Nearly one-third of all Oklahomans receive services from the Department of Human Services (DHS). Today, DHS serves customers through separate programs and views customers through multiple lenses. This can leave Oklahomans feeling like transactions. This results in our customers taking time off work to wait in lines and dealing with separate divisions that can seem more like separate agencies. Our customers need an approach that addresses their varied needs, provides seamless service with 24/7 access to information, and is delivered by DHS staff who are empowered to take time to listen and help.

In partnership with the Office of Management and Enterprise Services (OMES) and Accenture, the Department of Human Services is taking the first steps in redefining the DHS experience for customers, communities, and staff. The divisions of Child Support Services, Adult and Family Services (Integrated Eligibility) and Child Welfare Services have collaborated to build an enterprise level, interactive portal to better serve our customers and partners. In the near future, other DHS divisions can join this enterprise platform to create a single point of access for all DHS customers to electronically interact with their benefits and services on any internet-enabled device.

Our Overall Approach
The three divisions participating in this initial project are the three largest in our agency. The OKBenefits.org portal project is a small part of a larger project, called OK Benefits, intended to replace core legacy systems with modern technology, taking an enterprise approach to achieve greater efficiency and effectiveness, as well as redefine the DHS experience and transform human services outcomes for customers, partners, and staff.
For the portal, DHS has partnered with Accenture and the OMES, using the Agile toolbox, to develop OKBenefits.org for both customers and partners. Broken into multiple iterative releases, user stories are developed into portal functionality, thoroughly tested and released into the production environment. Both customers and partners are able to access the portal on a variety of internet-enabled devices as the presentation dynamically reacts using adaptive technology.

Currently, case specific data that is presented to the customer is provided, on demand, via web interface to core legacy systems. Additionally, in some instances, information provided by the customer and partners is fed directly to the legacy system via web interface and initiates automated business processes. In the future, those systems will be replaced by modern systems and the portal will be fully integrated with the new system.

As we are taking an iterative approach to releasing functionality, some functions are planned for future releases and some are in the current release. Screenshots and functionality that is described below are a mixture of both current and future releases to provide the overall intended product.

**Our Big Goals**

The overall vision of the OK Benefits project is **Leveraging Technology to Improve Human Service Outcomes**. We carry this vision into each endeavor. We believe that by empowering our customers to access case information at any time, on any platform, and by making it easier for customers to engage with us electronically on their schedule, we are providing our customers more opportunities to achieve self-sufficiency and supporting more geographic independence. We want to liberate our customers from the confines of repeated, inconvenient trips and phone calls to DHS offices, when possible, so that required face-to-face interactions can be meaningful and provide value. We believe that engaging with DHS partners quickly and efficiently helps us serve our customers better and more fully. OKBenefits.org helps our customers, our partners and DHS achieve this vision.
Customers can access their case information any time, make updates, and check the status of their benefits. Cohesion among agency divisions and the technology to support it means that customers won’t be bounced from place to place, trying to gather or provide information. It also means customers can provide information electronically once and each division has access to it. It means our staff will be able to take the time to provide human services – the work they came here to do – rather than process transactions. We are one agency. OK Benefits will enable us to treat our customers the way we’d all like to be treated: respectfully, efficiently, and effectively, with one beautiful result: more Oklahomans are safe, healthy, independent, and productive.
Features for Child Support Customers

Child Support Application

Customers can now electronically complete, sign and submit a child support application, along with supporting documentation. Special features of the child support application include auto populating information already provided to reduce redundant data entry, dynamically changing text on the application based upon the applicant’s role and relationship to the child, and allowing the customer to scan and submit supporting documentation with the application such as divorce decrees or other orders. In addition, a web interface was introduced to bring this application data into the legacy child support system for review and processing, thereby reducing nonvalue added time spent on manual data entry for staff.

Child Support Services Case Information

The Child Support Services dashboard displays information to a customer based upon their role on their child support cases. Customers can click “cards” to view the detail information. Child Support applicants can also see the status of their application until it has been processed.
Statement of Account

Noncustodial Parents can access a Statement of Account that covers all child support and balances due across their cases and breaks payments down into easy to follow payment schedule options.

Hearing and Appointments

Hearings and Appointments are presented to Custodial Persons and Non-Custodial Parents based on the type of hearing and the customer’s role. In a later release, customers will be able to click on the
address of each hearing and appointment to access a map and driving directions from their current location.

Case Details

Case Details are provided to a customer for each case in which they are a Custodial Person or Non-Custodial Parent.

- Customers are provided a case status message based on various indicators, specific to their case, and many case status messages are based upon a customer's role on the case. Custodial Persons will be provided with a special section to provide Locate information for a Non-Custodial Parent such as employer and home address information. Automation has been built to bring this information directly into the legacy system, via web interface, for processing; thereby reducing nonvalue added time and manual data entry for staff.
- The Balance Summary allows a customer to view or print a record of payments for that specific case, on demand.
- The location of the office serving a specific case is presented. In a later release, customers will be able to click on the address to access a map and driving directions from their current location.
- My Documents will allow customers to electronically submit information, by case, utilizing the most common forms sent to child support customers.
- Additional helpful links to information existing outside of the portal are provided on various pages.
Features for Child Welfare Customers

Foster/Adoptive Parent Application and Dashboard

The Foster Parent and Adoptive Parent application process is multi-step and requires numerous forms, training, walkthroughs and additional information. Through OKBenefits.org, Foster and Adoptive applicants are walked through the process in easy to follow steps that are tracked and displayed to encourage completion. Additional information is easily accessed in the same location via videos and easy-to-read FAQs.
Myth Busting Facts

You have to be wealthy to be a foster parent.

