Family.

4 ................................................................. Welcome
5 ................................................................. Mission and Goals
6 ................................................................. Safety
13 ................................................................. Health
17 ................................................................. Independence
23 ................................................................. Productivity
28 ................................................................. Director’s Letter
Families are the foundation upon which character is built. Character influences who we become. It molds our personalities and our feelings about the world around us. As children, *we develop character traits, values and personal preferences based on our family experiences. Skills bloom or lie dormant based on the guidance and values of our family leaders.* In turn, we influence the development of our own children, who then influence future generations. *Teaching children to count is good, but teaching them what counts changes everyone’s future.*

Today, the traditional nuclear family, comprised of a father, mother and children, has expanded to include grandparents raising grandchildren, aunts and uncles, even siblings or foster parents who are nurturing our next generation. The importance of caring, stable and nurturing families cannot be underestimated.

In this 2010 Annual Report, we examine how Oklahoma’s families were served by the Oklahoma Department of Human Services. Some families may have received only one service. Other families may have received many services. What is clear is that **OKDHS is serving the greatest number of families in its history.**

Some of these statistics may seem troubling during these uncertain economic times. The record numbers of children and families who now need the Supplemental Nutrition Assistance Program is sobering. But the good news is that regardless of the magnitude, the needs of Oklahoma’s families were met in 2010 by their fellow Oklahomans through the efforts of the Oklahoma Department of Human Services.

This year has stretched all of us as we have worked hard to fulfill the OKDHS mission. Today, our mission is more important than ever: *We help Oklahomans in need help themselves lead safer, healthier, more independent and productive lives.*

Nearly 1 in 3 Oklahomans Served
Mission

We help individuals and families in need help themselves lead safer, healthier, more independent and productive lives.

Goals

Safety
Children and adults are protected from abuse and neglect.

Health
Children and adults are able to access health care and nutrition services.

Independence
Individuals and families in need are able to move toward self-sufficiency.

Productivity
Individuals are able to move into the workforce and maintain employment.

Detailed data tables are available online at:
www.okdhs.org/library/rpts/
In state fiscal year 2010:

17,662 allegations were investigated by Adult Protective Services.

10,672 vulnerable adults were substantiated to have experienced abuse, neglect, exploitation or self-neglect.

2nd Oklahoma is ranked second among all the states for standards and oversight of small family child care homes.¹

4,561 child care facilities were licensed with a combined capacity for 136,534 children.

97,942 children were alleged to be victims of abuse and neglect – the fewest in eight years.

7,248 children were confirmed to be victims of child abuse and neglect – the fewest in more than a decade.

35 percent fewer children were in out-of-home care compared to three years ago. Most children are reunited with their families after receiving OKDHS services.

Each year, thousands of Oklahoma adults suffer abuse, neglect and exploitation by family members and other caregivers. Many victims are elderly, frail and vulnerable, cannot help themselves, and depend on others to meet their basic needs. **When someone is concerned about the well-being of an elderly friend, neighbor or relative, Adult Protective Services specialists listen and respond.** APS specialists, part of the Field Operations Division, visit individuals who are elderly or disabled to determine whether the individual is a vulnerable adult and whether maltreatment occurred. The program helps vulnerable adults find and obtain services. **Each year, APS receives and investigates approximately 17,000 referrals.** APS policy is administered through the Family Support Services Division.
In state fiscal year 2010, 4,561 child care facilities were licensed by OKDHS’ Oklahoma Child Care Services. These facilities accommodated 136,534 children in child care homes and centers. On average, OCCS issues 50 permits per month to child care facility applicants.

In 2010, the National Association of Child Care Resource and Referral Agencies ranked Oklahoma second in the nation in standards and oversight for small family care homes. Among its strengths, Oklahoma was one of only nine states that met each of NACCRRA’s 10 requirements under both health and safety.

Oklahoma was the first state to successfully implement a tiered reimbursement program that helps child care providers succeed and improve child care quality. Called “Reaching for the Stars,” licensed programs that meet quality criteria receive a higher star rating and higher reimbursement for child care services. There are four levels within the stars program with Three Star being the highest.
Research shows that young children whose care is provided by a trained adult in a developmentally appropriate environment have better outcomes than children left alone or with caregivers who have no basic health and safety training. OKDHS may intervene when young children are left alone or are in an unlicensed child care setting. OCCS measures the number of providers and their capacity in order to evaluate access and choice of care for families. OCCS also tracks the use of subsidized care to evaluate the percentage of children enrolled by star level. The number of child care facilities and capacity are based on the changing needs of families and can vary greatly based on the local market.
PROTECTING CHILDREN

Out-of-home care covers all kinds of care offered to children including foster care, inpatient care, trial adoption, trial family reunification and similar services.

