

Office of Disability Concerns Fact Sheet

Mission

Our diverse communities have a wide range of concerns that involve home, family, work, and health. We work with individuals with disabilities, state and local governments and private entities to advocate the understanding of the expectations with the American with Disability Act and other associated civil rights regulations and laws. We connect Oklahoman Citizens who may have a disability with the knowledge, education, and resources.

The Office of Disability Concerns operates the Client Assistance Program (CAP) which is a federal grant from Rehabilitation Services Administration.

- CAP was established to advise and inform clients, client applicants, and other individuals with disabilities of all the available services and benefits under the Rehabilitation Act of 1973, as amended, and of the services and benefits available to them under Title I of the Americans with Disabilities Act (ADA).

Staff

Director – 1

Disability Support Specialist – 2.5

Training Specialist – 1

Client Assistance Program Director – 1

Total 5.5

Major Accomplishments

- 1) General Operations contacts and cases with Oklahoma Citizens who are disabled, FY21 - 1571 Contacts / Cases.
- 2) ADA Awareness, etiquette, communications skills, plain language, How to be welcoming, Employment of persons with disability trainings.
- 3) Outreach through web, Facebook, and events FY21 Forecast over 296,000 impressions
- 4) Client Assistance Program Cap Contacts and Cases FY21 - 308 Contacts and Cases
- 5) Direct ADA Intervention. We frequently receive requests about ADA Accessibility issues at state and local governments and places of public accommodation (public commercial facilities). The approach is to send an informational letter to the entity and offer assistance to understand and implement changes FY21 over 700 Letters / Interventions
- 6) In FY21 Assisted DRS in conducting an Ability Fair, they used the after-action report from ODCs Ability Fair. Over 500 people attended.
- 7) Conducted state agency ADA Coordinator training session. About 70 attended. Good training.

Major Initiatives and Reform Efforts

- Agency moved from midtown to north May reducing footprint 50% and reduction rent of 40%
- Enabled 4 at home agents with workstations, soft phones, web-based apps. Reducing It costs from \$816 to \$471 60% reduction
- Semi-automated leave requests and timecards Productivity savings 10 hrs per month
- Business Continuity - Establish two hotel spots at office location for emergency use if a home-based agent has connectivity problems at home.

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- Business Continuity – Continue to transition operations into digital process. This includes business operations as well as mission operations using tools like MyCase, Onedrive, and O365.
- Employee Committee to monitor process and procedures and offer suggestions and solutions. Implement change with measures and team commitment to track success.
- Employee Committee to perform peer reviews of cases to offer suggestions, share knowledge and strongly encourage collaborative effects.
- Review individual cities and towns in Oklahoma for compliance to requirement of a designated ADA Coordinator, ADA Notice and ADA Grievance Procedure. Provide educational material for compliance.
- Employees are required in the performance plan to perform a project each year, each varies based on current dynamic situations examples “Coupon University” done during the great recession, AARP Safe Driving Course, Art Expo, Exercise Videos, CAP Awareness Videos are just a few examples.

#	Group Served [group name, eligibility criteria of group, demographic description, etc.]	Services Received by Group	Estimated Changes in Group Served and Services (within next 5 years)
1	TITLE II ENTITIES AS A RESOURCE FOR ADA CONCERNS	STATE AGENCIES, LOCAL GOVERNMENT TOTAL OF 1,117 ENTITIES	SHOULD REMAIN THE SAME AT 1,117 ENTITIES
2	WORK WITH OKLAHOMA CITIZENS WHO ARE DISABLED AND THEIR CONCERNS	IN 2020 TOTAL DISABLED (FROM DISABILITY COMPENDIUM) 651,057 OR 17% OF OKLAHOMA POPULATION	WITH NET 5 YEARS THE COUNT OF DISABLED WILL GROW TO 672,096 UNKNOWN IS THE IMPACT OF COVID TO LONG TERM EFFECTS TO DISABILITIES COULD EASILY INCREASE %
3	AVAILABLE TO WORK WITH PRIVATE COMPANIES WITH ADA CONCERNS	BUSINESS ENTITIES IN OKLAHOMA 506,319	THE NUMBER OF BUSINESSES IS IN CONSTANT FLUX SO SHOULD REMAIN RELATIVELY THE SAME AT 500K+
4	CLIENT ASSISTANCE PROGRAM CONTACTS AND CASE	BASED ON RSA SUPPORTED FEDERAL GRANTS	CONTACT AND CASE COUNT WILL CONTINUE TO INCREASE YEAR TO YEAR WITHIN 5 YEARS ANNUAL TOTAL OF 500 CONTACTS CASES
5	EDUCATIONAL TO STATE EMPLOYEES, STATE AND LOCAL GOVERNMENTS, ASSOCIATIONS, COMMERCIAL ENTITIES	EDUCATION OF AWARENESS, PLAIN LANGUAGE, COMMUNICATION, BEST PRACTICE BUSINESS ESTIMATE AROUND 30 A YEAR	REMAIN THE SAME 30 A YEAR