You have to be married to be a foster parent.

Someone has to be at home with the kids during the day, so people with full-time jobs can't foster.

You have to have parenting experience to be a foster parent.

You don't get to choose the type of children who are placed in your home.

My children are grown, so I must be too old to be a foster parent.

I can't be a foster parent because I would get too attached, which would be emotionally difficult.

Want to learn more about the foster

I want to learn more about

I'm ready to start an application

Foster Parent Application

Foster Parent and Adoption Interest Request

Family Resource Application

Background Check

Resource Family Financial Assessment

Resource Family Health Assessment

Child Medical Form

Foster Child Information
For foster parents who have children placed in their home, a Dashboard is provided to make it easy to find important details about the children quickly and easily.
Family / Kin

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<th>Name</th>
<th>Relationship</th>
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<tbody>
<tr>
<td>J barred</td>
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</tr>
<tr>
<td>C barred</td>
<td>Mother (Adopted)</td>
</tr>
<tr>
<td>J barred</td>
<td>Father (Biological)</td>
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<tr>
<td>R barred</td>
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Court Hearing Information

The next court hearing is scheduled for:

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<tr>
<th>Court Number</th>
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Important Names and Numbers

Child's Case Worker
Name: James Barred
Work: (405) 522-0330
Cell: (405) 525-0330

Child's Case Supervisor
Name: Leslie Ann
Work: (405) 522-0330
Cell: (405) 525-0330

Resource Worker
Name: Kitty Foreman
Work: (505) 515-0515
Cell: (405) 522-0522

Resource Supervisor
Name: Red Foreman
Work: (505) 679-0001
Cell: (405) 522-0522

Attorney Information

Attorney Name: Abraham Lincoln
Address: CHEROKEE, OKLAHOMA
Phone Number: (505) 123-4123
Fax Number: (505) 011-1111

Address Comments
Features for Integrated Eligibility Customers

Benefit Case Information

Integrated eligibility benefit recipients can access information about their benefits on the Adult and Family Services dashboard about the status of applications and renewals, and access information about ongoing benefits for TANF, SNAP, Child Care Subsidy and non-MAGI Medicaid.
### Case Information

**Case Number:** 00015784

**Email:** okbenefits01@gmail.com

For SNAP, Medicaid, or Child Care: You may submit a renewal online at [www.okbenefits.org](http://www.okbenefits.org). Please allow at least 10 working days for your renewal to be processed.

For TANF or SAP: Your worker will contact you during the month that the renewal is due.

### Benefit Information

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<th>Section</th>
<th>Status</th>
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<tr>
<td>Child Care</td>
<td>Application</td>
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### Household Information

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### SNAP (Food Benefit) Companion Case

<table>
<thead>
<tr>
<th>SNAP Companion Case Number</th>
<th>Name</th>
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<tr>
<td>200001</td>
<td>EZ1ER</td>
<td>01/20/2012</td>
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</table>
Enterprise Level Features

Report a Change
When customers report changes the information is shared with Child Support, Child Welfare and Integrated Eligibility. Customers can also upload and submit supporting documentation for their change. This allows a customer to provide information once that can be shared by all.

My Uploads
My Uploads allows a customer to quickly and securely upload any documentation and submit it to DHS. Customers can use the portal to document the submission of verification documents and can even provide a caseworker with the Document ID if their caseworker is having difficulty locating it.
Transaction History

The transaction history tracks the completion of forms completed and submitted via OKBenefits.org such as the Child Support Application, SNAP Application, and Foster/Adoptive Parent Applications.
Working with our Partners

By interacting with DHS partners electronically, we can all achieve greater effectiveness and efficiency together. OKBenefits.org is a single access point for both customers and partners. When creating an account, the portal will offer the option to create a customer account or a partner account. A person may be both a customer that accesses multiple services within DHS and a DHS Partner. We intend to keep these roles separate and a user with both roles would have more than one account/Login and password. While two partners are planned for this initial project, we eventually intend to expand the partners portal to all DHS partners.

Child Support Employer Portal

DHS is taking these initial steps by building an Employer Portal for employers who interact with Child Support Services. Human Resource representatives of these companies, after undergoing a verification process, can elect to securely receive and respond to correspondence from Child Support Services electronically via this portal. These features will save nonvalue add time as well as postage. Among other things, these employer representatives will be able to:

- electronically receive Income Withholding Orders
- electronically receive and respond to employment/medical questionnaires regarding a specific employee
- report employee termination
- report that a person has never worked for their company
- electronically receive and respond to the National Medical Support Notice
Child Welfare Resource Provider Portal

The Child Welfare Resource Provider Portal will be for Resource Family Partner agencies, which recruit and certify foster homes, to securely view children in custody who are in need of placement. Additionally, functionality is planned for district court judges to securely view specific case information, as well as for law enforcement professionals to make child welfare referrals. These are future planned features of the OKBenefits.org partners portal.
Contact Information:

This information was compiled for the 2019 52nd ISM Annual Conference. This handout is associated with the OKBenefits.org poster, presented for the Emerging Leaders track of the conference, by Holli Hagan-Rice.

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Partners: