	130
Craig	22	5	33	3	301	24	388
Creek	145	24	13	18	1,083	113	1,396
Custer	103	21	0	7	351	50	532
Delaware	39	7	9	17	646	80	798
Dewey	21	2	0	2	45	6	76
Ellis	6	0	0	3	45	5	59
Garfield	218	31	13	45	904	96	1,307
Garvin	97	20	6	32	449	45	649
Grady	102	17	5	30	716	61	931
Grant	12	0	0	1	41	8	62
Greer	23	1	0	0	105	6	135
Harmon	7	2	0	0	47	5	61

County	Vocational Rehabilitation	Services for the Blind and Visually Impaired	School for the Blind*	School for the Deaf*	Disability Determination	Library for the Blind and Physically Handicapped***	Total by County
Harper	4	1	0	0	25	7	37
Haskell	76	10	4	5	228	15	338
Hughes	47	10	2	5	270	25	359
Jackson	75	6	3	10	339	27	460
Jefferson	8	2	1	5	122	5	143
Johnston	32	4	0	10	229	12	287
Kay	144	23	9	17	702	65	960
Kingfisher	26	5	3	5	158	25	222
Kiowa	57	6	0	4	194	14	275
Latimer	56	8	1	4	159	25	253
Leflore	149	29	9	20	970	52	1,229
Lincoln	90	7	2	13	480	62	654
Logan	87	5	0	10	437	64	603
Love	12	8	2	7	137	12	178
Major	19	5	3	3	75	12	117
Marshall	28	9	0	11	255	19	322
Mayes	105	17	25	12	708	51	918
McClain	56	8	0	9	527	63	663
McCurtain	63	28	6	9	582	61	749
McIntosh	47	10	5	10	434	31	537
Murray	55	9	7	76	214	33	394
Muskogee	113	75	44	21	1,512	141	1,905
Noble	15	2	8	2	161	20	208
Nowata	27	0	2	7	167	19	222
Okfuskee	29	4	0	8	241	22	304
Oklahoma	2,013	224	33	225	12,027	1,074	15,596
Okmulgee	173	10	5	7	748	64	1,007
Osage	96	11	7	7	428	62	611
Ottawa	31	9	3	6	691	44	784

County	Vocational Rehabilitation	Services for the Blind and Visually Impaired	School for the Blind*	School for the Deaf*	Disability Determination	Library for the Blind and Physically Handicapped***	Total by County
Pawnee	44	1	1	4	238	31	319
Payne	129	25	7	16	828	110	1,115
Pittsburg	188	24	1	39	869	71	1,192
Pontotoc	163	49	7	33	554	58	864
Pottawatomie	160	22	3	48	1,513	117	1,863
Pushmataha	51	8	0	5	222	21	307
Roger Mills	10	1	0	1	37	6	55
Rogers	156	21	5	11	891	119	1,203
Seminole	82	12	1	18	512	25	650
Sequoyah	67	26	5	10	919	63	1,090
Stephens	67	20	0	60	771	55	973
Texas	10	2	7	8	99	8	134
Tillman	10	7	0	11	120	7	155
Tulsa	1,485	261	42	156	8,989	908	11,841
Wagoneer	98	27	11	14	541	61	752
Washington	115	11	2	20	734	90	972
Washita	36	6	0	7	189	23	261
Woods	47	4	6	0	77	16	150
Woodward	58	8	0	1	253	33	353
Out of State	57	12	0	4	0	24	97
Potentially Eligible**	835	0	0	0	0	0	835
Total by Program	10,042	1,490	427	1,431	57,110	5,634	76,134

*Includes student outreach and other training and equipment programs as well as students at the physical school locations

**Pre-ETS services for potentially eligible students are provided as required under WIOA throughout the state but specific county location is not available

***OLBPH includes services provided to students through the AIM Center



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