

WELCOME

Dr. Deb Shropshire
Secretary of Human Services and
Oklahoma Human Services Director



OKLAHOMA



CHILD WELFARE SERVICES

Tricia Howell, MHR, LPC
Child Welfare Services Director



OKLAHOMA
Human Services





CWS Updates



Pinnacle Plan
CW Taskforce
CFSR

Pinnacle Plan

CW System Reform – Core Performance Areas:

- Maltreatment (abuse and neglect) of children in the state's legal custody (MIC);
- Development of foster homes and therapeutic foster homes;
- Regular and consistent visitation of caseworkers with children in the state's legal custody;
- Reduction in the number of children in shelters;
- Placement stability, reducing the number of moves that a child experiences while in the state's legal custody;
- Child permanency, through reunification, adoption, or guardianship; and,
- Manageable caseloads for child welfare staff.

[Co-Neutral Commentary \(oklahoma.gov\)](http://oklahoma.gov)

CW Taskforce

[23-36 OK Child Welfare Task Force Report Final.pdf](#)

Areas of Focus:

- Further reduce the time to permanency in the foster care system
- Further reduce the number of re-entries to foster care after discharge to permanency
- Identify risk factors that lead to the removal of children from their biological parents' home; and
- Identify and propose areas of support for biological parents.

Recommendations:

- Expand resources and services to prevent families from entering into the child welfare system;
- Evaluate and implement strategies for supporting and enhancing family engagement;
- Improve the effectiveness of the juvenile court system by enhancing stakeholder engagement;
- Increase support and strengthen the role of foster parents to reduce closure rates and placement disruptions; and
- Expand capacity of professionals that support families in the child welfare system.

CHILD AND FAMILY SERVICES REVIEW

Assessment and Program Improvement of the CW System



CFSR Process



**Statewide
Assessment**

**Onsite Review
Stakeholder Interviews**

**Program
Improvement
Plan (PIP)**



OCCY

Annette Jacobi, JD
Oklahoma Commission on Children
and Youth Executive Director



OKLAHOMA
COMMISSION ON
CHILDREN AND YOUTH



OKLAHOMA STATE DEPARTMENT OF HEALTH

Lorri Essary, M.Ed.
Family Support & Prevention
Services Director



OKLAHOMA
State Department
of Health



STATEWIDE SURVEY RESULTS

Dannielle Ayers, PhD, CHES®
OSDH Evaluator



OKLAHOMA
State Department
of Health



Background

According to 63 O.S. §1-227.3, the Family Support and Prevention Services (FSPS), Office of Child Abuse Prevention (OCAP) is responsible for the creation and execution of the Oklahoma State Plan for the Prevention of Child Abuse and Neglect. The FSPS promotes the health, safety and wellness of Oklahoma's children and families by:

- providing funding, training, technical assistance and oversight to local organizations/agencies that serve families with young children;
- providing training to professionals that work in the area of child maltreatment prevention and intervention;
- providing information and educational materials upon request; and
- providing infrastructure to family support/child maltreatment prevention efforts.



Collaborators and Purpose

Collaboration

- FSPS Office of Child Abuse Prevention
- Oklahoma Commission on Children and Youth (OCCY)
- Oklahoma Human Services (OKDHS)
- Oklahoma Partnership for School Readiness (OPSR)

Purpose

- To create a state plan that includes the needs of all communities in Oklahoma.
- 5- year state plan, executed in 2024
- Reviewed annually by OCCY

Data Collection Plan

- Surveys
- Community Cafes



Survey Fundamentals

Survey Methods

- Qualtrics online survey
- Open from 3.28 to 5.18

Survey Distribution

- QR code
 - Facebook
 - Collaborative convening
 - Flyers
 - TV interviews
 - Telemundo

Total Responses

- Professional (n= 707)
- Parent (n=307)

User Language

- English
- Spanish (n= 46)
 - Professional
 - Parent (n= 35)

Survey Design

- Anonymous
- Demographics
- 9 main domains
- Unique questions (professional; parent)

Survey Length

- Parent, up to 60 questions
- Professional, up to 48 questions



Example of Text

- Many areas of high need do not have any services and rely on in-home care which may not meet health, safety and education standards. These programs and homes need much more support and are not considered as the great support they are. Visiting nurses, library book mobile, food trucks and toys and games, community recreation spaces, parks and pools are not in place to take kids to and they are inside with the TV and nobody to play with. This makes for problems instead of opportunities and was not solved with the pandemic. Some churches would be available to open doors to kids, but often don't have security clearance and health and safety code response in place, but want this. It's too bad this can't be thrown open to help get the right stuff in place. Also the day care review meets twice yearly to look at child abuse cases and this is not staffed by any systemic process for church and day camp or summer camp by a roundtable of professional people from teachers certification, forensics, psychology, language, ethnicity, religion, culture and health dept. This has been stuck for over 20 years and the way it is managed let's groups with money keep their program open and never address that they hired one or more child abusers, actively have pedophiles or violent offenders on the property as core child workers or who are on auxiliary staff as same or even administration who has these problems at home or responders hired by OKDHS, OKHCA and fire, police, teacher or certifiers. More groups should have incentive for early childhood education and support for parents who work and don't just need to go for coffee and a place to drop the kids during yoga. I am concerned these things are unchanged for 20 years, and parents can't find people with college degrees to care for kids using vetted strategies and in that be available for 9 hours of childcare without the parents being threatened with leaving their kids there too long and threatened with fines or CPS reports for any reason including being late due to unforeseeable reasons. These things aren't on your list, and then you aren't thinking about them at all. I paid \$25 or more per childcare application in advance for each facility which was non-refundable and had to be resubmitted each year to secure spots. Some years my dtr had to attend more than one program due to hours of availability and more than once I had to move my dtr from an abusive care situation which was reported to the state licensure and was found to be true on all counts and not prosecuted nor published as true. These things are annoying but leave children of astute parents open to criticism and the child open to being abused again because of this type of practice errors by OKDHS staff who are not required to have professional degrees with an accompanying license any ethics or accountability



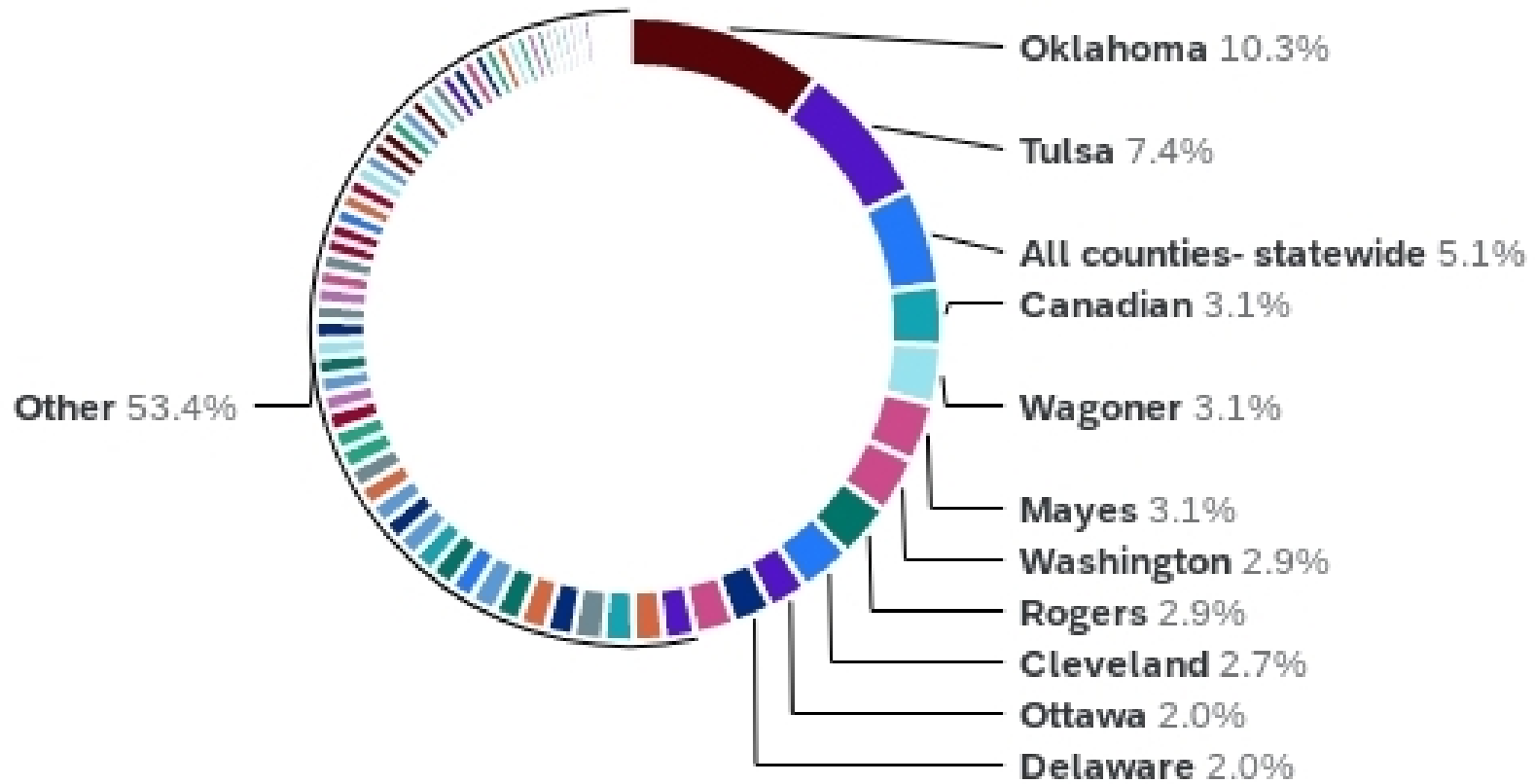
Professionals

Professionals Specific Questions

- Training in last five years
- Child abuse and neglect training offered by their organization
- Confidence to identify, report, and refer victims or perpetrators of expected abuse or neglect
- Knowledge of ACES, PACES, Protective Factors
- Characteristics of services they provide
- Open-ended questions for beliefs about the biggest strengths for child abuse and neglect resources in their community.



Response by County



Professionals Organizations and Roles

Type of Organization

- Education- 15%
- Faith based- 1%
- Government- 35%
- Non profit- 35%
- Other- 14%

Role within Organization

- Administration- 34%
- Child advocate- 5%
- Direct client services- 30%
- Other- 32%



Other Types of Organizations

Tribal and Government

- Tribal Government
- Child welfare
- Mother-based
- CASA (Court Appointed Special Advocate)
- Foster care agency

Education and Higher Education

- Education - Social enterprise

Legal and Law

Private Agency and For-Profit

- Private agency
- For-profit
- For profit healthcare

Community and Advocacy

Childcare and Daycare

Retired and Former

- Former CWS (Child Welfare Services)
- Retired school psychologist

Miscellaneous

- Work Ready Oklahoma
- OHS (Office of Head Start)
- Children First (C1)
- RMRS (Residential Mental Retardation Services)
- Self employed private practice



Other Types of Roles in Organization

Education and Teaching: 33.5%

- Teacher
- Teacher's Assistant
- School Counselor/Homeless Liaison
- School Nurse

Healthcare and Nursing: 18.5%

- Nursing Educator
- Home Visiting Nurse
- RN Case Manager
- Public Health Nurse in a School Setting

Volunteer and Advocacy: 4.5%

Social Work and Counseling: 11%

- Therapist
- School Social Worker
- Licensed Counselor
- Prevention and Education

Administration and Management: 7%

- Program Coordinator
- Program Manager
- Supervisor/Direct Client Services

Research and Data: 4.5%

- Research Project Coordinator

Other Professions: 21.5%



Professional Demographics

Gender

- Female (89%)
- Male (9%)
- Non-binary (1%)
- Other (1%)

Race

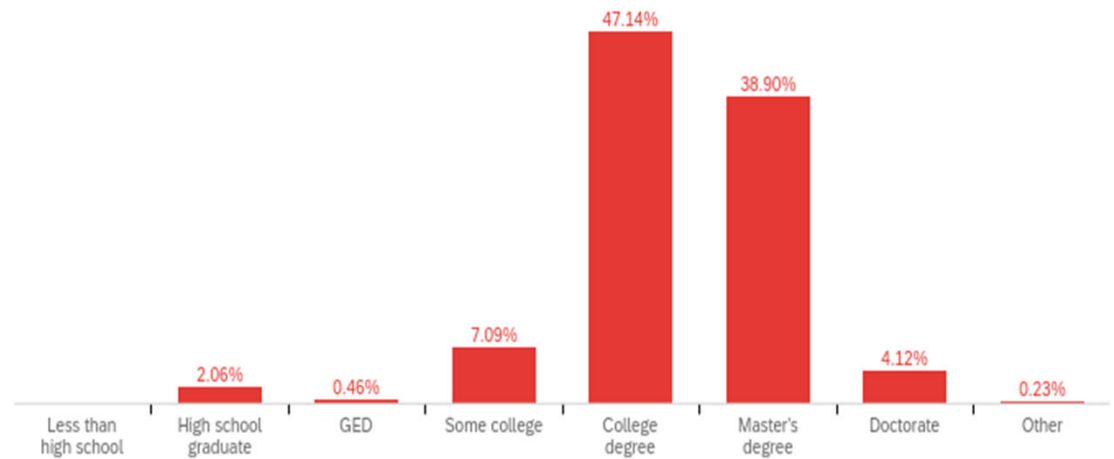
- White (72%)
- American Indian or Alaska Native (15%)
- Other (7%)
- Black or African American (5%)
- Asian (1%)

Ethnicity

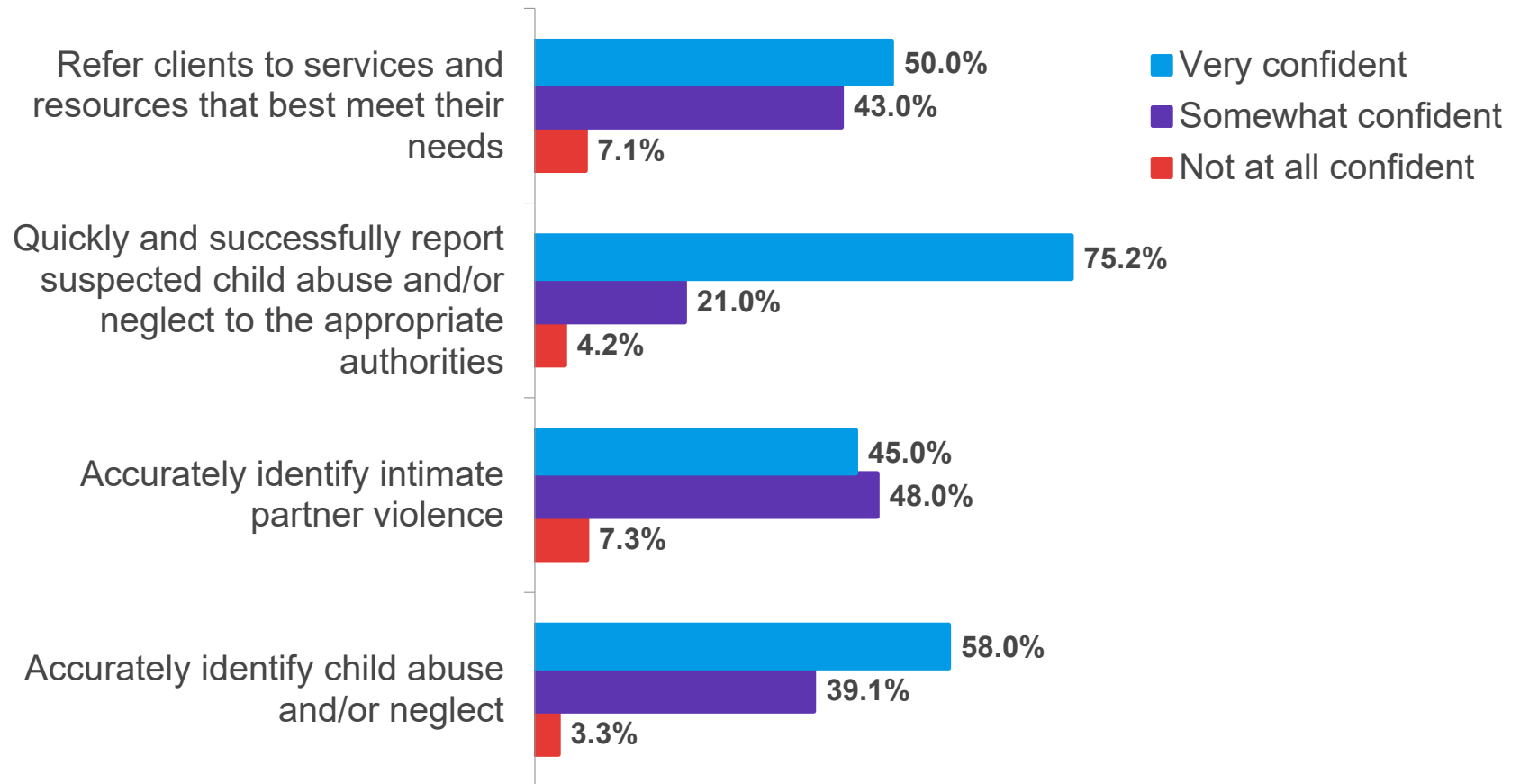
- Non-hispanic/Latino (87%)
- Hispanic/Latino (11%)
- Not sure (3%)



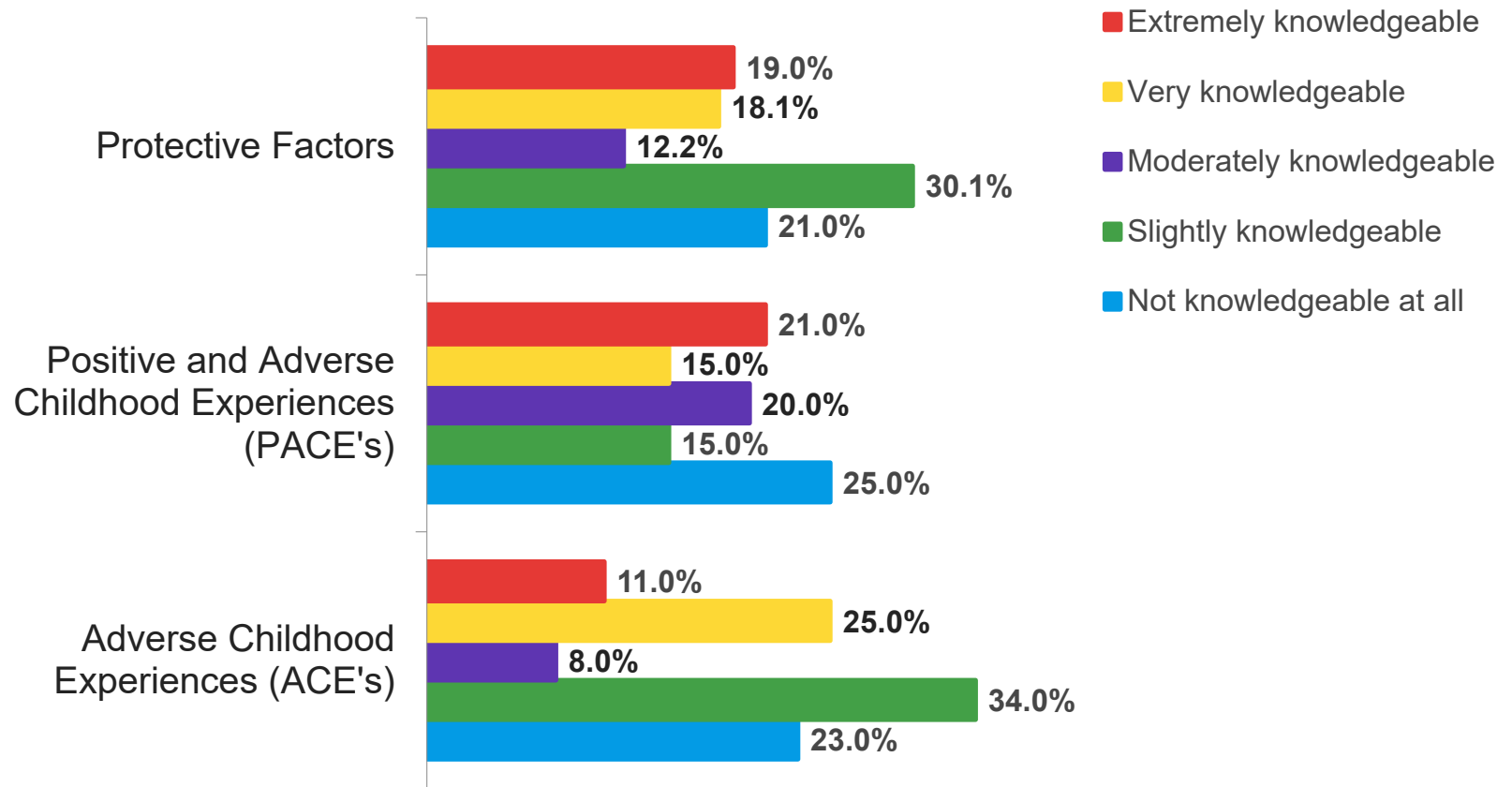
Education



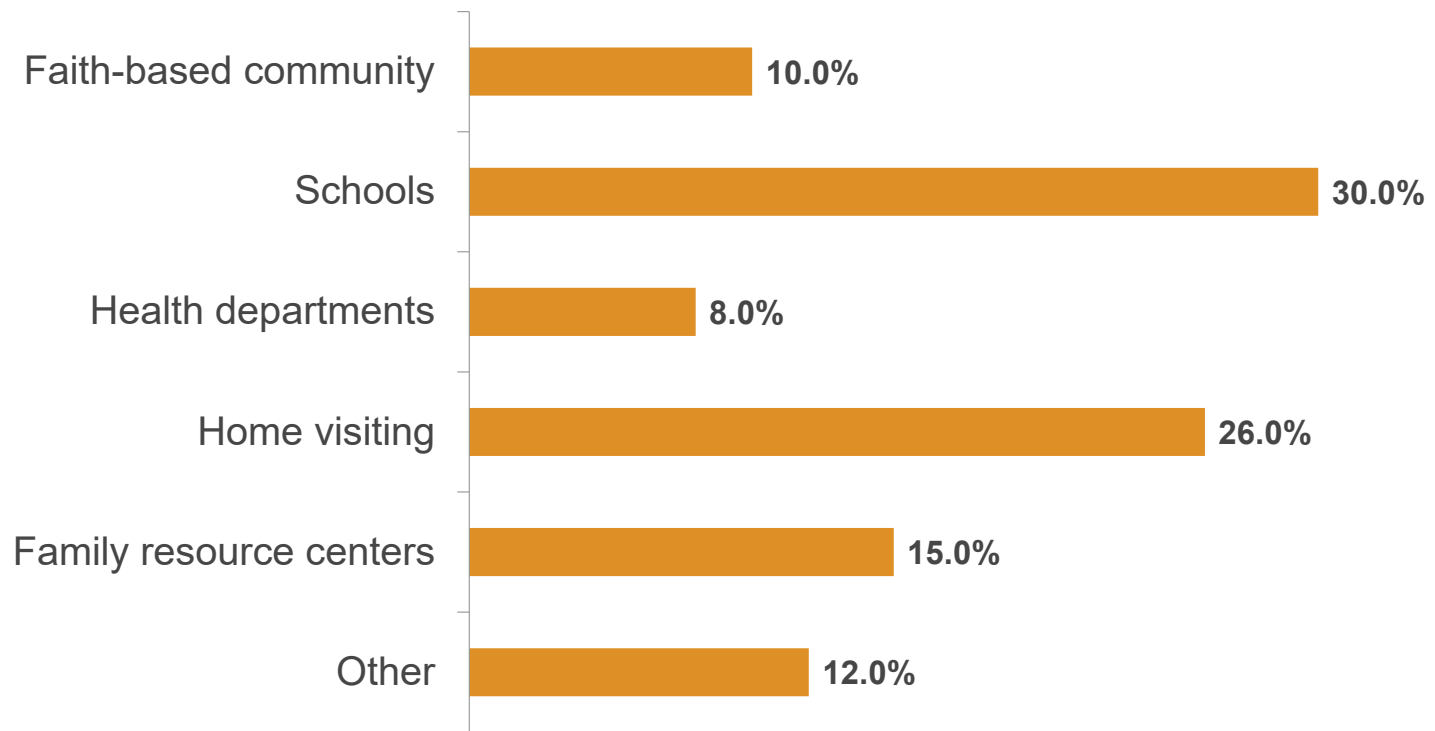
Professional: How confident are you in your ability to do the following?



Professional: How knowledgeable are you of the following?



Professional: What is the biggest **strength** or **resource** in your community to help prevent child abuse and neglect?



Professional: What is the biggest **strength** or **resource** in your community to help prevent child abuse and neglect? (Other Text)

- (1) Support services such as local parenting groups, domestic violence/emergency shelters, tribal services, and family oriented support programs.
- (2) Government agencies, particularly the Department of Human Services.
- (3) Interconnected communities where neighbors, friends, family provide a mutual support system to one another.
- (4) Education centered programs that focus on educating the community about healthy parenting and child advocacy.



Parents

Parent Specific Questions

Relationship

- To child(ren)
- Personal
- **Age of child(ren)**
- **Employment status**
- **Military status**
- **History of giving feedback to organizations or services.**



Parent Demographics

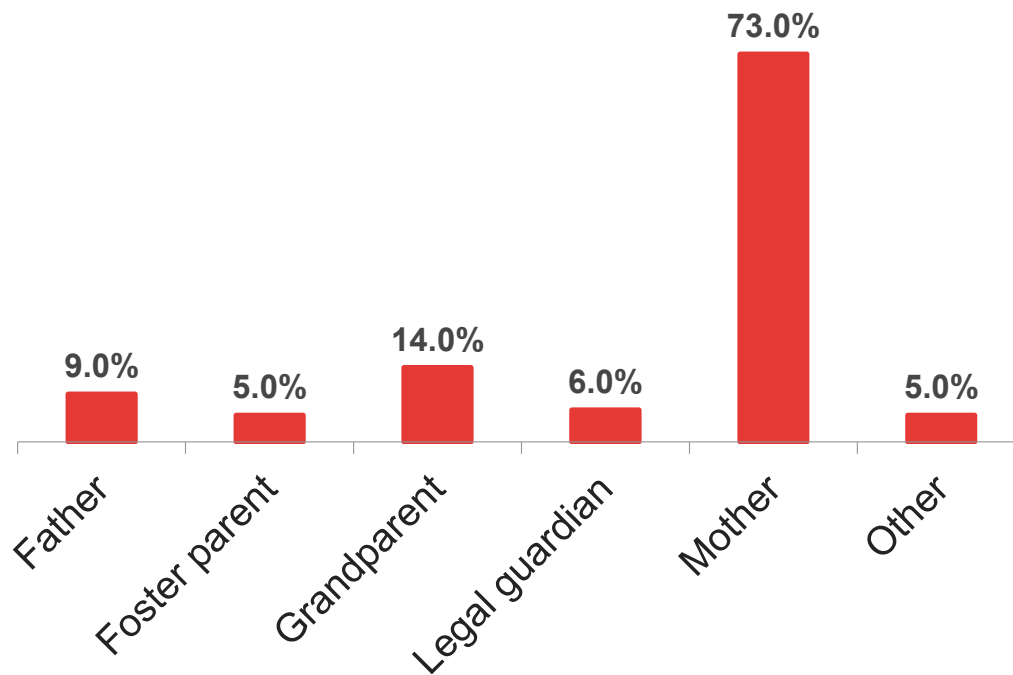
- Most had children that were between 6 and 18 years (86%)
- Most were married (68%) and employed full time (56%)

Race

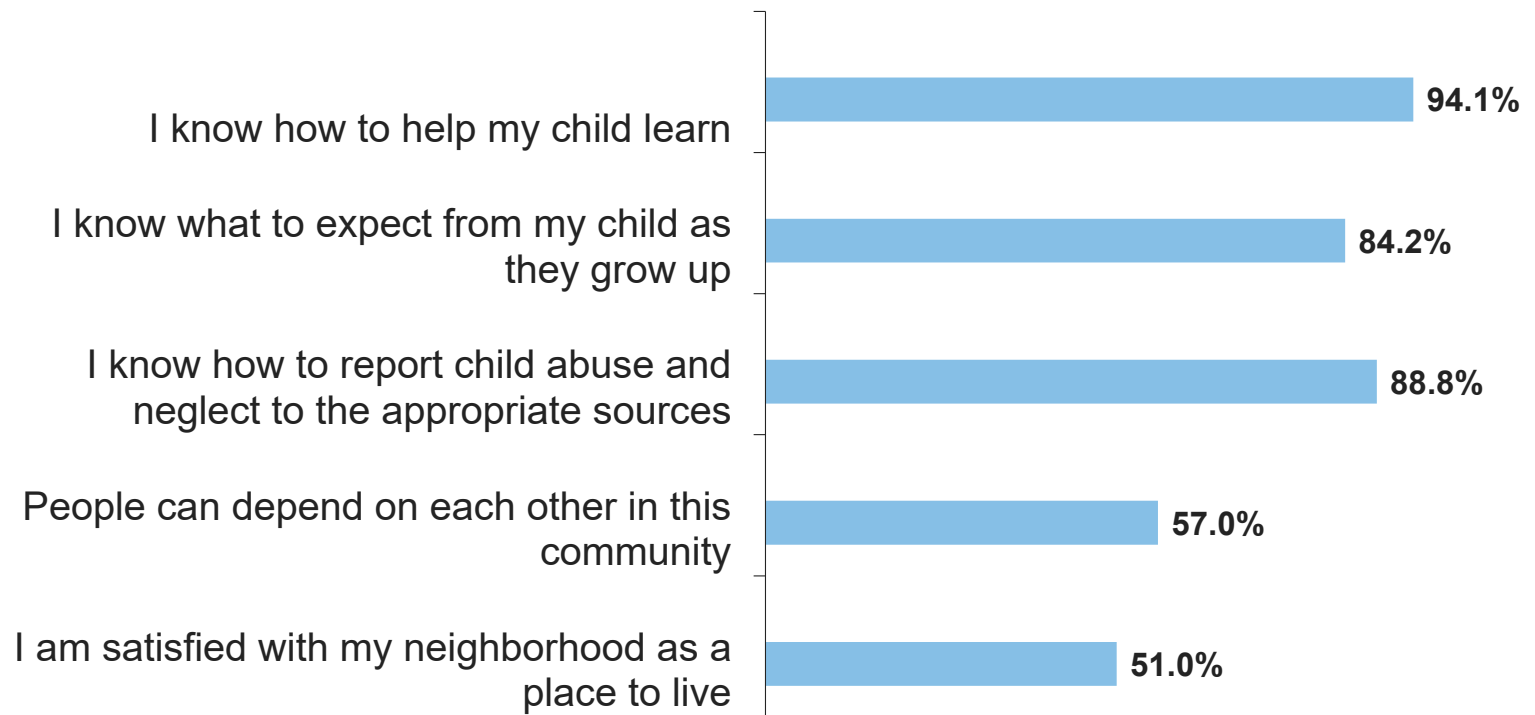
- White (68%)
- American Indian or Alaska Native (16%)
- Black or African American (4%)
- Asian (1%)
- Native Hawaiian or Pacific Islander (1%)
- Other (10%)