OKDHS protects children from abuse and neglect. In state fiscal year 2010, OKDHS received more than 60,000 reports of alleged child maltreatment related to 97,942 children. More than 4,000 of those reports were substantiated, which involved 7,248 children.

Protecting children from family abuse and neglect is the goal of the OKDHS Children and Family Services and Field Operations Divisions. These divisions take reports of abuse and neglect, conduct investigations and assessments, and make recommendations to the court when abuse or neglect is confirmed.

OKDHS contracts with community-based providers throughout the state to provide child abuse prevention services. The agency continues to implement the Children’s Safety Initiative as part of the child welfare practice model. At the end of state fiscal year 2010, 1,516 fewer children lived in out-of-home care than the previous year. This is the lowest number of children in care since 1998.
To thrive, children need lifelong connections that come from caring and loving families. OKDHS is actively working to assure that all children served through child welfare have safe, loving families. In most situations, children are reunited with the family.

When a child cannot safely return home, an adoptive family is sought. In state fiscal year 2010, OKDHS staff finalized a record number adoptions – 1,698. During the past 12 years, 13,622 children left foster care through adoption. Oklahoma is one of the top six states in the nation for kinship or relative adoptions.

In a few cases, adoptions do not work out. In state fiscal year 2010, there were 13 adoption dissolutions. The average number of months between the finalization of the adoption and the date of dissolution was 88 months.
Life has changed for Bernice Loreto. From a 12-year-old girl who didn’t like to talk to people when she came into foster care, she has become a confident mother who goes to school and provides a loving home for her two children.

Loreto, 20, says sometimes she hates being a grown-up. “Sometimes wish I still lived at home. I get so overwhelmed and stressed because of school and kids.”

But watching her with her young children, you know she is providing a good home. She said her dream for the future is really a dream for her children, and she wants them to remember these busy times with fondness.

*Loreto works with an OKDHS independent living specialist to help her transition from state custody to self-sufficiency and successful adult living.* Her independent living specialist helps her target resources that provide for her needs while she attends nursing school.

Loreto receives subsidized child care, SoonerCare and SNAP benefits while she juggles taking her kids to daycare, working, going to school and doing homework.

Loreto says she wants to do all the things many of her peers want to do: finish college, buy a house, find a good job, and watch her kids grow up and go to college. “I want them to know they are going to go to college,” she said. “I want them to know that isn’t a question.”

*With determination and the help she receives from OKDHS, Loreto is able to provide for her children and is on track to reach her goals.*
In state fiscal year 2010:

- **39,005** different seniors received more than **6 million** meals through **216** nutrition sites statewide.

- **779,086** Oklahomans in more than **338,000** families received access to food and nutrition through the Supplemental Nutrition Assistance Program.

- **$861 million** worth of food items were purchased at **2,810** grocery stores and retail outlets statewide through SNAP.

- **$15 million** in food commodities were provided to schools, food banks and child care facilities.

- **885,238** Oklahomans were certified for SoonerCare, which provides access to health care.

- **5.4 million** pounds of food products and **1 million** pounds of household products (non-food) were distributed to needy families through regional food banks.
KDHS contracts with community-based organizations to provide meals in a group setting and to deliver meals to homebound seniors. These seniors are often at the greatest risk for going hungry. Risk factors include lack of transportation, lack of family and friend support, inability to cook or prepare meals for themselves, and special needs. Most participants receive a noon meal five times per week. Senior nutrition sites provide more than 6 million meals annually.

Registered dieticians work with local organizations to assure that at-home and congregate meals meet seniors’ dietary needs and to share nutrition education and counseling. Other services supporting health for seniors include adult day services, transportation, and information and referral.
The Supplemental Nutrition Assistance Program, formerly the Food Stamp Program, helps low-income individuals and families have improved access to nutritious food. Participants use an Access Oklahoma electronic benefits card, similar to an debit card, which is accepted at 2,810 retail outlets, including farmers' markets. Altogether, 338,711 Oklahoma families participated in the program – 53,000 more than in the previous year.

2010 was a record-breaking year for SNAP. OKDHS distributed $865,699,190 in food benefits – a 46 percent increase over the previous year and double the amount distributed five years ago. Increasing the SNAP benefit distribution is important to the state’s economy. “For every dollar spent on SNAP $1.73 is generated throughout the economy.”² Based on this projection, the SNAP program created $1.5 billion in economic activity for Oklahoma in 2010.

For the fourth year in a row, Oklahoma was recognized as the most outstanding state in the southwest region by the U.S. Department of Agriculture’s Food and Nutrition Services.

The average benefit is $4.27 per person per day or $1.42 per meal.

Nine-year-old Christopher Hand looks forward to going to summer camp where he can just be himself.

