



OKLAHOMA Human Services

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Presentation Agenda

**Agency
Summary**

**Recent
Accomplishments**

True North Update

What's Next?

Budget Discussion



Agency Summary

Oklahoma Department of Human Services manages the following major programs for the State of Oklahoma

Adult & Family Services (AFS)

\$949,330,095 in SNAP Benefits, supporting 389,332 families;

Aging & Adult Protective Services

*More than 5,000,000 meals annually through senior nutrition providers;
22,528 reported cases of senior abuse and neglect*

Child Care Services

105,610 children served in child-care homes & centers in Oklahoma;

Child Support Services

Collected \$388 million in support ~ 182,265 open cases

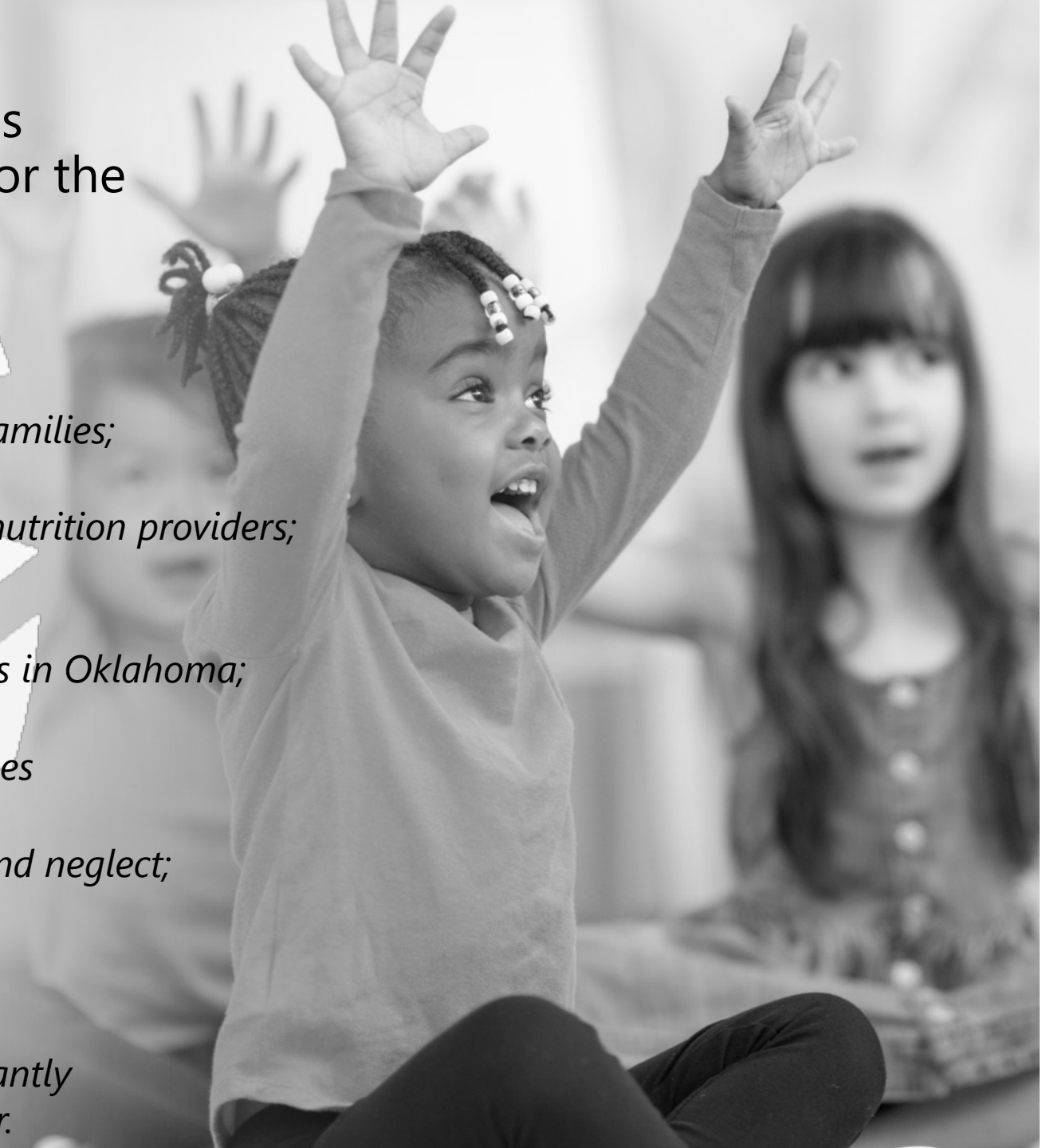
Child Welfare Services

More than 80,000 annually reported cases of abuse and neglect;