Ethnicity

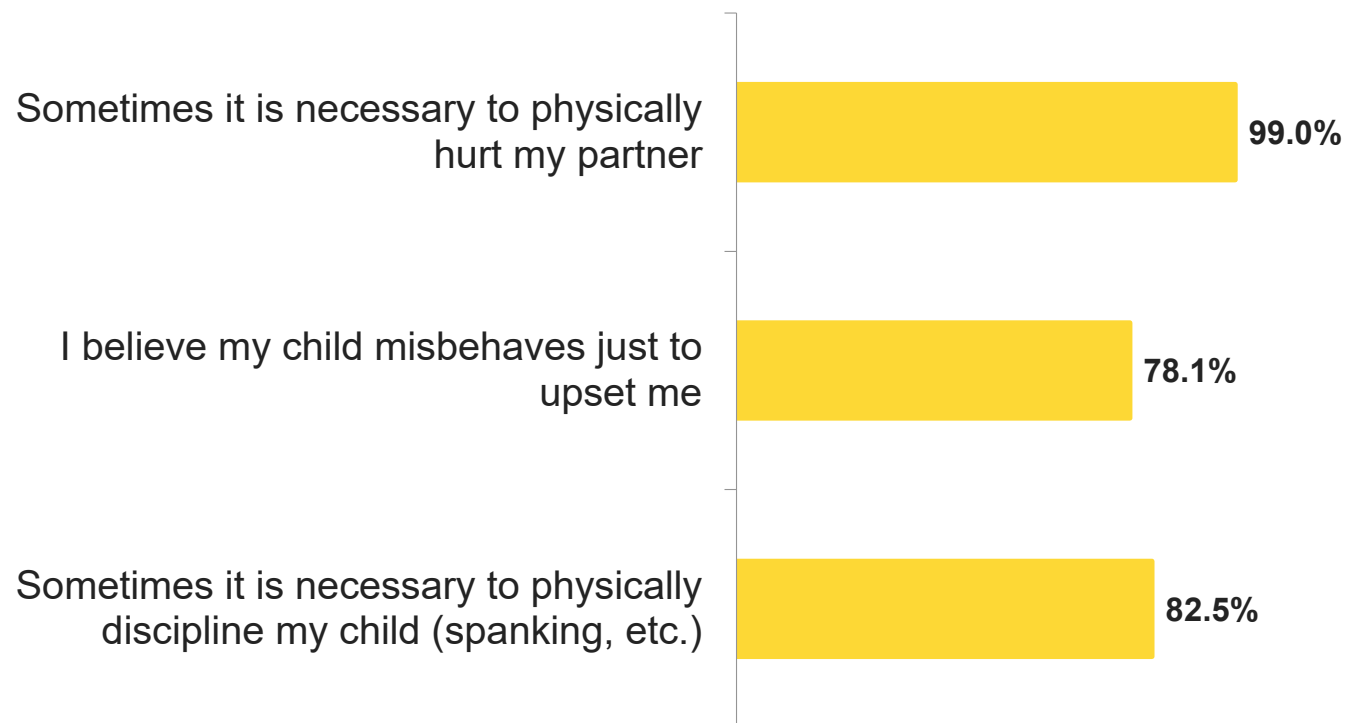
- Non-Hispanic/Latino (79%)
- Hispanic/Latino (16%)
- Not sure (4%)



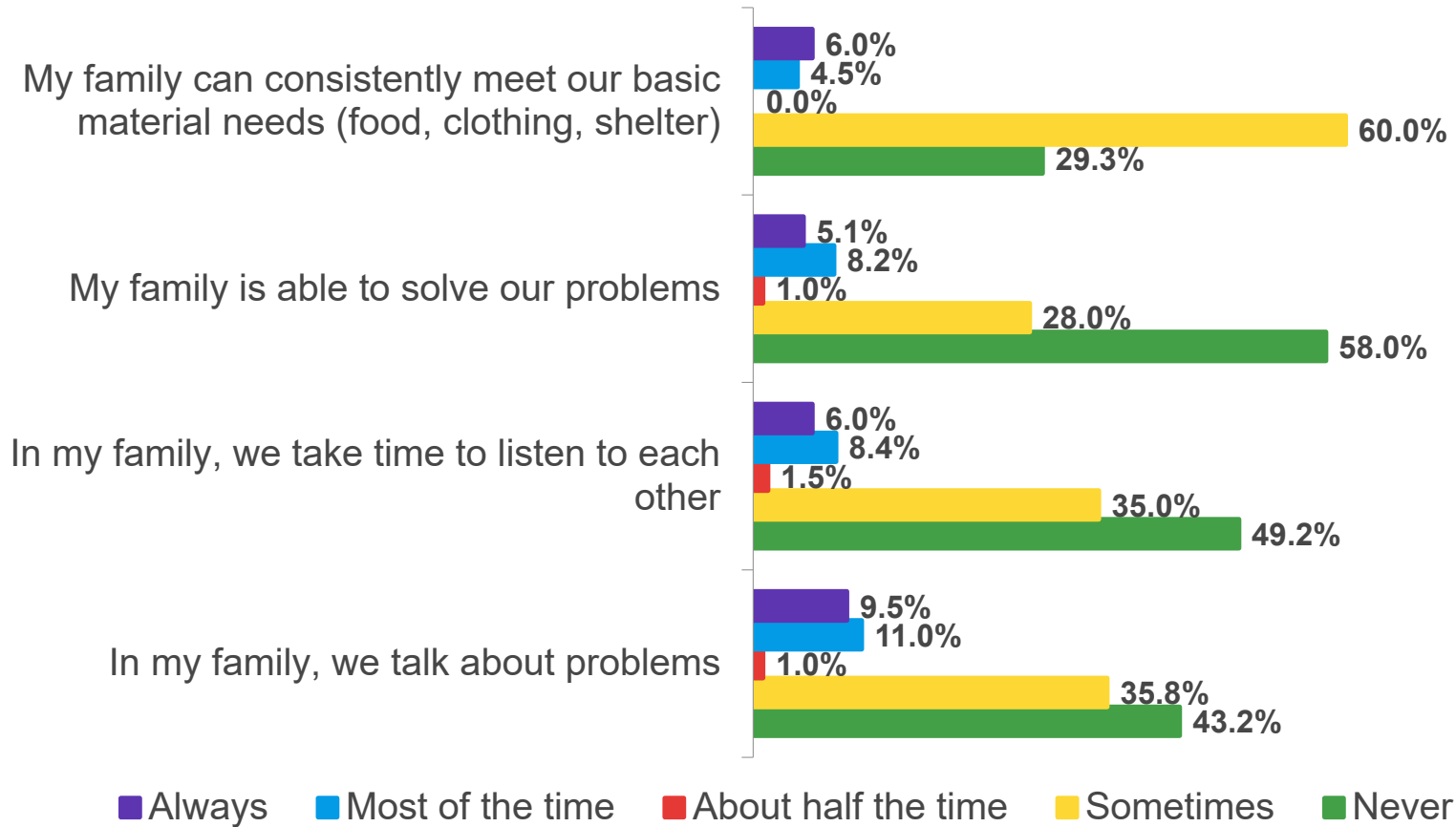
Parent: Most parents **agreed** with the following statements.



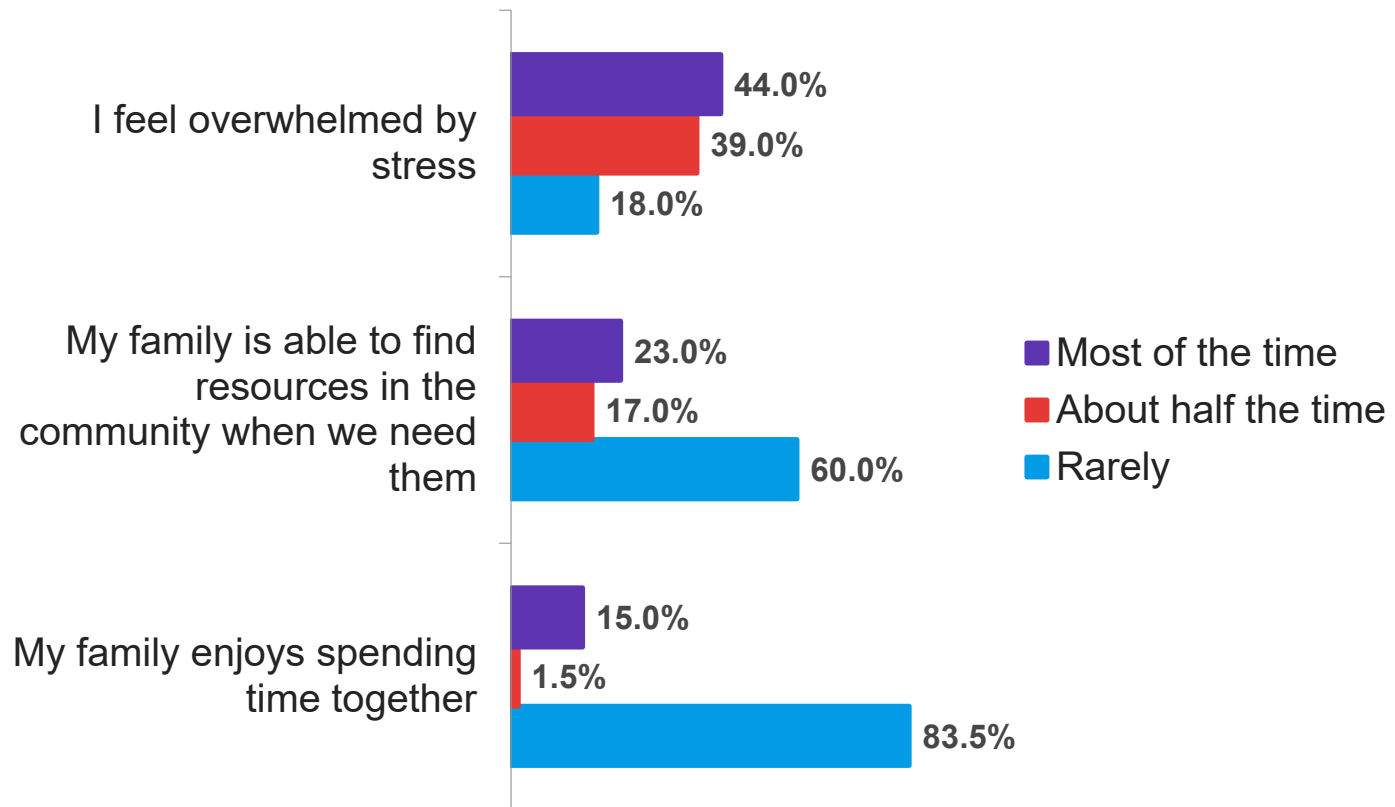
Parent: Most parents **disagreed** with the following statements:



Parents: Please indicate how often you **experience** the following.



Parents: Please indicate how often you **experience** the following.



Parent: History of giving **feedback** to organizations/services they have engaged with.

- 45% of the parents had given feedback to organizations/services that they had engaged with.
- Most feedback was given through surveys.

“I give feedback that goes to the local coalition director and she gives it to the agencies. I like this because then I don’t think they are targeting me when I tell them what they could do better. They give me gift cards and that’s helped with going to the grocery. They invited me to join their Learning Community, I’ve gone a few times and they always ask for my input. It’s nice because it’s not run by government people, just normal people who’ve got kids too. “



Experiences with Home-based Programs

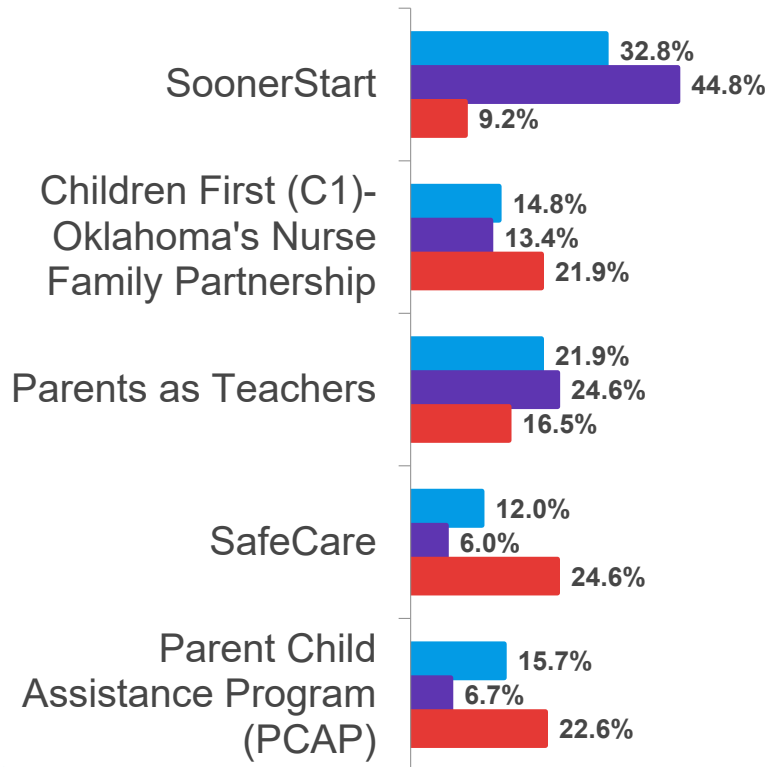


Professionals: Please indicate if you have **REFERRED** families to the following **home-based** programs within the last three years:

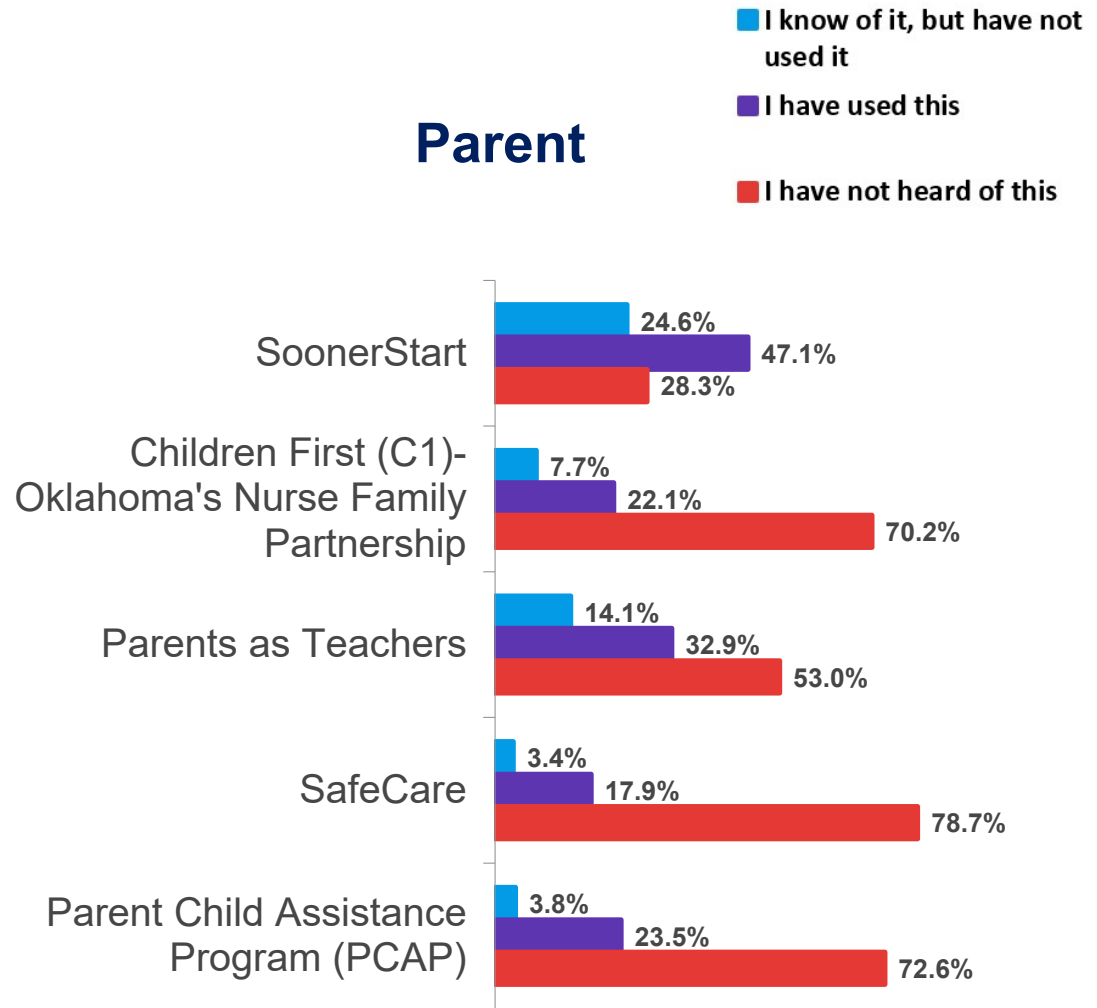
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **home-based** programs:



Professional

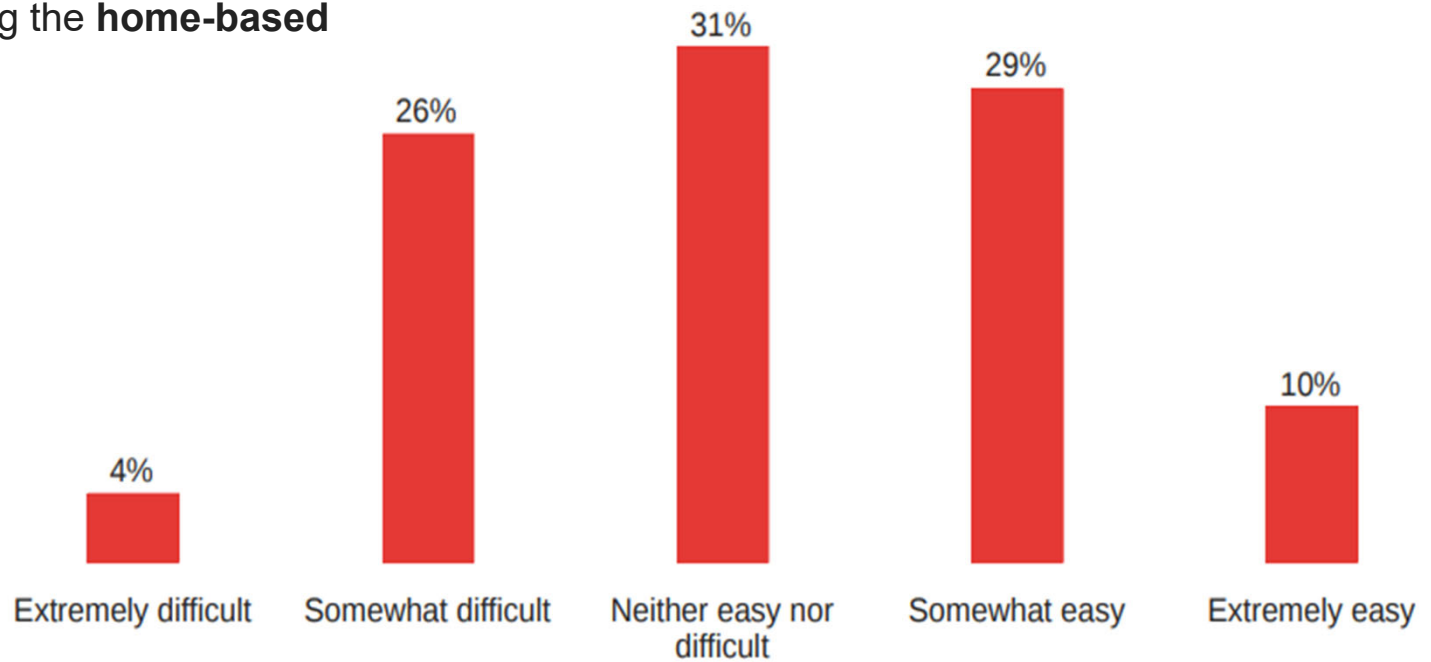


Parent



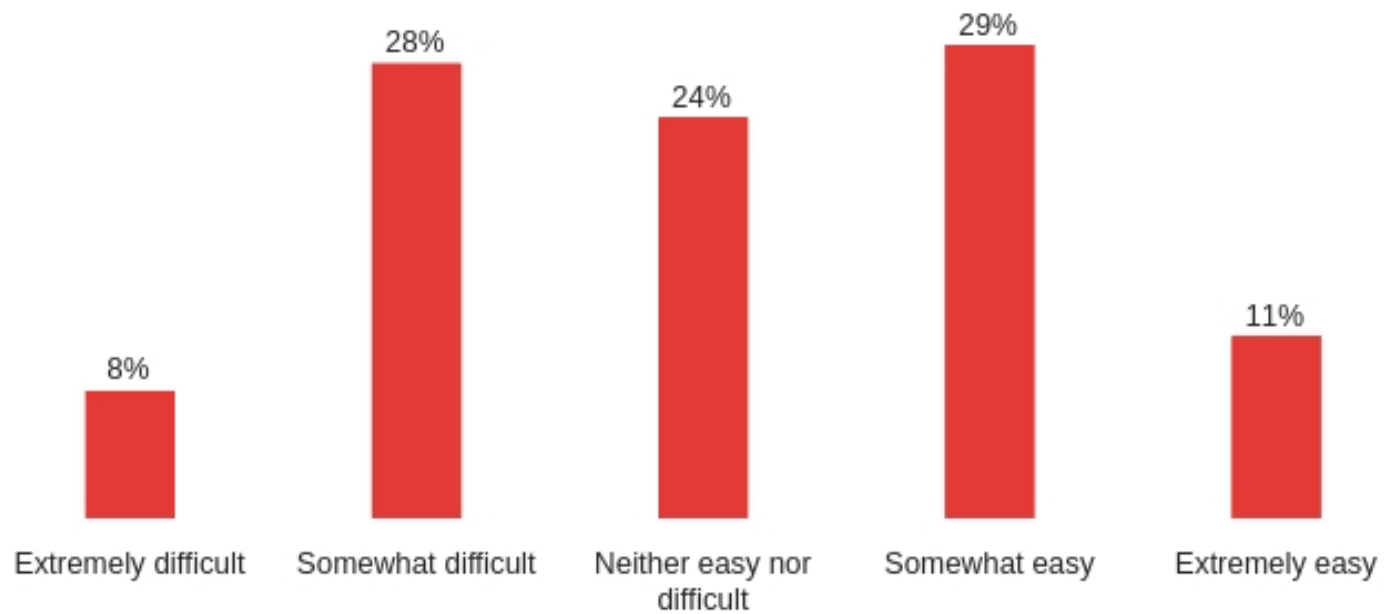
Professional

How would you describe your clients' experience accessing the **home-based** programs?



Parent

How would you describe your experience accessing the **home-based** programs for yourself or your child?

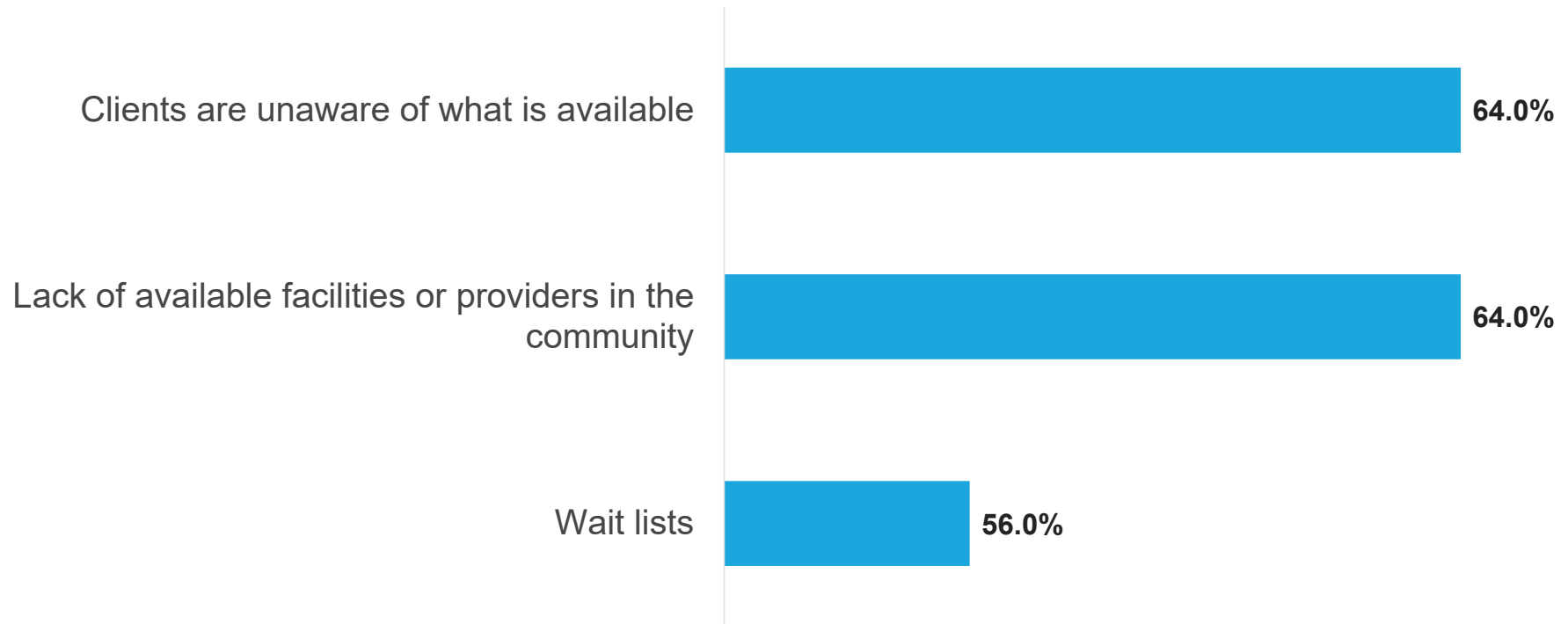


Response Options for Home-based Program Barriers

- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



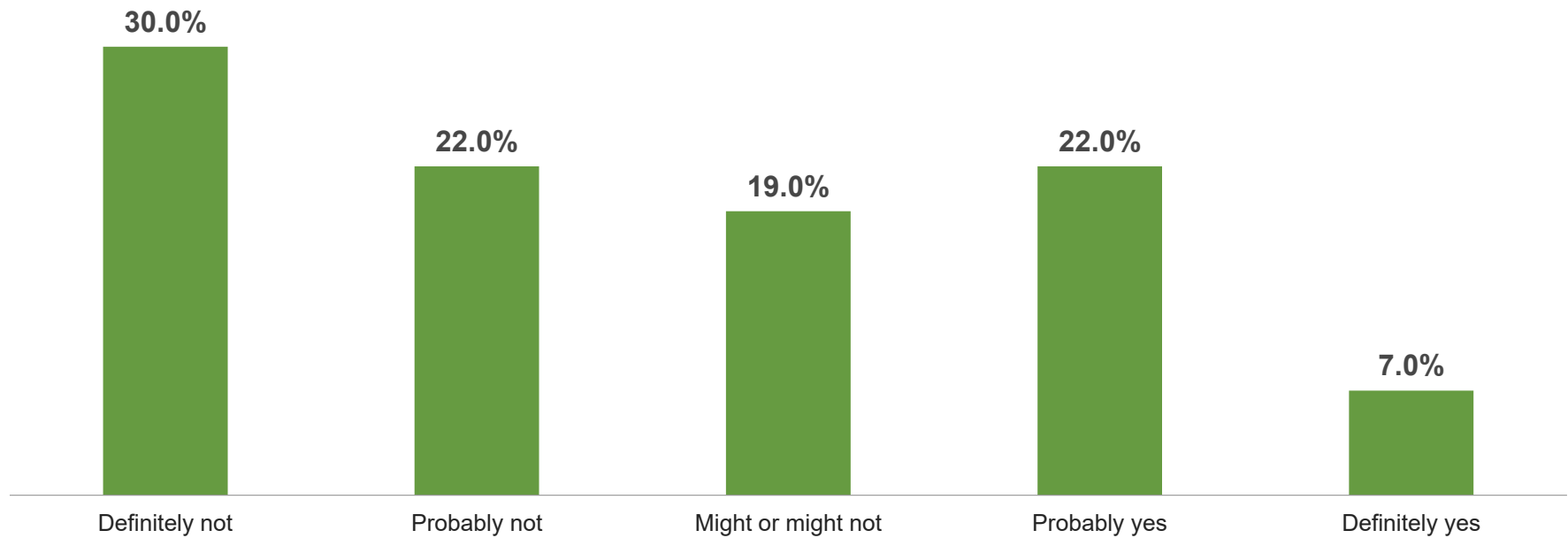
Professional: What do you think are the most significant barriers to accessing **home-based** programs?



Parent: What do you think are the most significant barriers to accessing **home-based** programs?



Parent: Do you know where to find **home-based** programs?



