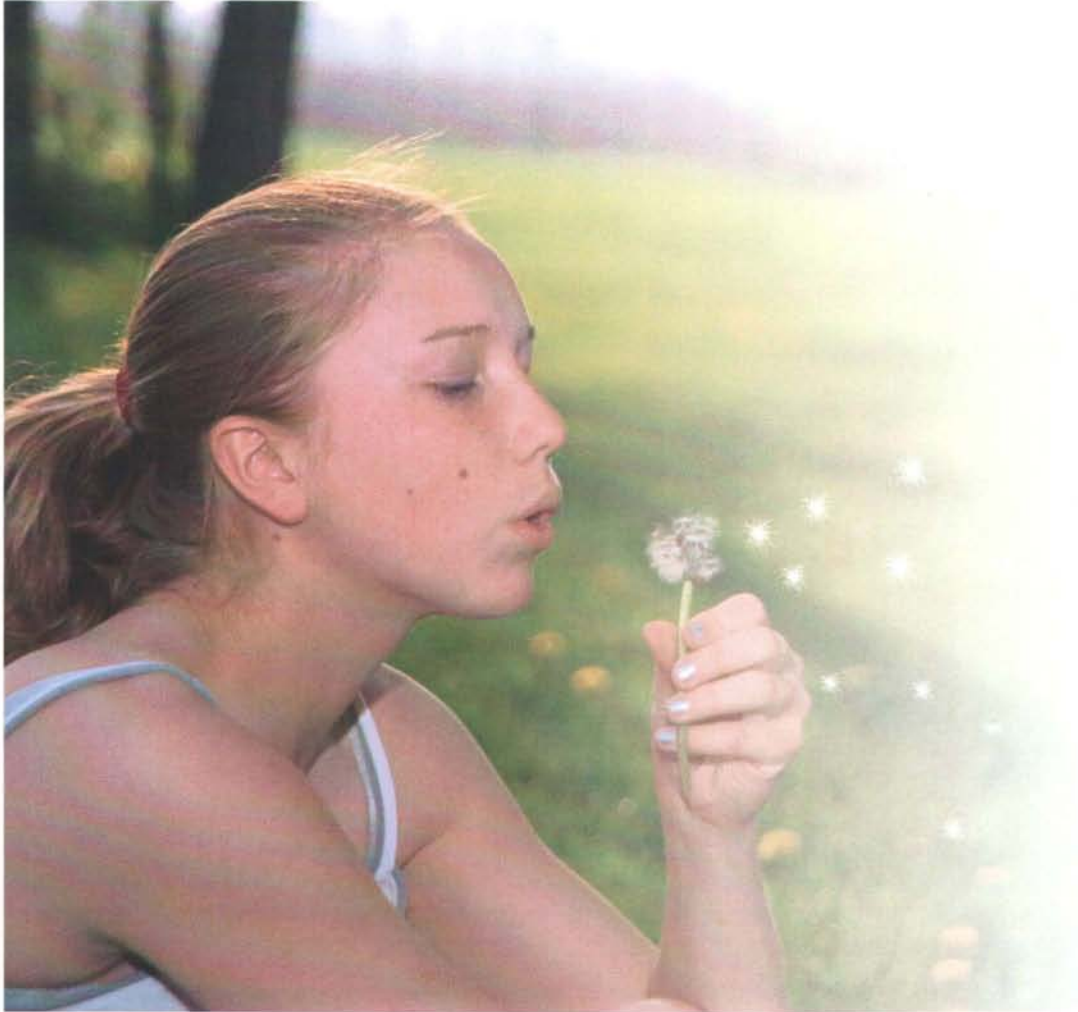
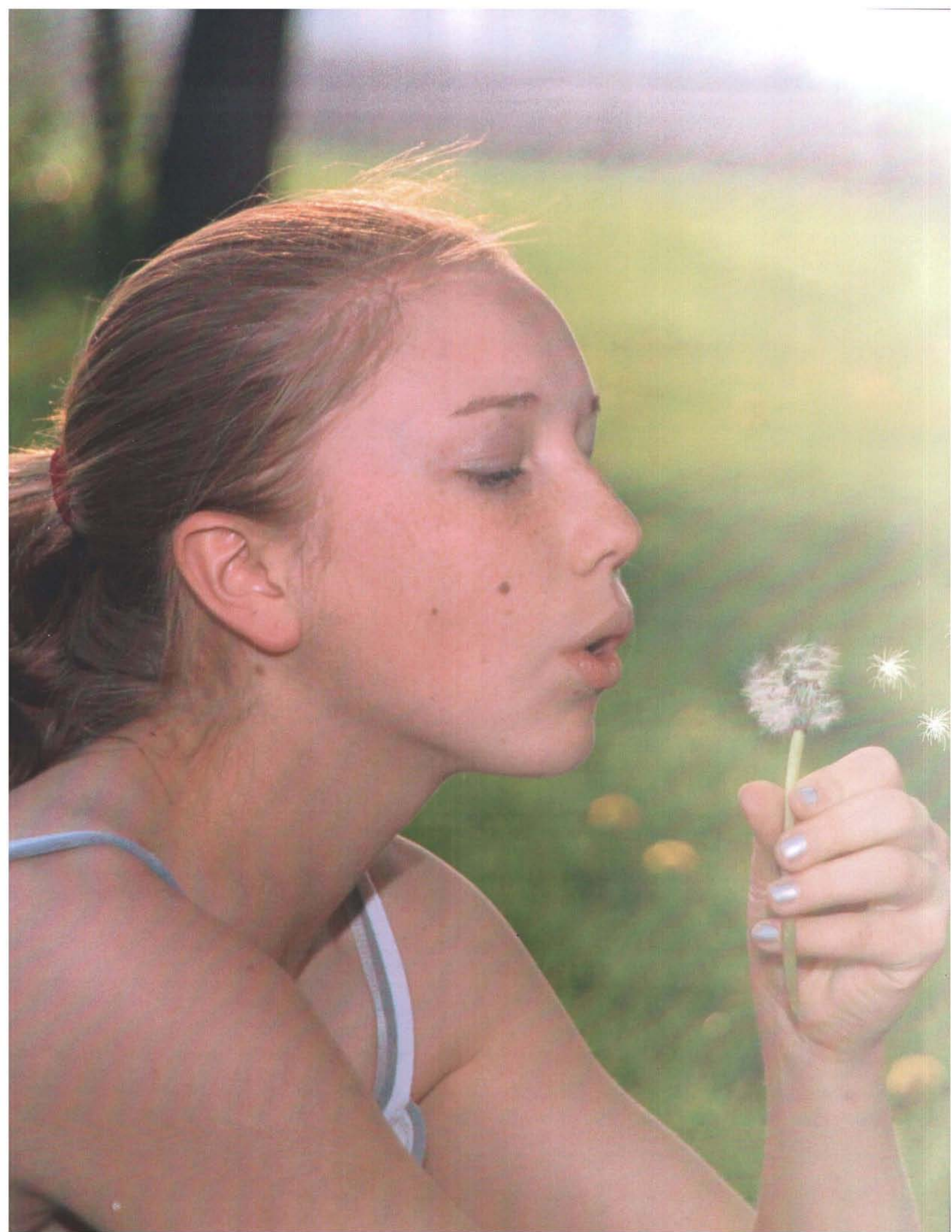


# MISSION OF CARING...

Putting the Human in Human Services





# MISSION OF CARING

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# Mission of Caring



## MISSION:

The mission of the Oklahoma Department of Human Services is to help individuals and families in need help themselves lead safer, healthier, more independent and productive lives.

## VALUES AND GUIDING PRINCIPLES:

### RESPECT

*We believe* in the human dignity of every person and that each person has a purpose for living.

*We will* treat all people with dignity, promote mutual respect and maximize the personal potential of each person we serve.