Developmental Disability Services

8,100 currently served ~ 5,711 on the DDS waitlist.

NOTE: All numbers above are prior to COVID. Significantly greater volume can be expected in the current year.



Recent Accomplishments

In the time since our last presentation, the agency and its workforce are proud of the following accomplishments.



Launched the Oklahoma Clearinghouse for Early Childhood Success

Targeting outcomes for children by creating and investing in an evolving definition of quality in early childhood.

Developed and Executed a Multi-channel Embedded Worker Strategy

As a larger effort to reimagine the distribution model of human services in the State of Oklahoma. As an effort to meet those that we serve where they are, OKDHS has built strategies including 'Service First,' Law Enforcement Social Work Support Teams, traditional embedded workers strategies and the Community Hope Center platform.

Agency Response to COVID19

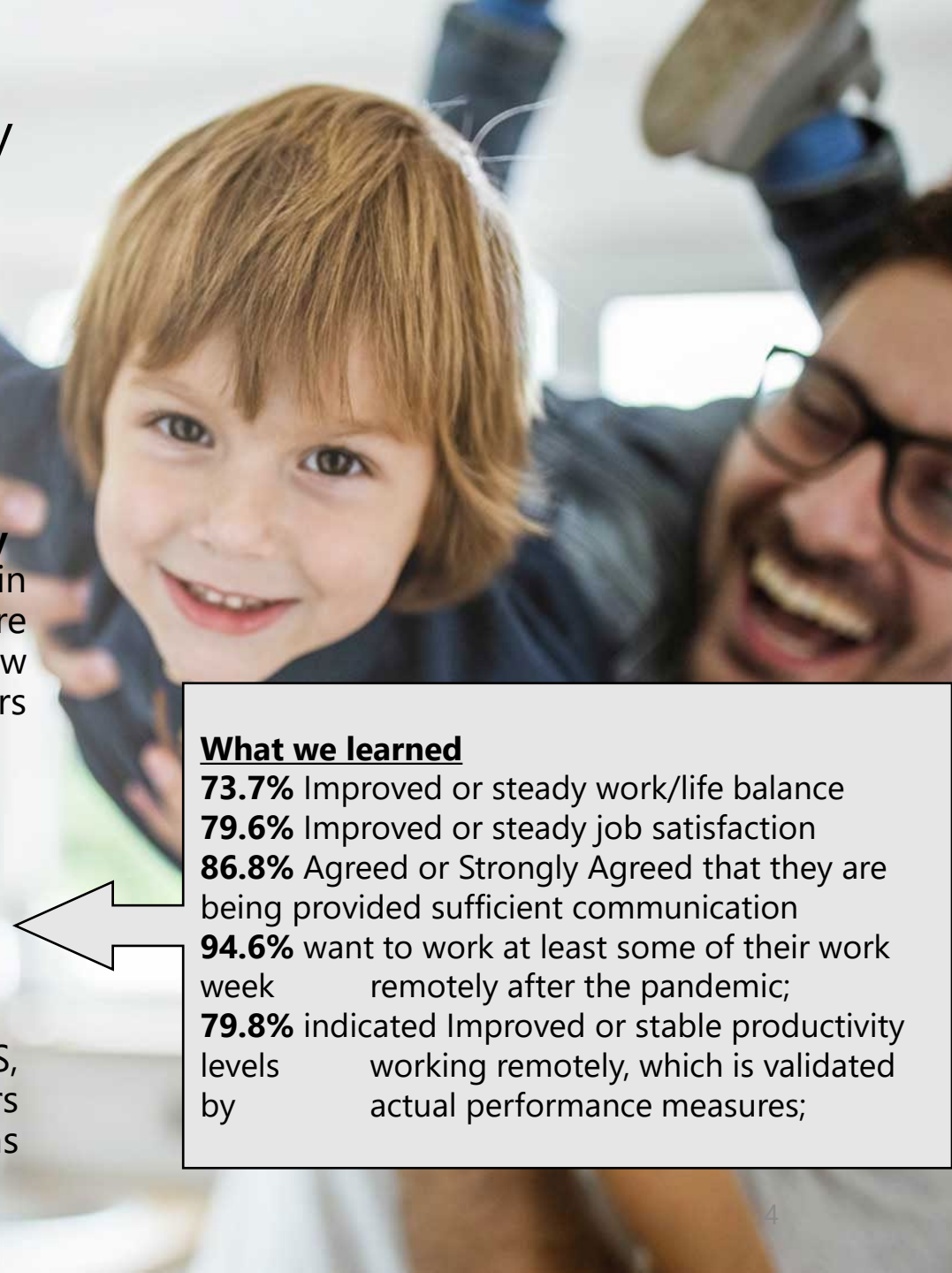
Successfully executed an aggressive & proactive response to COVID19, transforming the state's largest workforce to remote work, partnering in meaningful ways for responsive service to customers, and prioritizing the safety of our workforce and customers first.