Experiences with Parent-Support Programs

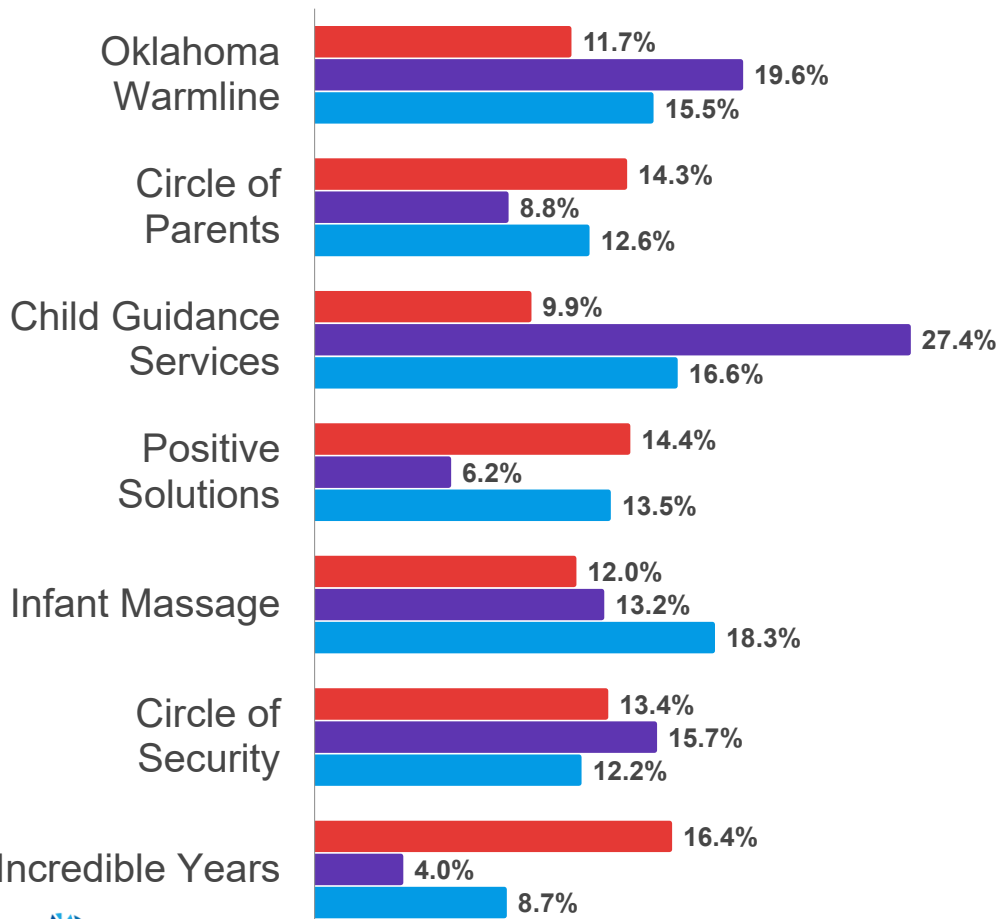


Professionals: Please indicate if you have **REFERRED** families to the following **parent-support** programs within the last three years:

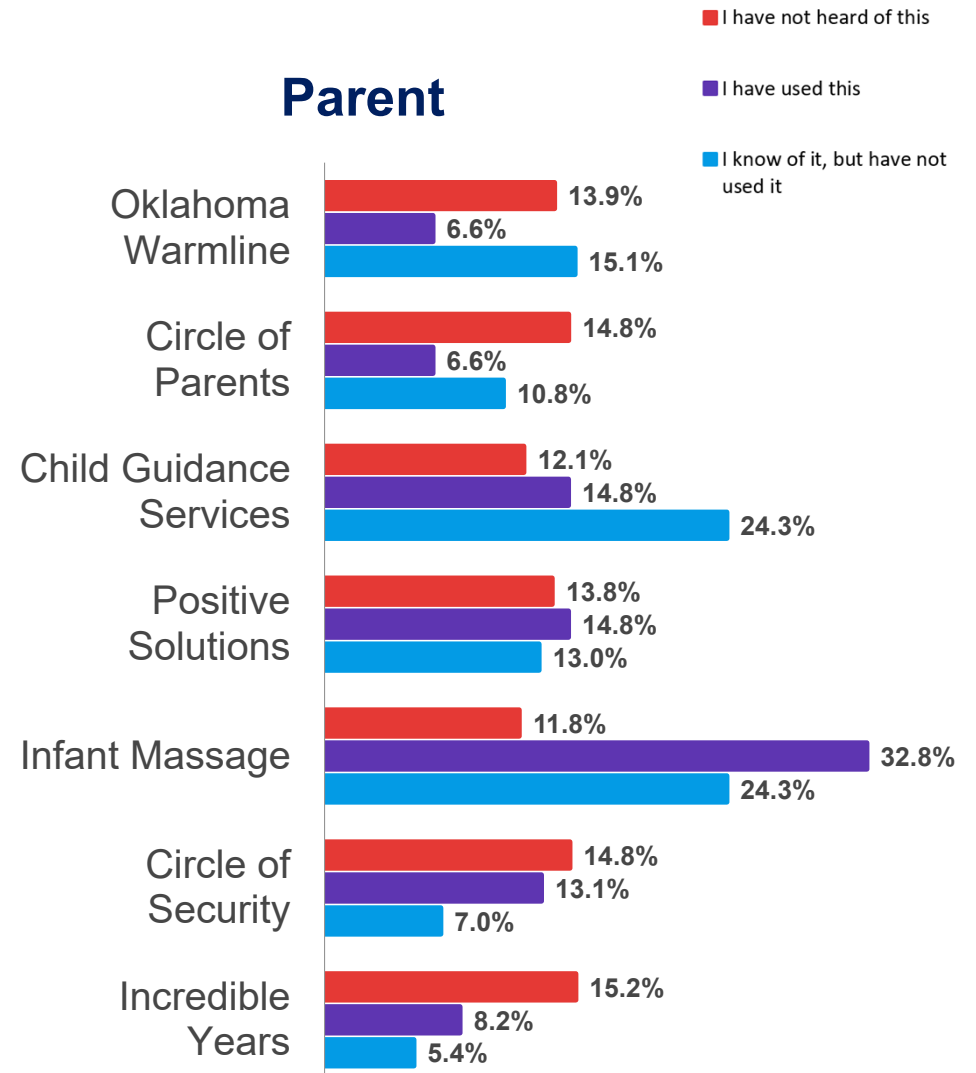
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **parent-support** programs:



Professional

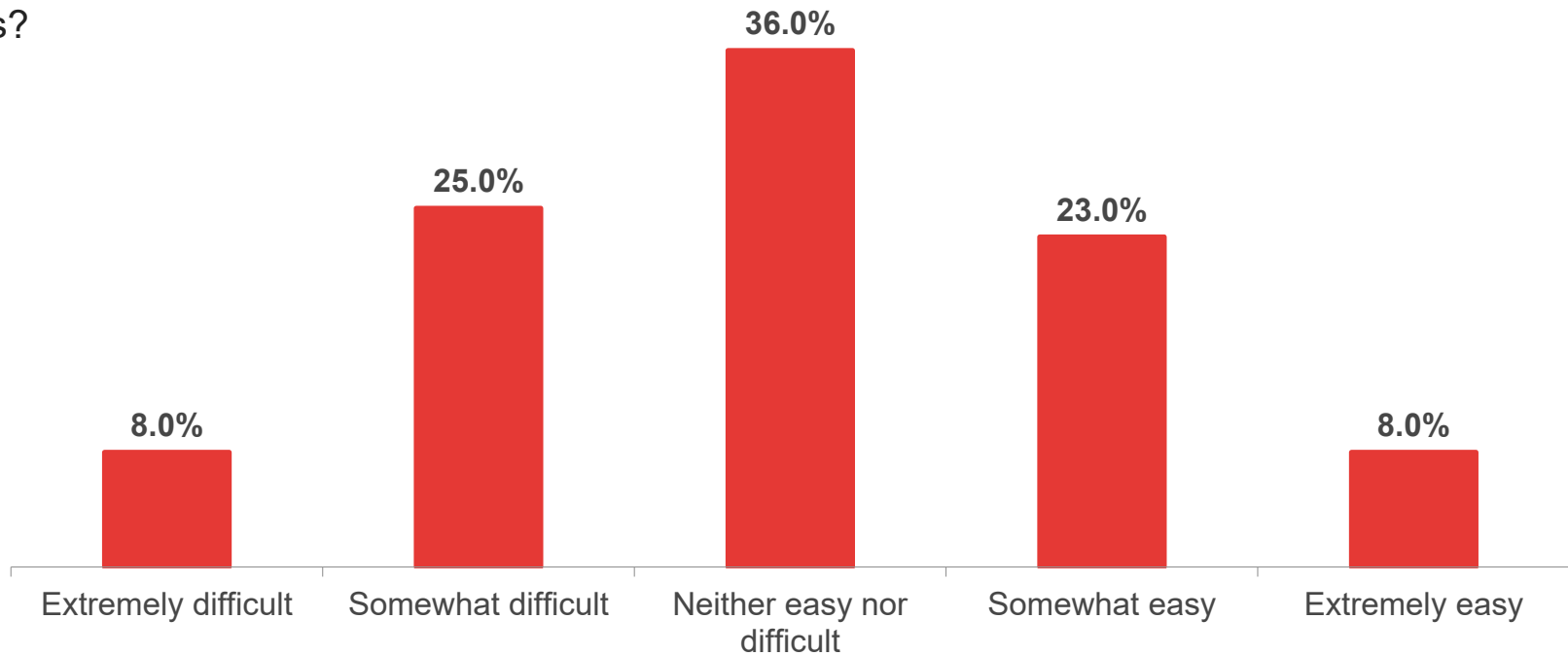


Parent



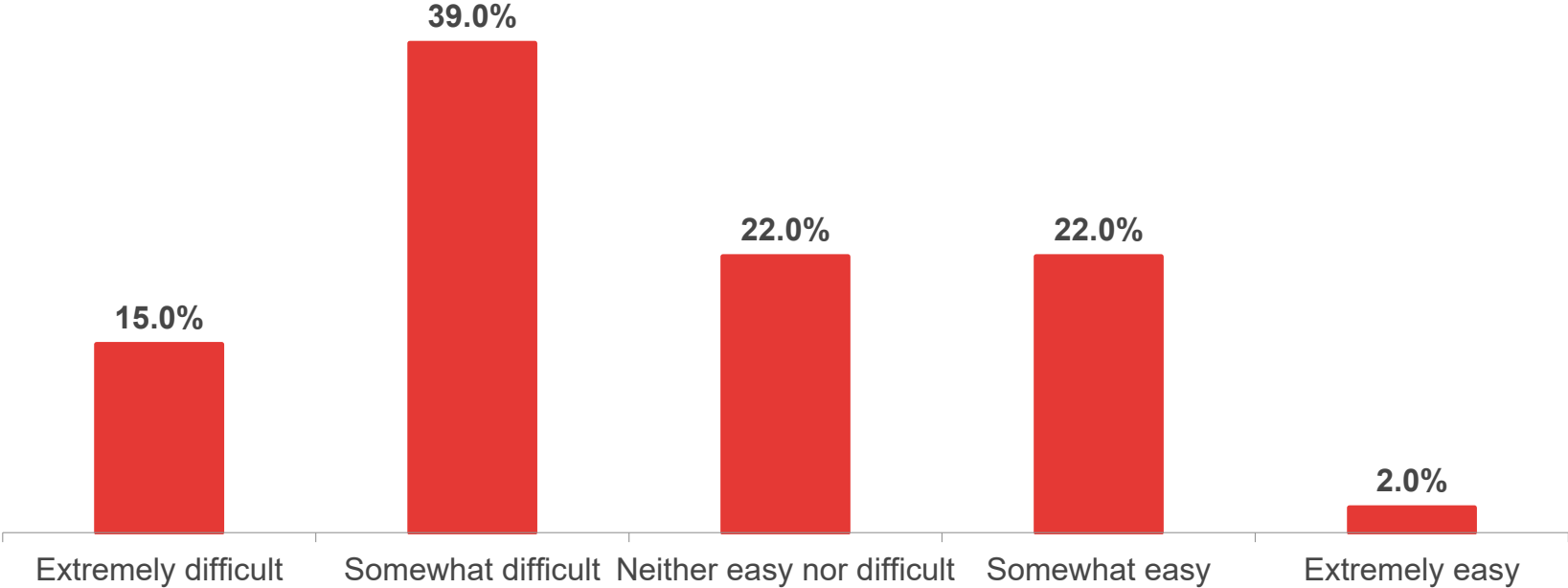
Professional

How would you describe your clients' experience accessing the **parent-support** programs?



Parent

How would you describe your experience accessing the **parent-support** programs for yourself or your child?

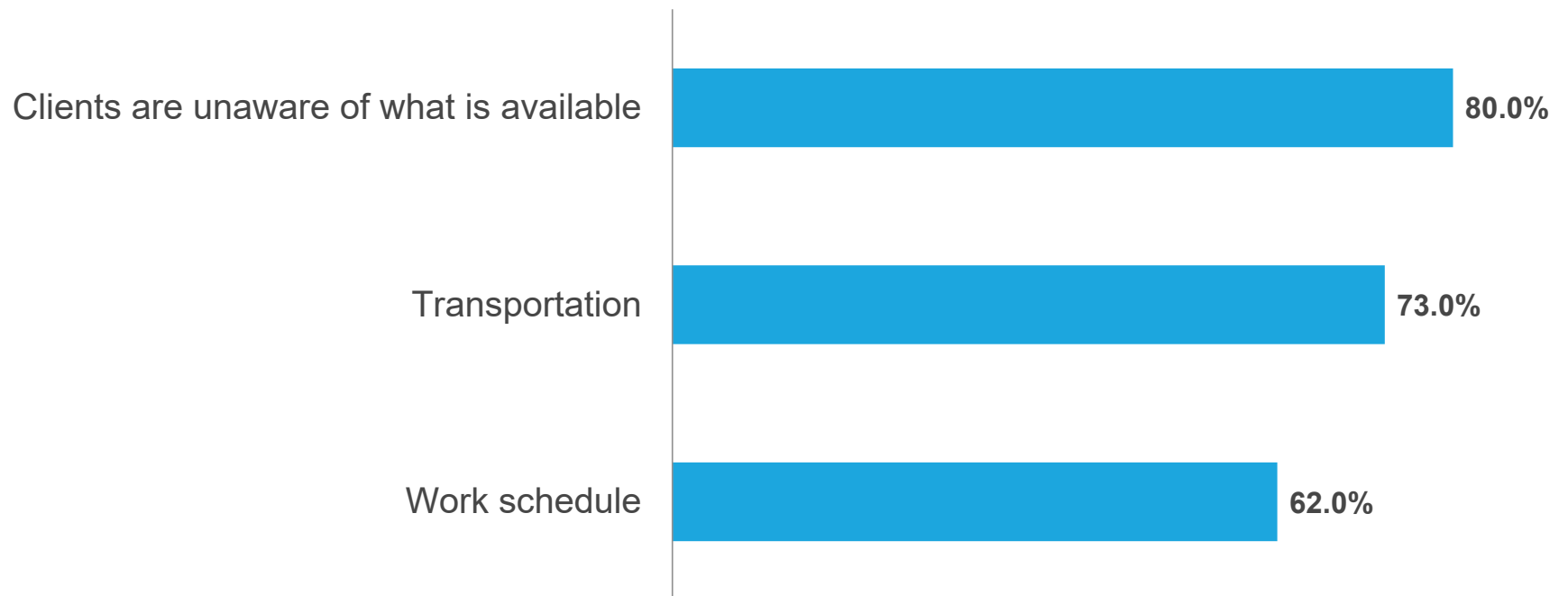


Response Options for to Parent-support Program Barriers

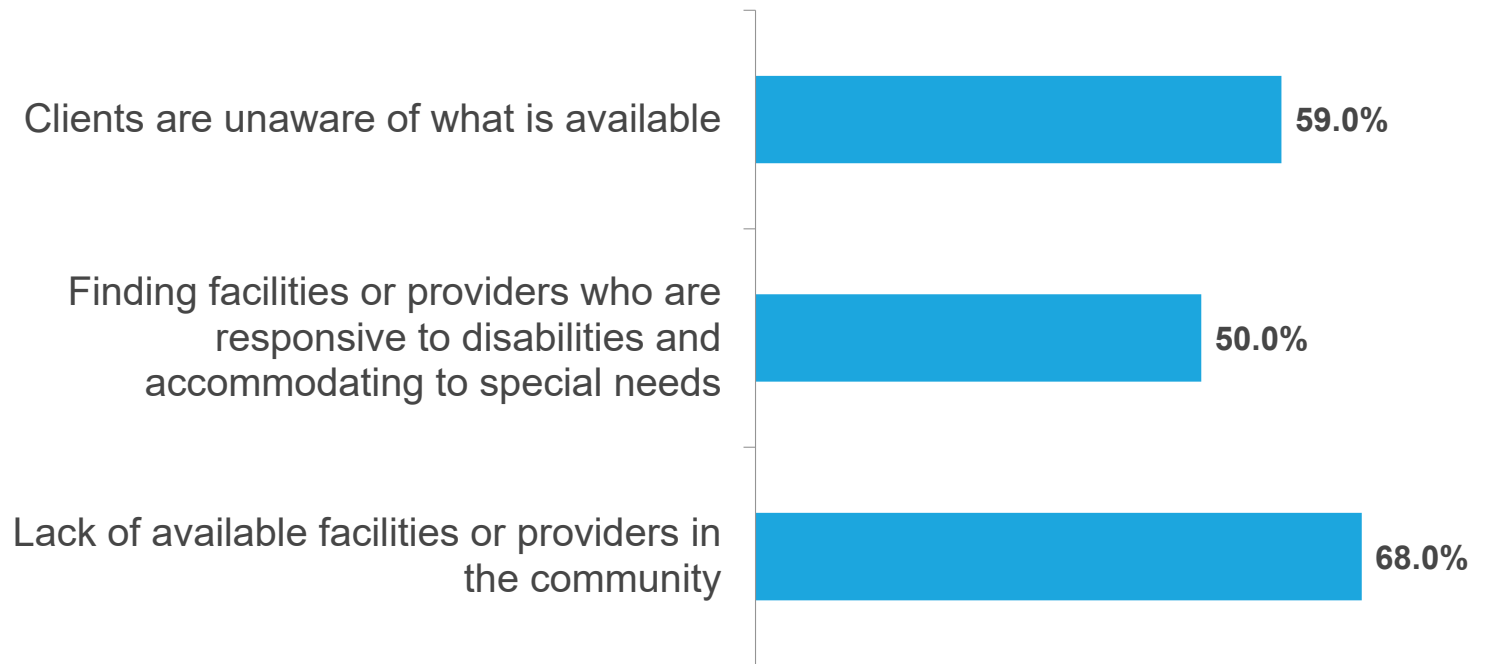
- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



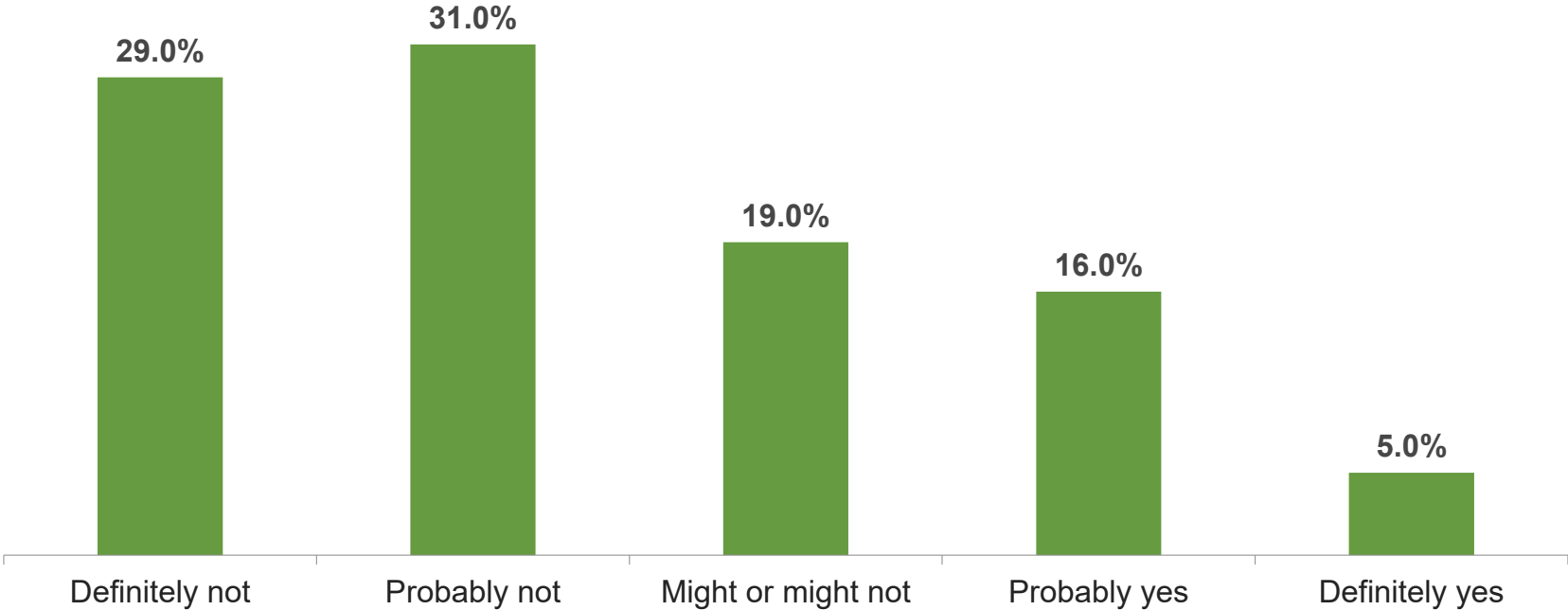
Professional: What do you think are the most significant barriers to accessing **parent-support** programs?



Parent: What do you think are the biggest challenges that prevented you from being able to use **parent-support** programs?



Parent: Do you know where to find **parent-support** programs?



Experiences with Mental Health and Substance Treatment Programs

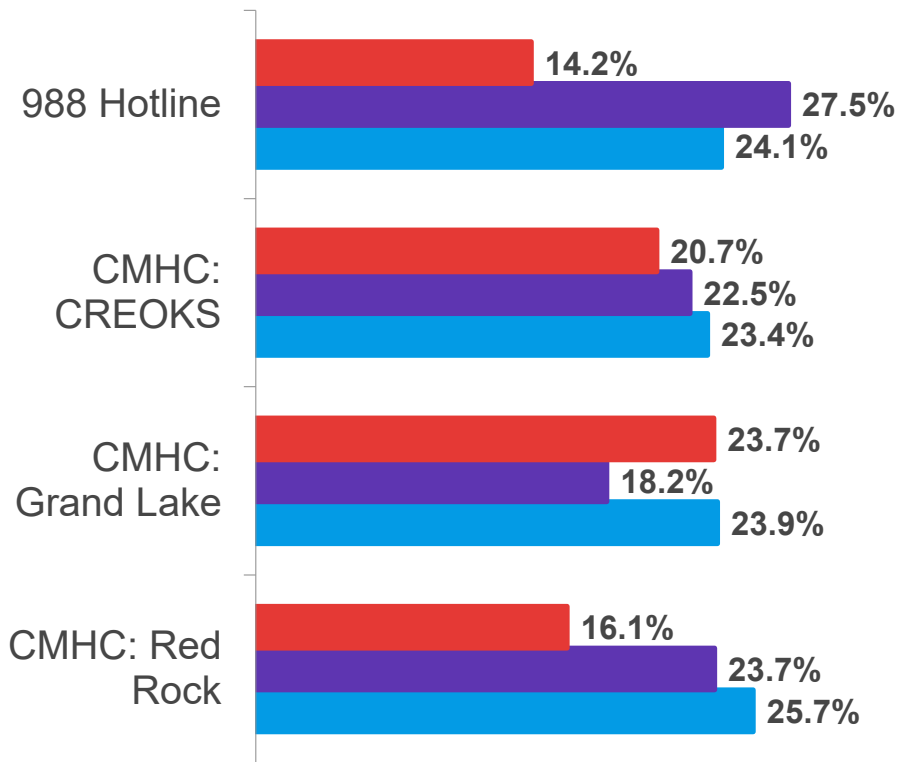


Professionals: Please indicate if you have **REFERRED** families to the following **mental health and substance abuse treatment** programs within the last three years:

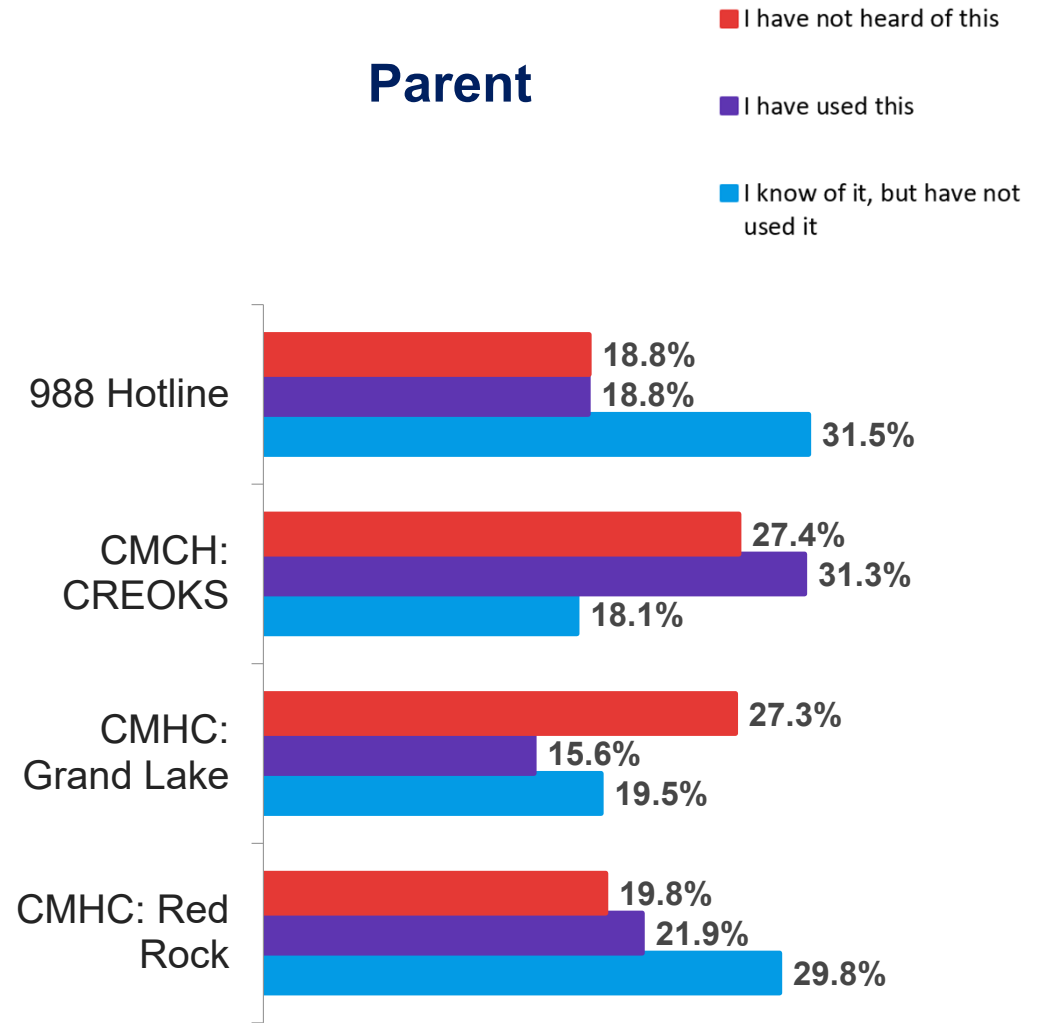
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **mental health and substance abuse treatment** programs:



Professional

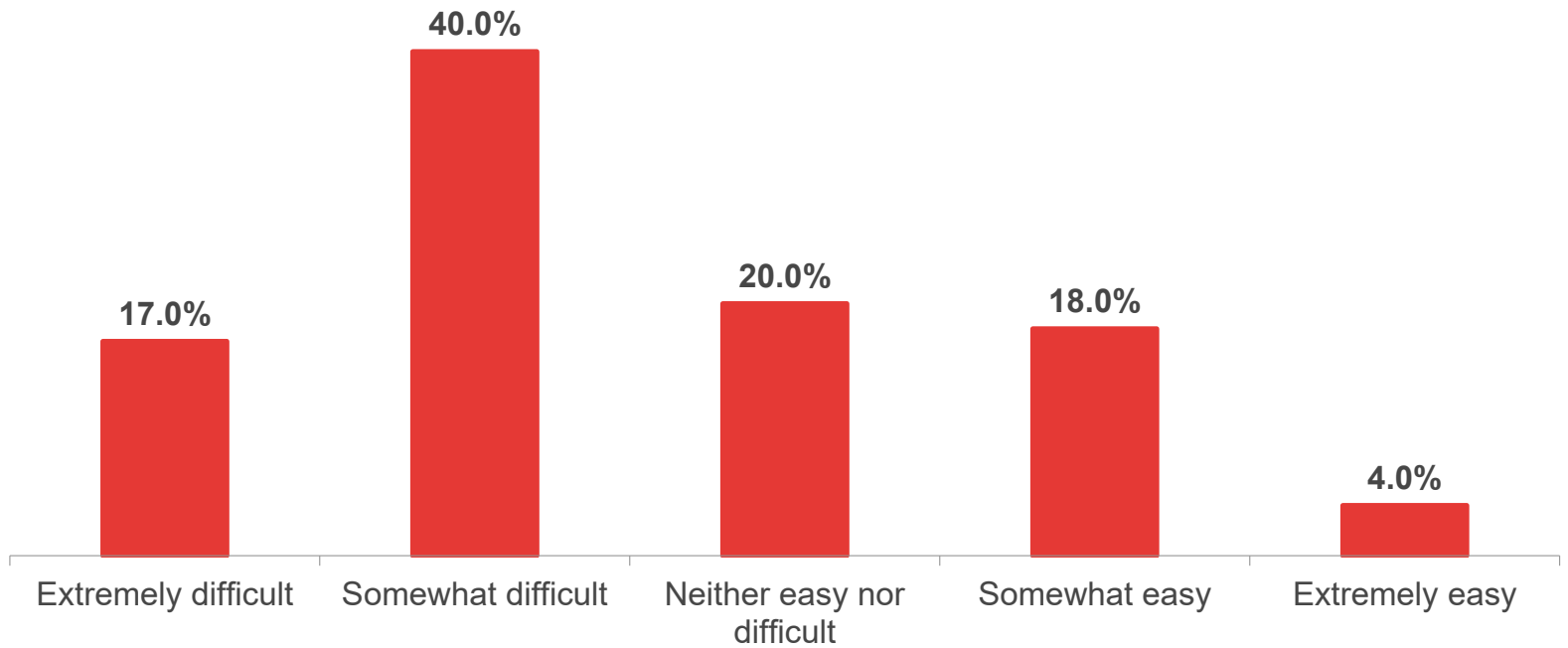


Parent



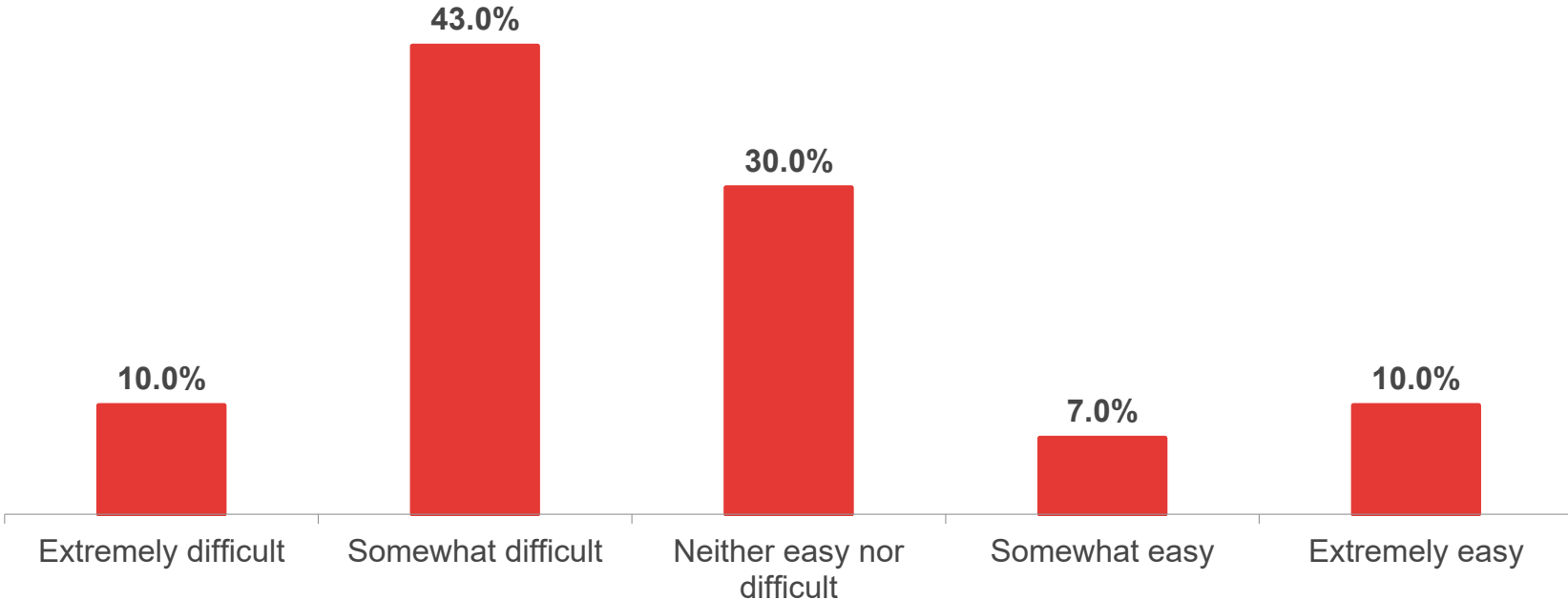
Professional

How would you describe your clients' experience accessing the **mental-health and substance abuse treatment** programs?



