

Miranda
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*Oklahoma Disabilities
Services*



“No Wait States”: *How
Oklahoma is Transforming its
Systems*



OKLAHOMA
Human Services
Developmental Disabilities Services

No Wait State – How Oklahoma is Transforming its Systems

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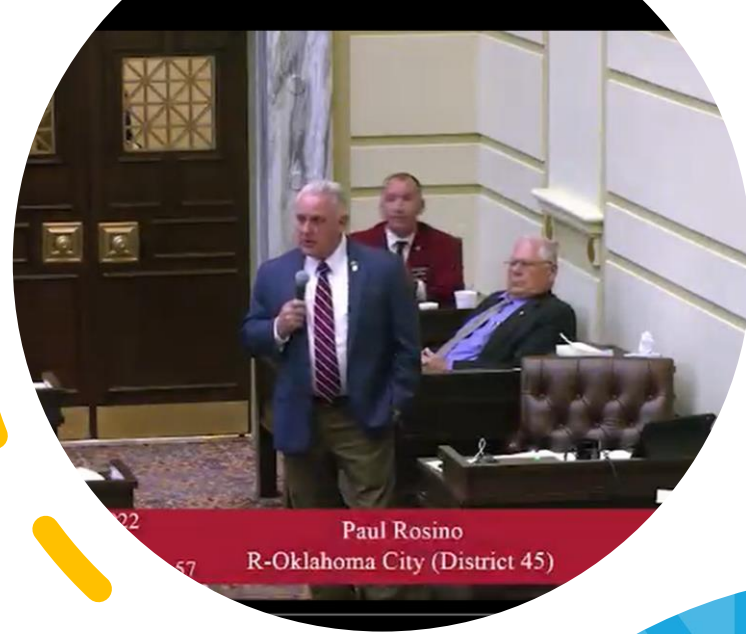
Waitlist Elimination Plan

- DDS began behind-the-scenes work to create a comprehensive, multi-pronged approach to eliminate the state's 13-year waitlist in early 2021. It included:
 - Locating and contacting over 5000 families on the waitlist to complete need assessments to project costs.
 - Recruiting and public education efforts
 - Working with families to create Navigation Plans
 - Cost analysis included proposed provider rate increases.



Waitlist Elimination Plan

- A fully-realized vision resulted in historic funding from the legislature.
- [Senator Paul Rosino Addresses the Floor](#)



Cohort Number**Number of Applicants****Application Submitted****Processing Time Frame**

1

340

Apr 2010 - Jan 2011

Jun - Sep 2022

2

440

Feb 2011 - Mar 2012

Oct - Dec 2022

3

914

Apr 2012 - Dec 2013

Jan - Mar 2023

4

911

Jan 2014 - Jan 2016

Apr - Jun 2023

5

899

Feb 2016 - May 2019

Jul - Sep 2023

6

895

Jun 2019 - May 2021

Oct - Dec 2023

7

594

Jun 2021 - May 1, 2022

Jan - Mar 2024

8

645

May 2, 2022 - Jan 2023

Oct - Dec 2024

9

683

Feb 2023 - Oct 2023

Jan - Mar 2025

10

692

Nov 2023 - May 2024

May - Aug 2025

Waitlist Elimination Plan: Education & Communication

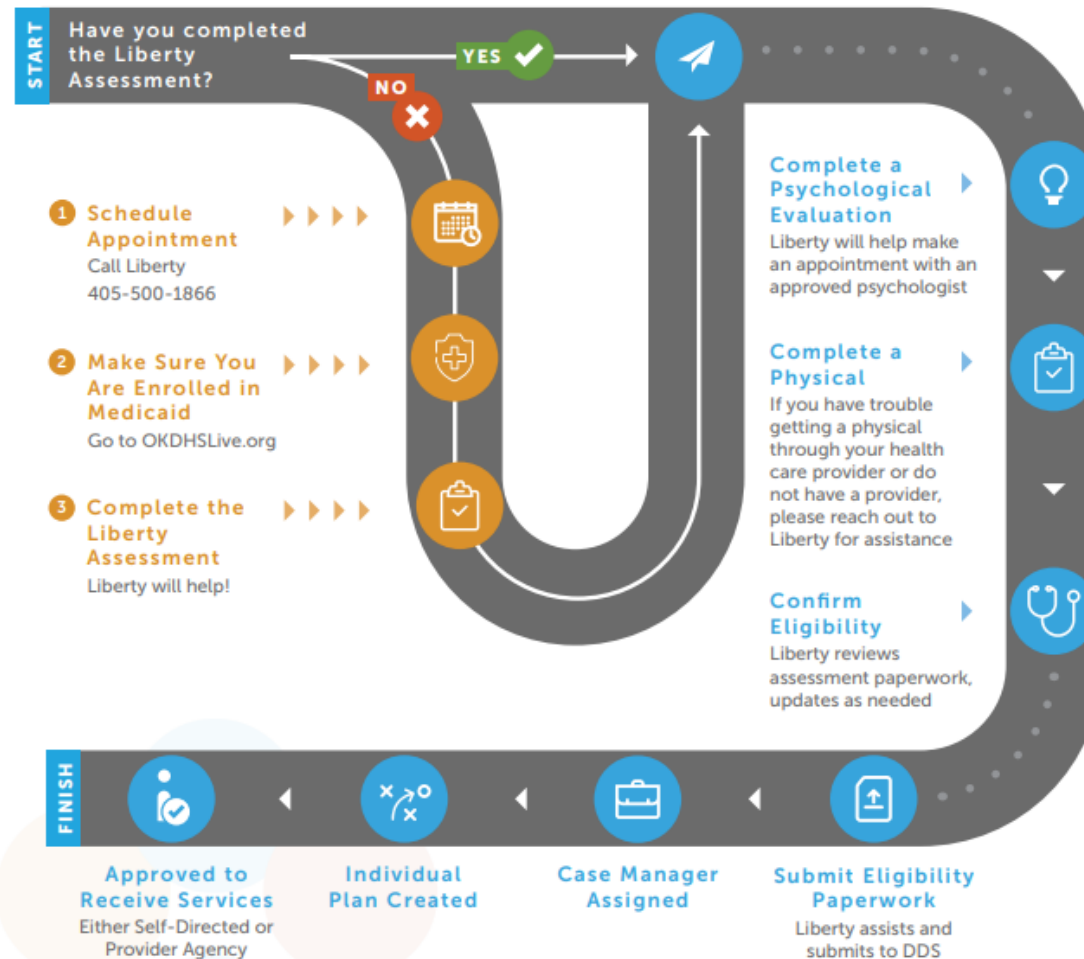
- Hosting regional information sessions, known as the PossABLE Regional Family Meetings.
 - Since Dec. 2022, we've held 28 meetings across the state, including two virtual events for those unable to travel.
 - More than 1,800 individuals and guests have attended.
 - Families have access to educational videos, fliers, provider contact information, on-site help, etc. as well as hearing from motivational speakers, DDS leaders, and meet-and-greets with other families, local vendors and providers. A DDS staff member is seated at each table for the entirety of the event to answer questions.
- Increased social media presence, easy-to-understand service explainer videos, and [Waitlist Resources and Information](#) hub.
- Regular communication via email newsletters with families.