Launched the Community Hope Center Platform

To better serve the community during COVID19, OKDHS, utilizing CARES Forward funds, partnered with existing providers to provide more resources to children & families as systems closed in our communities.



52 Sites serving about 3,000 Children (as of 12.31.2020)



What we learned

73.7% Improved or steady work/life balance

79.6% Improved or steady job satisfaction

86.8% Agreed or Strongly Agreed that they are being provided sufficient communication

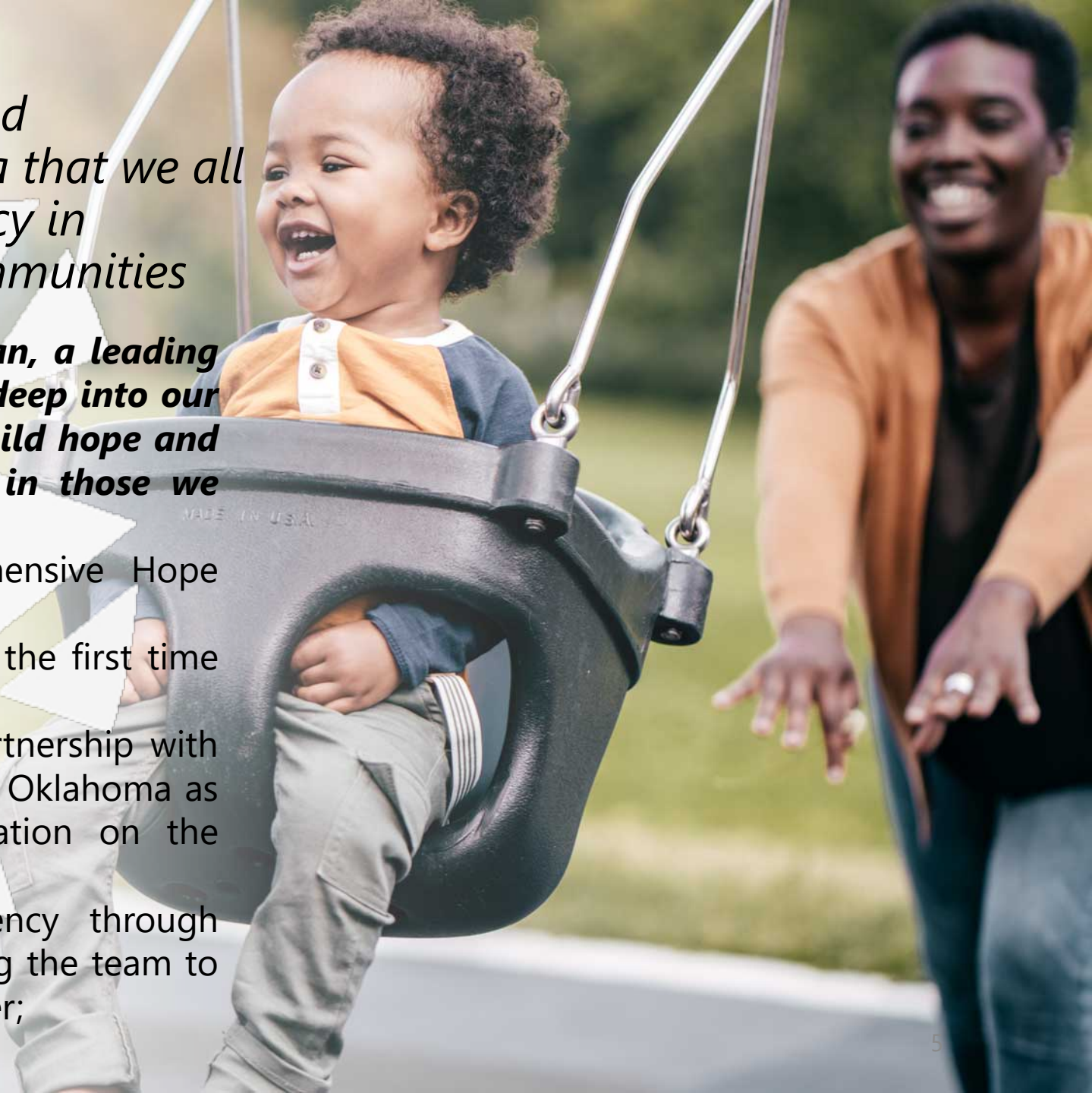
94.6% want to work at least some of their work week remotely after the pandemic;