Parent

How would you describe your experience accessing the **mental-health and substance abuse treatment** programs for yourself or your child?

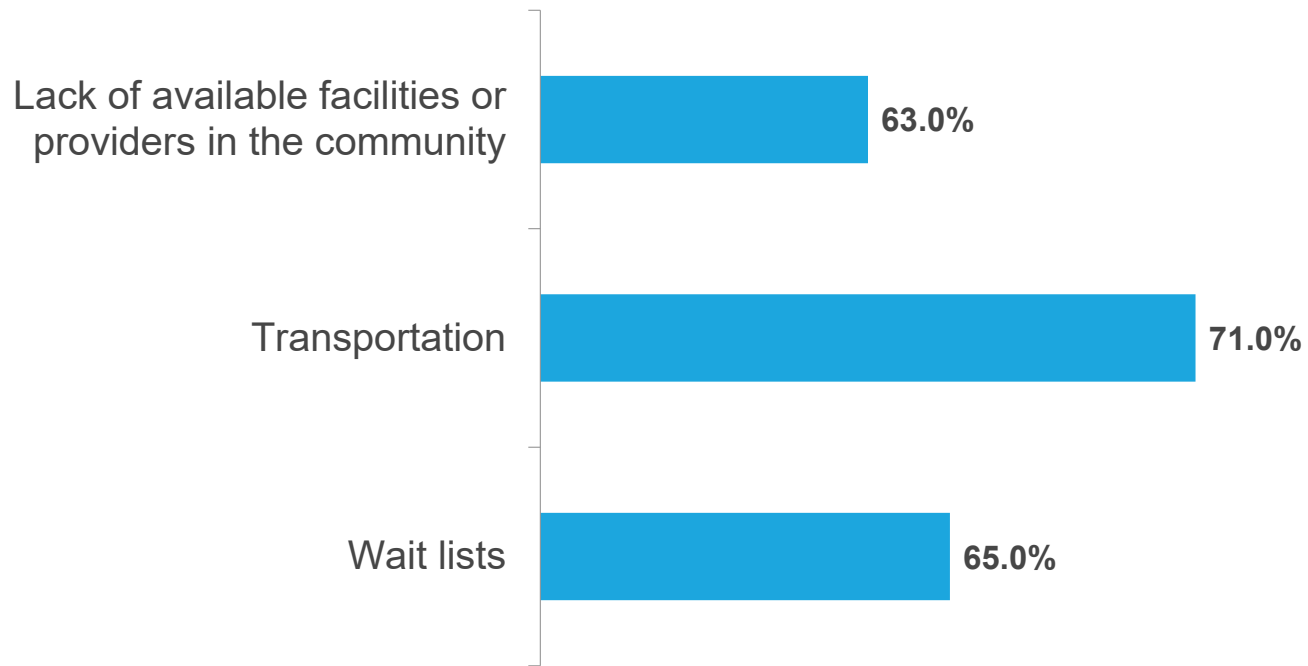


Response Options for Mental-health and Substance Abuse Treatment Program Barriers

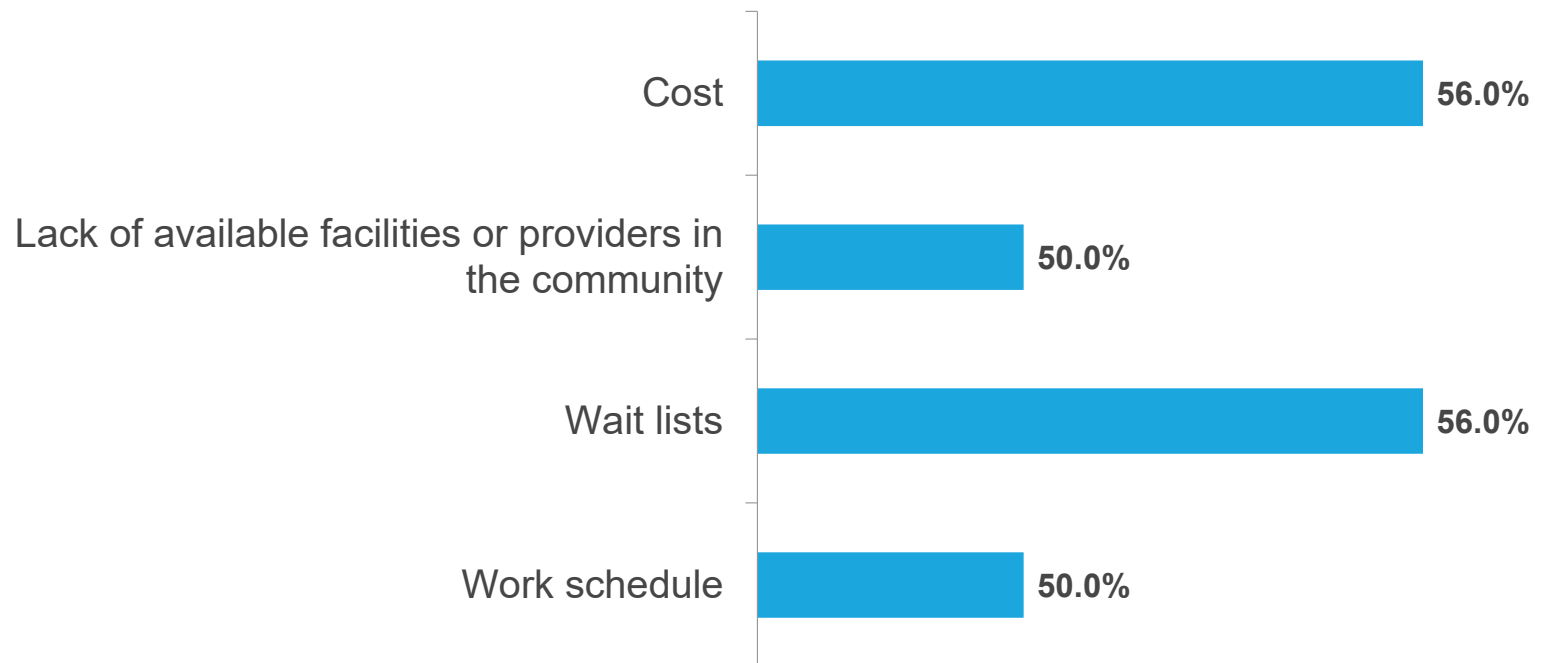
- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



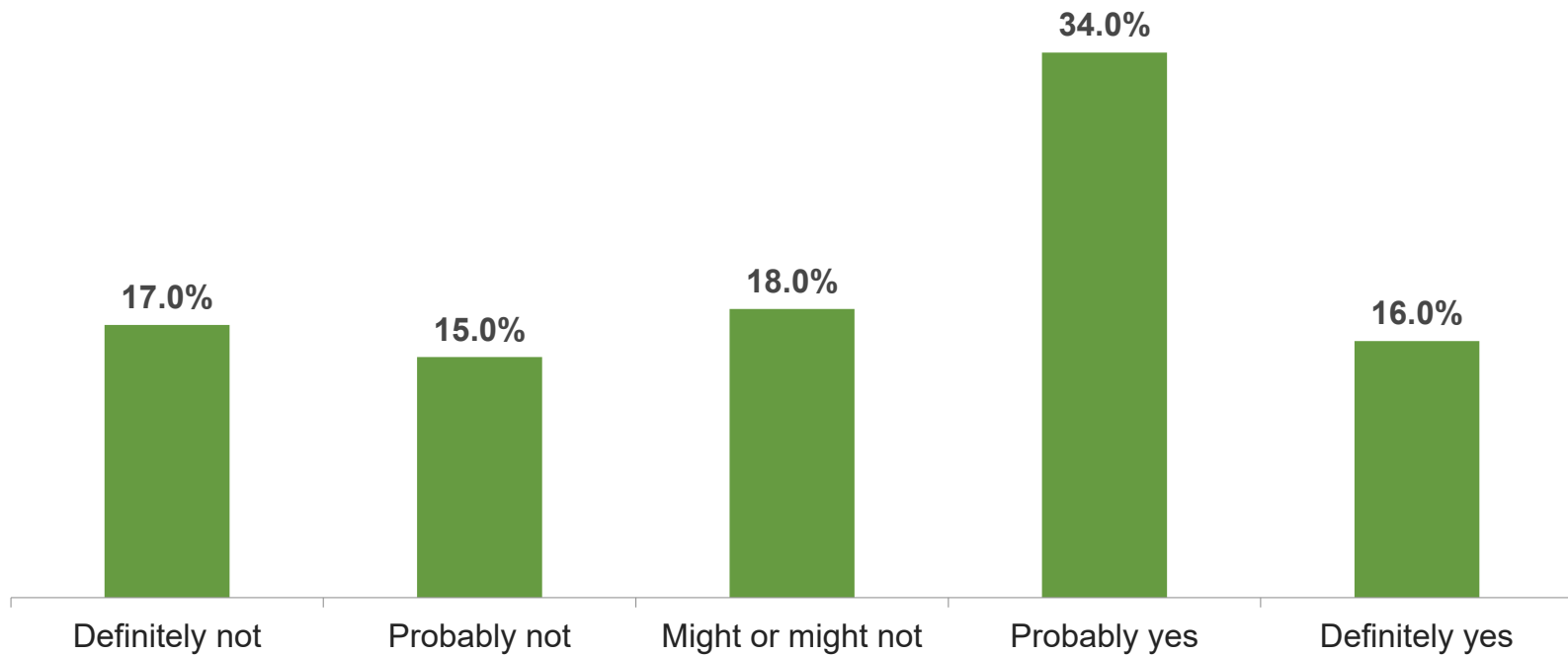
Professional: What do you think are the most significant barriers to accessing mental-health and substance abuse treatment programs?



Parent: What do you think are the biggest challenges that prevented you from being able to use **mental-health and substance abuse treatment** programs?



Parent: Do you know where to find **mental-health and substance abuse treatment** programs?



Experiences with Resource Programs



Professionals: Please indicate if you have **REFERRED** families to the following **resource** programs within the last three years:

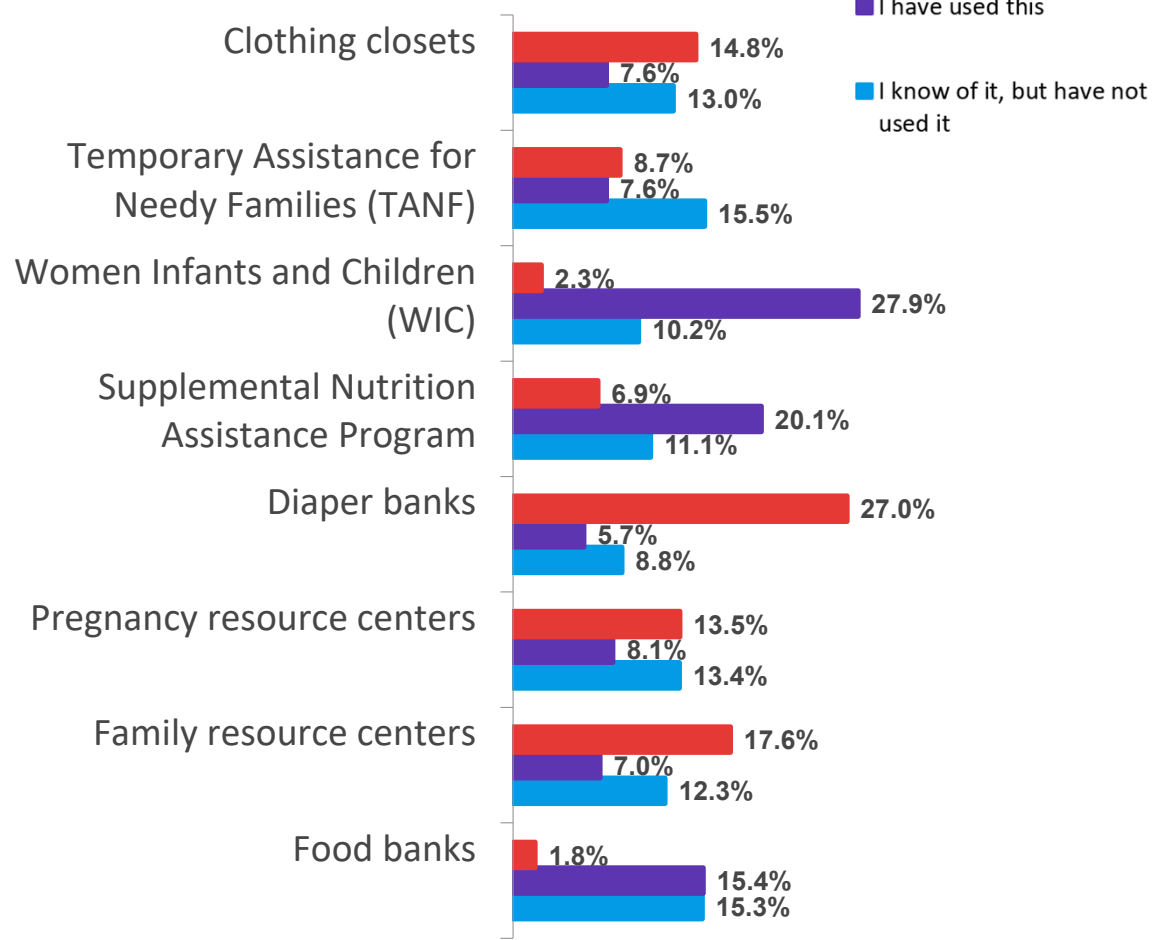
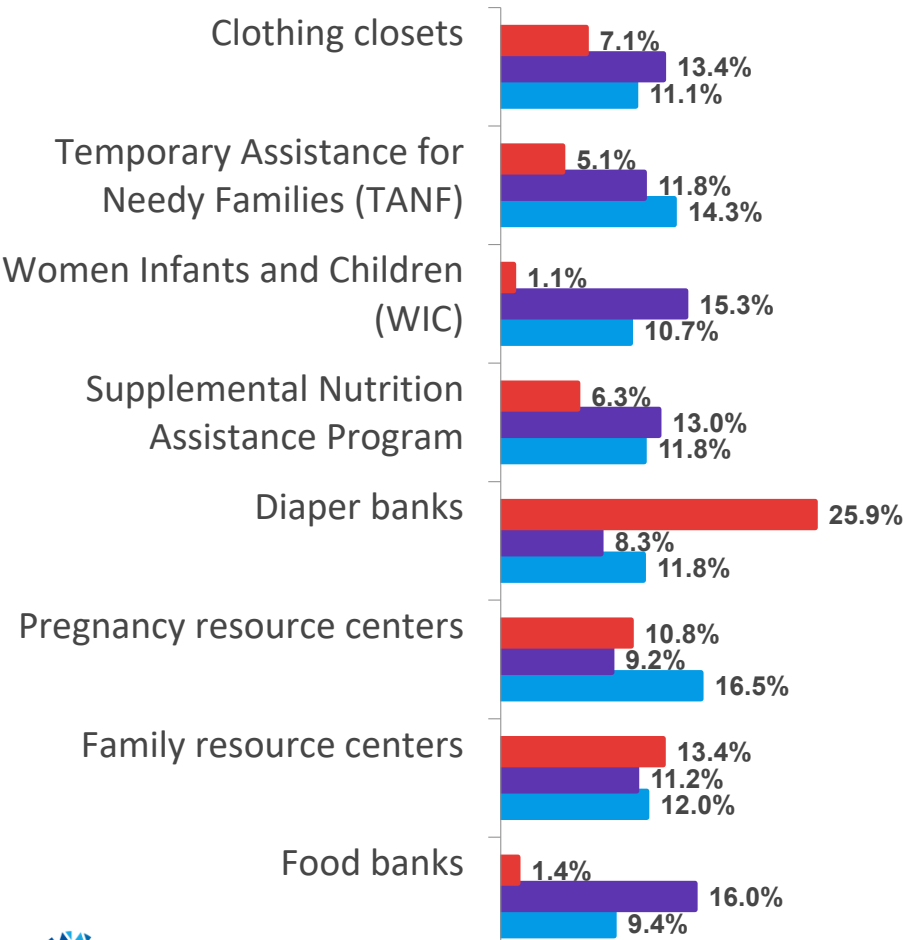
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **resource** programs:



Professional

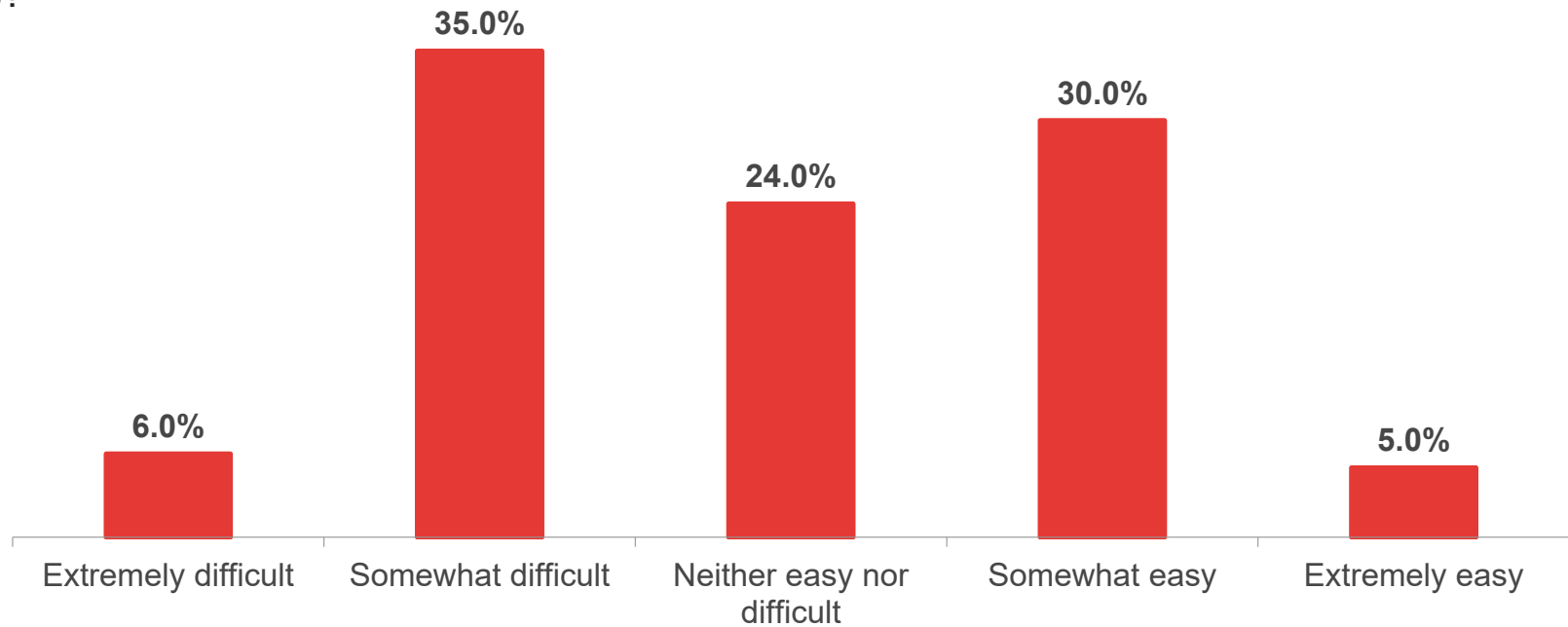
Parent

■ I have not heard of this
■ I have used this
■ I know of it, but have not used it



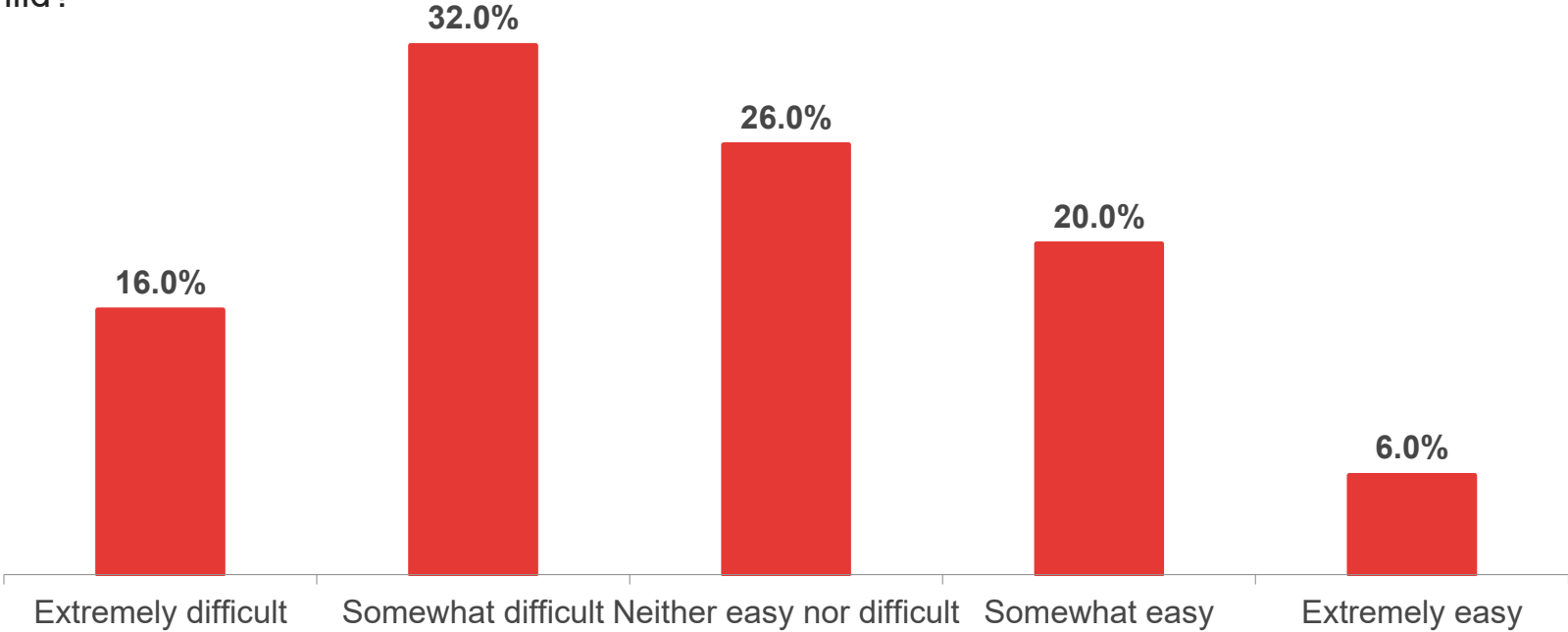
Professional

How would you describe your clients' experience accessing the **resource** programs?



Parent

How would you describe your experience accessing the **resource** programs for yourself or your child?

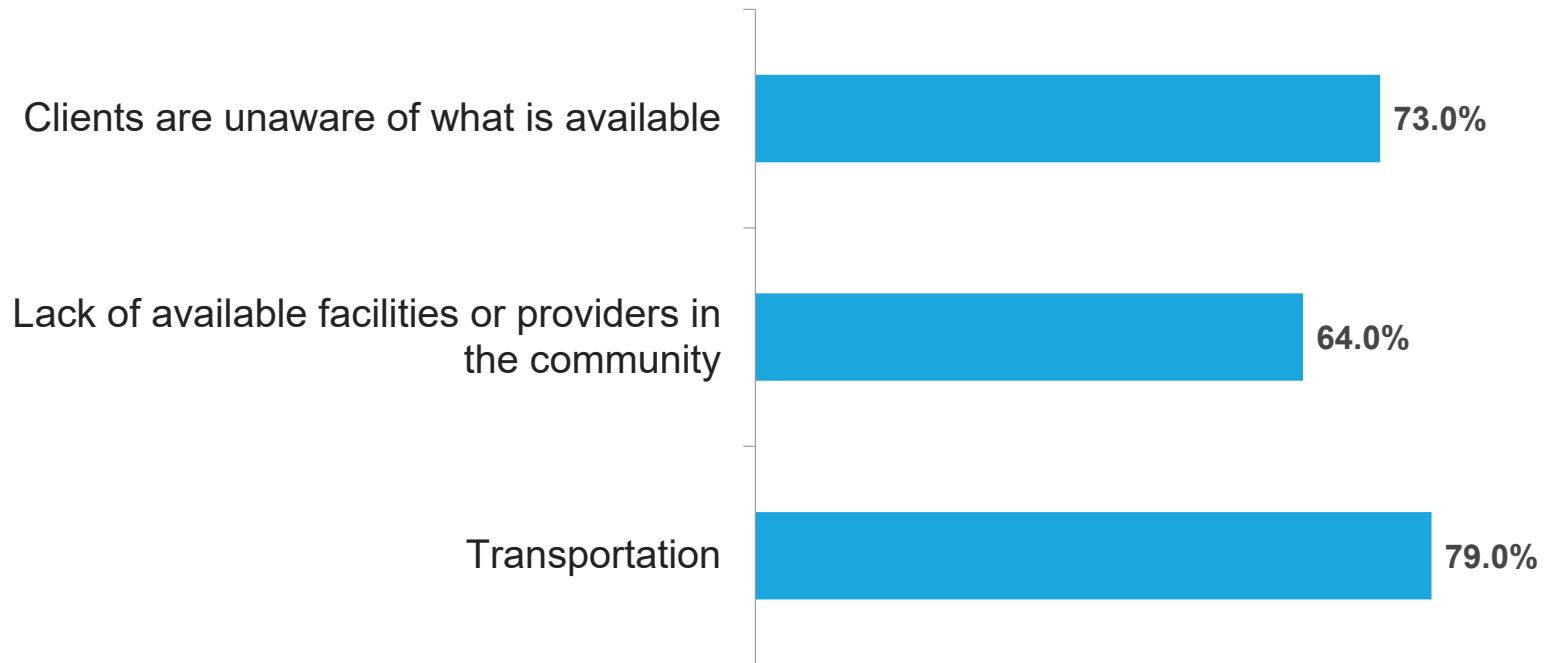


Response Options for Resource Barriers

- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



Professional: What do you think are the most significant barriers to accessing resource programs?



Professional: What do you think are the most **significant barriers** to accessing **resource** programs? (Other Text)

Some felt that the process to receive help from a resource program was too burdensome.

- Eligibility
- Length of application
- Issues with computer literacy

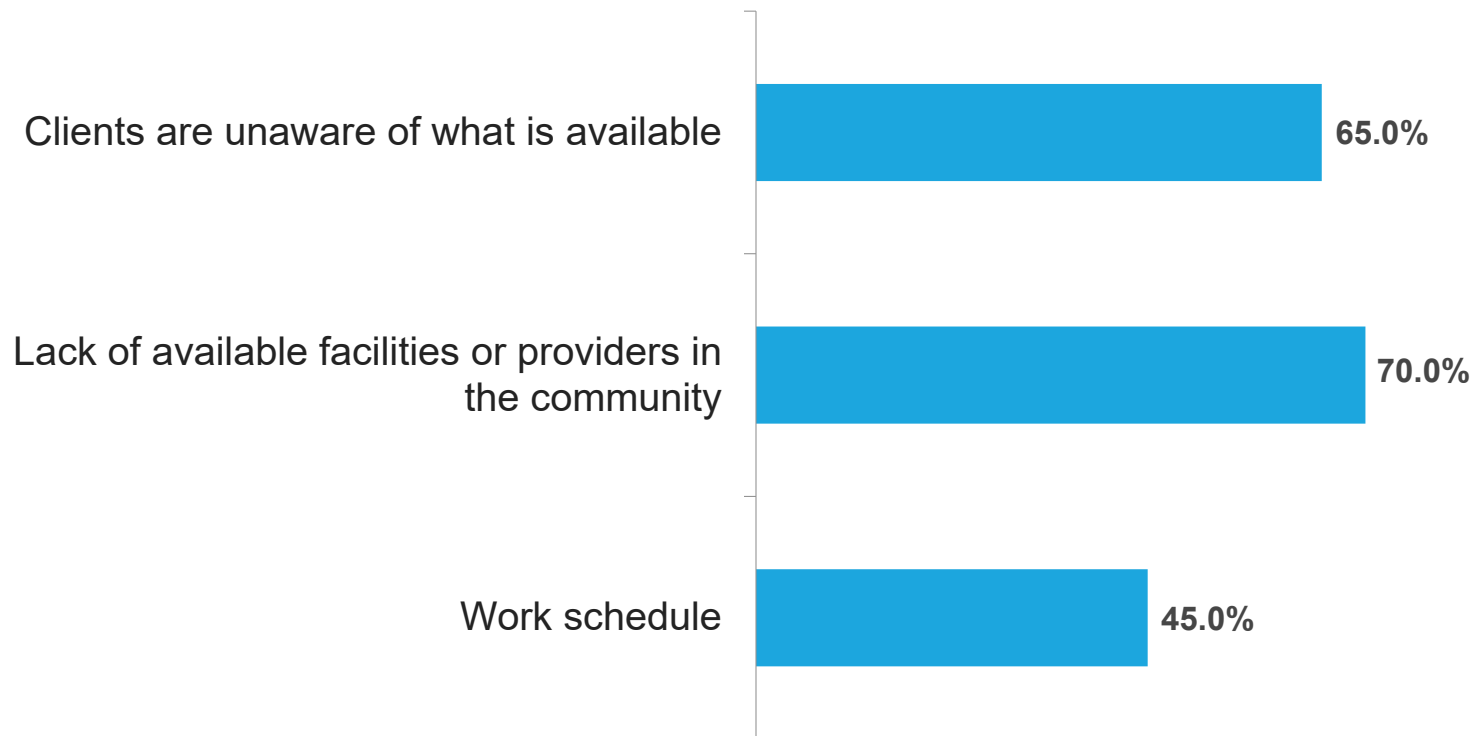
Many described inadequate customer service as a barrier to accessing resource programs.