	2020	2021	2022	2023	2024
Oklahoma	3,930,000	3,961,750	3,993,500	4,025,250	4,057,000
TOTAL DISABILITY COMMUNITY	651,057	656,317	661,577	666,836	672,096
5 and under	25,041	25,243	25,446	25,648	25,850
5 TO 17	43,204	43,553	43,902	44,251	44,600
18 TO 64	327,111	329,754	332,396	335,039	337,682
65 AND OLDER	255,701	257,767	259,833	261,898	263,964

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Budget Request

FY'22 Requested Funding By Department and Source							
Dept. #	Department Name	Appropriations	Federal	Revolving	Other ¹	Total	% Change
0100001	General Operations	\$294,808	\$0	\$1,100	\$0	\$295,908	7.69%
1000001	Client Assistance Program	\$0	\$132,500	\$0	\$0	\$132,500	-3.57%
8800001	ISD DP - General Operations	\$12,287	\$0	\$2,570	\$0	\$14,857	26.74%
8800010	ISD DP - Client Asst Program	\$0	\$5,500	\$0	\$0	\$5,500	-4.65%
Total		\$307,095	\$138,000	\$3,670	\$0	\$448,765	4.45%
1. Please describe source(s) and % of total of "Other" funding for each department:							
FY'22 Top Five Operational Appropriation Funding Requests							
Request by Priority	Request Description						Appropriation Request Amount (\$)
Request 1:	I additional part time agent						\$17,174
Request 2:	Implementation of a chat feature						\$1,100
Request 3:	Travel to 8 cities for 16 trips year long						\$3,965
Request 4:	Computer tune up 2 per year, web cams, scanner, 1 printer						\$2,035
Request 5:							
					Top Five Request Subtotal:		\$24,274
Total Increase above FY-21 Budget (including all requests)							\$ 24,274
Difference between Top Five requests and total requests:							\$0

Baseline for 2.5 Agents and Management & Support of ODC general operations - \$294,808

ODC_326's Strategic True North Plans:

1. Deploy an operational excellence culture
2. Create value for the customer
3. Maintain ongoing Service Delivery Path
4. An employee led group to meet monthly to discuss barriers, improvements, and suggestions one strategy action is to continue value for the customer.

Request 1 - As part of Item 2 "Create Value for the customer" (Oklahoma citizens) has one strategic tactic is to improve statewide presences, visit 18 cities during the year to host a disability advocacy clinic. This position would support this activity. - \$17, 174

Request 2 - As part of item 2, "Create Value for the Customer", what to incorporate a web-based chat feature. The additional inbound channel will allow one on one conversations with individuals that require text-based communications. The chat feature would be added to the website. Disability Support Specialist would "answer" chat requests and provide advocacy. - \$ 1,100

Request 3 - As part of Item 2 "Create Value for the customer" (Oklahoma citizens) has one strategic tactic is to improve statewide presences, visit 18 cities during the year to host a disability advocacy clinic. This is associated estimated travel cost to support travel. See next column for travel estimate with travel plan. - \$ 3,965

Town	Destination	Mileage	Total Mileage	Estimate Travel Cost	Estimate Travel Time	OverNite	ESTIMATED HOTEL AND FOOD	VISITS PER YEAR	TOT COSTS
OKC	Tulsa	106	212	121.9	4.24	n	0	4	487.6
OKC	Lawton	87	174	100.05	3.48	n	0	2	200.1
OKC	Sayre	129	258	148.35	5.16	y	95	2	486.7
OKC	Ardmore	98	196	112.7	3.92	n	0	2	225.4
OKC	McAlester	142	284	163.3	5.68	y	95	2	516.6
OKC	Durant	149	298	171.35	5.96	y	95	2	532.7
OKC	Grove	231	462	265.65	9.24	y	95	2	721.3
PKC	Guymon	263	526	302.45	10.52	y	95	2	794.9
			TOTALS	1385.75		TOTAL	475	TOTALS	3965.3