

OKDHS STRATEGIC PLAN SUMMARY Fiscal Years 2011 – 2016

Celebrating 75 Years of Creating Positive Outcomes for All Oklahomans

Legislative Requirement

OKDHS must make a strategic plan for its operations per Section 45.3 of Title 62 (Oklahoma Statutes). The plan must cover five years and report on certain elements, including, but not limited to, identification of people served, analysis of expected changes in services and indicators used to measure outcomes.

Planning Process

OKDHS relies on a variety of data and participants to develop the five-year, forward-looking Strategic Plan. Strategic planning represents the culmination of efforts and ideas of OKDHS personnel, community partners and collaborators.

Populations Served

Children
Seniors
Individuals with developmental disabilities
Individuals and families who are eligible for services
Child care providers

Service Priorities

Fairness and equity
Timeliness of services, benefits or payments
Accuracy
Safety

Service Trends in SFY 2010

More families benefited from child support – 193,000.

Oklahoma continues to rank as one of the highest in the nation for growth in child support.

An unprecedented number of Oklahomans received Supplemental Nutrition Assistance Program benefits (food stamps) – 779,086. OKDHS has been recognized on a national level for four consecutive years for efforts in SNAP integrity, access and timeliness.

Fewer children are in foster care than in the past – 31 percent fewer than in 2005. OKDHS continues to make positive strides in ensuring children are safe by focusing on safety from the point of contact with the child and family.

An unprecedented number of children were adopted – 1,698. OKDHS continues to outpace the national average for kinship and relative adoptions.

A record number of seniors opted to live in their own homes through the ADvantage Program instead of in nursing facilities – 24,120. The cost savings to Oklahoma taxpayers is approximately \$70 per day for each person served.

Flagship Goals

Strategic goals are aligned to the mission statement themes of safety, health, independence and productivity and represent all major service areas of the agency.

Safety

We protect and serve vulnerable adults and children and reduce the risk of harm to individuals and families.

Health

Eligible children and adults are able to access health care and nutrition services.

Independence

We help individuals and families in need help themselves.

Productivity

Individuals move into the workforce and maintain employment.

Strategic Objectives

Strategic priorities have been identified in order for OKDHS to serve those Oklahomans most in need through innovative, effective programs that can produce a greater degree of independence for families and individuals.

Customer Service

Services will be readily accessible and provided with consistency. OKDHS will be a welcoming environment for individuals in need of services.

Partnerships

Partnerships with stakeholders will be proactively pursued and stakeholder concerns systematically addressed.

Employee Engagement

Workforce planning and development will create an encouraging workplace and engaged employees.

Communication

A clear, consistent message about OKDHS will be known by clients, employees and the public.

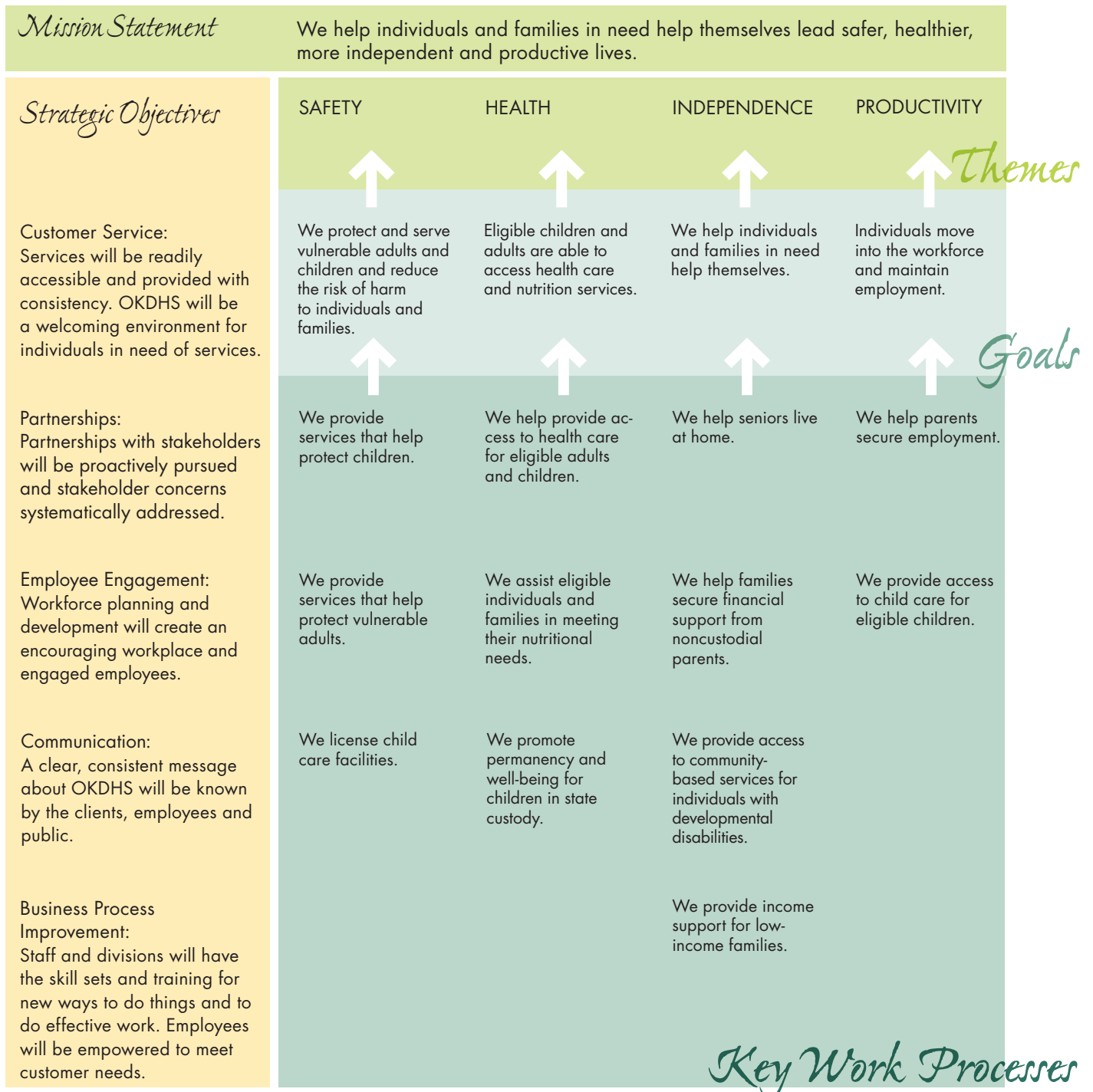
Business Process Improvement

Staff and divisions will have the skill sets and training for new ways to do things and to do effective work. Employees will be empowered to meet the customer needs.

STRATEGY MAP

The OKDHS strategic plan is represented by a strategy map. The strategy map is used by the agency to communicate how all aspects of the organization support the accomplishment of the mission.

The vertical columns represent the agency's strategic goals and key work processes, which are aligned to the mission statement themes of safety, health, independence and productivity. Key work processes represent all core programs within the agency. Strategic objectives are the collaborative product of OKDHS staff, partners and stakeholders who reviewed and analyzed key information, such as data trends in populations served, demand for programs and services, and customer service. Goals and objectives are identified within each theme. The objectives answer the question of how the goals are to be achieved.



For the complete OKDHS Strategic Plan FY2011–2016, visit www.okdhs.org/divisionsoffices/isd/opr.