“When he comes to camp, he knows he is going to be a part of everything here,” said Christopher’s mother, Trisha Buck. “He’s picked on a lot at school because he’s different.”

Christopher has Asperger Syndrome, characterized by significant difficulties in social interaction. Coming to FIT Camp in Vinita helps him establish and maintain friendships, learn social skills and try new things like horseback riding. He is one of many young OKDHS clients with developmental disabilities who attend the weeklong camp between school breaks.

Located in Craig County, FIT Camp is the creation of Jonnie Faye Morse and Suzanne Marler, who work with children with developmental disabilities and their families. Morse is an OKDHS social service specialist whose work involves certifying children for medical coverage and state supplemental payments. Marler, an occupational therapist, provides services for children receiving Supplemental Security Income.

Morse said she saw the need for the camp because kids would regress while away from school. FIT Camp started seven years ago with three children at a city park. At first, parents were reluctant to leave their kids.

“Now the kids have blossomed so much and they realize they can be whatever they want to be,” Morse said.

This year, FIT Camp hosted its ninth week-long session. It is staffed by volunteers, many who are OKDHS employees, and operates on community donations.
In state fiscal year 2010:

24,120 Oklahoma residents who are medically fragile and financially eligible for nursing facility placement received care in their own homes through the ADvantage waiver. This program saved taxpayers $300 million in one year alone through the reduced cost of in-home care compared to a nursing facility.

14,352 individuals with developmental disabilities received either state funded or Medicaid financed services.

60 percent of adults receiving developmental disabilities community waiver services were employed in competitive supported employment – the second highest rate in the nation.

$298 million was collected from non-custodial parents in support of their children.

193,000 Oklahoma families benefited from child support services each month, the largest number ever and 36 percent more than 10 years ago.
Home and community-based services helped 5,157 Oklahomans with developmental disabilities receive services in community settings. The Developmental Disabilities Services Division operates four home and community-based services waiver programs. Waiver services help eligible individuals live in the community and avoid institutionalization by providing supplemental services to support families and communities. Services are arranged and coordinated through DDSD area staff and case managers.

There are greater demands for services than OKDHS can meet. The number of people requesting the service now exceeds the number of those receiving waiver services. Fortunately, many of these families receive other supportive services such as a subsidy to help them care for a child living in the home.

Oklahoma continues to be recognized as a national leader in employment services for Oklahomans with developmental disabilities. Sixty percent of service recipients are in supported employment, compared to the national average of 23 percent.

Residential programs at Northern Oklahoma Resource Center in Enid and Southern Oklahoma Resource Center in Pauls Valley provide comprehensive residential services to individuals who have chosen to receive services in an institutional setting. The goal of OKDHS programs is to support individuals in the least restrictive environment. DDSD staff works with families and residents to identify community homes and placements when community services are chosen.
The Klaser Family

The Klaser Family have always been a close-knit family. John and Robin’s three children, Kaylee, 25, and 18-year-old twins Zac and Seth, grew up in a loving home. Everyone has always pitched in to help care for Seth, who was born with developmental disabilities.

Seth requires constant supervision. “He demands a lot of attention but there’s a lot of reward in that as well,” said John. “He’s such a great kid.”

Three years ago, the family sought help from the OKDHS Developmental Disabilities Services Division and began receiving in-home support services. The program offers a yearly allowance to purchase supplies and services for Seth. The Klaser’s DDSD case manager, Patrick Birney, helps them budget their services and locate resources.

“Patrick has made it so easy when dealing with DDSD compared to some of the other things that we’ve gone through,” said Robin. “It’s just been amazing how helpful he is.”

The Klaser Family use their allowance to help pay for Seth’s habilitation training services, which include 15-20 hours a week working on independent living skills and improving his vocabulary.

These services relieved Robin from being the full-time caregiver and enabled her to earn a college degree and contribute to the family’s income by working outside the home.

Robin has seen positive changes since working with DDSD. “There’s a lot of things I can see us working towards. It’s been exciting.”
Nursing facility care can be expensive and restrictive, so the state and federal savings achieved by the ADvantage program are substantial. In state fiscal year 2010, taxpayers saved an estimated $300 million through the ADvantage waiver program.
The ADvantage waiver program provides Medicaid services to help elders who are frail and adults with physical disabilities stay at home instead of going to a nursing facility. Individuals must first qualify financially to receive services. Program participation increases each year, indicating Oklahomans often prefer to receive care in their own homes.

The ADvantage waiver program helped a record 24,120 seniors and individuals with disabilities in state fiscal year 2010. Program participation has doubled in the past nine years. This program serves people in their homes, even though they are medically and financially eligible for nursing facility care.
Parents have a legal obligation to provide financial support for their children. Child support payments are a basic legal right of children. These payments substantially reduce child poverty and the need for state public assistance – and eligibility for some OKDHS programs requires parents to seek child support from the non-custodial parent.