79.8% indicated Improved or stable productivity levels working remotely, which is validated by actual performance measures;

True North Progress

ELTN 1 - Become the a 'Hope Centered Organization,' recognizing the trauma that we all bring, and building hope and resiliency in ourselves, our customers and our communities

- ***Formally contracted with Dr. Chan Hellman, a leading researcher in 'the Science of Hope' to dig deep into our programs to identify areas in which we build hope and areas in which we can build more hope in those we serve.***
- Developed and implemented a comprehensive Hope education platform for OKDHS;
- Measured individual and collective hope for the first time as an agency;
- Working to develop a 'Hope Summit' in partnership with First Lady Sarah Stitt, to position the State of Oklahoma as a Hope Centered State, educating the nation on the Science of Hope;
- Utilizing HOPE Language across the agency through continued training and development, allowing the team to understand goal setting, pathways & willpower;



A close-up photograph of a young girl with dark skin and braided hair, wearing a purple shirt, smiling and eating a red apple. The background is blurred, suggesting an outdoor setting.

True North Progress

ELTN 2 – Removing systematic barriers that keep our customers from being successful by meeting our customers where they are to provide needed resources in a more effective way.

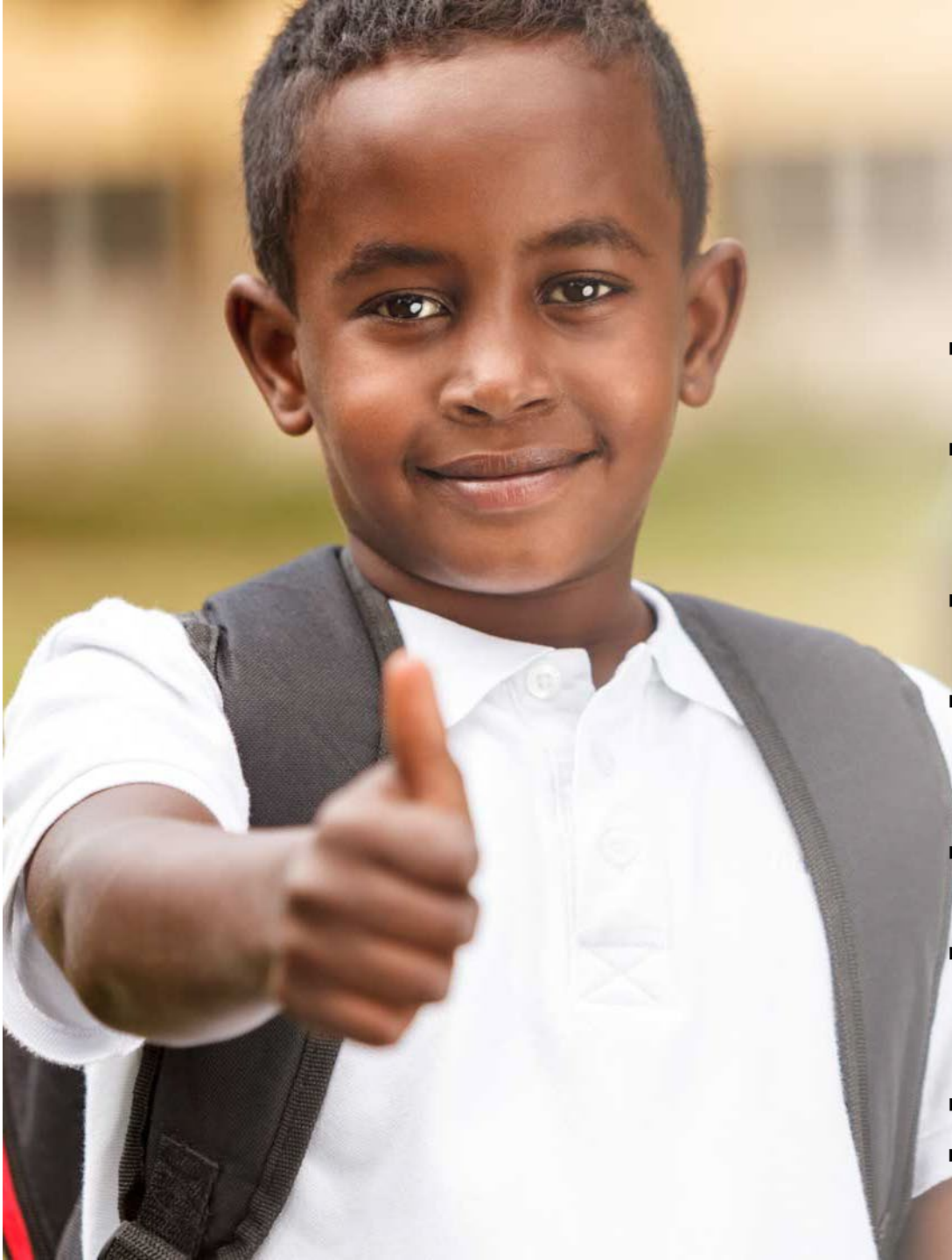
- Launching the 'Service First' model, utilizing the True North platform to prioritize services to our customer and our workforce;