- Lack of personal interaction
- Poor communication from staff

“Specific programs seem to change frequently and the only way we know about things to spend a lot of time looking them up and finding out all of the details. Our parents are not going to look online and try to find things.”- **Burdensome**



Parent: What do you think are the biggest challenges that prevented you from being able to use **resource** programs?



Parent: What do you think are the biggest challenges that prevented you from being able to use **resource** programs? (Other Text)

Income Gap

- Financial struggle, but too much income to qualify.

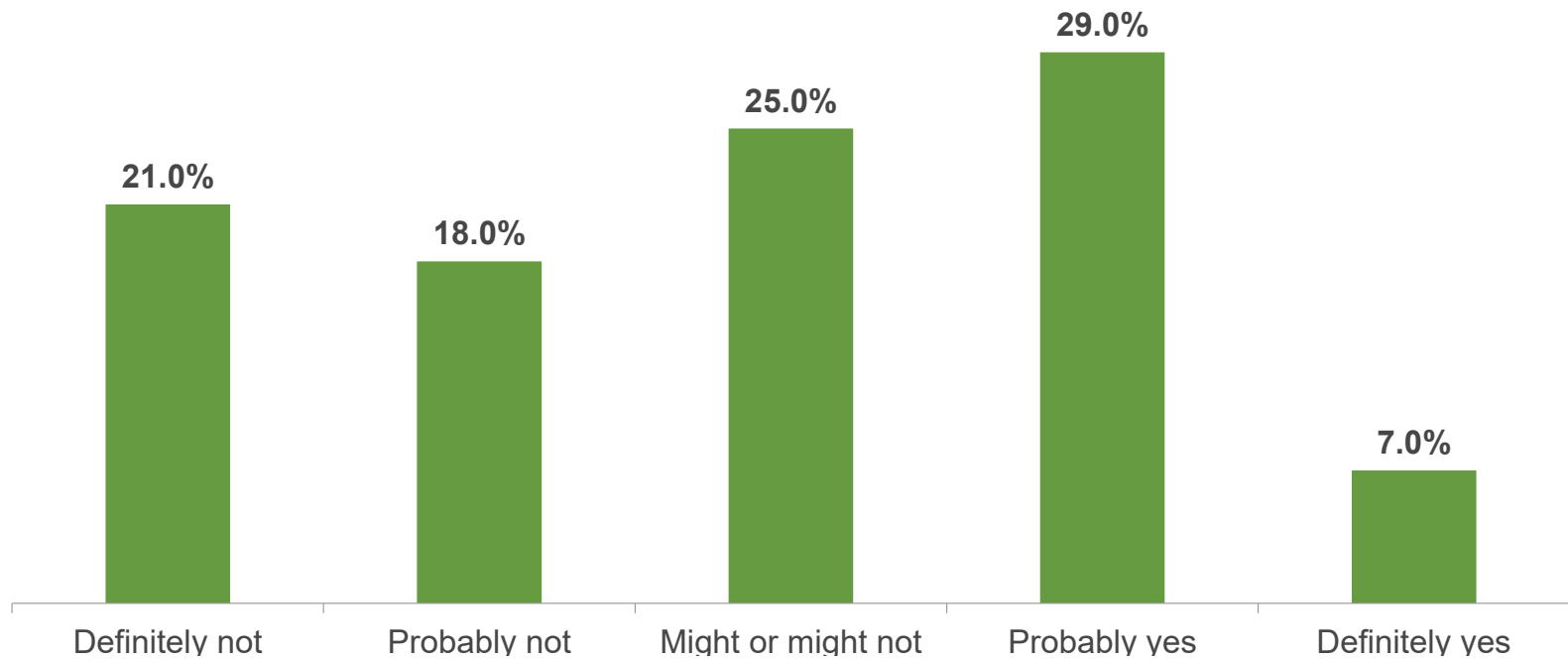
Many described inadequate customer service as a barrier to accessing resource programs.

- Feeling unwelcomed by staff
- Poor communication from staff

“I had a full time job and couldn’t make ends meet, but yet was told that the year of my vehicle was keeping from obtaining benefits”. –
Income Gap



Parent: Do you know where to find **resource** programs?



Experiences with Child-Care Resource Programs



Professionals: Please indicate if you have **REFERRED** families to the following **child-care resource** programs within the last three years:

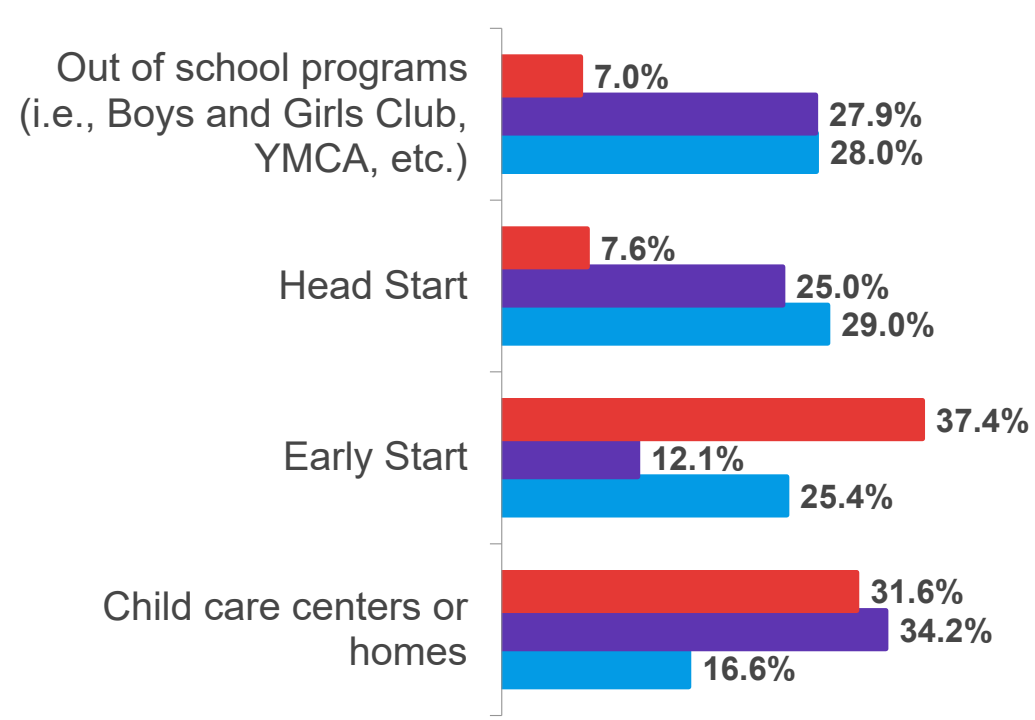
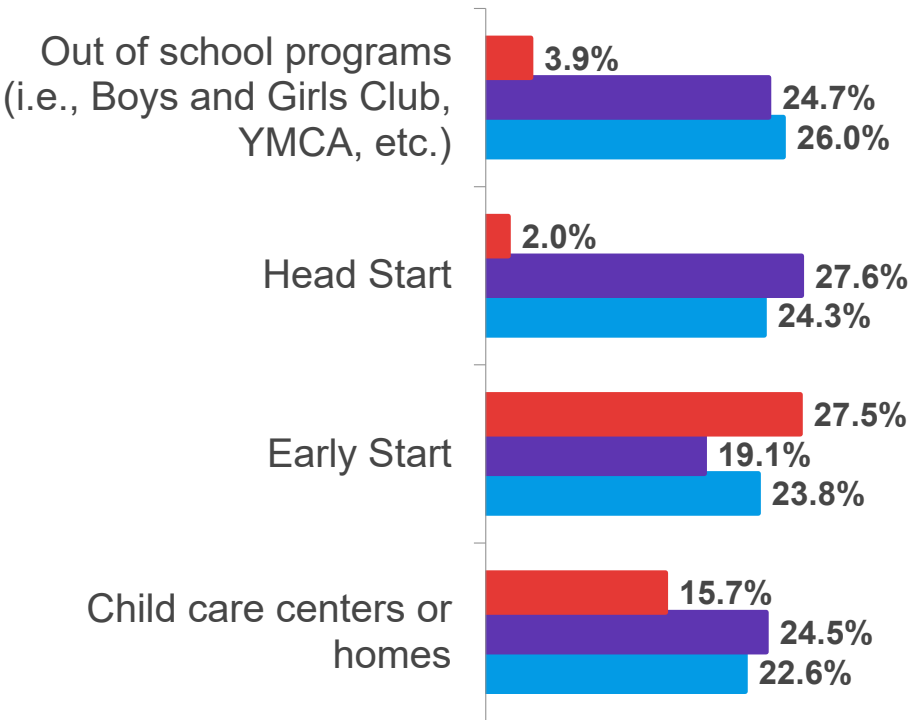
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **child-care resource** programs:



Professional

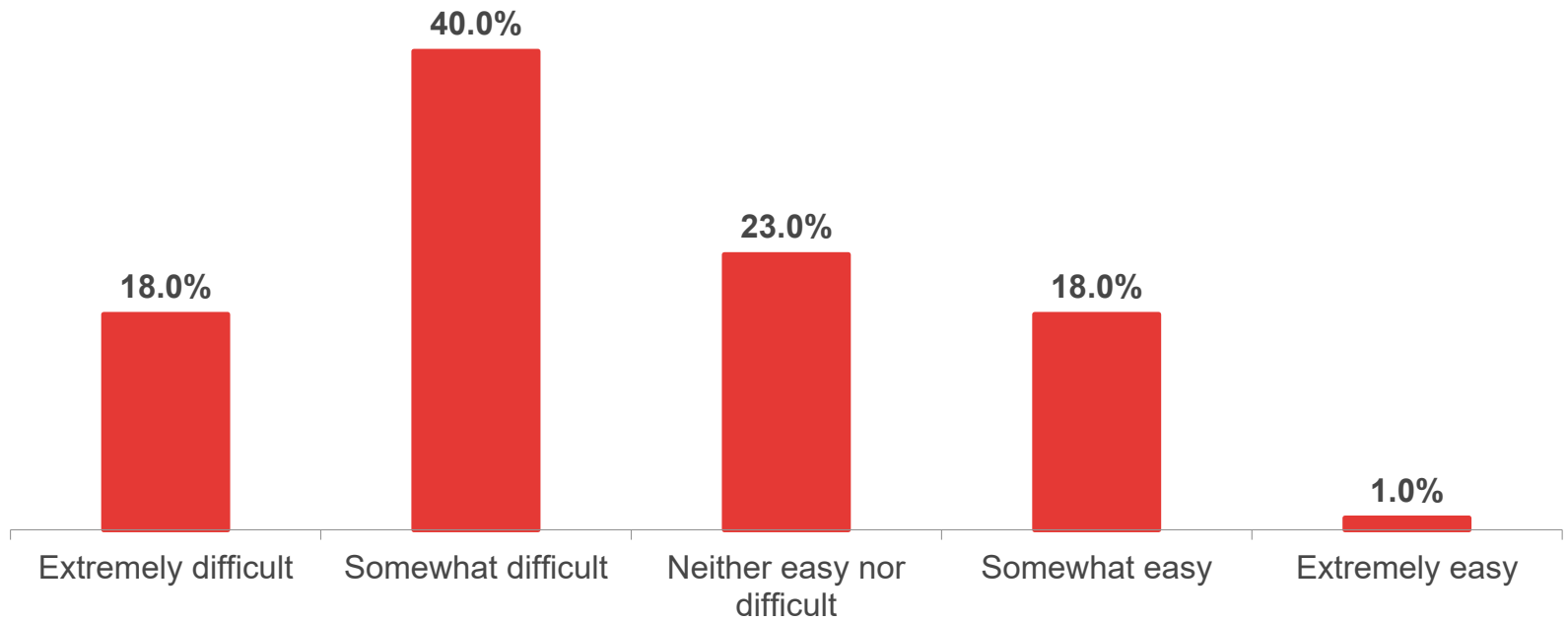
Parent

- I have not heard of this
- I have used this
- I know of it, but have not used it



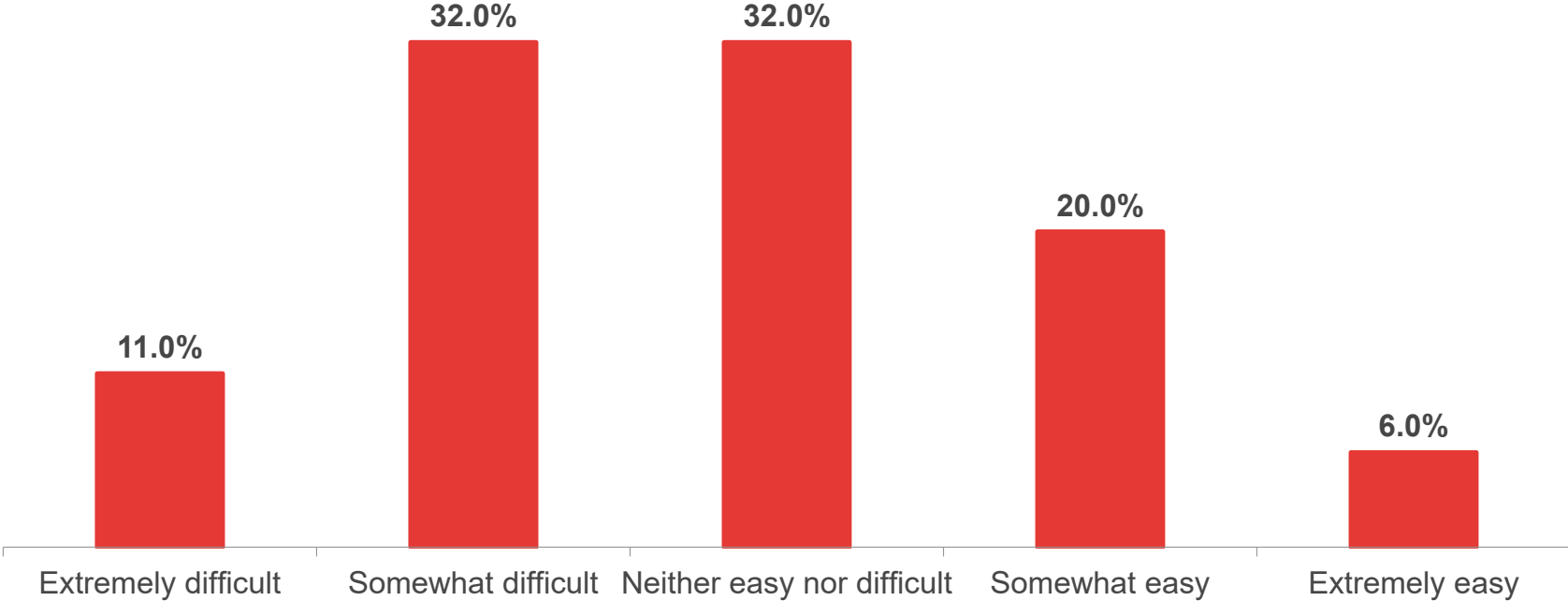
Professional

How would you describe your clients' experience accessing the **child-care resource** programs?



Parent

How would you describe your experience accessing the **child-care resource** programs?

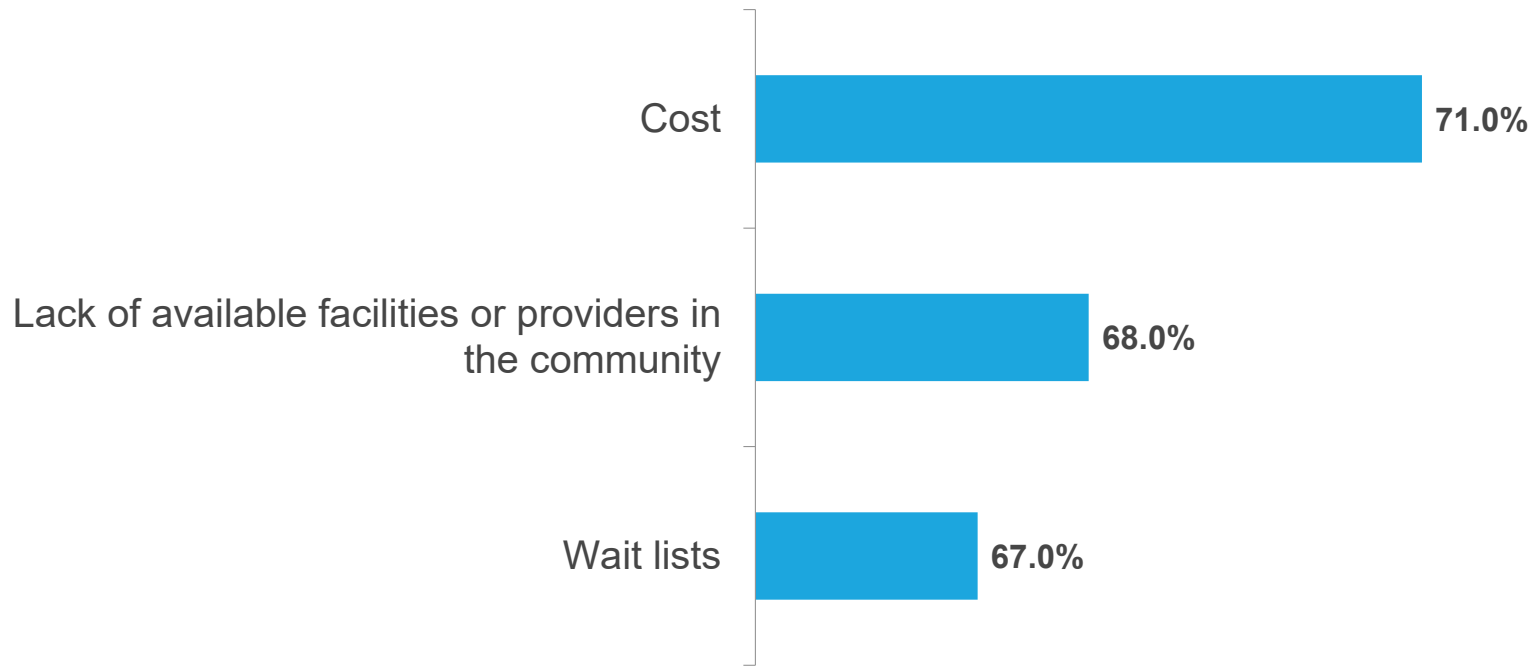


Response Options for Child-care Resource Barriers

- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



Professional: What do you think are the most significant barriers to accessing **child-care resource** programs?



Professional: What do you think are the most **significant barriers** to accessing **child-care** programs? (Other Text)

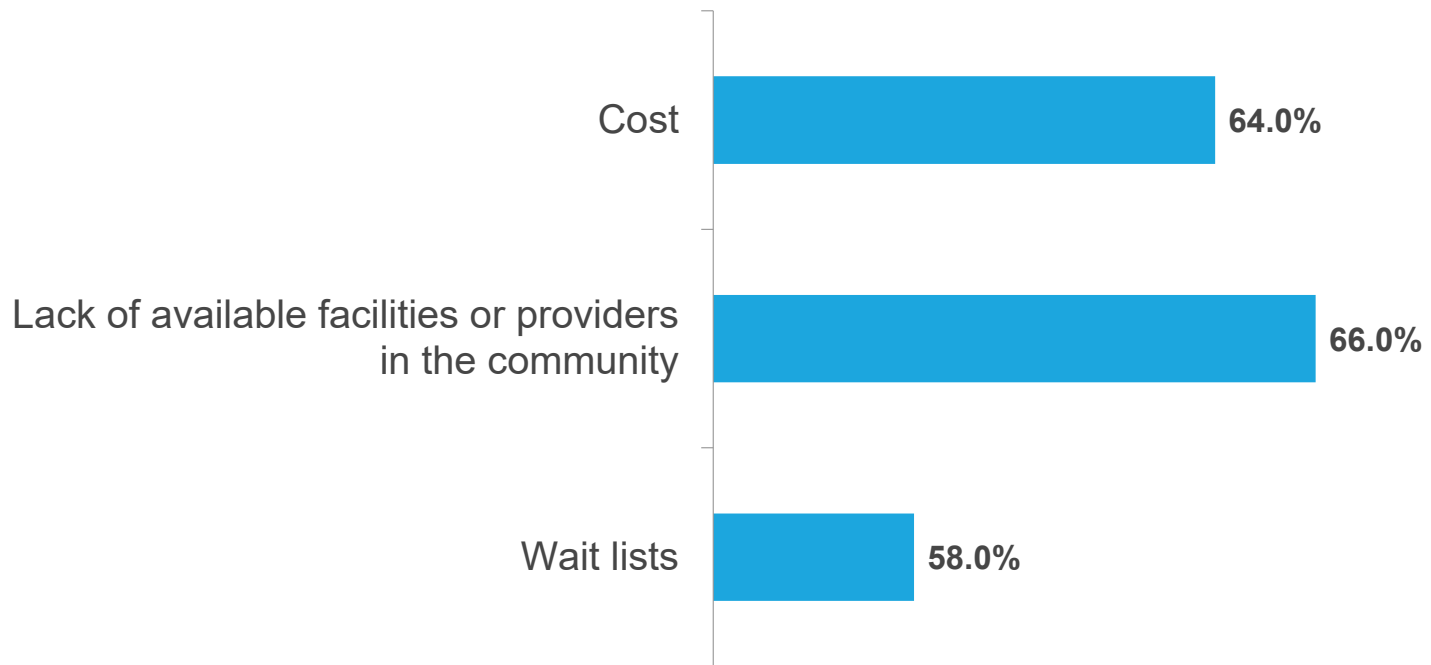
Many professionals felt child-care programs were unobtainable to parents.

- Affordability
- Lack of facilities
- Closed during evening hours
- Income guidelines for help are too low, therefore, unobtainable by many.

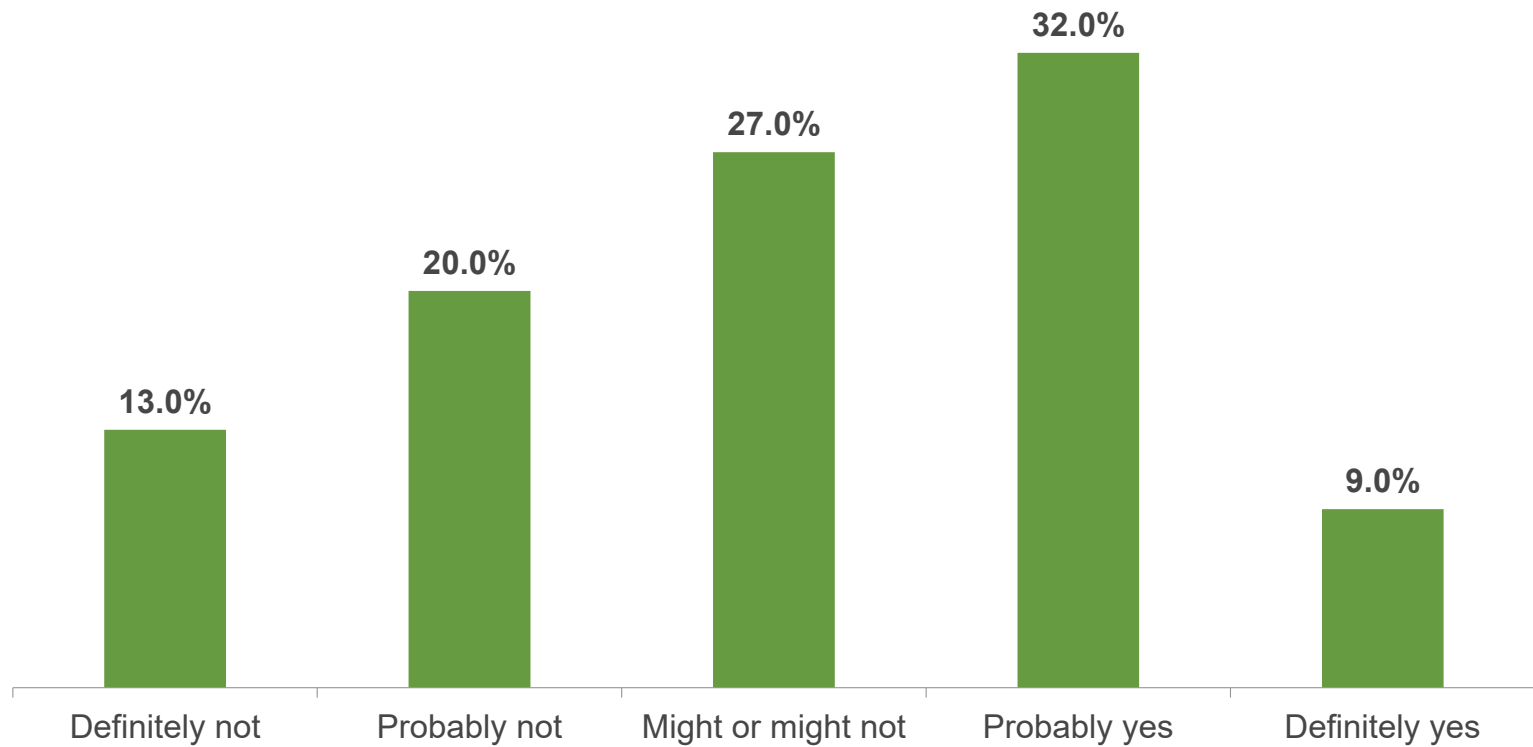
“Many areas of high need do not have any services and rely on in home care which may not meet health, safety and education standards. These programs and homes need much more support and are not considered as the great support they are.”-



Parent: What do you think are the biggest challenges that prevented you from being able to use **child-care resource** programs?



Parent: Do you know where to find **child-care resource** programs?