Child support services help families become or remain self-sufficient. Child support helps a family achieve and sustain financial stability, easing the custodial parent’s worries about financial issues and reducing the family’s long-term need for other kinds of state support. Although Oklahoma Child Support Services collections remained flat this year, they have increased 60 percent in the last five years. And this growth has been sustained over the long term. OCSS is number two in the nation in collections growth over the last 10 years. In addition, OCSS continues to have one of the highest paternity establishment rates in the nation, consistently ranking number one or number two. Success in paternity establishment paves the way for other successes, even while the economy lags and caseloads continue to grow.

In support order establishment OCSS experienced a 3 percent increase over last year and a 1 percent increase in medical order establishment. OCSS continues to support Oklahoma families while reducing costs to taxpayers.
In state fiscal year 2010:

70,453 children received subsidized child care for parents or caregivers to participate in employment or education.

2,800 child care providers received more than $142 million through state subsidies.

4,299 adults participated in the Temporary Assistance for Needy Families program on average each month.

1,615 TANF participants increased their financial independence through employment and left the program.

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

941 Oklahomans became employed through the subsidized employment program.
As a mother, Maxcine Thomas was already familiar with the challenges of raising children. However, Thomas was not fully prepared for the many challenges that came with raising grandchildren.

From trying to keep up with two small girls, to the trials of communicating with teenagers across the generational gap, Thomas has had to adapt – but she’s still grateful for the experience.

“We have been blessed to hear their laughter and know the experience of raising children again,” Thomas said. “Sometimes you do it better the second time around.”

Thomas said support from OKDHS, such as Temporary Assistance for Needy Families, medical benefits and respite care has helped her family day-to-day and during tough times, such as after her husband had a stroke.

She is most thankful for the annual Grandparents Raising Grandchildren conference hosted by OKDHS’ Aging Services Division. She said the conference allows her to network with other grandparents and find other service providers in the community.

She beams with pride as she talks about her granddaughters’ accomplishments over the years. Both young women have their academic and professional futures mapped out, Thomas said. She also credits their school activities with keeping her and her husband young at heart.

For Thomas, there is nothing like the joy of being with her granddaughters.

“ Their being with us has had a positive effect on their lives, and we’ve been able to guide them in a positive direction,” she said. “We are making a difference in their lives.”
Many Oklahoma families have become more economically independent with OKDHS job training and improved education services. The Temporary Assistance for Needy Families program provides these services to parents with children for purposes of improving their employment opportunities. Since welfare reform, the number of adults participating in this program has declined. In addition to job training, families are also assisted to secure other sustainable sources of income.
OKDHS helps low-income parents pay for child care, which allows them to work and complete their education. Only licensed and contracted child care homes and centers are eligible to participate in the subsidy program. OKDHS seeks to process all requests for child care services within 48 hours. This helps families go to work faster.
The desperate days and sleepless nights Adar Davis spent worrying how he would catch up on his child support payments are now a distant memory, thanks to help from Oklahoma Child Support Services, a division of OKDHS.

The child support court assigned OCSS Court Liaison Michael Grant to Davis’ case to help this father learn new skills and find a job. Grant and Davis hit it off immediately. During their first meeting, it was obvious to Grant that Davis was someone who would do what was needed to take care of his children. Grant set Davis up with Goodwill Industries’ TulsaWORKS Program, where he received training and, eventually, a job. Davis was hired by Tulsa Boys’ Home in October 2009. There, he was determined to advance to lodge manager, and by January 2010, he received that promotion.

Davis sleeps a lot better these days, and is grateful to OCSS for the mentoring he received through the court liaison program. He credits Grant with helping him find life skills that he now passes on to his own children and the boys with whom he works. Davis believes he sets a good example for his children, and they tell him how proud they are for what he is doing for them and the boys at the Tulsa Boys’ Home.
The most challenging year in my memory ended with a flurry of incredible progress under extreme conditions. We experienced a series of budget cuts and reductions in our workforce, while record numbers of Oklahomans crowded into our offices and record numbers of children were adopted out of foster care. Senior nutrition sites were consolidated and funds later restored. The state and nation’s economic downturn limited our resources while unprecedented numbers of Oklahomans needed our help.

The extraordinary number of people with needs and the impressive response to those needs tell part of the story of how Oklahomans are dealing with the worst economic challenge since the Great Depression. Listening to each family’s concerns and seeing the trust they place in us to help them inspires all of us daily. The compassion of our employees and the courage of the families we serve create powerful stories of Oklahomans working together to build a new and better future.

