



**OKLAHOMA**  
**Human Services**

**Justin Brown**

Secretary of Human Services  
Director OKDHS

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Chief of Staff & Operations

**Dr. Deborah Shropshire**

Director of Child Welfare Services





# **AGENDA**

HHS Subcommittee for COVID Response/ARPA Discussion

**Customers & Community Impact - Brown**

**Partner Impact - Galloway**

**Agency Impact - Shropshire**



# COVID IMPACT

## Oklahoma Department of Human Services

### **Customers & Community Impact - Brown**

The 'Social Impact of COVID' is resulting in dramatic impact to those that we serve in areas including but not limited to:

- Mental Health / Suicide;
- Domestic Violence;
- Learning loss;
- Hunger / Food Insecurity;
- Health Outcomes;
- Housing Insecurity & Homelessness;
- Loss of primary caregiver;
- Generational impact to a family's career pathway
- Poverty;





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### **Partner Impact - Galloway**

The Impact of COVID has resulted in dramatic impact to partners and providers in the community including but not limited to:

- I. Workforce;
  - Staffing concerns resulting in workforce shortages in direct & 24-hour staff (Child care, Aging, Developmental Disabilities);
- II. Revenue Loss associated with reduced customer utilization (Child care, Aging, Developmental Disabilities);
- III. Mental Health Resources – Virtual / Tele-mental Health
  - Access issues (rural Oklahoma specifically)
  - Quality and outcomes are uncertain

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### Agency Impact - Shropshire

The Impact of COVID has resulted in dramatic impact to the state's largest agency is deep, but includes but is not limited to:

- I. Workforce;
  - Increased, changed and stressed work-load resulting in rising workforce burnout;
  - Workforce competition rising with schools, tribes and private sector employers;
  - Death & Extreme Illness;



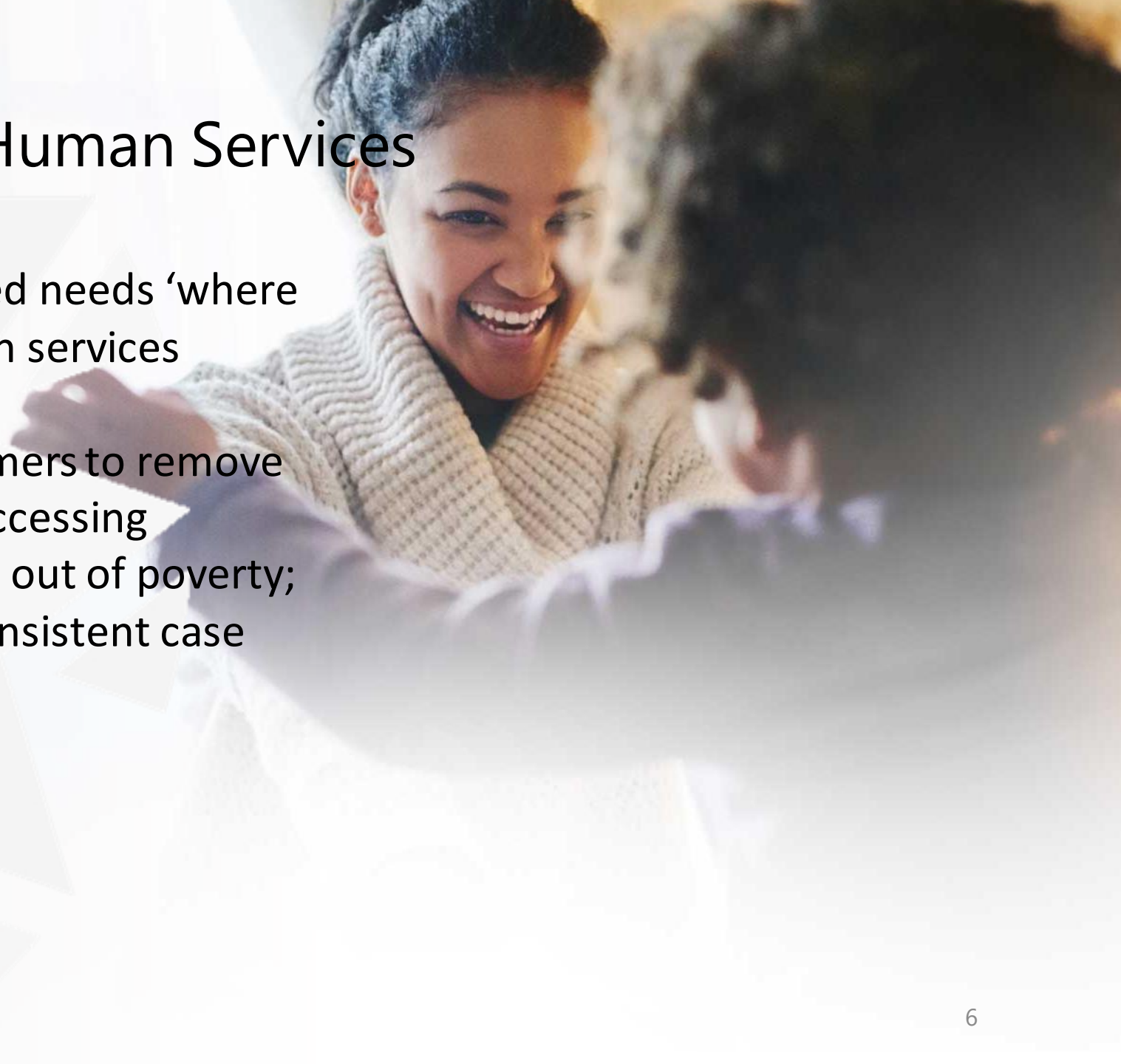


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### Solutions

- Meeting customers with increased needs 'where they are' through a rebuilt human services distribution model;
- Wrapping services around customers to remove barriers that keep people from accessing services to help assist their move out of poverty;
- Technology enabled deep and consistent case management;





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