Experiences with Employment Programs

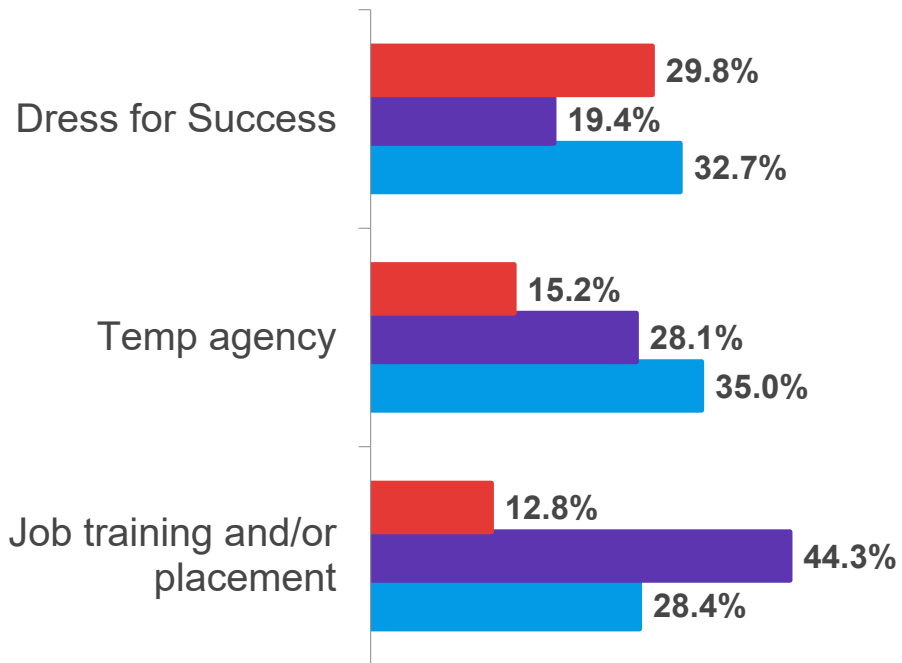


Professionals: Please indicate if you have **REFERRED** families to the following **employment** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **employment** programs:

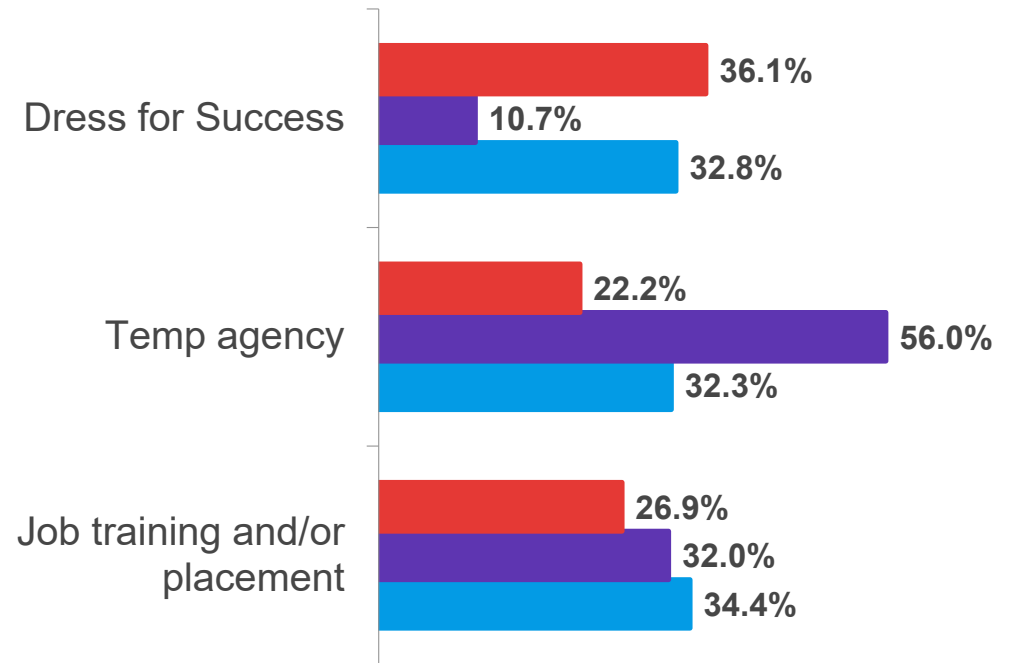


Professional



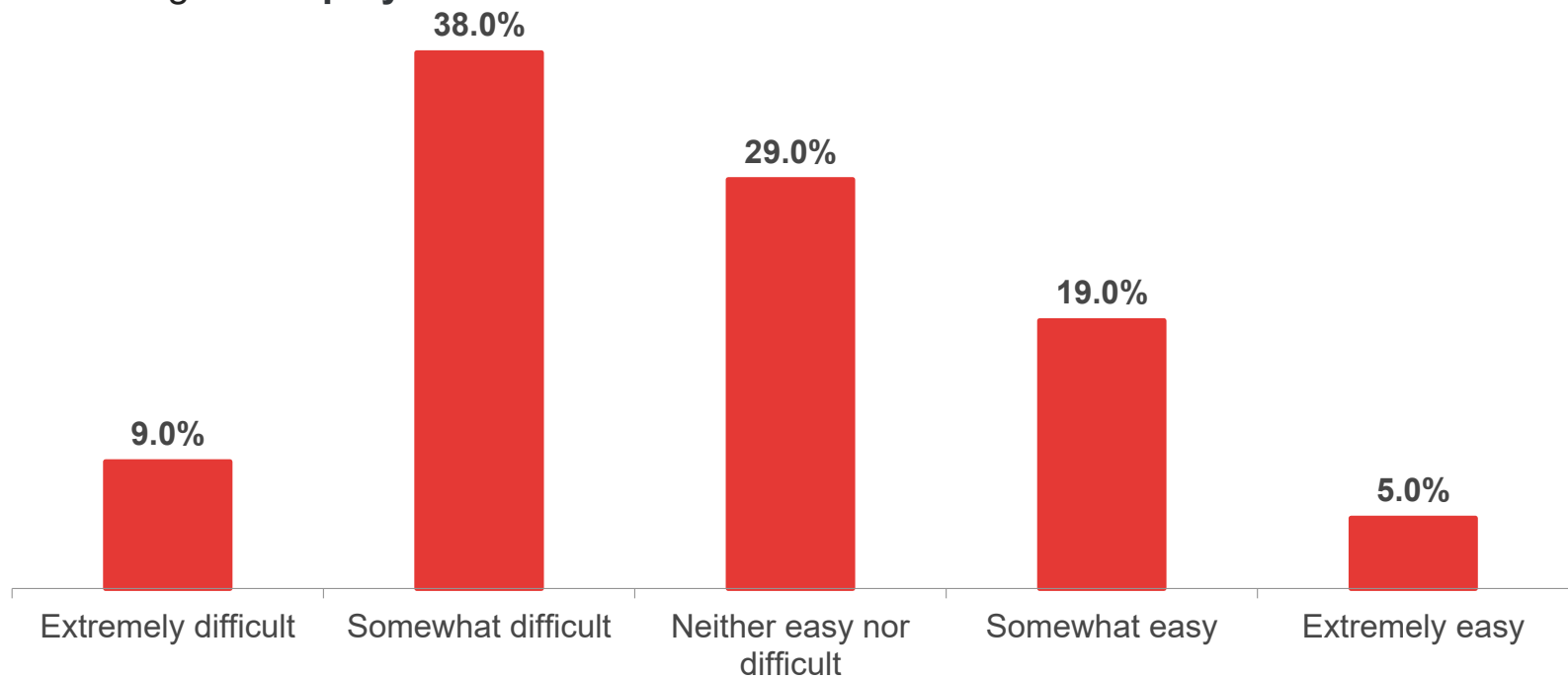
Parent

- I have not heard of this
- I have used this
- I know of it, but have not used it



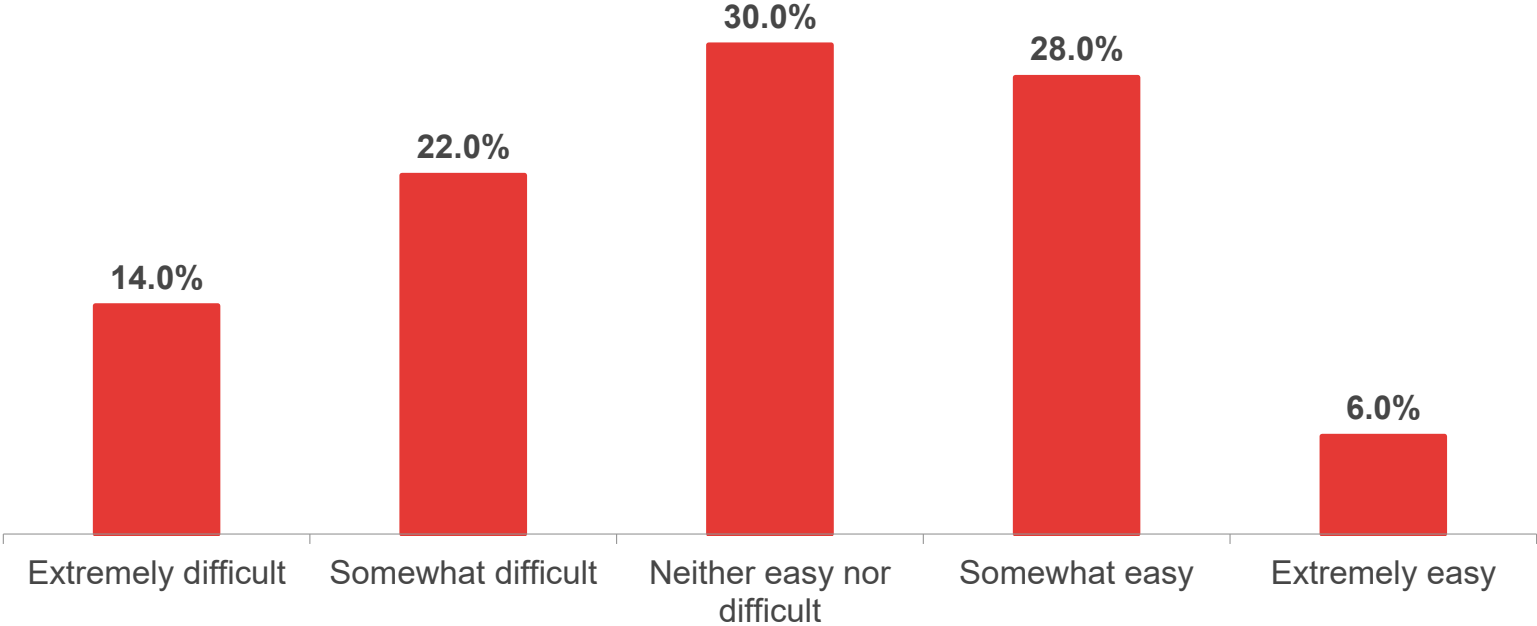
Professional

How would you describe your clients' experience accessing the **employment** programs?



Parent

How would you describe your experience accessing the **employment** programs for yourself or for your child?

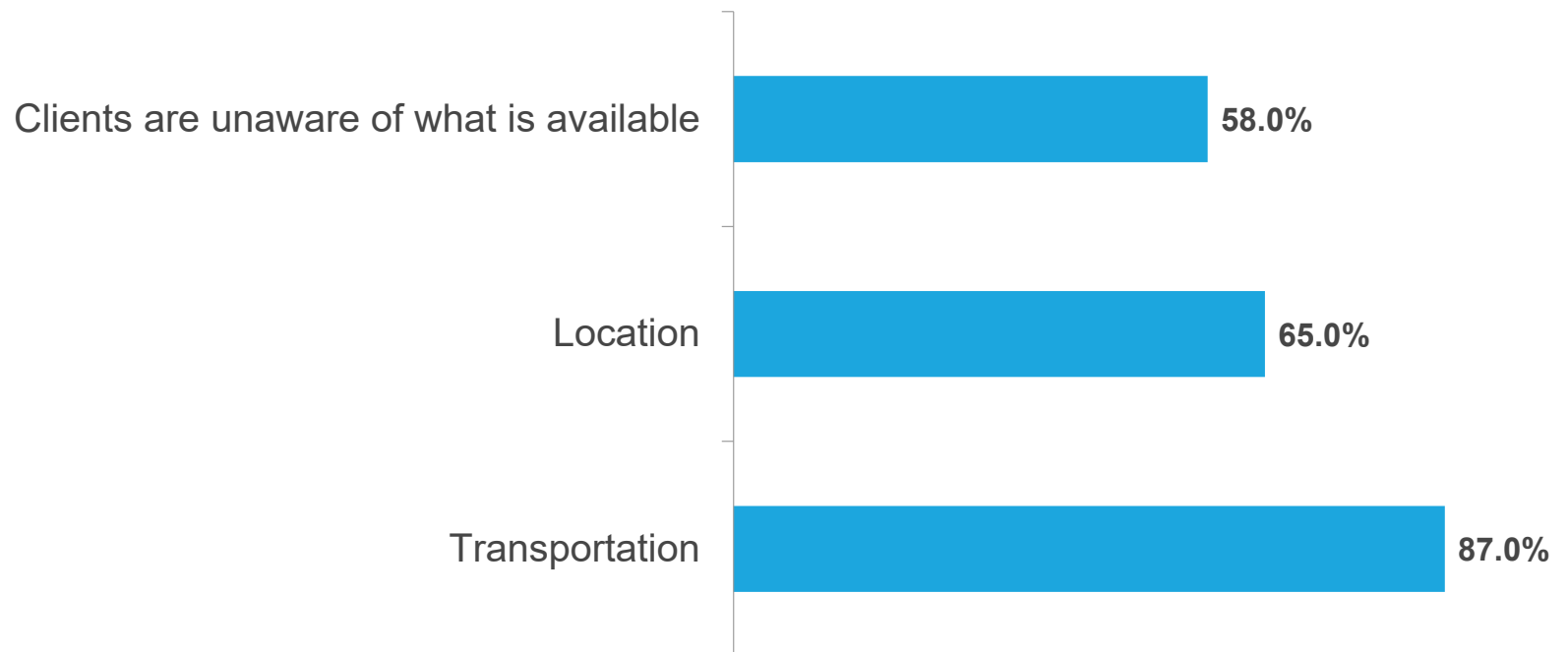


Response Options for Employment Barriers

- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



Professional: What do you think are the most significant barriers to accessing **employment** programs?



Professional: What do you think are the most **significant barriers** to accessing **employee** programs? (Other Text)

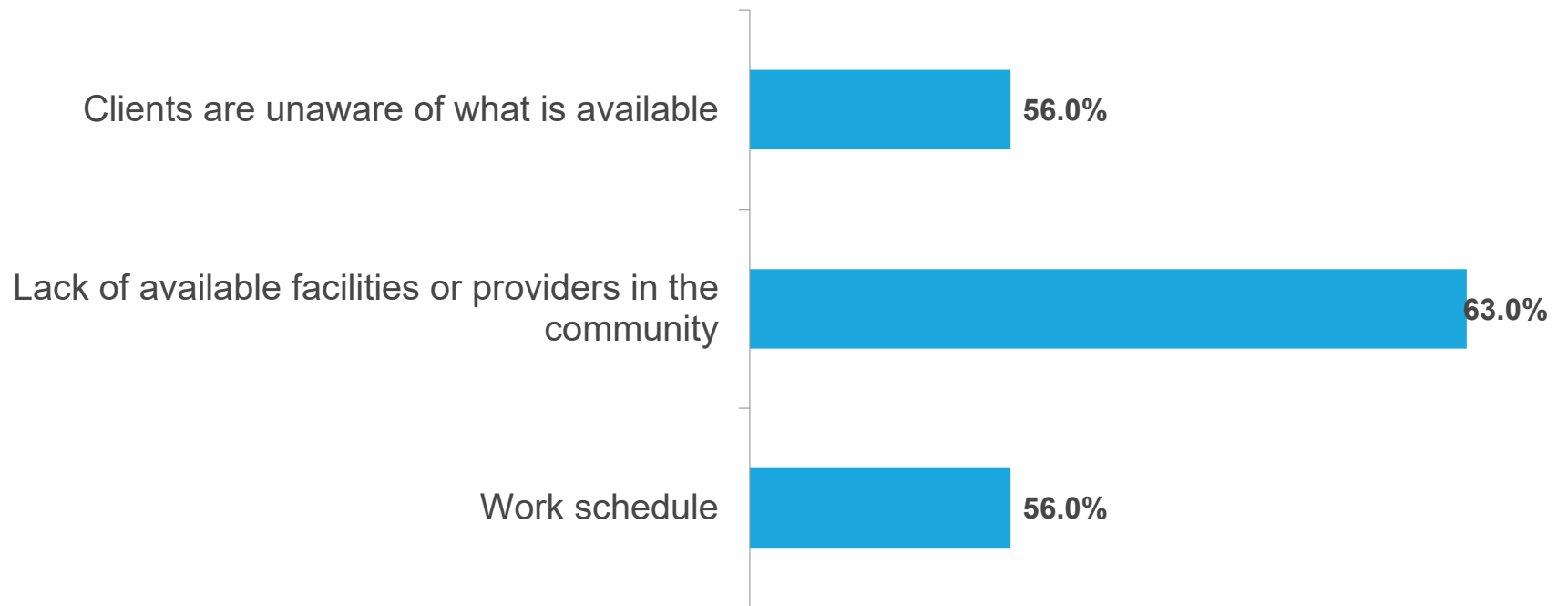
Many professionals thought that issues with childcare was the most significant barrier to accessing employee programs.

Lack of technical competency.

- Poor computer literacy
- Lack of training



Parent: What do you think are the biggest challenges that prevented you from being able to use **employment** programs?



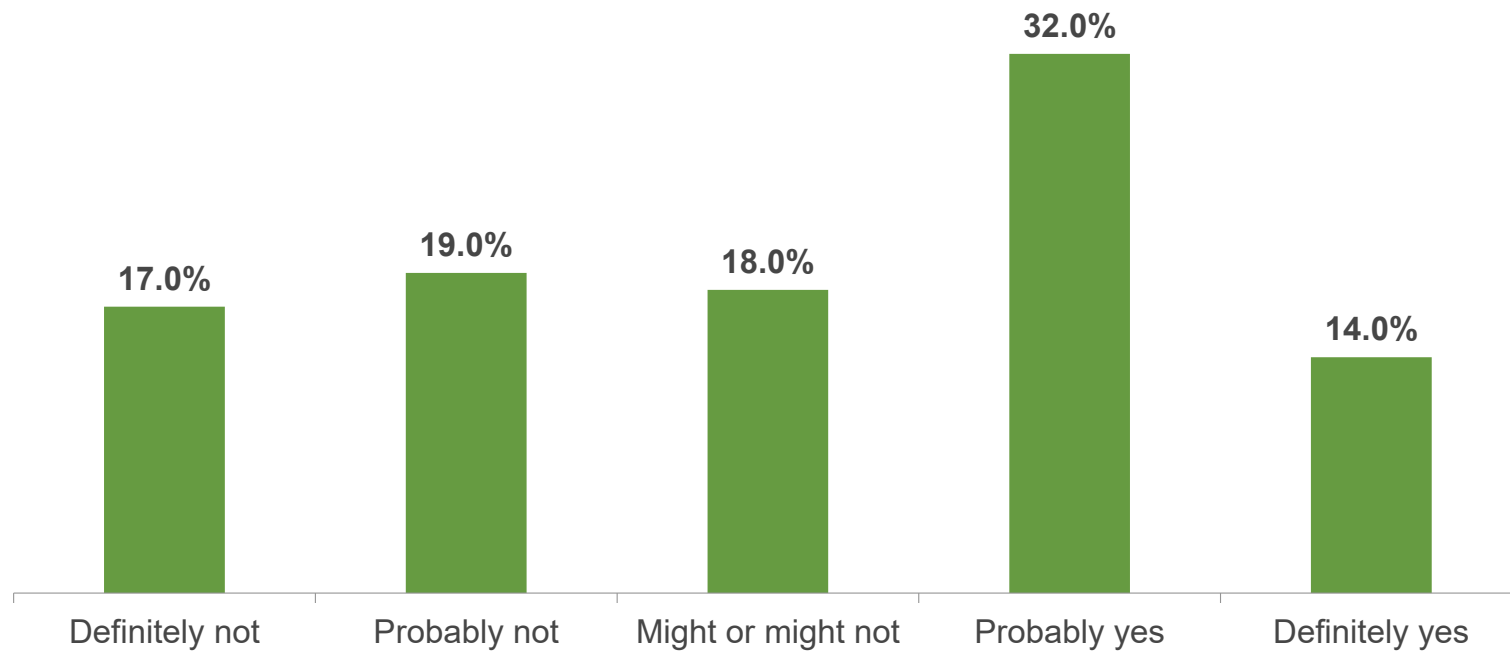
Employment; and **Parent:** What resources and services in your community are **most** effective at meeting you or child's needs? (an example of across data analysis)

"I feel like I am living in extreme poverty, but have hardly any resources as someone who doesn't fall within the guidelines. It makes me not want to keep my job that pays decent. I want to improve my daughter's and I's life so that I do not have to rely on the government, but it is nearly impossible. I am not living a life, I am busting my tail end to just survive painfully and somewhat miserably, but I have to put on a good face to be a mother."

"I haven't made use of many social services. So I don't really know. We have both had to access unemployment services recently. The people there have been very helpful. But it was very difficult to get the money and we both were rejected because we didn't jump through the right hoops (registering properly for the job hunting website)."



Parent: Do you know where to find **employment** programs?



Experiences with Education Programs



Professionals: Please indicate if you have **REFERRED** families to the following **education** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **education** programs:



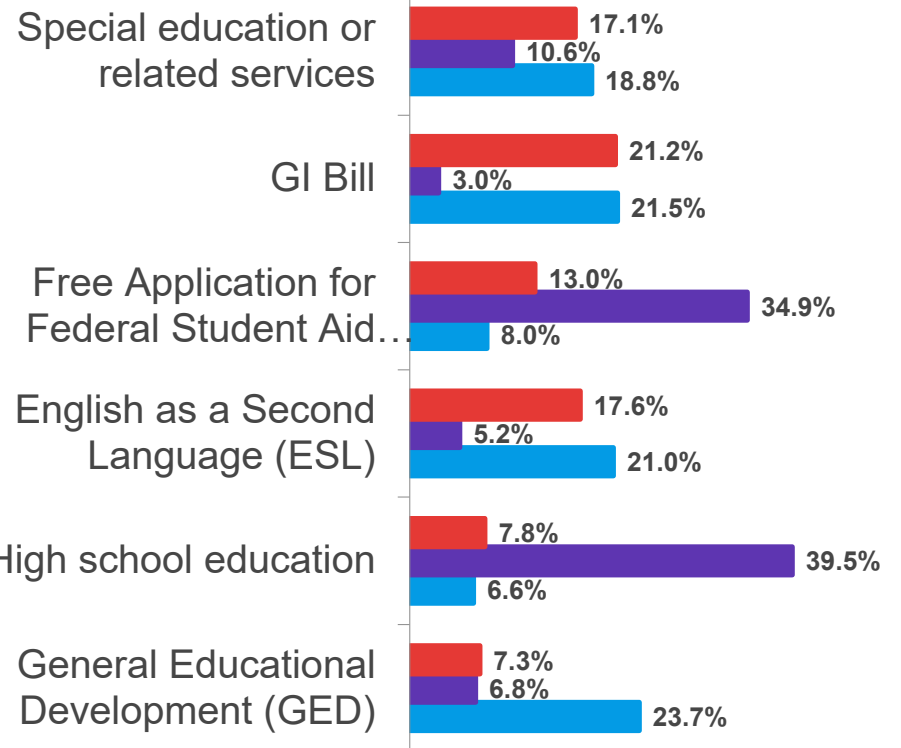
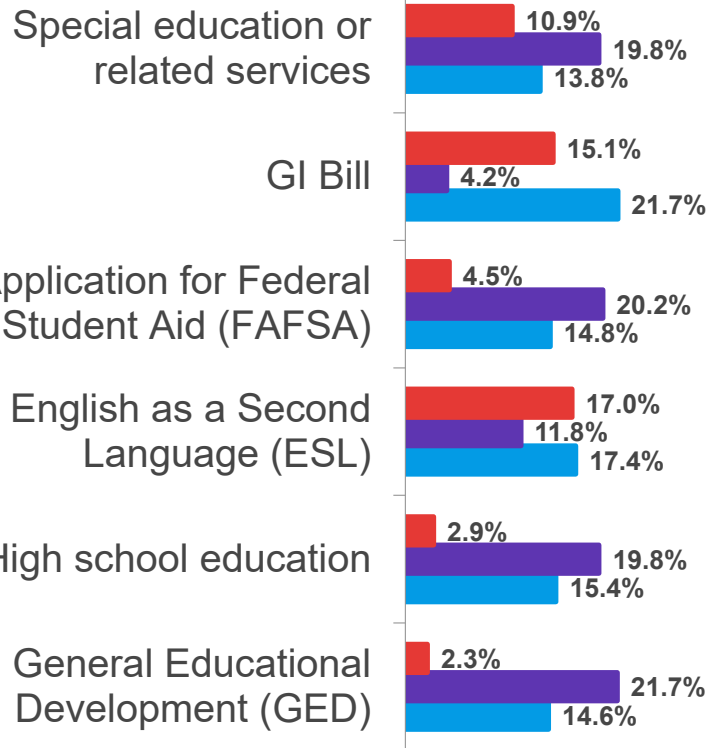
Professional

Parent

■ I have not heard of this

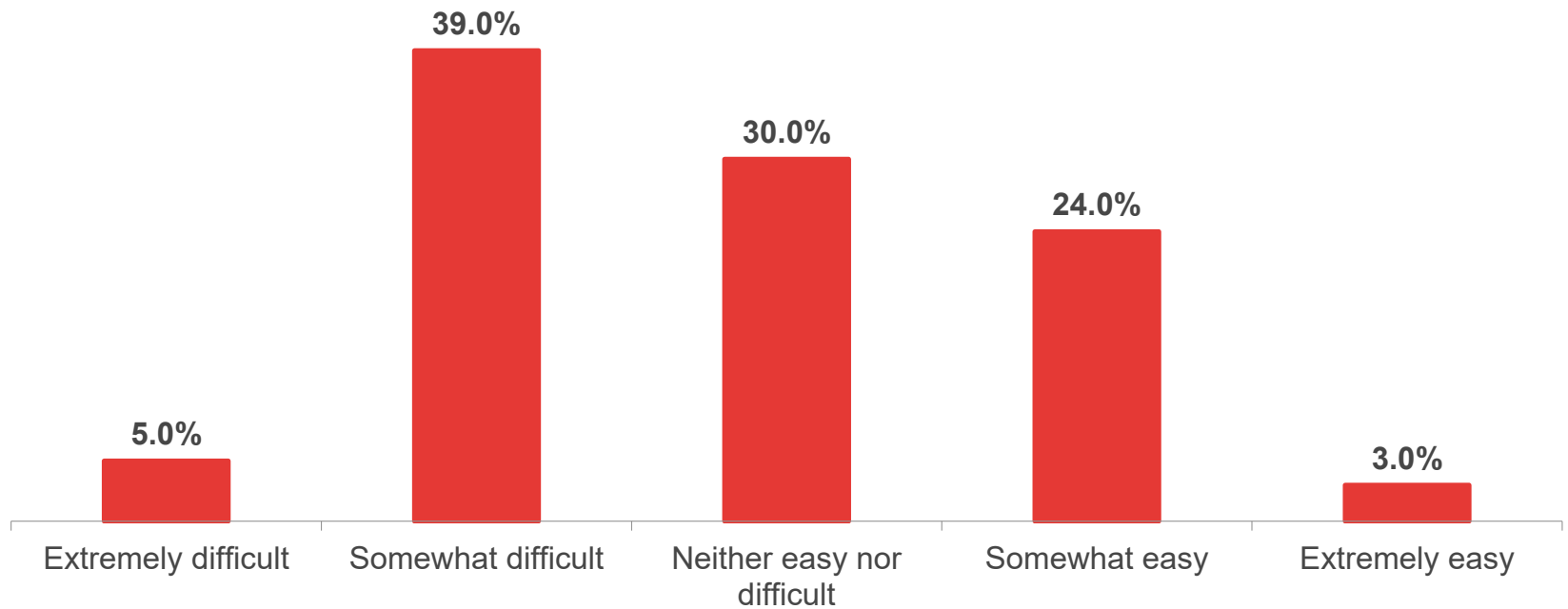
■ I have used this

■ I know of it, but have not used it



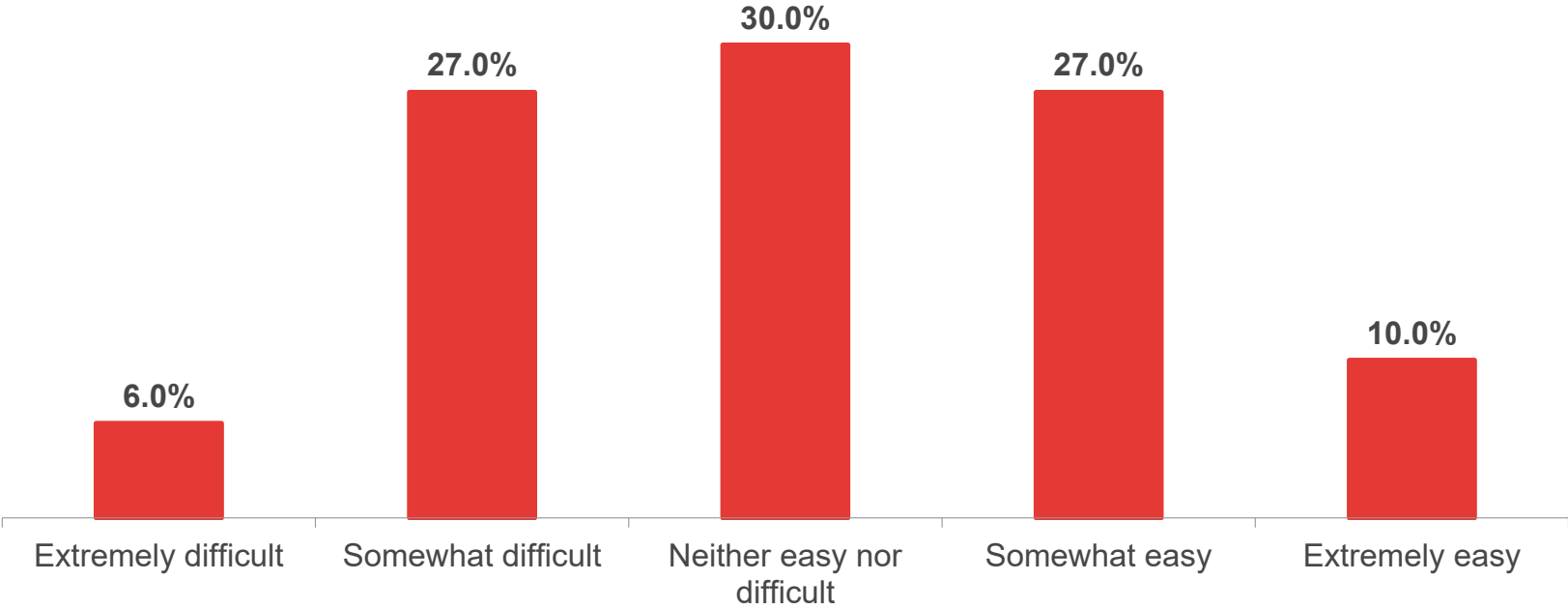
Professional

How would you describe your clients' experience accessing the **education** programs?



Parent

How would you describe your experience accessing the **education** programs?

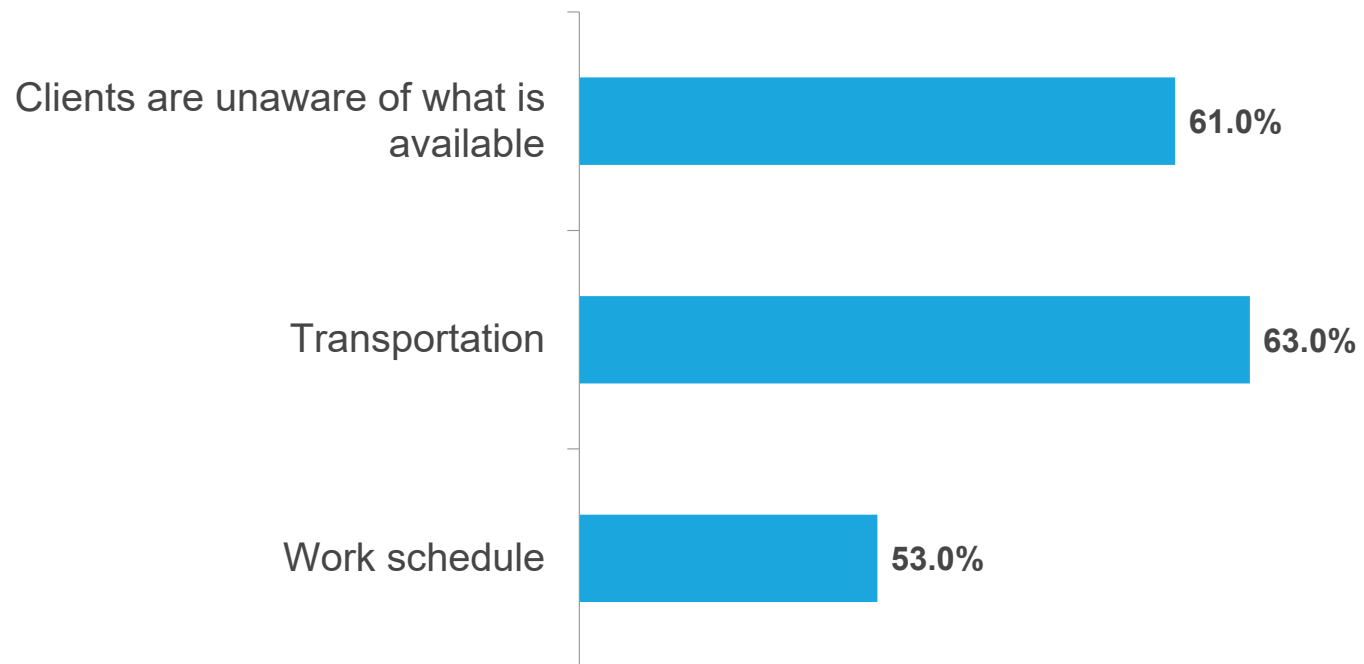


Response Options for Education Barriers

- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



Professional: What do you think are the most significant barriers to accessing **education** programs?



Professional: What do you think are the most **significant barriers** to accessing **education** programs? (Other Text)

Some felt that there were systematic barriers that prevented parents from accessing education programs.

- Poor Internet connectivity
- Proof of residential requirements
- Changing back to in person classes

Many said that childcare was the most significant barrier to accessing education programs.

- Lack of childcare

Some also felt that there were intrapersonal barriers.