### FAMILY

*We believe* the family unit is the basic foundation of our society. *We will* strengthen each family we serve.

### ACCOUNTABILITY

*We believe* responsible actions enhance all relationships.

*We will* be fiscally responsible in the administration of public resources and hold ourselves to high moral and ethical standards.

## MOTTO:

Stronger Families Grow Brighter Futures

OKDHS

# Caring for...

## OKDHS

Created in 1936 as a response to the devastation of the Great Depression and the Dust Bowl, the *Oklahoma Department of Human Services (OKDHS)* offers 40 programs and manages a \$1.6 billion budget. According to the constitution of Oklahoma, the Commission for Human Services is responsible for caring for Oklahomans who are vulnerable, needy, aged and disabled.

OKDHS serves Oklahomans in five major areas:

- Aging Services
- Children and Family Services
- Child Support Enforcement
- Developmental Disabilities Services
- Family Support Services

Today, 7,400 members of OKDHS help meet the basic needs of nearly one out of every three Oklahomans through direct, contracted or partner programs and services.

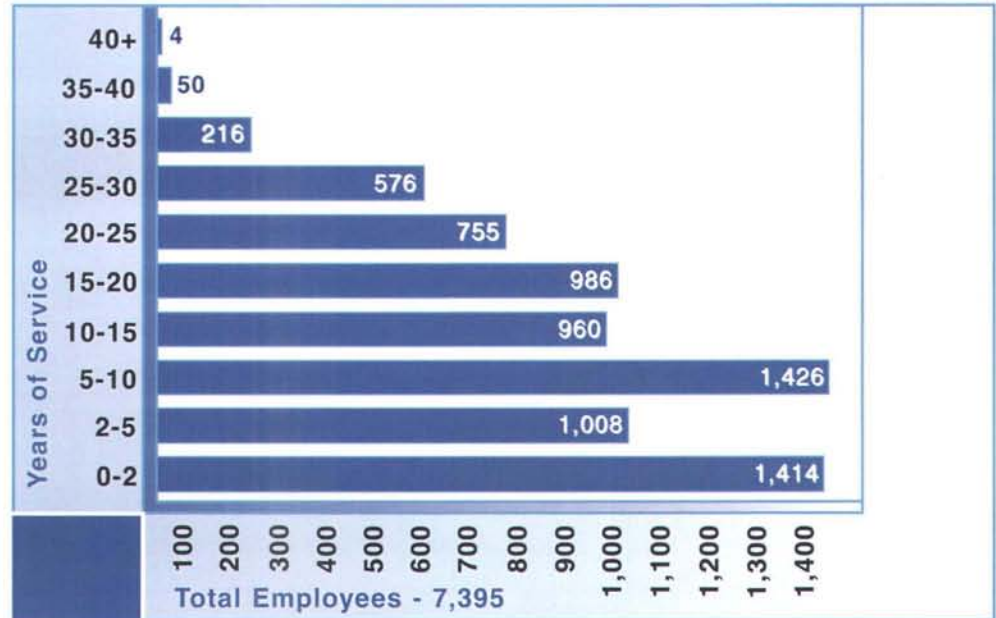
# Oklahoma



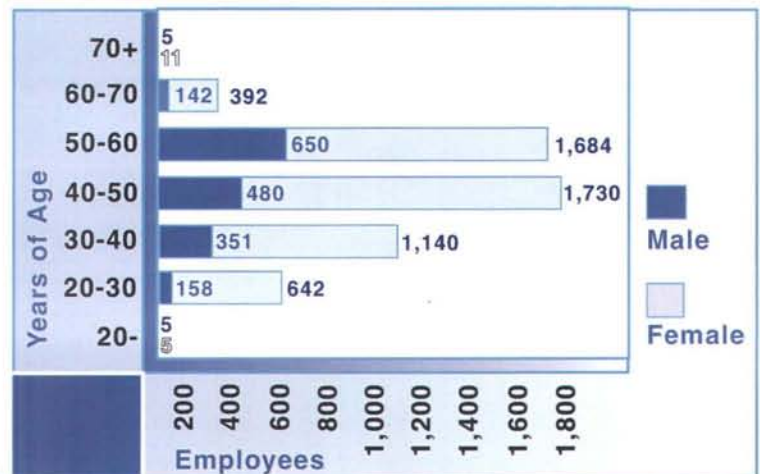
# Oklahoma Department of Human Services

The Oklahoma Department of Human Services' mission is rooted in the hearts and souls of caring professionals. From birth to the sunset of life many citizens need a hand occasionally. The vision of the Department is to be available with the strength of character and the human and material resources necessary to help individuals and families in need help themselves lead safer, healthier, more independent and productive lives. For the employees of the Oklahoma Department of Human Services, it's a mission of caring.