- ***Changing the face of Human Services distribution by dramatically expanding the 'embedded worker' program, deploying our workforce into the community to meet our customers where they are;***
- Begun a deep conversation with other state agencies to discuss co-locating and collaborating to serve our customers together;
- Dramatically expanding school based social services as a platform to engage with our customers where they are;
- Launched a social work team concept as a resource for law enforcement;
- Developing the concept of interagency multidisciplinary teams to solve problems for families together;



True North Progress

ELTN 3 – Become an ‘Elite Employer,’ by improving work/life balance, cultivating talent, improving retention rates and providing for the health and mental health needs of our team.

- Developed new hiring technology to fill positions that have been long vacant;
- ***Measured Job Satisfaction and Hope Score***
85.6% reported the same or greater job satisfaction in most recent employee feedback survey;
- ***Dramatically reduced agency workforce turnover***
16.5% in FY2019 to 12.4% in FY2020;
- Expansion of resources available for EAP platform including a partnership with Green Shoes Foundation;
- Stronger work/life balance as a result of telework expansion (82.5% reported the same or greater work/life balance in most recent employee feedback survey);
- Acted quickly to protect the workforce and customers when COVID19 resulted in the idea that our OKDHS offices might be a place of potential community spread;



True North Progress



ELTN 4 – Become the model of efficiency, effectiveness and transparency, serving our community free from fraud, waste or abuse.