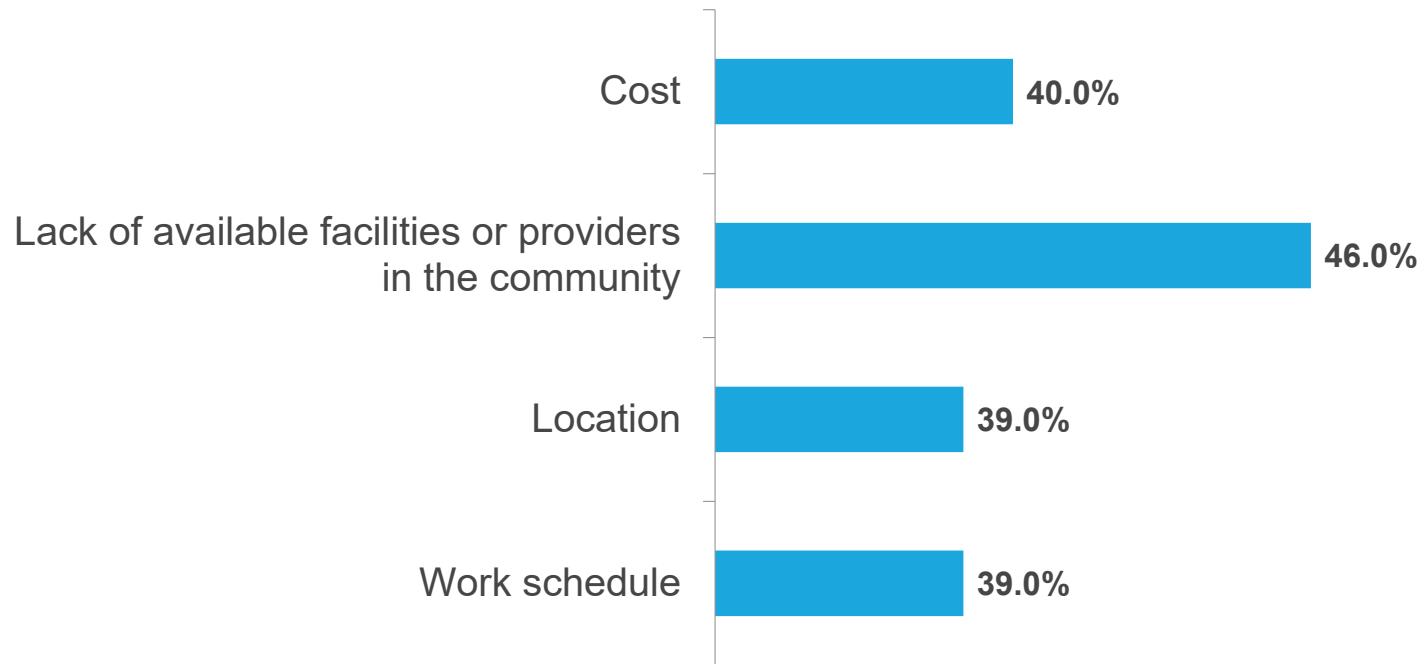
- Learning disabilities
- Low self-efficacy

“Often in cycles of crisis [sic] make the stability required for education almost impossible”-
Systematic Barriers

“Believing they can do it.”-
Intrapersonal Barrier



Parent: What do you think are the biggest challenges that prevented you from being able to use **education** programs?



Parent: What do you think are the **biggest challenges** that prevented you from being able to use **education** programs? (Other Text)

While few comments were made by parents, the few that were indicated feeling confused or that the process was too burdensome.

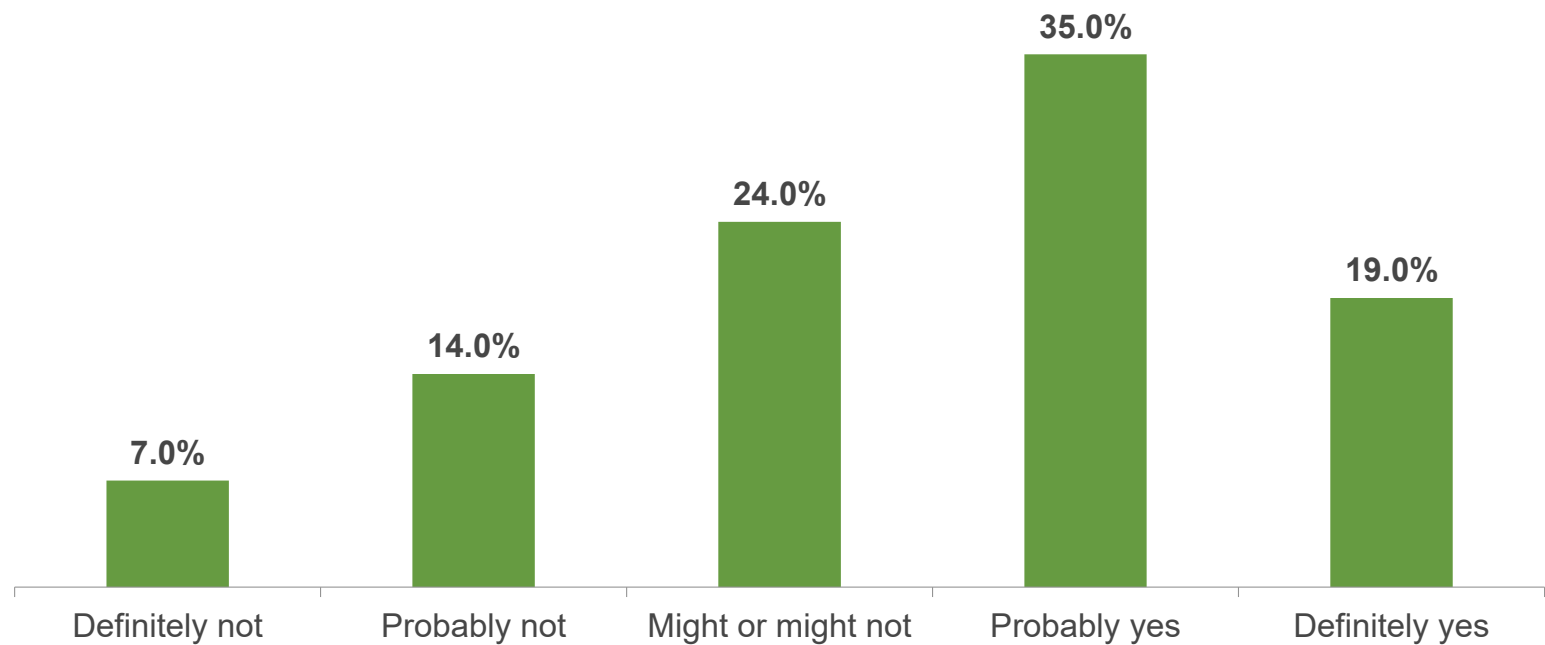
- Overwhelming
- Complicated
- Confusing
- Burdensome

“Too complicated-too much paperwork.”
Process

“Figuring out how to fill out the forms.”-
Process



Parent: Do you know where to find education programs?



Experiences with Insurance and Healthcare Programs

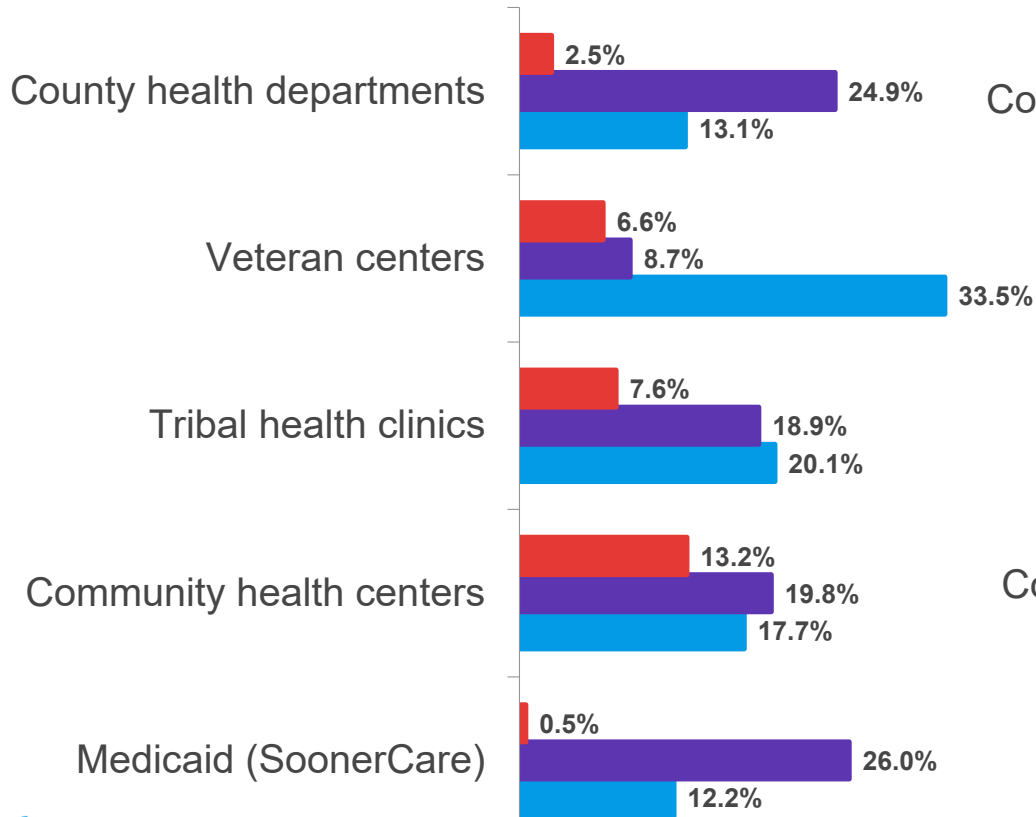


Professionals: Please indicate if you have **REFERRED** families to the following **insurance/healthcare** programs within the last three years:

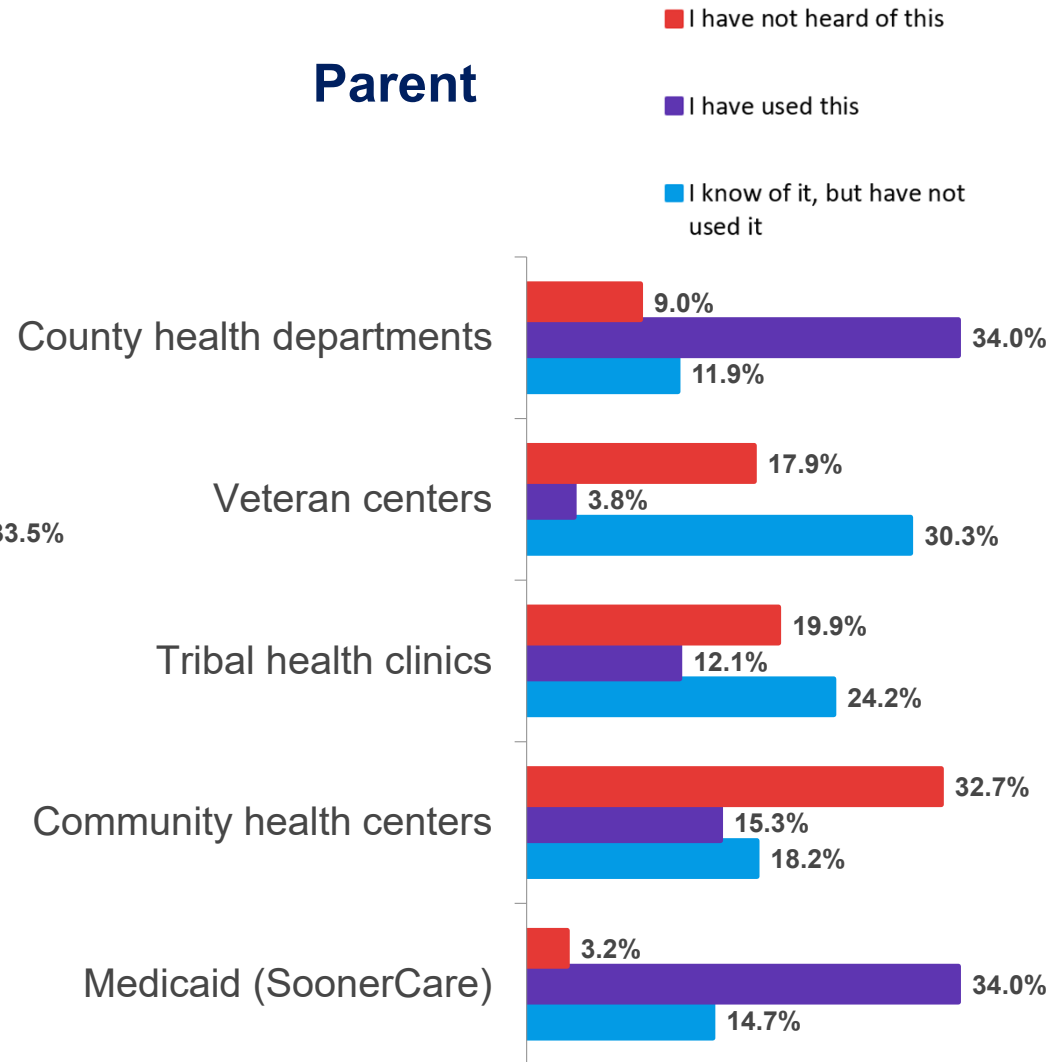
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **insurance/healthcare** programs:



Professional

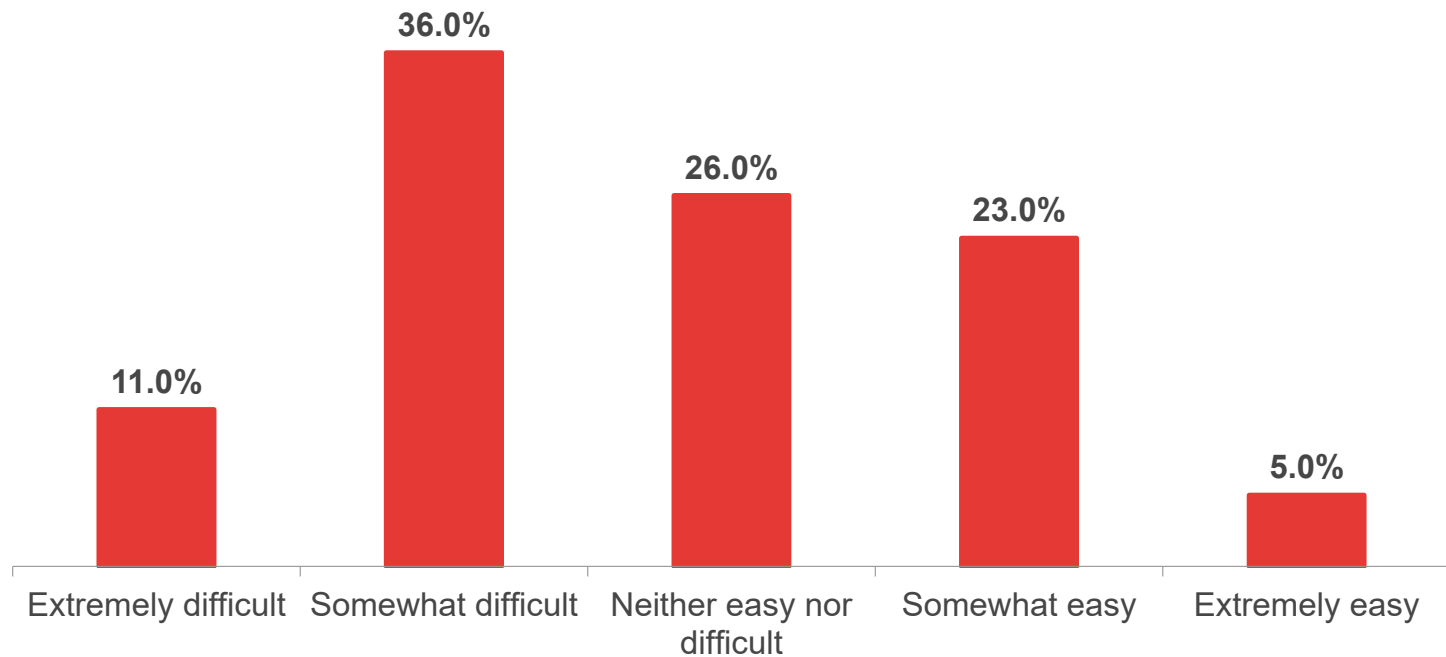


Parent



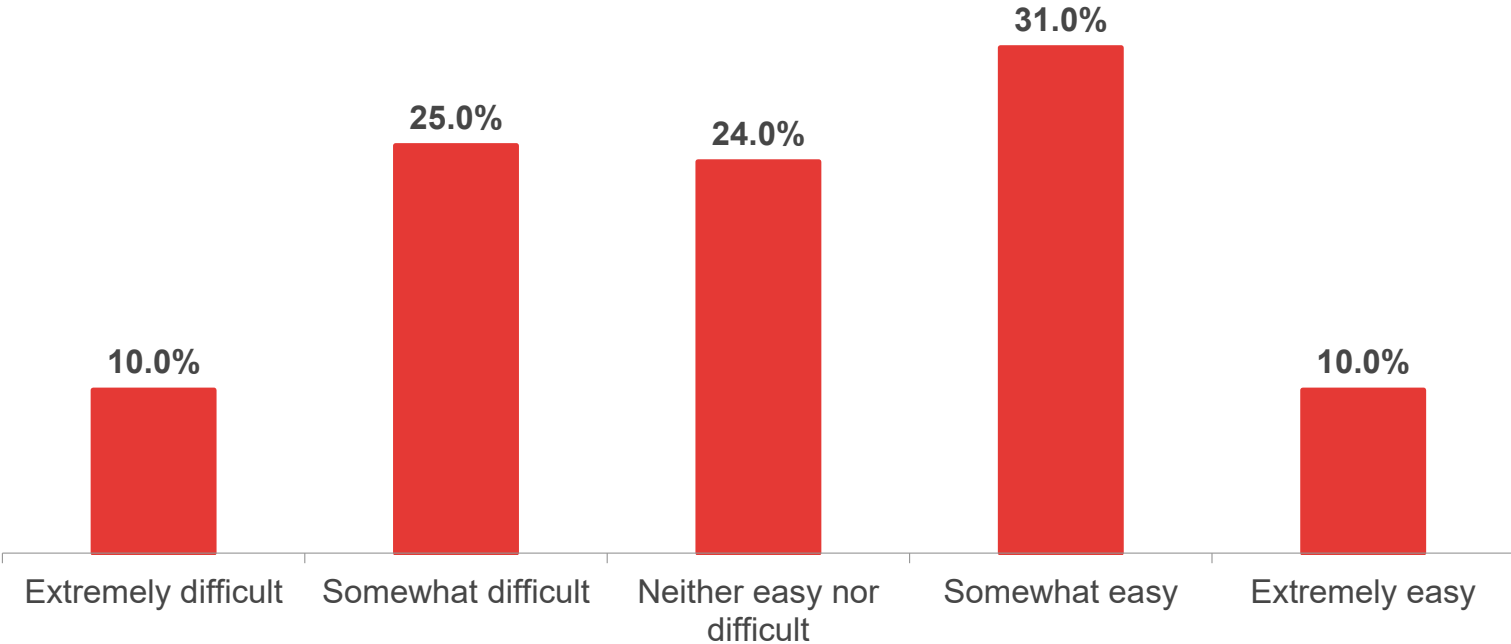
Professional

How would you describe your clients' experience accessing the **insurance/healthcare** programs?



Parent

How would you describe your experience accessing the insurance/healthcare programs?

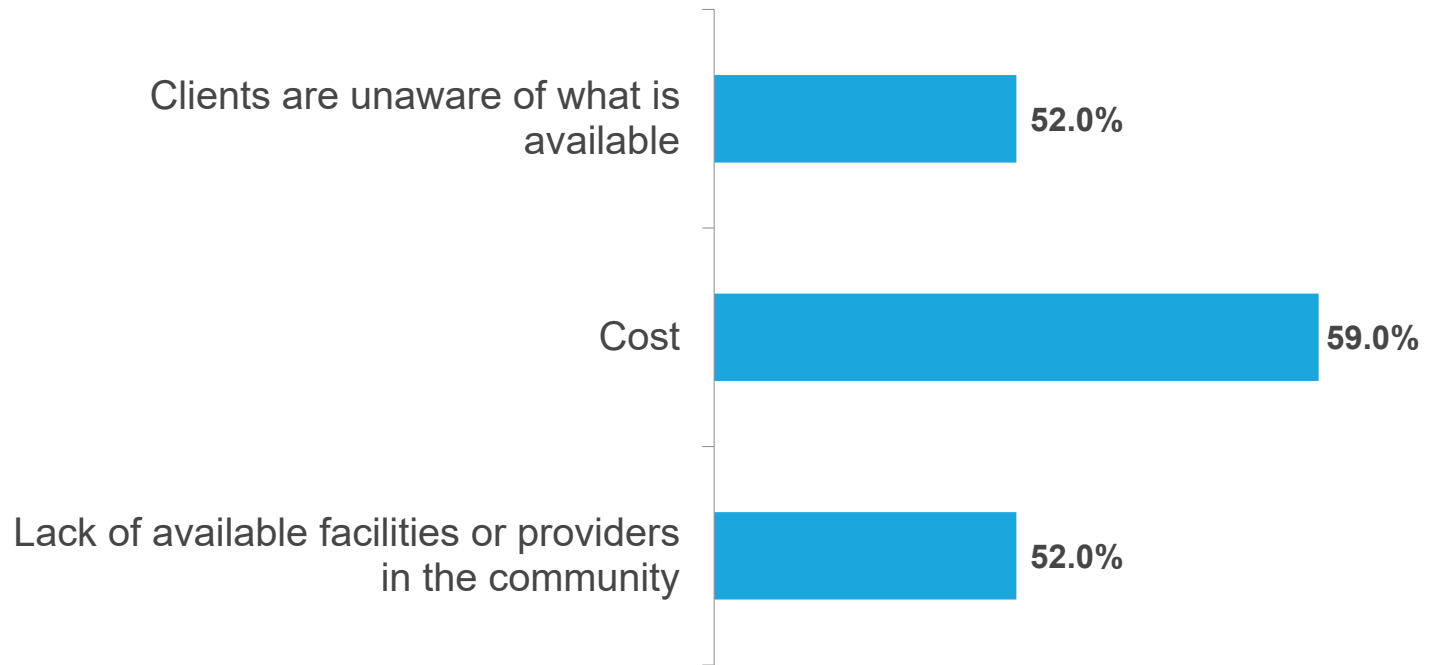


Response Options for Insurance/Healthcare Barriers

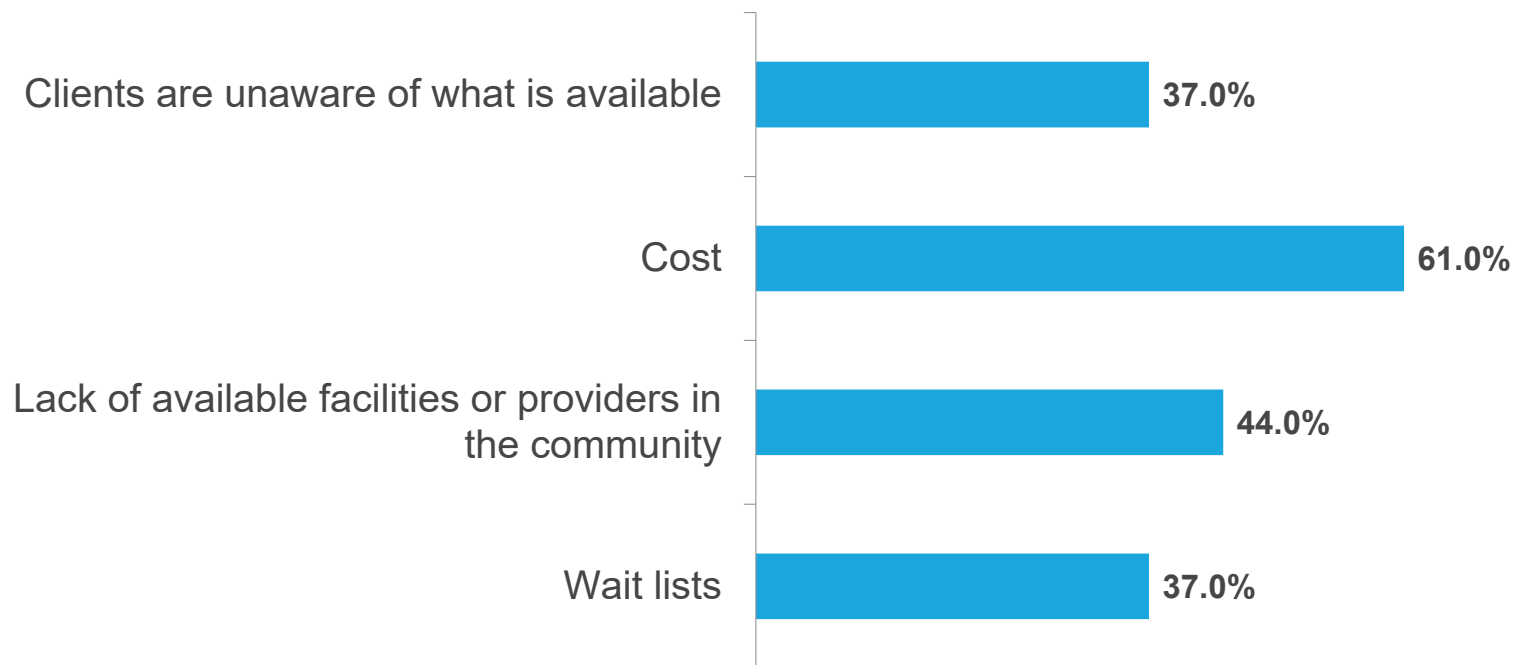
- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



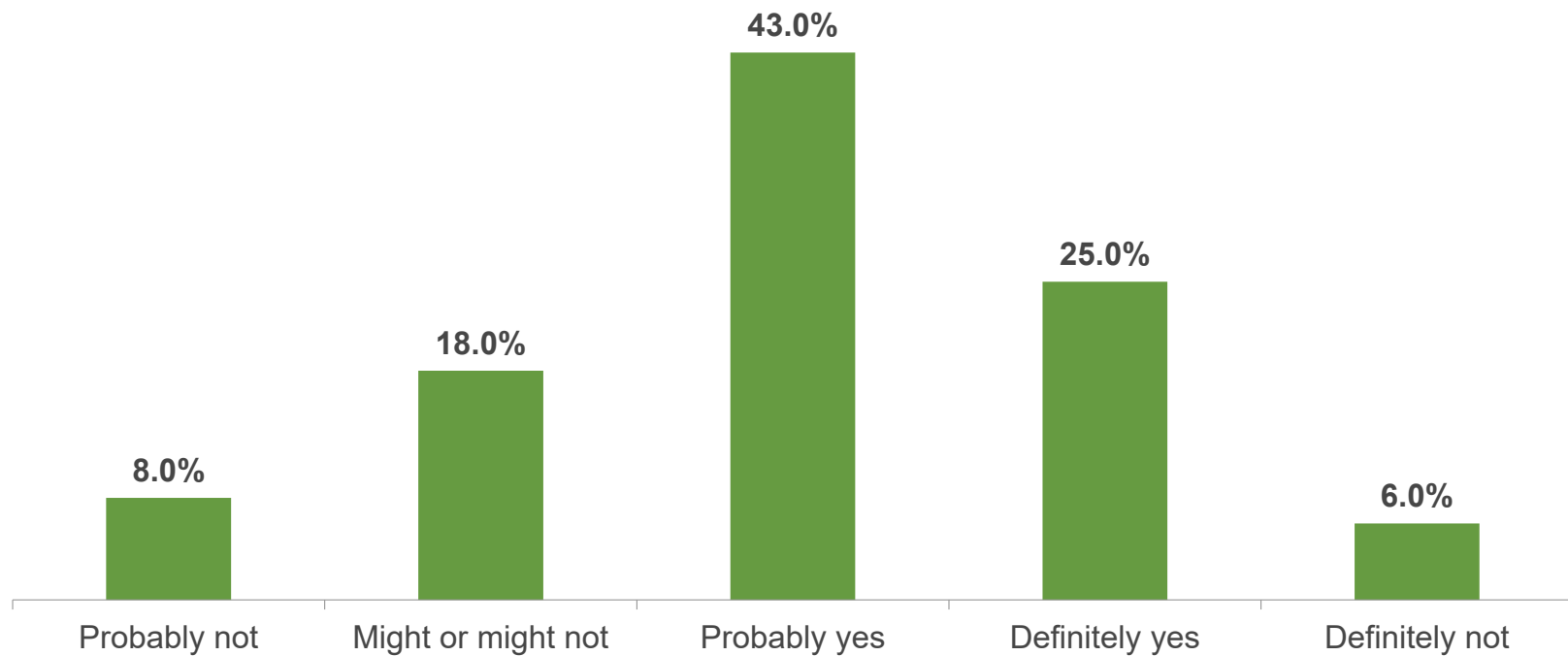
Professional: What do you think are the most significant barriers to accessing **insurance/healthcare** programs?



Parent: What do you think are the biggest challenges that prevented you from being able to use **insurance/healthcare** programs?



Parent: Do you know where to find **insurance/healthcare** programs?