## OKDHS EMPLOYEES YEARS OF SERVICE



## AGE AND GENDER



## EDUCATION

Associate	387
Bachelor	3,913
Master	751
JD	77
PhD	11
DDS	2
MD	7
Total - 5,148	



OKLAHOMA DEPARTMENT OF HUMAN SERVICES

DEPARTMENT OF HUMAN SERVICES

OKLAHOMA DEPARTMENT OF HUMAN SERVICES

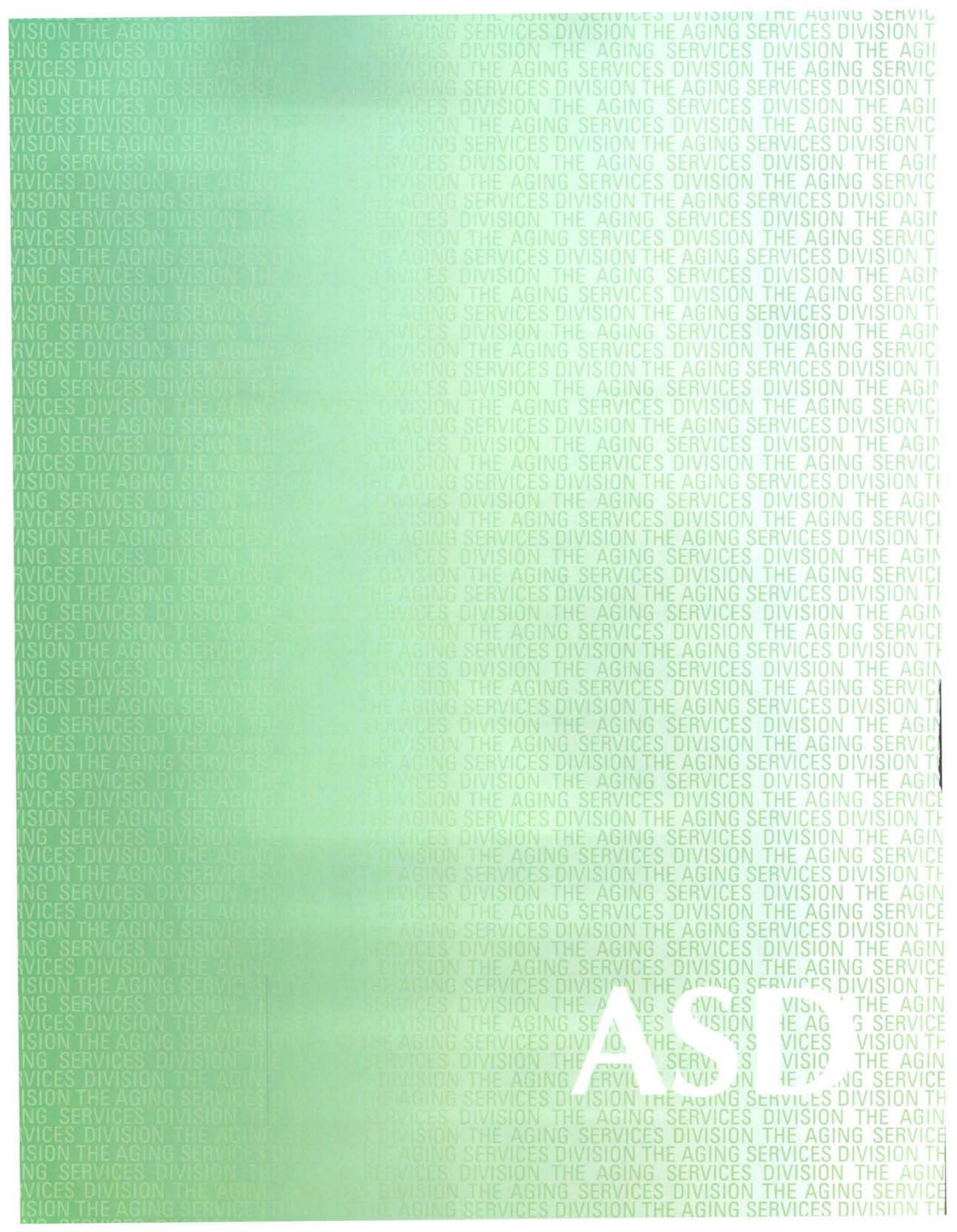
OKLAHOMA DEPARTMENT OF HUMAN SERVICES

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OKLAHOMA DEPARTMENT OF HUMAN SERVICES



# ASD

# Caring for...

## ASD

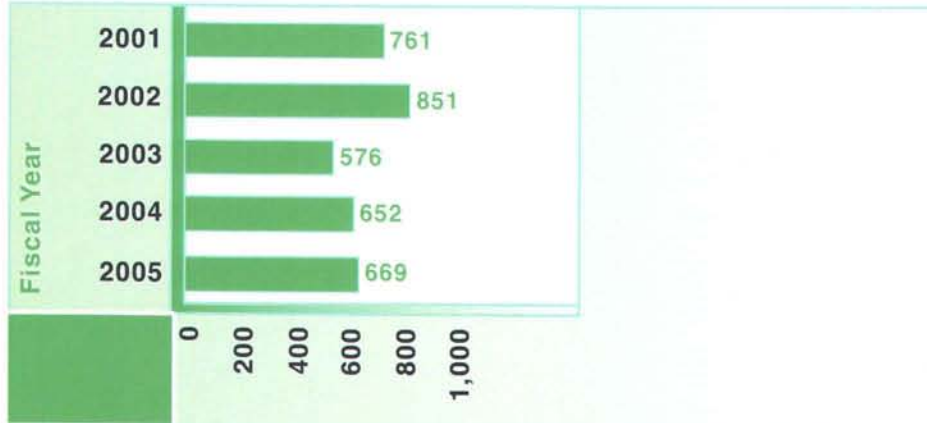
The *Aging Services Division* develops, plans and administers services to Oklahomans age 60 and older to support their independence and protect their quality of life. The State Plan Personal Care Program helps older Oklahomans, who are eligible for Medicaid, remain in their homes by providing bathing, grooming, meal preparation, light housekeeping and laundry services. The ADvantage Waiver Program offers a variety of services that help older Oklahomans remain at home as an alternative to nursing facility care. The Grandparent Initiative provides support and other educational opportunities for grandparents raising grandchildren. For older Oklahomans who live with a caregiver, the Adult Day Services Program offers a safe, healthy environment while caregivers work. More than 250 senior nutrition sites supply a healthy meal each day to older Oklahomans. The Transportation Program drives older Oklahomans and adults with disabilities to appointments and to shop. Respite assistance gives caregivers a needed break from caregiving responsibilities. The Ombudsman Program advocates on behalf of residents of long-term care facilities.

our Elderly

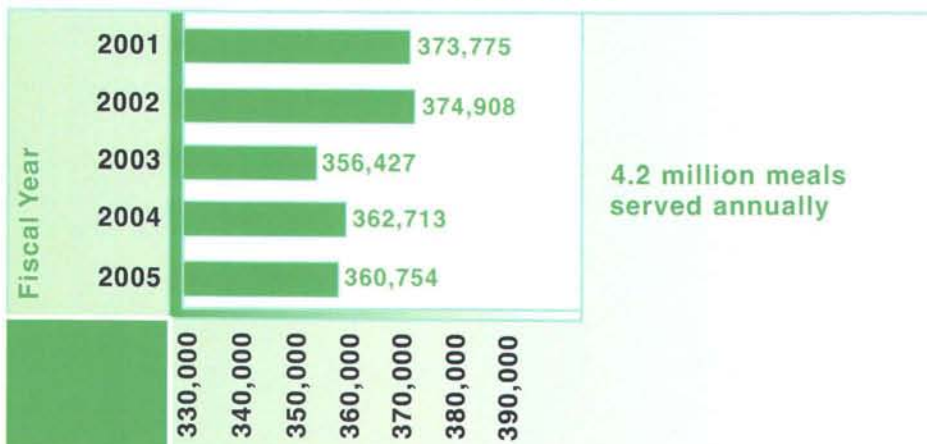


# Aging Services Division

## ADULT DAY SERVICES RECIPIENTS



## SENIOR NUTRITION PROGRAM RECIPIENTS



## ADVANTAGE WAIVER RECIPIENTS



Martha Kissner, RN, healthcare management nurse, Aging Services Division, Kingfisher and Logan counties, helps Charles Doherty, Edmond, obtain Personal Care Services. She visits Doherty at his home ensuring his health and safety needs are being met. Doherty and his beloved companion, Spook, receive weekly help with housekeeping, shopping and errands.

"The Personal Care Services program helps keep people out of a nursing home, allowing them to remain independent in their homes for as long as possible, and helping to make their quality of life happier, healthier and more meaningful," said Kissner, who's served Oklahomans for more than five years.

DDC

# Caring for...

## DCC

The *Division of Child Care* offers programs and services to ensure Oklahoma families have access to licensed, affordable, high-quality child care. Quality child care provides children with the opportunity to develop to their fullest potential in a safe, healthy and nurturing environment. Child care licensing representatives inspect each child care facility three times per year through unannounced visits to ensure children are in a healthy, safe, supportive environment. The Division licenses nearly 6,000 child care facilities, as well as residential child care facilities and child-placing agencies. The Reaching for the Stars program offers financial incentives to child care providers for improving the quality of care they provide. Through a variety of initiatives sponsored and supported by OKDHS, providers have access to education, training, consultation, grants and financial incentives.

## our Future

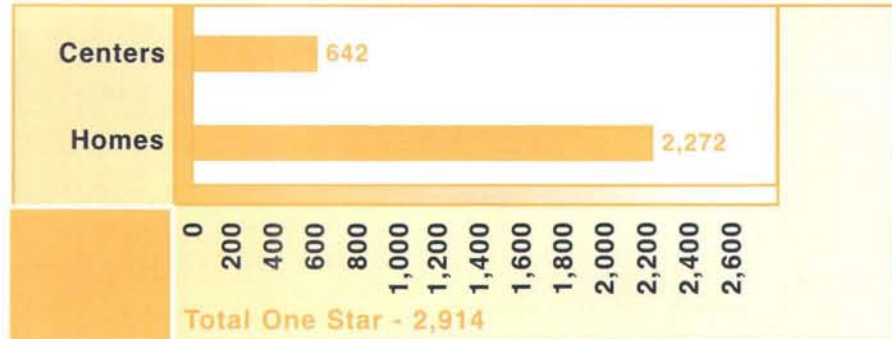
# Division of Child Care



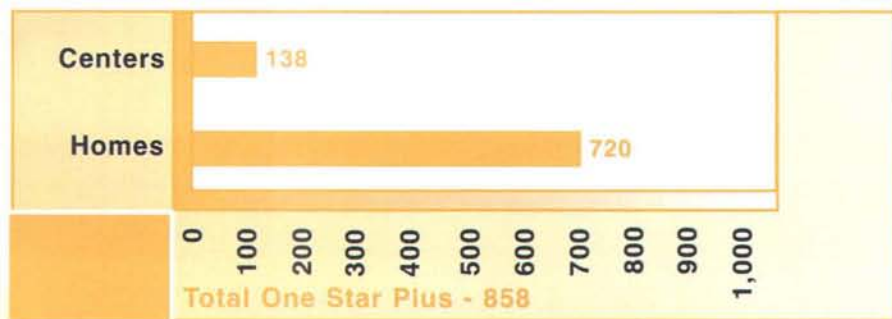
Nita Eason, child care licensing representative, Division of Child Care, Oklahoma County 55D, has served Oklahomans for more than 29 years. Eason reads a book with Akacia Henry, 4, Oklahoma City, at Launching Pad, a three-star child care facility in Oklahoma City.

