

Oklahoma Senate Committee on Appropriations

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2015-16 Performance Report

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OFFICE OF DISABILITY CONCERNS

AGENCY MISSION STATEMENT:

The Office of Disability Concerns provides accurate and timely information, technical assistance, referral, education, awareness and advocacy for all things in the disability community. We act as an intermediary for persons with disabilities and provide solution and services for those with disabilities. The agency involves all staff in development and its process is ongoing.

LEAD ADMINISTRATOR:

Doug MacMillan, Director  
2401 NW 23<sup>rd</sup>, Ste 90, Oklahoma City, OK 73107  
Phone: (405) 522-6700

GOVERNANCE:

The director of the agency is appointed the Governor of the State of Oklahoma. This agency does not have a governing board but it has two advisory committees. They are the Advisory Committee to the Office of Disability Concerns and the Governor's Committee on Employment of People with Disabilities. Both committees are compiled of Governor's appointments. They provide valuable insight to concerns from their local experience.

GOVERNANCE ACCOUNTABILITY:

The Office of Disability Concerns has no governing board or commission. We are accountable to the Governor's Office and abide by the rules and regulations set by the legislature.

MODERNIZATION EFFORTS:

Recurring costs are analyzed to determine cost benefit, such as the migration procurement management, financial and support services to OMES "Shared Services". The result was a reduction in salary cost with an additional cost to admin, by overall a cost savings to the agency. Also detailed analysis of employee tasks and appropriate assignment in conjunction with a training program to improve skill cost ratios. Print material is expensive; the agency prints on demand and utilizes a data CD to distribute information. Our agency believes in a "Stone Soup" approach to activities. We try to be included in multiuse events where our message is joined with others to increase impact as well as decrease cost. Both outreach and trainings opportunities are carefully analyzed, and where possible share the message with other groups to promote to a larger audience. We have also implemented an ACD phone eliminating the need for a receptionist. All activities are measured through the mission statement and if they are a benefit to citizens of Oklahoma. Other cost-cutting and productivity improvements include utilizing state employee training, arrangement of job duties, better use of electronic data, as well as installation and use of a phone system.

CORE MISSION:

This agency is unique in that we have no qualifiers for services. We provide service to all that ask regardless of their I.Q., age, disability type, financial status, or veteran's status. Our services have not been reduced even with budget cuts. We have maintained our essential, mission critical functions with existing staff.

PRIVATE ALTERNATIVES:

The agencies blend of a customer focus, self advocacy and education provides a one of a kind service that is not offered by any other group in Oklahoma. Our citizens who call the Office of Disability of Concerns have a variety of issues and opportunities where we take the time to communicate, understand and connect to a self advocated solution. Most solutions are not another state sponsored program, but the knowledge that our citizens can make choices and positive results by using available resources. The services of this office could not be provided by a private or a non-profit entity. To my knowledge, all other states in the nation have equivalent agencies. The State of Oklahoma was one of the first states in the nation to authorize such services and has been a national leader.