Experiences with Disability Programs

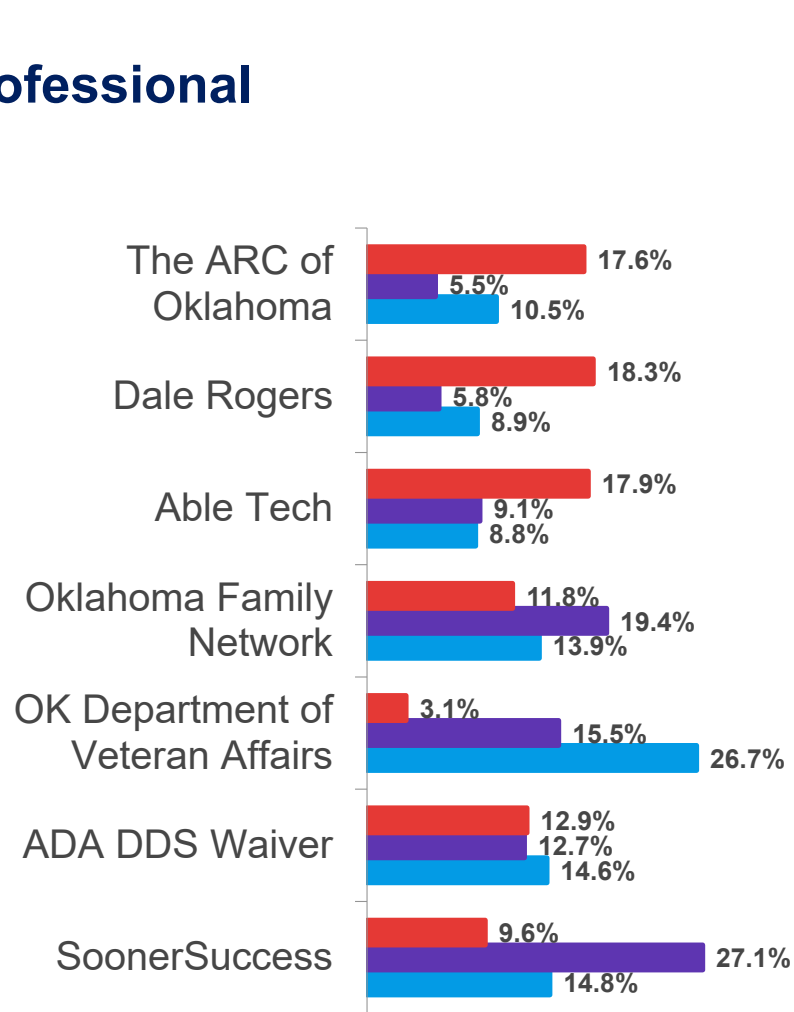


Professionals: Please indicate if you have **REFERRED** families to the following **disability** programs within the last three years:

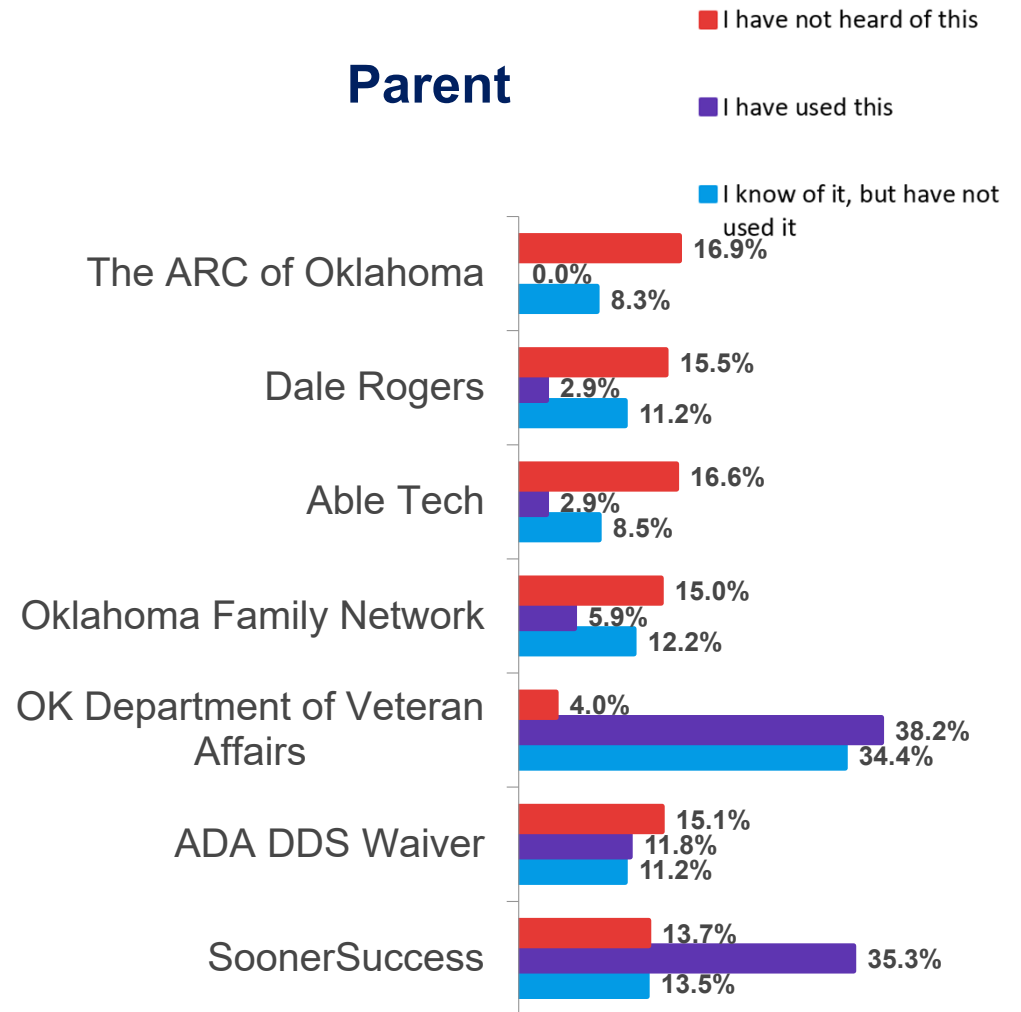
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **disability** programs:



Professional

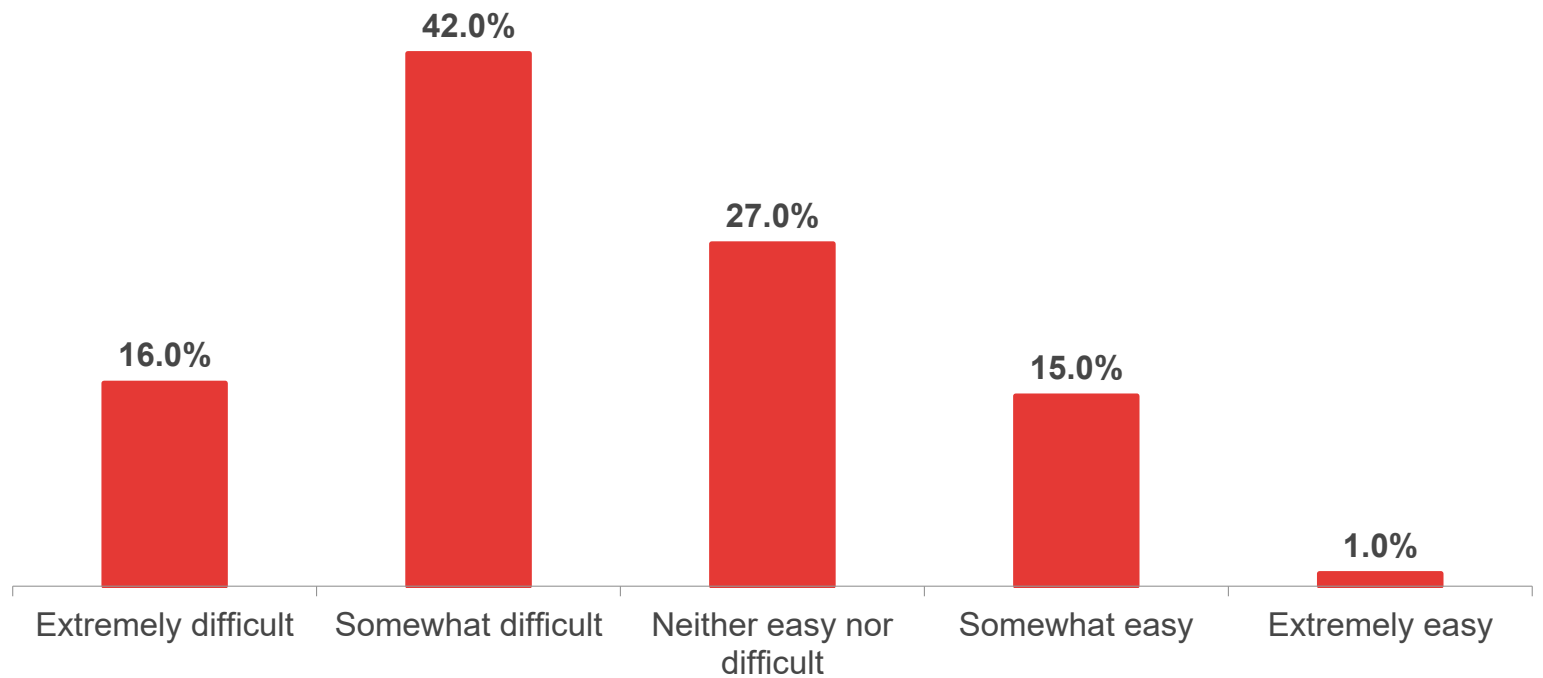


Parent



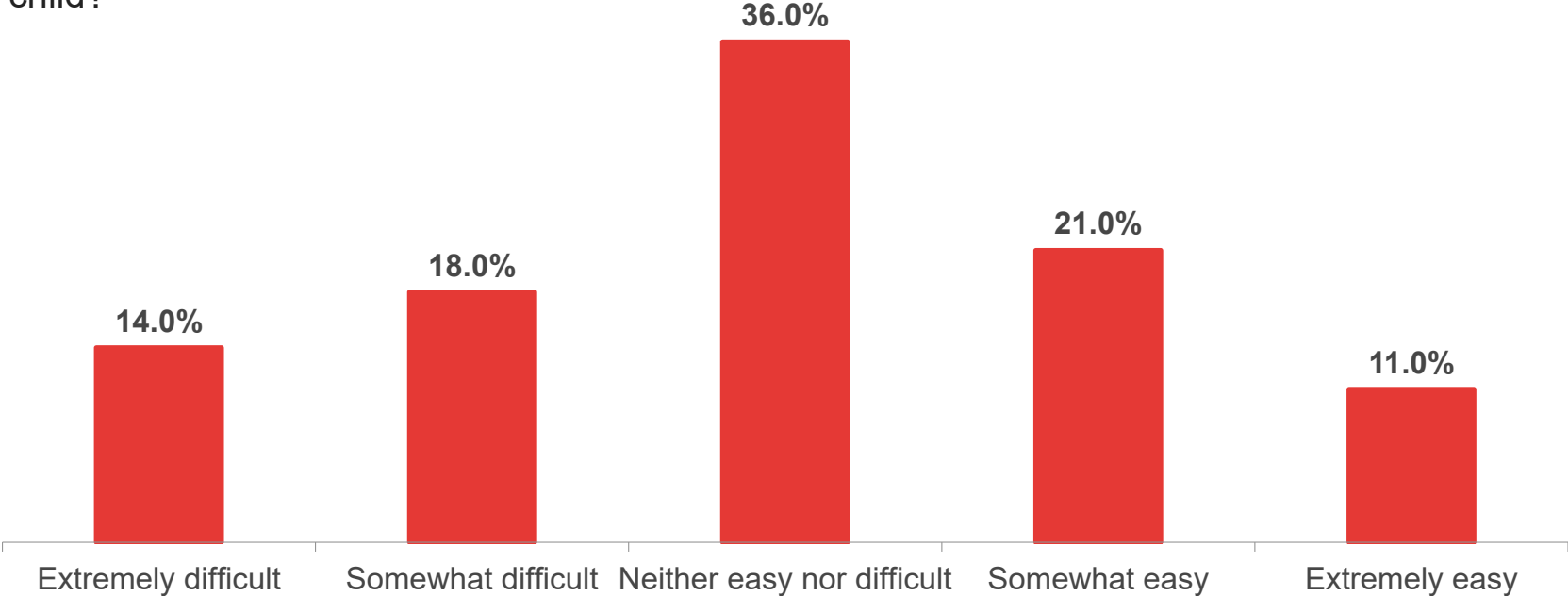
Professional

How would you describe your clients' experience accessing the **disability** programs?



Parent

How would you describe your experience accessing the **disability** programs for yourself or for your child?

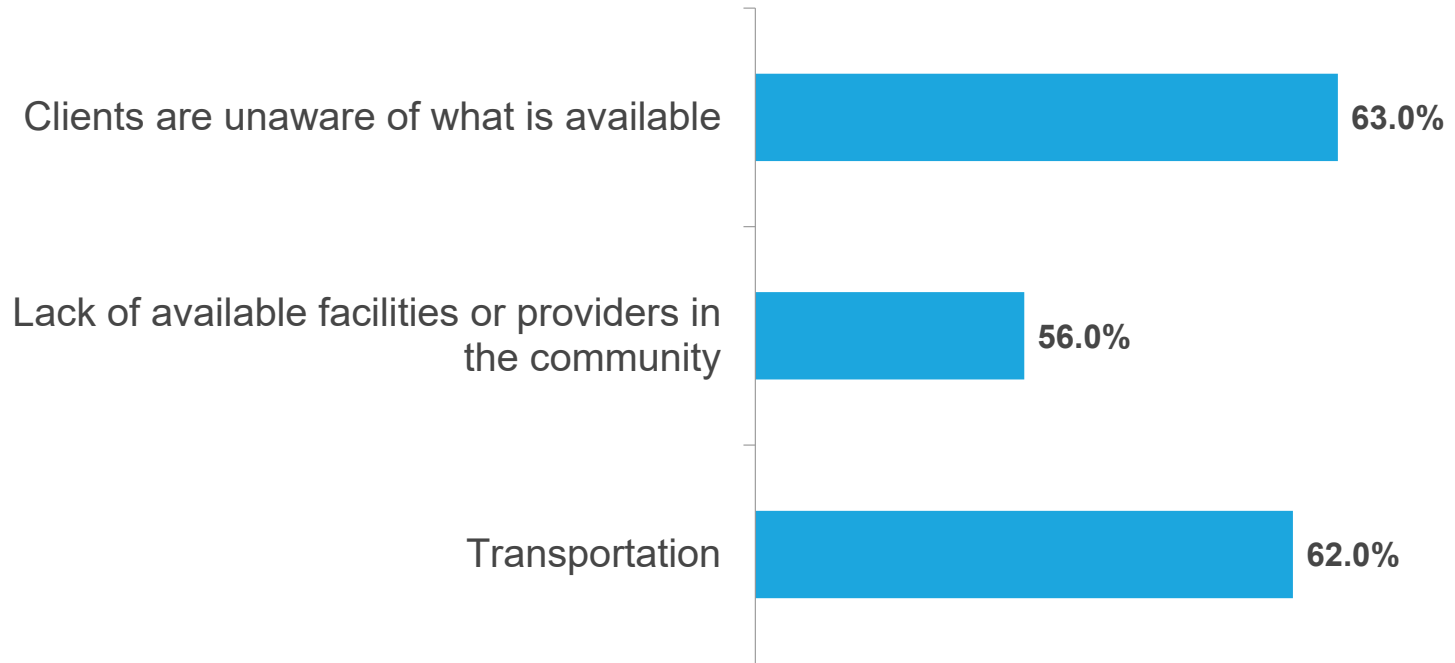


Response Options for Disability Program Barriers

- Clients are unaware of what is available
- Cost
- Finding facilities or providers that speak their language or understand their culture
- Finding facilities or providers who are responsive to disabilities and accommodating to special needs
- Lack of available facilities or providers in the community
- Location
- Transportation
- Wait lists
- Work schedule
- Other



Professional: What do you think are the most significant barriers to accessing **disability** programs?



Professional: What do you think are the most **significant barriers** to accessing **disability** programs? (Other Text)

Some felt that there the disability programs were not efficient and that this caused people to miss out on receiving help.

- Slow responses
- Lack of communication between providers and agencies
- Bottle necking during approval process

Some professionals also thought that the parents lacked necessary knowledge or ability to navigate the system.

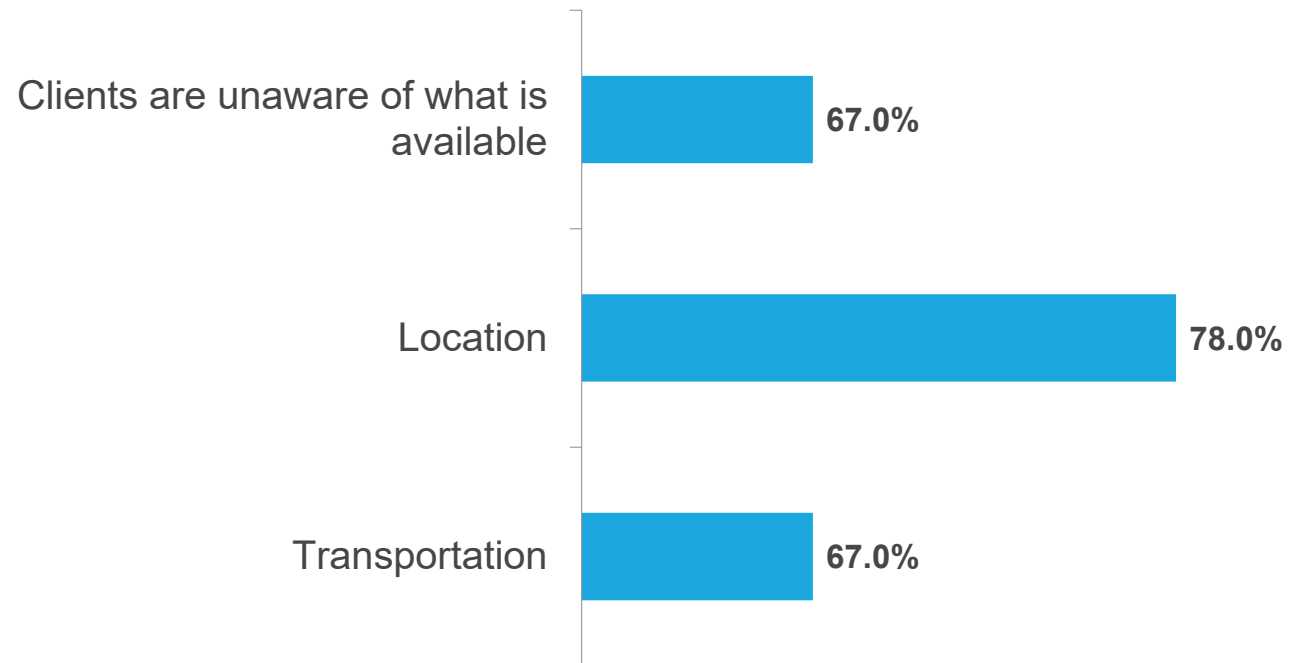
- Low computer/technology literacy

“Family advocacy is often too little too late and historically successful methods to network are crashed by systems of service focused on billing criteria or other points of exclusion”-
Bottlenecking

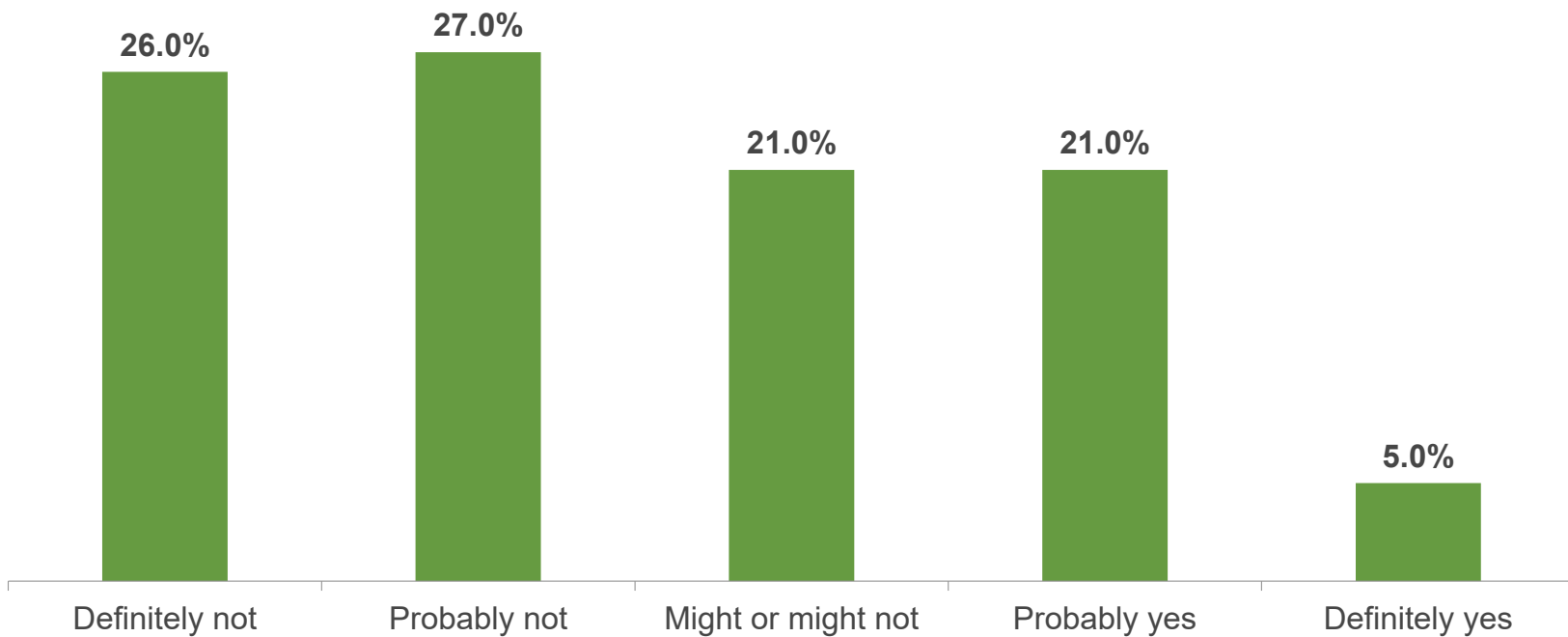
“The applications are very long-hard for someone with disabilities to complete without someone helping them.”- **Navigation Challenges**



Parent: What do you think are the biggest challenges that prevented you from being able to use **disability** programs?



Parent: Do you know where to find **disability** programs?



Additional Shared Questions



Professional: What resources and services in your community are the **most effective** in meeting your community's needs?

"The warmline, child care resource and referrals, child care locator, family builders, parents as teachers, resources from various entities regarding child health and safety."

"Government funded programs. Non profit organizations are struggling majorly for funding and ability to hire enough people to meet the need."

"Having a one-stop center where families can access many different services in one location. Having bicultural and bilingual staff."



Parent: What resources and services in your community are the **most effective** in meeting your community's needs?

"With my sons, OKSA was such an incredibly valuable lifeline, and so was my foster agency."

"Right now - public schools, DDS, DHS, SoonerCare. I have a teen in public schools and an adult disabled son living at home."

"Education is most effective, however we have needs that are unmet in our community, specifically mental health."



Professional: What resources and services in your community are the **least effective** in meeting your community's needs?

"There are very few services available in our area. In rural NWOK we have many services "available", however, when referring clients, co-workers, or peers - many of those services are understaffed and too thinly stretched to be able to service our area."

"High barrier emergency homeless shelters. rental and utility assistance - hard to access and does not cover deposits and other key bills."

"Lack of resources/agencies/programs that are in ALL native languages spoken in the area."



Parent: What resources and services in your community are the **least effective** in meeting your community's needs?

"The way the DHS daycare assistance just cuts people off. I think we also need to take into account of inflation. I think yall leaving out the people who make more than what yall consider to be under the poverty line is not effective."

"Lack of funding mostly and apparent miss appropriation of existing funding and the people of the community needs to step up and clean up our community it looks like a pig sty "

"Those that are based only on income and do not include middle class families who want to learn more and be the best parent for their children"



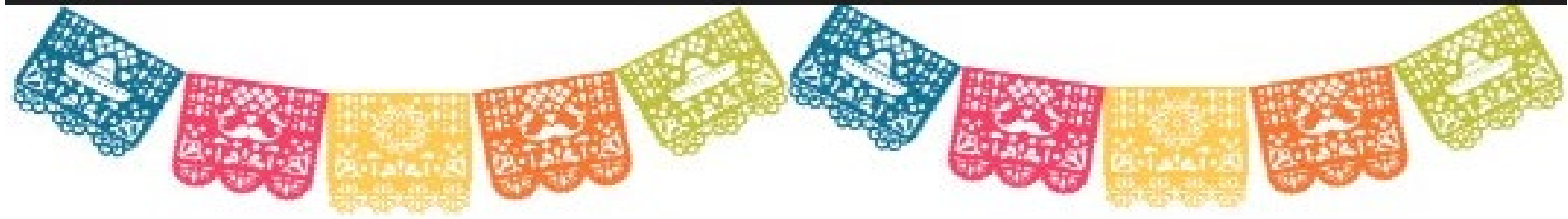
COMMUNITY CAFÉ- ENGAGING LATINO FAMILIES

Isabel Rodriquez, M.Ed.
OCCY Community Planner



OKLAHOMA
COMMISSION ON
CHILDREN AND YOUTH



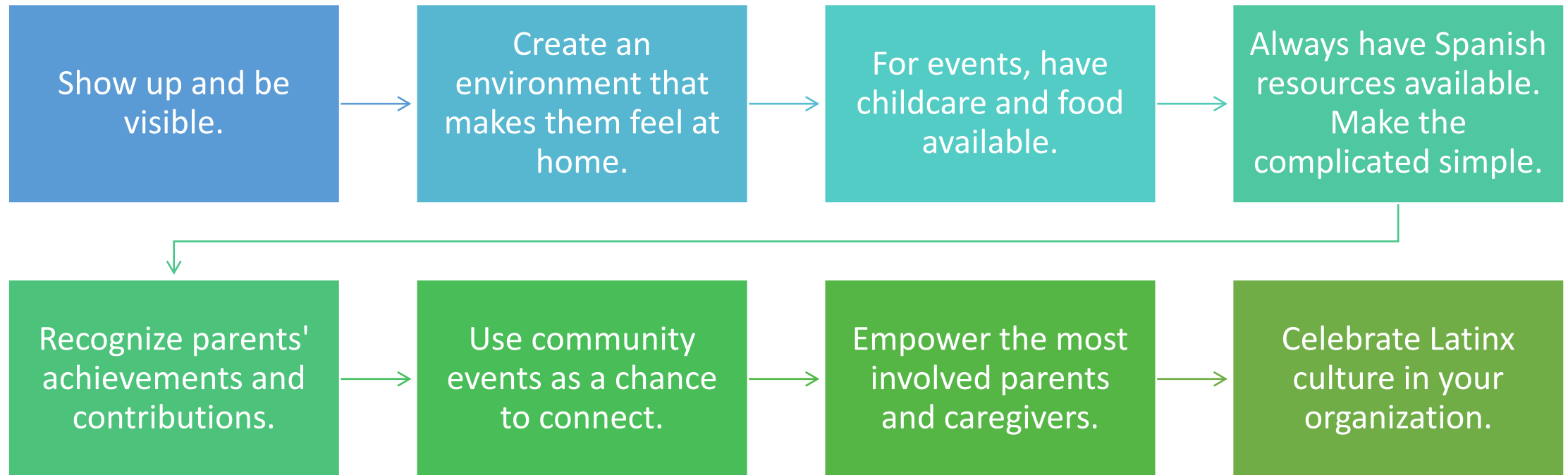


Café con la Comunidad Highlights



Engaging Latino Families

Best Practices to Engage Latino Families



Areas of Interest

Access and Knowledge of Resources/Services

Parent Voice & Leadership

Transportation

Domestic Violence

Homelessness

Gun Safety

Access and Knowledge of Resources and Services

Families expressed learning about community resources and agency services through:

- 1) word of mouth (friends, family, and providers)
- 2) social media
- 3) radio and TV
- 4) school newsletters
- 5) and referrals from other programs



The most important factors when choosing a service include:

- 1) Distance
- 2) Spanish-speaking staff, bi-cultural, professionalism and kindness of staff, dignified treatment, quality customer service
- 3) Accessibility to transportation
- 4) Cost
- 5) Accessibility (wheelchair)
- 6) Childcare

Parent Voice & Leadership



Attendees shared experiencing a lack of professionalism among service providers



The need for service providers that are better trained, cross-trained, knowledgeable with their discipline/profession and treat others kindly - with respect.



Attendees shared an understanding of the importance of speaking up to find solutions to issues they might face.



Attendees reported that SNAP applications are challenging because of the lack of bilingual services and technology.



Fear of getting services, getting engaged, and/or advocating for themselves due to non-documented status.

Transportation

SoonerRide

Public Transportation

State Driver's License and Car
Ownership

Alternative Transportation Solutions

Domestic Violence

- Café attendees had a clear understanding that domestic violence can be in different ways
- Attendees reported learning about healthy relationships through . . .
 - trial and error in past relationships
 - from their parents and church groups
 - counseling / mental health professionals
 - community programs such as Family Expectations

Homelessness

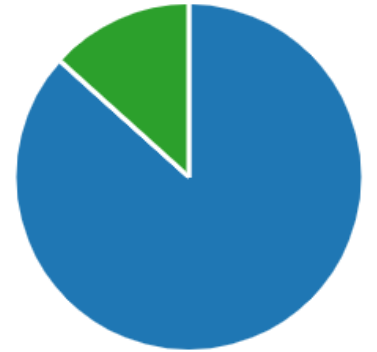
- Not having a place to sleep or rest, not having basic needs covered, and not having a place to feel safe
- A lot of the resources available in the community cannot be accessed by undocumented families because they don't have social security numbers or credit scores
- Home buying can be a scam for many undocumented families
- Undocumented families are often paying a 10% interest rate when buying homes from owner-to-owner
- Difficult to get home loans from banks

Satisfaction Survey Highlights

Tengo mas confianza en los sistemas gubernamentales
I gain some trust on the Government systems

[More Details](#)

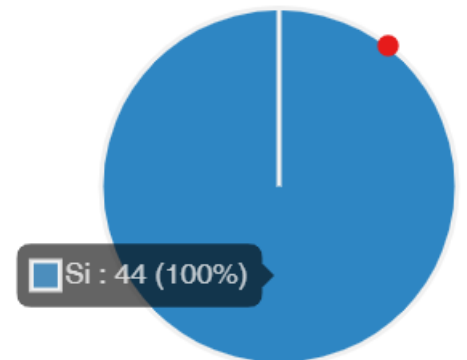
● Si	39
● No	0
● No estoy segura	6



Aprendi la importancia de usar mi voz para el mejoramiento de los servicios
I learn how important is to use my voice to improve services

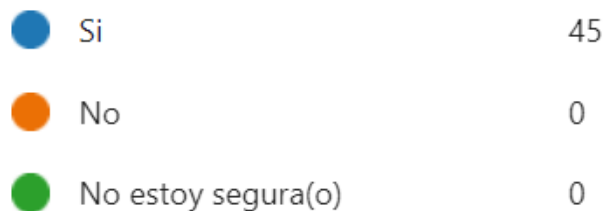
[More Details](#)

● Si	44
● No	0
● No estoy segura	0



Volveria a participar en este tipo de eventos en un futuro Would you participate again in this type of events?

[More Details](#)



6. Comentarios sobre el evento Comments

24 Responses

ID ↑	Name	Responses
1	anonymous	Muy importante
2	anonymous	Muy bien presentado
3	anonymous	Bueno consejos
4	anonymous	Esta muy interesante y aprendí muchas cosas que no sabia
5	anonymous	Fue muy interesante
6	anonymous	Muy buena información
7	anonymous	Muy agradable y más información como esta por favor

6. Comentarios sobre el evento Comments

24 Responses

8	anonymous	Muchas gracias por crear 3stow grupos que nos ayudan aprender mas
9	anonymous	Aprendí que hay grupos con quiénes Aprendí
10	anonymous	Muy. Buena información
11	anonymous	Gracias por la información que nos preporcionaron
12	anonymous	Excelente plática esperamos se vuelva a repetir
13	anonymous	Está perfecto mucha información
14	anonymous	Se deberían realizar más programas así .
15	anonymous	Muy bien excelente

Contact Information

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Community Planner

Oklahoma Commission on Children and Youth

Isabel.Rodriguez@occy.ok.gov

(405) 606-4906





Thank you