"I support the Division of Child Care's mission of assuring Oklahoman's families have access to licensed, affordable, quality child care," said Eason. "I value ensuring that children have a safe, nurturing, healthy place to spend their days."

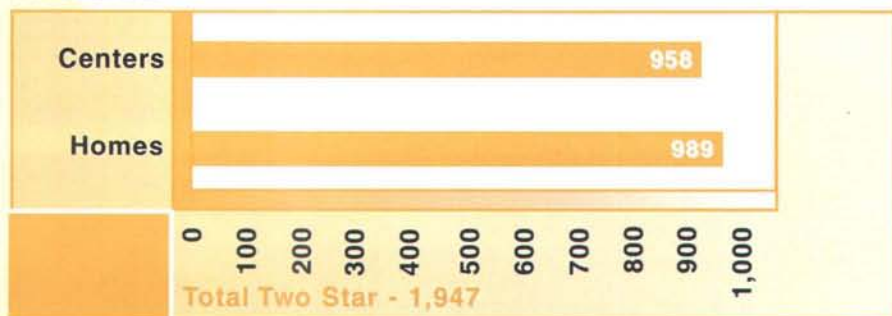
## ONE STAR



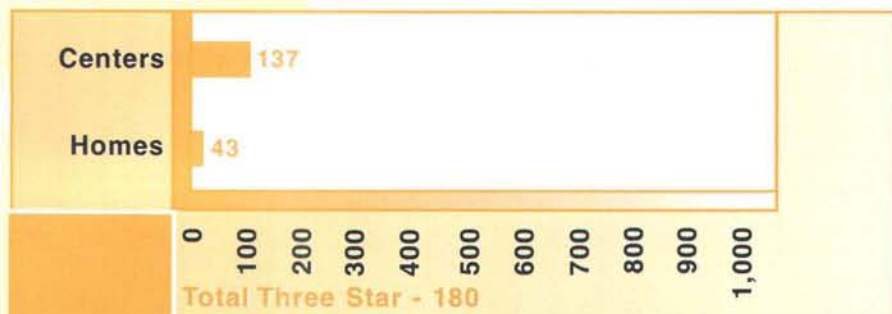
## ONE STAR PLUS



## TWO STAR



## THREE STAR



Reaching for the Stars



CSEI

# Caring for...

## CSED

The *Child Support Enforcement Division (CSED)* acts as an advocate for the children of Oklahoma to ensure their financial and medical support. Taxpayers bear the cost of supporting Oklahoma's children when parents fail to contribute to their support. When children do not receive support, they suffer emotionally and physically, have a lower standard of living, lack basic needs and often become non-supportive as adult parents. CSED helps families break the cycle of poverty. CSED also helps keep families who are not receiving public assistance free of state aid. By keeping families economically stable, CSED lowers the tax burden on all Oklahomans.

# Life

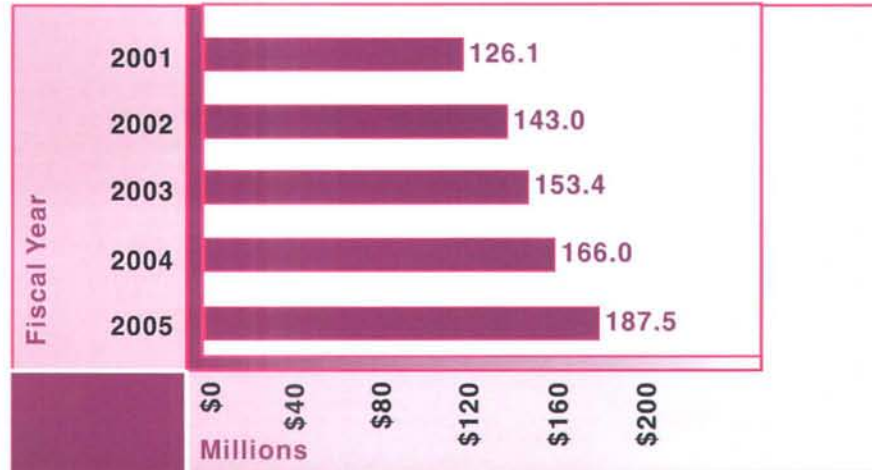


Patti Schrader, programs manager, Child Support Enforcement Division, Tulsa West, gives Madison Rogers, 10 months, a boost.

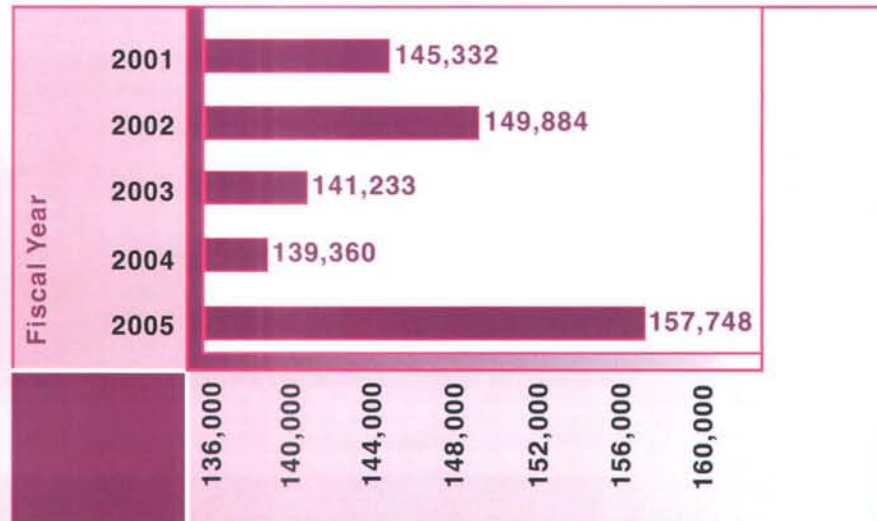
"Collection of child support can make a difference in the life of a child - being able to have a new pair of shoes, enough food to eat, a warm coat, medical care," said Schrader. "It also brings responsibility to the non-custodial parent, sometimes building a bridge to a relationship between parent and child. I believe that we, in the Child Support Enforcement program, are making a difference in the lives of children, one family at a time."