- Launch of ourOKDHS.org to share our True North goals with the public, soliciting feedback and raised hands to help the agency;
- Shared goals between divisions, allowing each to understand priorities and to discuss potential impact of decisions made across divisions.
- Prioritized services & workforce to ensure effectiveness in achieving our goals;
- First ever Certified Public Accountant as Chief Financial Officer, reorganizing the structure of the OKDHS finance team to operate in this new world;
- Pursuing new finance technology platform to give insight into the agency
- ***Developed a team approach to budgeting, allowing divisions to participate in deep discussions and empowering division leadership to make data informed budget decisions;***
- Development of a new finance dashboard system;
- Constantly sharing the progress of the agency with community partners and stakeholders;



PATHWAYS TO INNOVATION

True North Progress



ELTN 5 – Innovation – Become a national thought leader and program innovator, embracing new ideas from internal and external sources.

- Launched the agency's Innovation Platform;
- ourOKDHS.org was created to receive innovation ideas from the public and the workforce;
- Development of the Core Innovation Team;
- ***Innovation Round Table Structure for partner engagement and strategy development;***
- Developing the Pathways to Innovation platform;
- Recognized as 2019/2020 Most Innovative State Agency;
- Launch of state's first ever Robotic Process Automation ('bot') platform;
- Building new technology to replace antiquated technology
- Launched contemporary Adult Protective Services platform for reporting and managing abuse/neglect/exploitation reports;
- Launched BeANeighbor.org to connect resources in the community with those in need;
- Developed kith.care to serve families of healthcare workers & first responders;

A smiling woman with dark hair tied back, wearing a white textured sweater, is interacting with a child whose back is to the camera. The woman is looking towards the child and has a joyful expression. The background is bright and slightly blurred.

True North Progress

ELTN 6 – Introducing our OKDHS to the public and to our partners in the community through strategic engagement, effectively communicating our desire for deeper relationships and collaborative efforts.

- ***Building a full-scale Strategic Engagement platform, leveraging technology to develop deep relationships with partners, including non-profits & foundations, government, tribal and other community partners;***
- Restructured communications team to tell the true story of OKDHS to the community;
- Building deep partnerships with other state agencies (OHCA, ODMH, OSDE, OSDH, OMES, ODPS);
- Developing a customer engagement strategy to get insight from our customers when building large scale systems;

True North Progress ● ● ● ● ●

ELTN 7 – Build a culture of equity, diversity, inclusion and belonging, evaluating our current systems and building new systems that embrace one another as equals.

- **Developed our agency’s framework for building a culture of Equity, Diversity, Inclusion & Belonging;**
- Formally engaged with Stronger Together as a leader in organizational equity to identify bias and build strategies to address systemic discrimination;
- Developed the Internal Council on Equity to engage the workforce in building a more equitable culture;
- Launched the Council of Voices to engage the voices of under-represented communities;
- Defining an ‘equitable organization’ providing resources to our partners to understanding how to evaluate & address systemic bias;

1 We listen!

- ✓ Community Leadership (Council of Voices)
- ✓ Workforce Listening (Internal Council on Equity)
- ✓ Constituent Engagement Platform

We learn! 2

Education & Training including a mix of virtual & in-person delivery of ‘Core’ and ‘Expanded’ learning options.