I attended the adoption ceremony of five siblings who were wonderfully adopted by their foster parents, despite the foster father’s recent diagnosis of a very aggressive form of cancer. When I spoke to him at the adoption hearing, he was upbeat and excited. The children were thrilled to be adopted, even though they knew their new dad’s prognosis was poor. They knew they had a strong mom and were excited to be going to their new “forever” home.
I remember sitting down in McAlester with a young mother of two boys who was in our office to renew her eligibility for child care subsidy, Sooner Care and SNAP. Every morning, she got up at 5 o’clock to get her children ready for child care by 6 so she could be at work by 7. As the manager of a group home, she was responsible for coordinating the care for several developmentally disabled people. She was driving an 8-year-old Ford Mustang with 180,000 miles. Her former husband was paying child support. But, in spite of all of her efforts, she still did not earn enough to pay for her child care or to feed her family.

These stories are typical of the families we help every day. This year the needs increased greatly as our resources decreased. We finished the fiscal year with about 500 fewer employees than we employed at the beginning, yet we served unprecedented numbers of Oklahomans. While we remain fully committed to our mission, the reality of declining revenues and increasing demands means some needs will go unmet unless demand is reduced or new resources are identified.

Abe Lincoln said, “Things may come to those who wait, but only the things left by those who hustle.” Fortunately, many Oklahomans hustled this past year to meet the needs of our most vulnerable neighbors and friends. Together, record numbers of families made it through what has been a most challenging year for all of us. We are grateful to all who helped.

Sincerely,

Howard H. Hendrick
Director
OKDHS Productivity Gains SFY 2002 vs. SFY 2010

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<th>2002</th>
<th>2010</th>
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<td>Full-time Employees</td>
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<td>DDSD *** Waivers</td>
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Growth in People Served

- Includes only full-time employees.
- ** Home health alternative to nursing home care.
- *** Community alternative to facility care.

OKDHS is improving operational efficiencies to assure that the needs of Oklahoma citizens are met. The chart above shows the increasing number of individuals receiving services with fewer OKDHS employees. This is accomplished through a variety of methods that seek to improve timely and accurate delivery of services with the lowest cost. Some of these methods include staff training, automating processes and identifying process improvements.
OKDHS is funded through state and federal funds. State funds are used to meet federal matching requirements, maintain programs and services, and fund programs that have limited or no federal funding. Services primarily funded through state appropriations include Adult Protective Services, child welfare and aging services.
HUMAN RESOURCES

Program Support 11%
Aging Services 3%
Field Operations 54%
Child Support Services 7%
Children & Family Services 5%
Child Care Services 2%
Developmental Disabilities Services 17%
Family Support Services 1%

Total full-time equivalent employees .................. 7,791
(includes part-time and full-time employees)
Children and Family Services ........................... 415
Family Support Services ................................... 100
Field Operations ............................................ 4,122
Child Care Services ........................................ 176
Developmental Disabilities Services .................... 1,335
Child Support Services ................................... 516
Aging Services .............................................. 237
Program Support ............................................ 890

Percent of employees who have at least a four-year degree: 71
Starting monthly salary for Social Service Specialist I: $2,169

OKDHS average salaries compared to other Oklahoma state agencies³

KDHS collaborates with hundreds of volunteer partners each year to accomplish its mission. Each plays an important role in meeting the needs of our state and its citizens.

Volunteers make significant contributions to OKDHS. They provided 759,896 hours of service in 2009. This year, OKDHS recognized 784 volunteers and 283 voluntary organizations for their service throughout the state. Below are just a few of the outstanding examples of volunteer activities that benefitted OKDHS clients and programs across in the state.

- LifeChurch, BancFirst, Legacy Bank, Heritage Hall, Tinker Air Force Base, AAR Corp., Central Oklahoma Integrated Network and many others provided Christmas gifts for 3,000 foster children statewide.
- The University of Phoenix “Open Your Hearts” program provided assistance in gathering and distributing infant necessities to needy families statewide. The Oklahoma program has set records for generosity in the university’s national initiative.
- The Oklahoma Correctional Association provided funding for back-to-school supplies for 85 independent living and foster care students. The OKDHS Office of Volunteerism assisted three county offices in serving 1,100 students at back-to-school events in Oklahoma and McCurtain counties.
- Nine-hundred families received Thanksgiving meals thanks to the assistance of Diagnostic Laboratories, Central Oklahoma Integrated Network, Belle Isle Enterprise Middle School, Oklahoma Conference Women’s Missionary Society, Graham’s Club, Regional Food Bank, OKDHS employees, LifeChurch, We Have a Mission and many other organizations.
- OKDHS employees are generous. They gave more than $100,000 for the 2010 State Charitable Campaign. This program benefits local nonprofit organizations including United Way agencies. This is the largest contribution to the campaign by any state agency ever.
SAFETY

Adult Protective Services
Adult Protective Services seeks to protect vulnerable adults from abuse, neglect and exploitation. APS also investigates complaints related to long-term care facilities. The Family Support Services Division administers APS.