# Child Support Enforcement Division

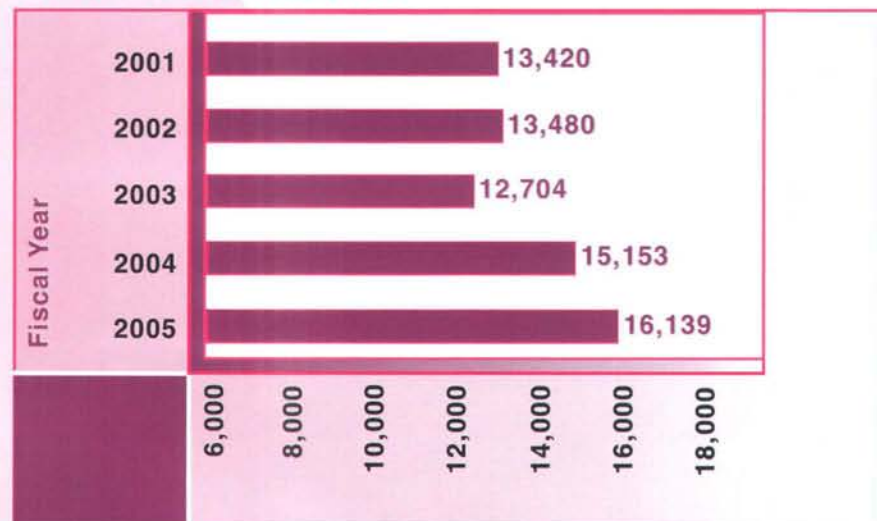
## CSED COLLECTIONS



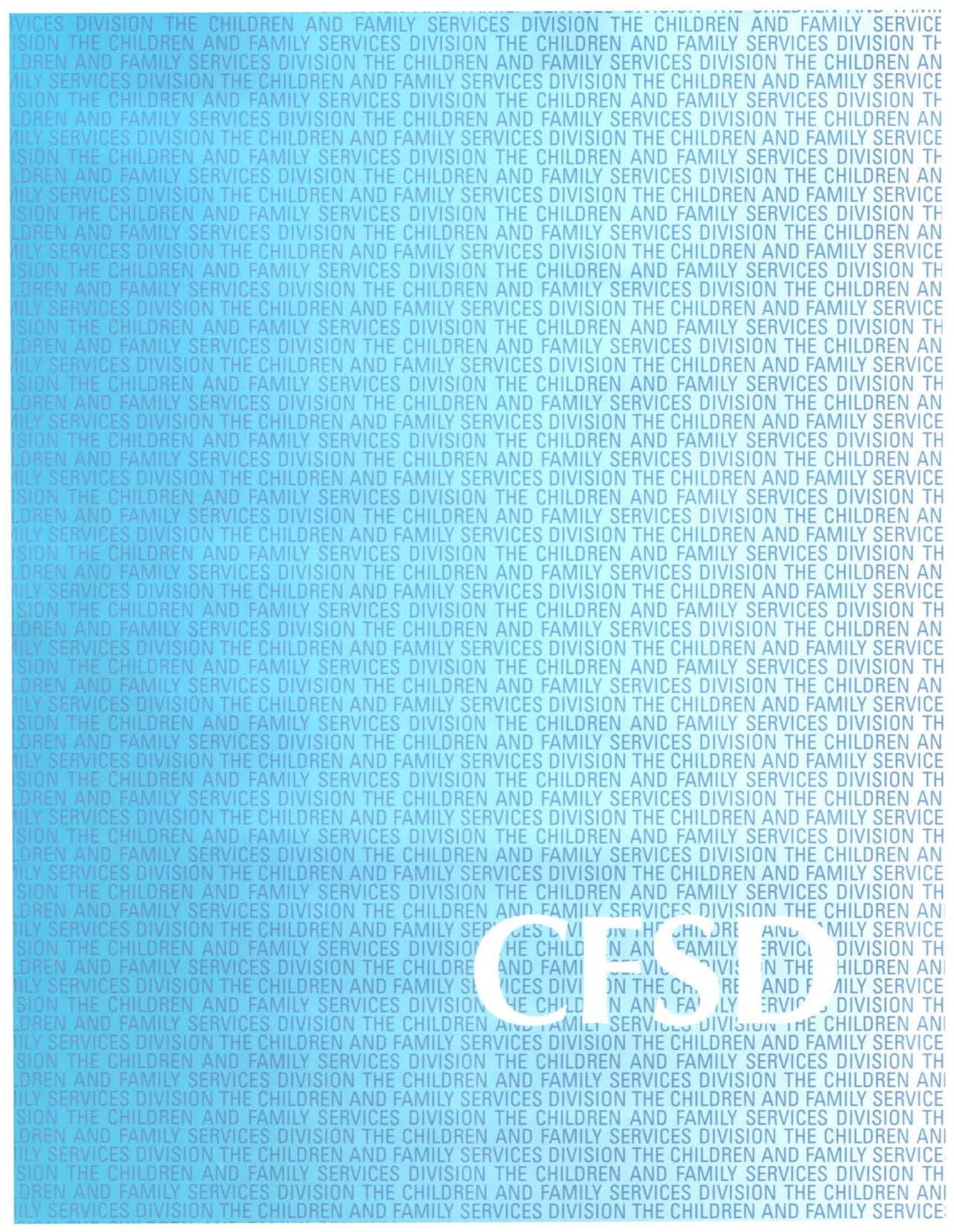
## CSED CASE COUNT (Monthly Average)



## PATERNITIES ESTABLISHED







CFSO

## Caring for...

The logo for the Children and Family Services Division (CFSD) is a blue downward-pointing triangle with the letters "CFSD" in white. It is positioned at the top of a large, light blue rectangular box that contains the descriptive text below.

CFSD

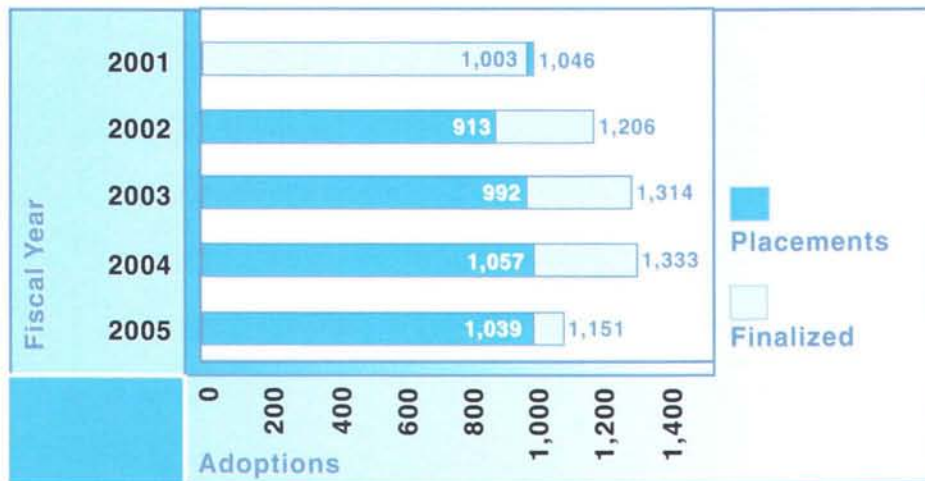
The *Children and Family Services Division* provides services to help children achieve safety, permanency and well being. The Foster Care Program provides temporary care to children unable to live in their own homes because of abuse, neglect or other family problems. The Adoption Program matches loving families with children who cannot return home. Protection and Permanency Services investigates and assesses families at risk for abuse and neglect and offers family services. The Independent Living Program offers services to help older teens prepare for self sufficiency. Oklahoma Children's Services supports families by arranging home-based services and education.