We transform! 3

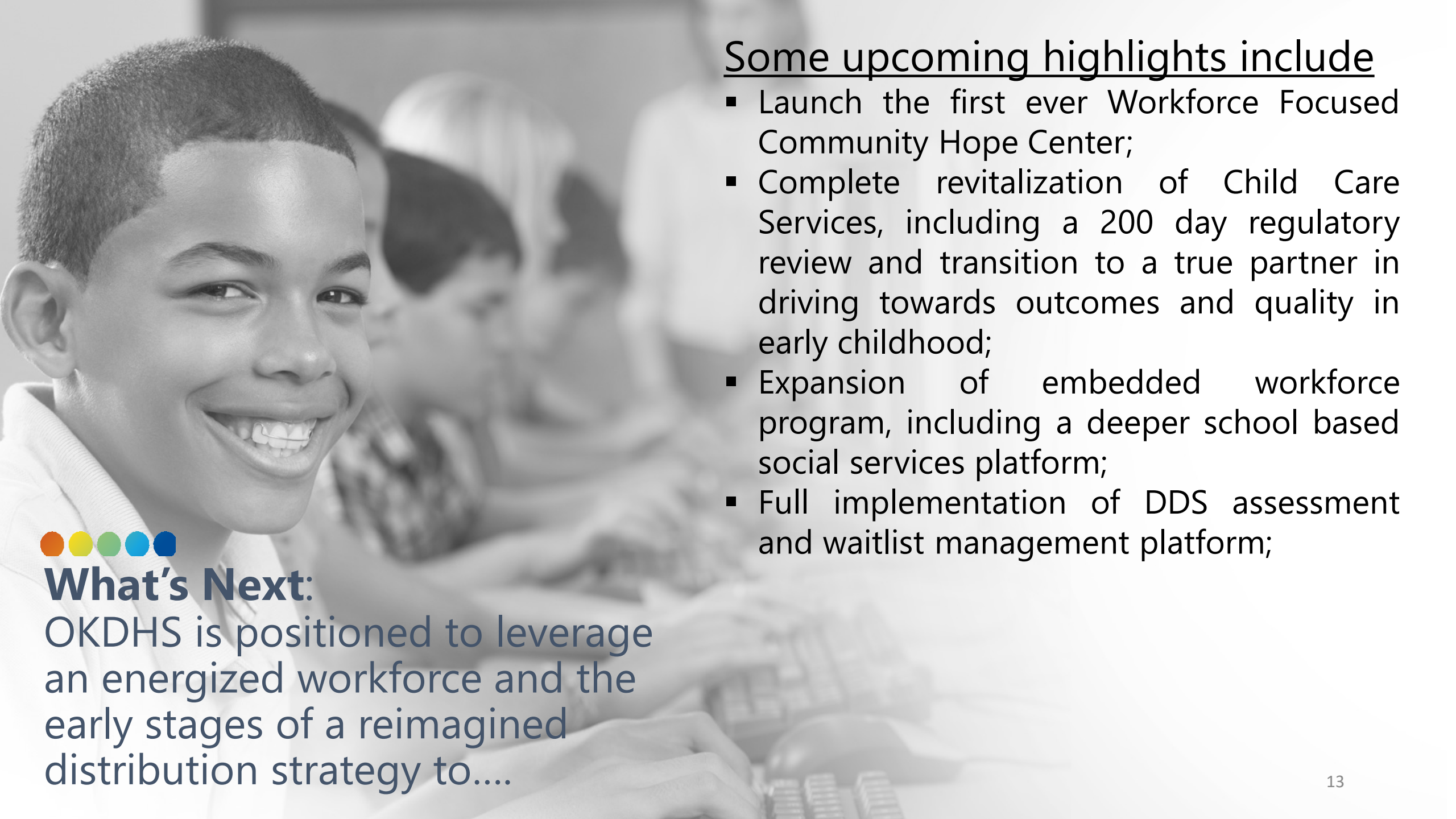
Utilizing input from Listening sessions, our educated workforce will work to identify and execute transformation opportunities.

True North Progress

ELTN 8 – Move the agency to a space of prevention, going ‘upstream’ to build a system that supports families with services and resources before they are in crisis;

- Developing a ‘Poverty Plan’ to address Social Poverty, Resource Poverty & Economic Poverty to provide the resources that a community needs to be successful in times of stress;
- Rebuilding the Human Services Distribution mode, enabled by technology (universal assessment tool and collaborative case coordination platform), to move upstream, solving problems for families before they are in crisis;
- Aligning all agencies and organizations that have a role in the current state of ‘workforce’ to build a strategy to modernize ‘workforce’ to embrace the concept that ‘workforce begins when you ask a child what they want to do when they grow up.’
- ***Building a culture of prevention, prioritizing developing custom supports over pre-formed interventions to solve specific problems for families. Divisions are building strategies, including a major intervention by Child Welfare Services called Enhanced Foster Care;***