Child Welfare Services
Safety for children is fundamental to OKDHS. The Children and Family Services Division is responsible for child welfare policies, state and federal reporting, adoptions, foster family recruitment, training and program administration. Child Protective Services determines if children are safe in their homes.

CFSD administers:
• Child welfare and child and family services authorized in the Social Security Act (Title IV-B)
• Foster care and adoption assistance services authorized in the Social Security Act (Title IV-E)
• Programs under the Child Abuse Prevention and Treatment Act
• Programs under the Chafee Foster Care Independence Program

Child Care Licensing
The mission of Oklahoma Child Care Services is to ensure Oklahoma families have access to licensed, affordable, quality child care. State law requires all child care facilities be licensed. Recommendations for minimum standards and requirements are developed in conjunction with the Child Care Advisory Committee to assure children will be cared for in a safe, healthy and developmentally appropriate environment. These requirements are the basis for evaluation and consultation during three unannounced visits per year at each licensed child care facility.
**Ombudsman Program**
The Aging Services Division's Ombudsman Program serves residents in Oklahoma's long-term care facilities, including nursing facilities, assisted living and similar adult care homes. An ombudsman helps improve the quality of life and the quality of care available to long-term care facility residents. The ombudsman is a person who receives complaints from residents, their friends or relatives, and attempts to resolve those complaints within the facility. The ombudsman has the authority to explore problems and recommend corrective action to the facility.

**Advocacy Services**
The Office of Client Advocacy provides a variety of protection and advocacy services for OKDHS clients. OCA's advocates assist individuals with developmental disabilities, including individuals who live in OKDHS facilities, former residents of Hissom Memorial Center, former residents of existing OKDHS facilities who have special advocacy needs, and other Developmental Disabilities Services Division service recipients who have special advocacy needs. Advocates help individuals resolve issues involving access to needed services or the quality of those services. They provide an independent, proactive voice for all clients to ensure client safety and fair, honest and professional service delivery.

**HEALTH**

**SoonerCare Eligibility Determination**
OKDHS provides eligibility determination for the SoonerCare program throughout the Human Services Centers and a centralized unit. Administered by the Oklahoma Health Care Authority, SoonerCare provides health care to children, adults with children younger than 18, pregnant women and individuals who are older than 65 or have blindness or another disability. SoonerCare programs include: aged, blind and disabled; family planning; health care for children with disabilities; health screening, diagnosis and treatment; and breast and cervical cancer.
Supplemental Nutrition Assistance Program
The Supplemental Nutrition Assistance Program serves as the first line of defense against hunger. It enables low-income families to buy eligible food in authorized stores with electronic benefit transfer cards. SNAP Education is a partnership between Oklahoma State University – Cooperative Extension Service, the Chickasaw Nation, the University of Oklahoma Health Sciences Center, OKDHS and the U.S. Department of Agriculture Food and Nutrition Service. The program provides nutrition education to food benefits recipients and other eligible low-income individuals and families.

Senior Nutrition
The Aging Services Division funds and monitors the Older Americans Act congregate and home-delivered meals programs. All menus are prepared by a registered dietician and meet one-third of the recommended dietary intake. Based on nutritional assessments, some individuals are given the opportunity for one-on-one nutritional counseling from a dietician. A registered dietician also provides monthly nutrition education at the meal sites and through materials distributed to homebound participants.

Foster Care
The Children and Family Services Division helps foster parents promote safety, permanency and well-being for children in out-of-home care. Multiple moves while in state custody can negatively impact a child’s future, including success in school and meaningful attachments with others. Foster care is a safe, temporary placement providing 24-hour-a-day substitute care for children in OKDHS custody.

Adoption
The mission of Swift Adoption Services is to secure an adoptive family for every child for whom adoption is the goal. Children are assured a permanent, adoptive family through:

• Early identification, assessment and child preparation
• Aggressive recruitment and preparation of prospective adoptive parents
• Elimination of legal and other barriers to adoption
• Adequate provision of supportive services
INDEPENDENCE

ADvantage Waiver Program
The ADvantage waiver program provides an alternative to nursing facility placement for older and disabled Oklahomans and promotes a participant-centered and participant-choice approach in providers and services in the home setting. The program has resulted in a significant cost savings to the state. A multidisciplinary team works with each participant on a regular basis to ensure all needs (medical and otherwise) are met for the individual to stay at home safely and independently. To qualify, an individual must meet the medical and financial eligibility requirements for nursing facility care.