our Children

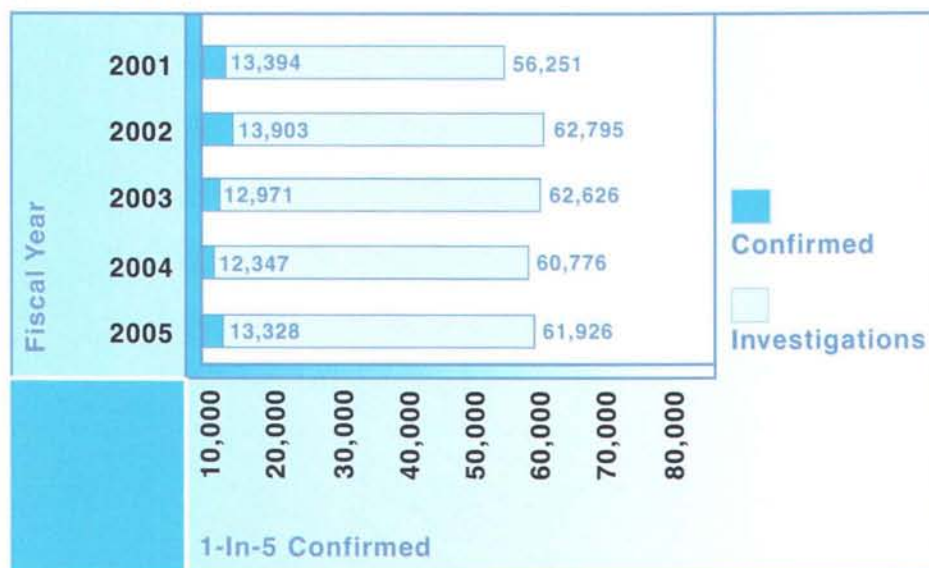


# Children and Family Services Division

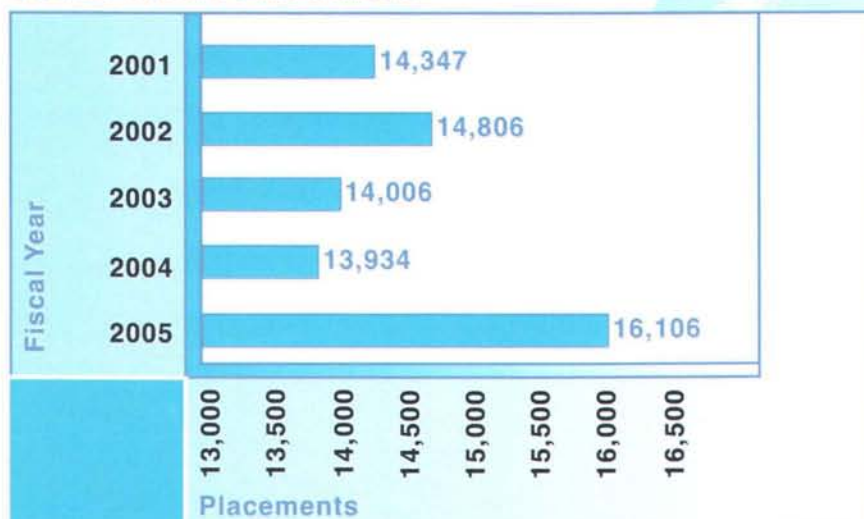
## ADOPTIONS



## ABUSE AND NEGLECT INVESTIGATIONS COMPLETED (Child Based)



## OUT OF HOME PLACEMENTS



Pat Rowe, direct care specialist IV, Pauline E. Mayer Shelter, Oklahoma City, shares a moment with a child at the facility. The shelter, which is licensed for 42 children, serves children who have been taken into custody by law enforcement because of abuse or neglect.

"The shelter responds to the ever-changing needs of the community, while advocating for the abused and neglected children served," said Rowe, who's worked for OKDHS 29 years. "We meet the needs of the children in a nurturing, reassuring manner. What a privilege I have to help, work and play with kids at a very sad time in their lives."

DDSD

# Caring for...

## DDSD

The *Developmental Disabilities Services Division* enables Oklahomans with developmental disabilities to lead healthy, independent and productive lives. The division works with private provider agencies to offer residential, vocational and other support services. Funded through Medicaid Home and Community Based Waivers and state funds, individualized services meet each person's needs. These programs include: supported and assisted living; foster care; adult companion; group homes; family support assistance; employment; family counseling; architectural modifications; habilitation training specialists; homemaker services; medical care and occupational, physical and speech therapies.

## Self



# Developmental Disabilities Services Division

## IN-HOME SUPPORT WAIVER RECIPIENTS



## SHELTER WORKSHOPS (State Funded Participants)



## GROUP HOME PARTICIPANTS

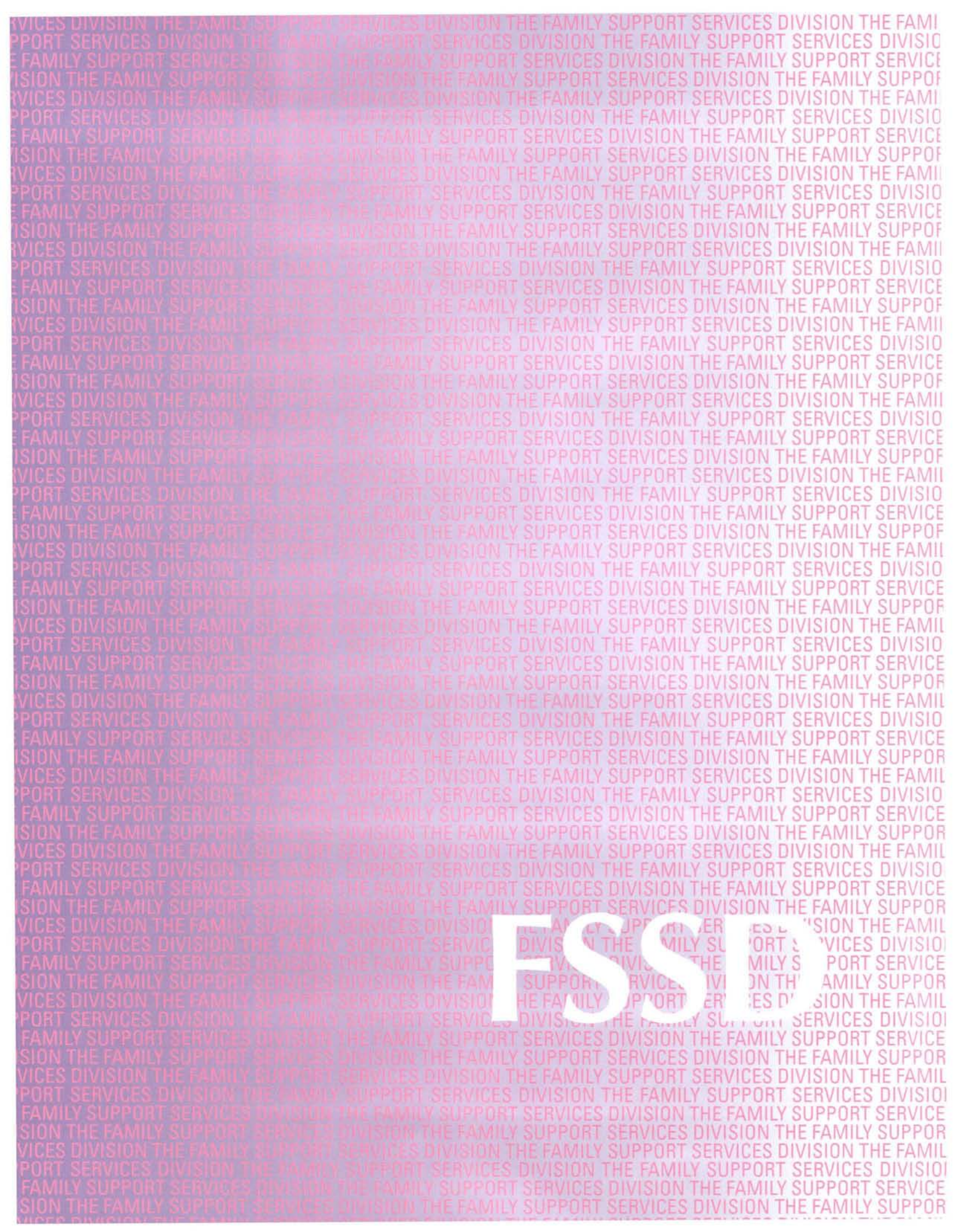


Mickey Key serves as the volunteer guardian for Daniel, who receives services from the Developmental Disabilities Services Division. Daniel has multiple disabilities, including severe mental retardation. He has lived most of his life in an institution without any family involvement. When Daniel moved into a community home supported by DDSD, he needed a guardian to make decisions about his health care and other important matters that he wasn't able to understand on his own.