Some upcoming highlights include

- Launch the first ever Workforce Focused Community Hope Center;
- Complete revitalization of Child Care Services, including a 200 day regulatory review and transition to a true partner in driving towards outcomes and quality in early childhood;
- Expansion of embedded workforce program, including a deeper school based social services platform;
- Full implementation of DDS assessment and waitlist management platform;



What's Next:

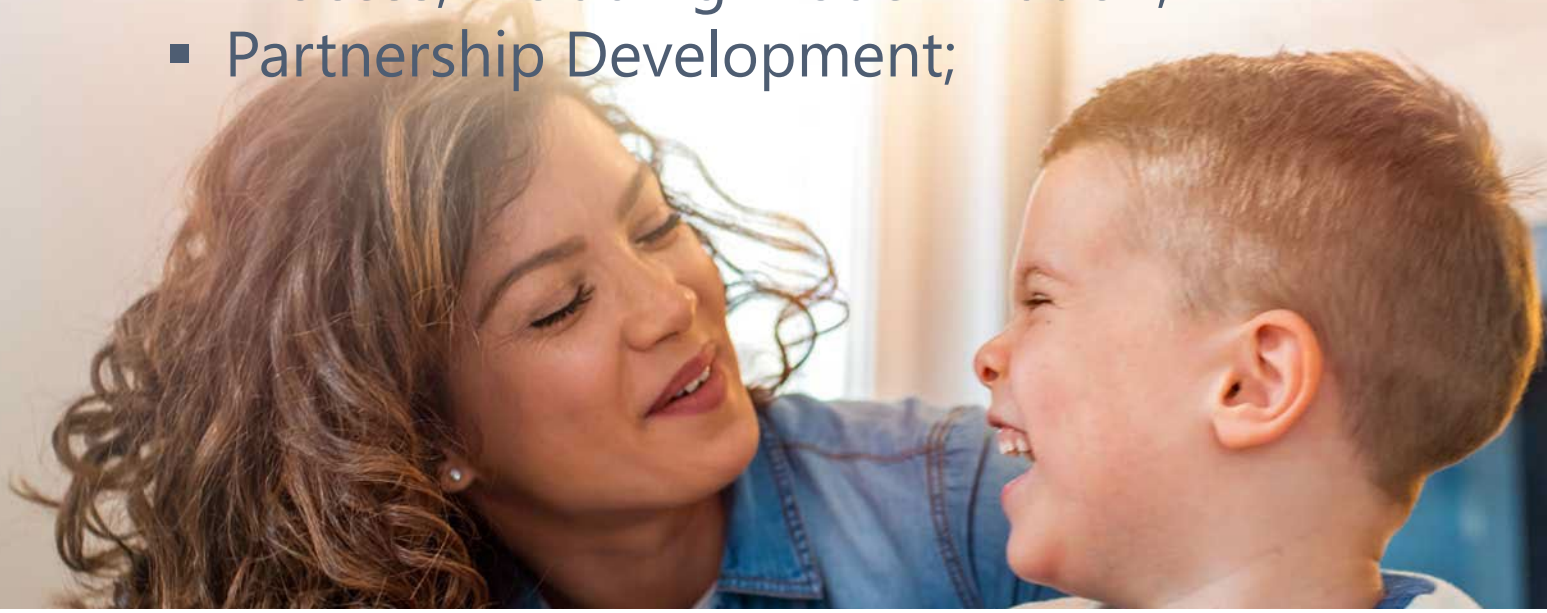
OKDHS is positioned to leverage an energized workforce and the early stages of a reimagined distribution strategy to....



Frequently Discussed Topics

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- Robert M. Greer Center Update;
- OK Benefits (Technology Modernization) Update
 - Platform approach using statewide reference architecture vs. Massive System Development
- Developmental Disabilities Waitlist Update & Request;
- 'Service First' Update
 - Process, including modernization;
 - Partnership Development;





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