Area Agencies on Aging
Eleven Area Agencies on Aging provide Older Americans Act services statewide. The only eligibility requirement to receive OAA services is that a person be 60 years of age or older. Each AAA has an information and assistance person available to share information on resources available in their area. Congregate and home-delivered meals are the largest service provided under OAA. Supportive services are offered statewide in the form of in-home assistance, such as housekeeping, caregiver assistance, grandparents raising grandchildren, legal services and health promotion. Skilled outreach personnel are available in each county to provide one-on-one assistance to help older individuals make informed choices. Transportation services are also provided to nutrition sites, banks, doctors’ offices or grocery stores.

Child Support Services
Oklahoma Child Support Services provides services designed to help children get the support they need, including locating non-custodial parents’ addresses and employers, establishing legal paternity, establishing child and medical support orders, enforcing support for married, separated or divorced parents, and modifying support orders.
Developmental Disabilities Services
The Developmental Disabilities Services Division provides services to individuals age 3 and older who have intellectual and developmental disabilities. Services are individualized to meet each person’s needs. DDSD services are funded through Medicaid home and community-based services waivers and through state funds. Additionally, DDSD operates two public intermediate care facilities for persons with mental retardation and contracts for public services for individuals with both intellectual disabilities and mental illness.

Temporary Assistance for Needy Families
Temporary Assistance for Needy Families is a federally-funded program for children deprived of support because of a parent’s death, incapacity, absence or unemployment. Cash assistance is available to families on a time-limited basis for the purpose of providing support in meeting basic needs, training leading to employment, employment services and child care assistance for qualified families with children. In an effort to decrease the number of child-only TANF cases, supportive programs are continually developed to promote keeping families together and increasing better outcomes for children. Work has been a strong component of the cash assistance program. Oklahoma funds a wide array of services to TANF recipients to assist them in meeting work requirements and supporting them to become more financially independent.

State Supplemental Program
People who have a low income and are aged, blind or disabled may also qualify for a state supplemental payment – financial assistance to those who have been determined financially eligible and receive SoonerCare services.

Low Income Home Energy Assistance Program
The Low Income Home Energy Assistance Program provides winter heating, energy crisis, summer cooling and weatherization assistance to eligible low-income households during specific application periods throughout the year.
PRODUCTIVITY

Temporary Assistance for Needy Families Work Program
Work has been a strong component of the cash assistance program, Temporary Assistance for Needy Families. Effective Oct. 1, 2006, each state was required to meet a 50 percent participation rate for all families receiving assistance, and a separately calculated 90 percent participation rate for two-parent families. Specific activities count toward the work requirement. Oklahoma funds a wide array of services to TANF recipients to assist them in meeting the work requirements and supporting them to become more financially independent. This includes General Educational Development, literacy, substance abuse treatment, job training and resources needed to secure employment, such as uniforms, shoes and transportation.

Court Liaison Program
Oklahoma Child Support Services assists parents through the Court Liaison Program. The court liaison functions much like a child support probation officer in contempt of court cases when the non-custodial parent is facing incarceration for failure to pay. The CLP promotes positive outcomes for non-custodial parents, including:

• Obtaining and maintaining gainful employment
• Earning a living wage for themselves and an income sufficient to fulfill their child support obligations
• Making consistent child support payments
• Developing sound work habits to promote continued employment and sound payment habits leading to improved financial security

Child Care Subsidy
Subsidized child care benefits are part of an overall plan designed to help low-income families achieve their maximum potential for self-support. It is a service provided for children as a means to strengthen the family. Providing quality child care services assures the parent or caregiver that each child in care has the opportunity to receive developmental and learning experiences while the parent or guardian is engaged in self-support activities such as employment, education or training.
Independent Living Program
The Oklahoma Independent Living Program focuses on teens in foster care and seeks to:

• Promote the importance of early planning for one’s future
• Promote the importance of permanent connections
• Ensure transition of youth ages 16 to 21 from state custody to self-sufficiency and successful adult living
• Support youth by encouraging a multi-disciplinary approach through training of field staff and other appropriate adults
• Develop youth-targeted resources and community partnerships
### STATISTICAL SUMMARY