"When I heard about Daniel and how he needed someone who would make decisions for him, I knew that's what I needed to do," said Key.

"Mickey is one of more than 274 volunteer guardians and advocates ensuring the highest quality of care for our most vulnerable adults," said James Nicholson, DDSD director. "In many of these cases, the guardian is the voice for someone who cannot speak for himself."





# Caring for...

## FSSD

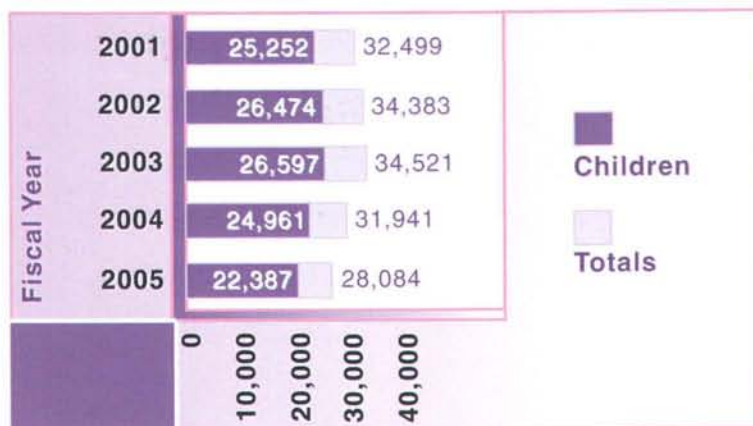
The *Family Support Services Division* administers programs that support the health and well being of Oklahomans. The Temporary Assistance for Needy Families program provides time-limited cash assistance to families as they transition to self-sufficiency. The Food Stamp program assures all Oklahomans have access to nutritional food. The Adult Protective Services program investigates reports of abuse, neglect, self-neglect, exploitation and verbal abuse of vulnerable adults. The Low Income Heating and Energy Assistance Program assists with heating and cooling costs. The Child Care Subsidy Program helps families pay for child care while they work or attend training or school. The division administers the Oklahoma Health Care Authority policies for determining Medicaid eligibility.

# our Families



# Family Support Services Division

## TANF BENEFICIARIES



## ADULT PROTECTIVE SERVICES

Confirmed Incidents of Abuse or Neglect	10,952
Abuse or Neglect Not Confirmed	5,868
<b>Fiscal 2005 Total Number of Investigated Referrals</b>	<b>16,820</b>

## FOOD STAMP RECIPIENTS

<b>2001</b>	262,731
<b>2002</b>	329,541
<b>2003</b>	389,193
<b>2004</b>	412,829
<b>2005</b>	420,309



Lisa Foster, programs field representative, Family Support Services Division, helps administer the food stamp program that assures Oklahomans have access to nutritional food.

“The goal of the Family Support Services Division is to accurately and efficiently administer federal and state programs, perform and promote quality customer service, establish and maintain rules and to promote programs to strengthen families. My role as a programs field representative is to develop clear, concise policy, provide training for field staff and monitor the services and benefits delivery conducted by OKDHS county offices. I strive to assist the frontline staff by furnishing the necessary tools to provide quality customer service to the citizens of Oklahoma.”

Ashish Masih is pictured with Foster.

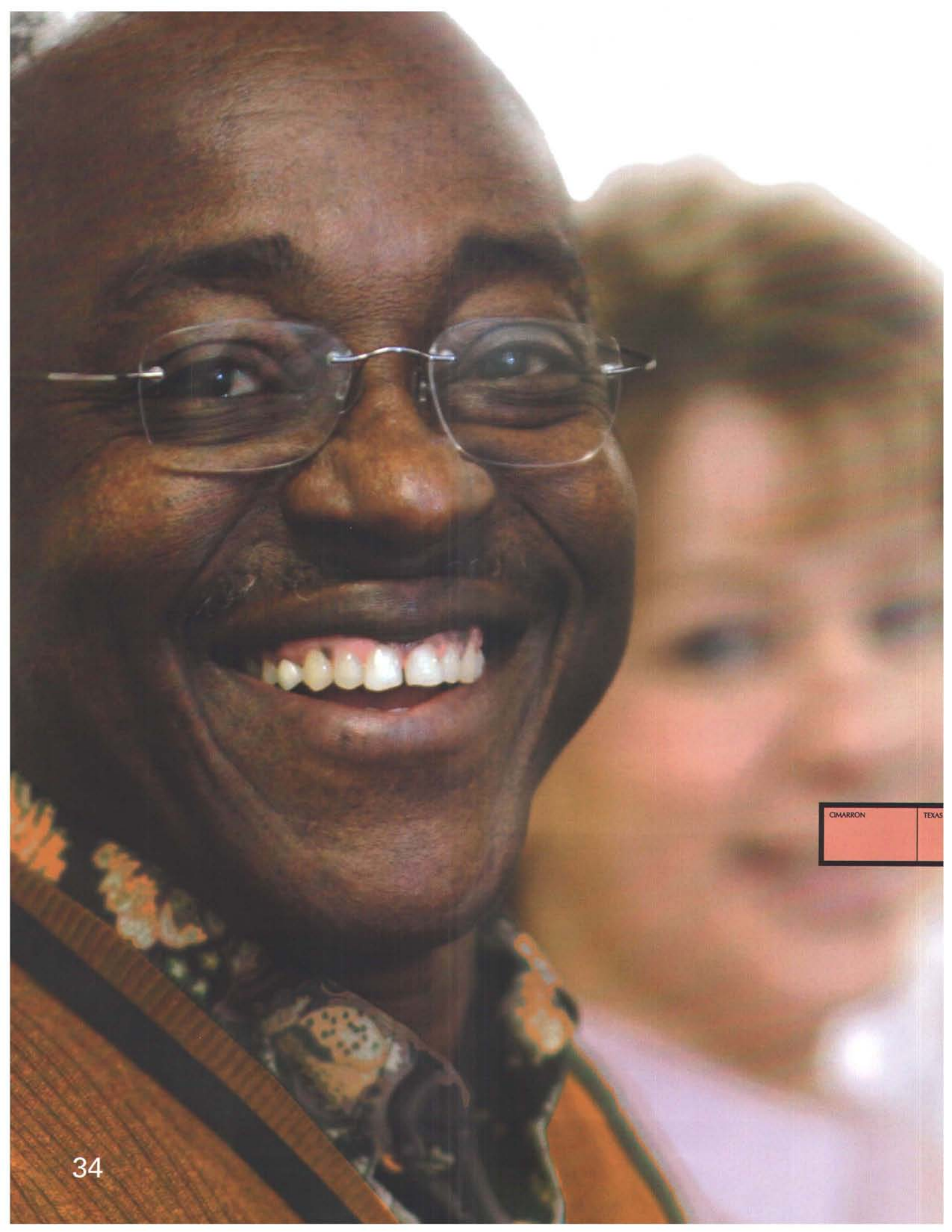
FOD

## Caring for...

### FOD

The *Field Operations Division* oversees all programs delivered at the 94 human services centers statewide. The division includes six area offices operated by six area directors. The area directors and their staff provide supervision of the 67 county directors. The county directors oversee more than 3,800 staff whom provide services to Oklahomans at the human services centers. Field staff include social services specialists, child welfare specialists, adult protective services specialists, case managers and child care licensing specialists. The division also develops and coordinates services to help clients in their communities, arranges training for field staff and provides resources to ensure human services centers meet client and staff needs.

