



Community Living, Aging & Protective Services

The CAP team will be using the hope centered framework to evaluate and improve Service Planning to ensure a focus on the assessment of valued goals, pathways and willpower thinking throughout service delivery to improve quality of life and overall care. The team believes the use of hope will improve customer engagement, increase, or change service use and access of voluntary services. Increasing hope among front-line staff will be a key outcome. CAP will be using hope in their Caregiver Support program. Caregivers are more likely to face adversity, stress, grief, and loss (emotional, social, financial, etc.) from caregiving responsibilities. CAP has services to specifically support family caregivers and will use hope in those projects. CAP is also collecting hope data in a larger multi-state study over the next several years beginning Fall 2020. We can see hope in health care, resources, and support from a sample of 400 Oklahomans' over the next four years.

Adult & Family Services

AFS is the 2nd largest division of the agency and provides services such as TANF, SNAP, Childcare financial support, job services, etc. They are working on a model to embed an AFS into the Community Hope Centers across the state. This is a new approach to this work with a case management and referral-resource component. There are 30 Community Hope Centers in phase 1, which are local school-age childcare centers (Boys and Girls Clubs, YMCA, etc.). The "embedded worker" will be in the center and part of the hope leadership team at each site.

Child Care Services

CCS are responsible for regulation, inspection and oversight of the states licensed childcare centers. CCS plans to use hope as a strategy for working with childcare providers who fall below or are at risk of not meeting standards to maintain license to improve coaching and leadership for their team.

Child Support Services

CSS is responsible to management and processing all child support orders in Oklahoma. This division is heavily informed from Federal policy passed into state level legislative rules. A legislative team consults and advises the legislature. They want to evaluate the rule making process of the Legislative Advisory Committee and use HOPE as a decision-making process and value framework.



Child Welfare Services

Child Welfare is the largest division of the agency and works in the areas of maltreatment, foster care, prevention, and adoption. During the process from investigation to case closure there is a continuum of "family team meetings" that family, workers, legal team, supportive members to the family, and related community partners come together for a conference like decision and planning meeting. The meeting are built on national models for Team Decision Making, and are led by trained facilitators. CWS will add to the Team Decision Making model and use hope as the framework for the purpose and vision for the family meetings.

Developmental Disabilities Services

DDS will focus on their hope initiative in Alternative Group Homes (AGH). AGH are community-based group homes with 24-hour staff for adults with developmental disabilities. The AGH provides community based, but closely monitored support for short and longer-term care. Residents in the AGH have case management services, shop, participate in community events, and some vocational programs. Using the hope framework will improve understanding of goal seeking activities to help the team provide better support for the individuals in the AGH.

Office of Client Advocacy

OCA will be building hope into Special Advocacy Programs, which has both short-term and permanent cases for individuals with special advocacy status. OCA team believe that a hope framework will support their approach to the work in terms of goals, pathways and willpower to ensure understanding the customers, and to communicate and build hope to the client when facing special adversity.

Human Resource Services

HRS can nurture hope in the workplace across each division of OKDHS. Research has demonstrated that hope buffers workplace burnout and increases the employee's intent to remain. Turnover, retention and workplace stress and burnout are deep concerns in human service settings. First year employees enter the agency with high hope, but we see a decline at the end of the first year. HRS will review the onboarding process and first year support mechanisms to specifically nurture and sustain hope. They will also add hope training into the new employee and supervisor process across the systems of over 6,500 employees.