#### State Fiscal Years 2000, 2009, 2010

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>OKDHS Expenditures</td>
<td>$2,143,247,036</td>
<td>$1,894,157,815</td>
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<td>$1,076,265,913</td>
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<td>Authorized Adoption Placements</td>
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<td>Adoptions Finalized</td>
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<td>Adoption Subsidies</td>
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<td>12.84%</td>
<td>4,224</td>
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<td>Adult Protective Services, Investigations</td>
<td>17,662</td>
<td>17,178</td>
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<tr>
<td>Adult Protective Services, Substantiated</td>
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<td>Appeals Filed or Pending</td>
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<td>1,412</td>
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<td>Child Care, Services Provided</td>
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<td>39,079</td>
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<td>Child Care, Licensed Facilities</td>
<td>4,561</td>
<td>4,696</td>
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<td>Child Care, Licensed Capacity</td>
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<td>137,973</td>
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<td>124,175</td>
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<tr>
<td>Child Protective Services, Investigations</td>
<td>19,902</td>
<td>30,701</td>
<td>35.17%</td>
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<td>N/A*</td>
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<td>Child Protective Services, Assessments</td>
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<td>22,660</td>
<td>14.34%</td>
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<td>N/A*</td>
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<td>Child Protective Services, Substantiated</td>
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<td>8,605</td>
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<td>Child Support Services, Collections</td>
<td>$298,294,455</td>
<td>$299,084,783</td>
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<td>Child Support Services, Cases</td>
<td>193,000</td>
<td>188,327</td>
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<td>Child Support Services, Paternities Established</td>
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<td>20,298</td>
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<td>Commodities</td>
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<td>Developmental Disabilities Persons</td>
<td>14,352</td>
<td>14,063</td>
<td>2.06%</td>
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<td>54.76%</td>
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<td>Elderly Support Services, ADvantage Meals</td>
<td>2,954,531</td>
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<td>N/A*</td>
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<td>Elderly Support Services, Congregate Meals</td>
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<td>2,637,073</td>
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<td>Elderly Support Services, Home Delivered Meals</td>
<td>1,401,105</td>
<td>1,819,750</td>
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<td>1,823,352</td>
<td>-23.24%</td>
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<tr>
<td>Out-of-Home Care</td>
<td>7,973</td>
<td>9,489</td>
<td>-15.98%</td>
<td>8,279</td>
<td>-3.70%</td>
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<tr>
<td>SoonerCare (Medicaid), Cases</td>
<td>413,097</td>
<td>383,178</td>
<td>7.81%</td>
<td>253,367</td>
<td>63.04%</td>
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<td>SoonerCare (Medicaid), Persons</td>
<td>678,868</td>
<td>620,285</td>
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<td>396,526</td>
<td>71.20%</td>
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<tr>
<td>State Supplemental, Cases</td>
<td>85,476</td>
<td>82,528</td>
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<td>70,915</td>
<td>20.53%</td>
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<td>State Supplemental, Persons</td>
<td>85,482</td>
<td>82,536</td>
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<td>71,021</td>
<td>20.36%</td>
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<td>State Supplemental, Expenditures</td>
<td>$38,860,949</td>
<td>$39,929,907</td>
<td>-2.68%</td>
<td>$38,541,492</td>
<td>0.83%</td>
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<td>SNAP (Food Stamp), Cases</td>
<td>241,326</td>
<td>188,635</td>
<td>27.93%</td>
<td>108,133</td>
<td>123.18%</td>
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<td>SNAP (Food Stamp), Persons</td>
<td>559,626</td>
<td>445,364</td>
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<td>SNAP (Food Stamp), Value</td>
<td>$865,699,190</td>
<td>$592,050,841</td>
<td>46.22%</td>
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<td>TANF, Cases</td>
<td>9,760</td>
<td>8,756</td>
<td>11.47%</td>
<td>15,063</td>
<td>-35.21%</td>
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<td>TANF, Persons</td>
<td>22,131</td>
<td>19,092</td>
<td>15.92%</td>
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<td>TANF, Expenditures</td>
<td>$28,066,947</td>
<td>$21,250,667</td>
<td>32.08%</td>
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<td>TANF, Hardships</td>
<td>110</td>
<td>96</td>
<td>14.58%</td>
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<td>N/A*</td>
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<td>WORK Components, Entered</td>
<td>23,269</td>
<td>18,153</td>
<td>28.18%</td>
<td>36,843</td>
<td>-36.84%</td>
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<tr>
<td>WORK Components, Completed</td>
<td>11,751</td>
<td>9,147</td>
<td>28.47%</td>
<td>18,887</td>
<td>-37.78%</td>
</tr>
</tbody>
</table>

* Comparable data not available.
Established in 1936 under Article XXV of the Oklahoma constitution, the Oklahoma Commission for Human Services is a nine-member governing board for OKDHS. Its members are appointed by the governor to nine-year terms.

COMMISSIONERS
(from left to right)
Vice Chairman Ronald L. Mercer, Bethany
Aneta F. Wilkinson, Tulsa
Steven Dow, Tulsa
Jay Dee Chase, Oklahoma City
Robert D. Rawlings, Edmond
Michael L. Peck, O.D., Enid
Rev. George E. Young Sr., Oklahoma City
Garoldine (Gerri) Webb, Tulsa
Chairman Richard L. DeVaughn, D.D.S., Enid