## our Community



CIMARRON

TEXAS

# Field Operations Division

## OKDHS EMPLOYEES BY DIVISION

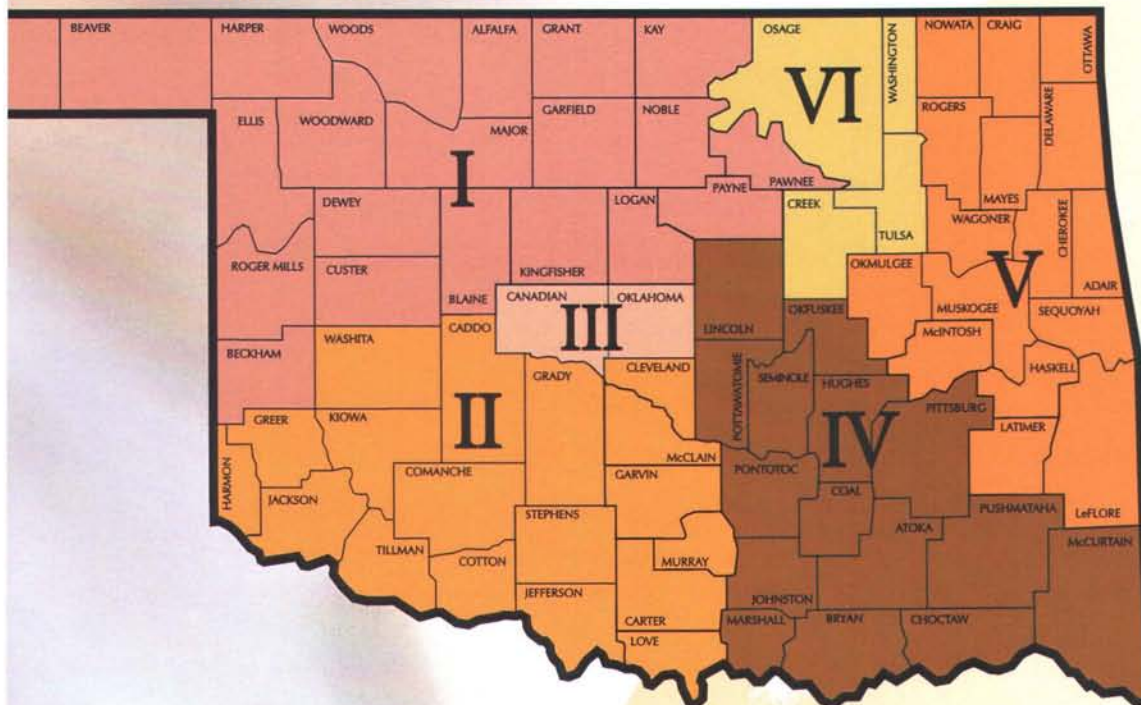
Field Operations Division	3,733
Developmental Disabilities Services Division	1,589
Child Support Enforcement Division	370
Children and Family Services Division	306
Support Services Division	271
Data Services Division	230
Family Support Services Division	199
Division of Child Care	169
Aging Services Division	160
Finance Division	90
Office of the Inspector General	84
Executive Administrative Offices	59
Office of Client Advocacy	55
Human Resources Management Division	40
Office of General Counsel	40
<b>Total Full-Time Employees</b>	<b>7,395</b>

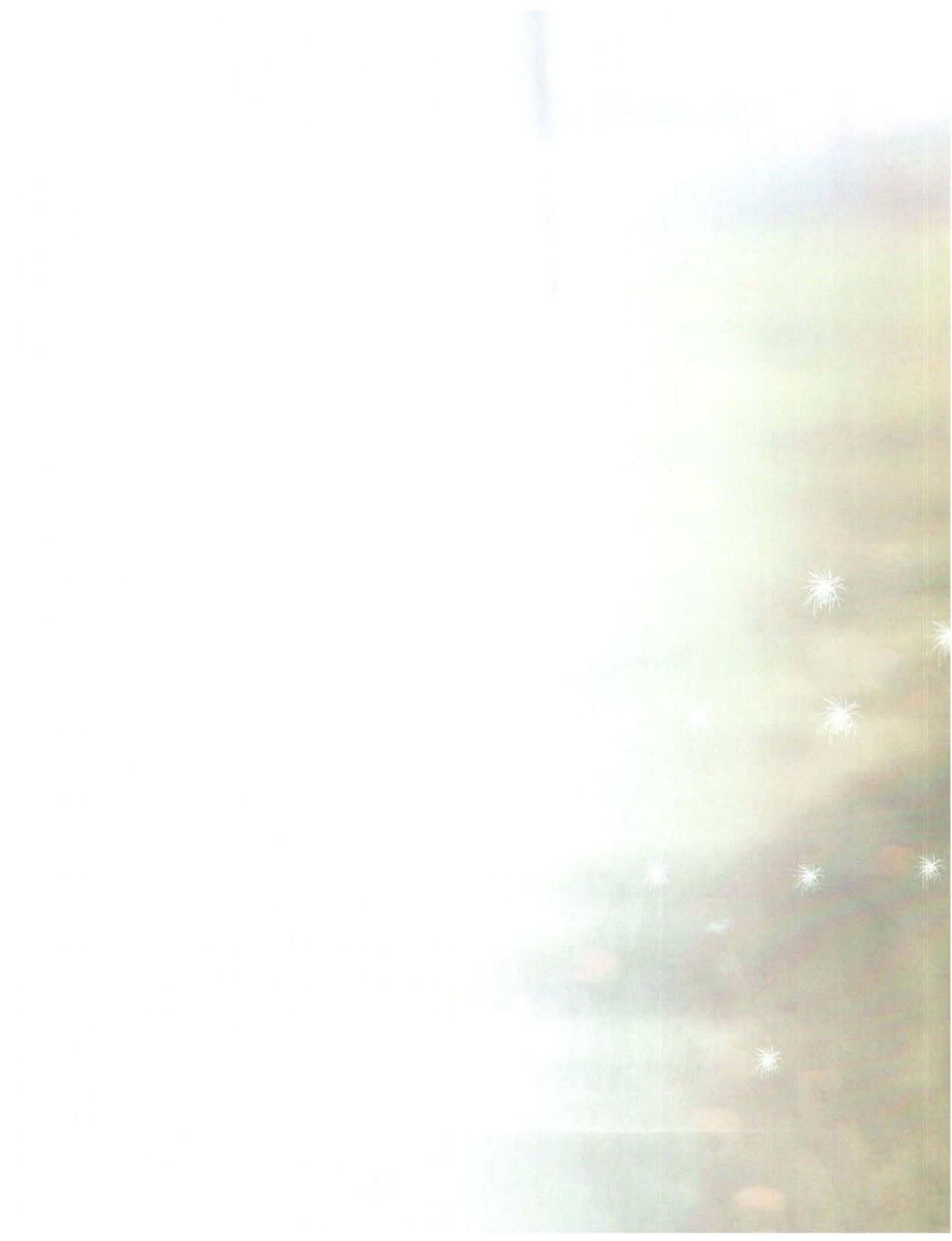



On the frontlines: Anthony Adigwe, adult protective services, Heather Franz, child welfare specialist, and Kevin Gregory, county director, help ensure Oklahomans in Logan County are safe, healthy, independent and productive. The Logan County Human Services Center houses 32 full-time staff. Adigwe has served OKDHS six years. Franz has worked for OKDHS five years. Gregory has served for more than 31 years.

"The front line field staff who are housed in the county offices act as the eyes, ears and advocates for the underprivileged and vulnerable citizens of the state," said Gregory. "The heart and soul of the agency are the caring and responsive field workers who selflessly perform these social services each and every day, from every corner of the great state of Oklahoma."

## OKDHS AREAS AND COUNTIES







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