PossABLE

Services. Lives. Futures.

Your time is coming up to receive services! This is an unprecedented project, and we expect to grow together as we take this journey together! This roadmap will help you navigate coming off the waitlist. Together, we'll discover all the tools and resources as we see what's PossABLE along the way.





Developmental Disabilities Services (DDS)

Services Explanation


INTRODUCTION

DDS provides services to people with a primary diagnosis of intellectual disabilities through Home and Community-Based Waivers. People served may also have developmental disabilities such as autism, cerebral palsy and Down syndrome. Service delivery is provided through private agencies and individuals who have signed contracts to provide Home and Community-Based Waiver services.

CASE MANAGERS

People we serve are assigned a DDS case manager who develops an individualized plan for services. Case managers promote independent advocacy and are responsible for assuring services are high-quality and are located, planned and provided in a coordinated way.

Using a person-centered planning approach, the individual's team assesses needs annually and develops a tailored plan. At its core, the team consists of the individual, his or her legal guardian or advocate and the DDS case manager. Depending on the individual's unique needs, the team may also include residential and employment staff and/or professional staff like nurses, speech pathologists, psychologists and physical therapists. Case managers support and monitor the implementation of the individualized plan.



What are the Eligibility Requirements for DDS Services?


Developmental Disabilities Services

by Oklahoma Human Services

Playlist · 23 videos · 6,910 views

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- 1




What are the Eligibility Requirements for DDS Services?

0:41

DDS: What are the Eligibility Requirements for DDS Services?

Oklahoma Human Services · 7.8K views · 2 years ago
- 2




What are In-Home Support Waiver Services (IHSW)?

1:07

DDS: What are In-Home Support Waiver Services (IHSW)?

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- 3




What is a Case Manager?

0:46

DDS: What is a Case Manager?

Oklahoma Human Services · 1.3K views · 2 years ago
- 4




What is a Habilitation Training Specialist (HTS)?

0:37

DDS: What is a Habilitation Training Specialist (HTS)?

Oklahoma Human Services · 1K views · 2 years ago
- 5



What are Self-Directed Services (SDS)?

0:54

DDS: What are Self-Directed Services (SDS)?

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Supporting a Growing Service System

- DSP+ and Called to Care to improve recruitment and retention of direct support professionals.
- Self-directed services.
- Legally responsible individuals.
- Remote supports and enabling technologies.
- Case management.

DSP+ and Called to Care


- Launched [DSP+](#), a \$45 million incentive program to recruit, retain and reward direct support professionals.
- More than 20,000 direct support professionals have received incentive payments.
- [Called to Care](#) launched in March 2023 as a three-year statewide advertising campaign promoting awareness about direct care as a career option.
 - Called to Care has delivered 67.7 million impressions and 415,763 clicks to the website.
 - Total visits to Indeed.com have surpassed 51,000.

Self-Directed Services

- [Self-Directed Services](#) can be used for direct support services and/or to purchase goods and services.
- Promoted and supported the growth through:
 - Introduction at intake
 - Webinars
 - Flyers and promotional videos
 - Events
- Grown from just over 100 to 1100 people enrolled.



Self-Directed Services: a model for delivering long-term services and supports (LTSS) that empowers people with disabilities, to have significant choice and control over the services they receive and how those services are delivered.

A medium shot of a middle-aged man with short, light-colored hair, smiling warmly. He is wearing a teal-colored polo shirt. The background is a dimly lit interior, possibly a living room, with warm, out-of-focus lights and wooden furniture visible. The overall mood is intimate and positive.

Gary

Jason's Stepfather

Legally Responsible Individuals

- Launched in February 2025.
- Advantages include:
 - Know the person the best,
 - Flexible schedule,
 - Promotes family unity, and
 - Helps to reduce financial strain.
- To qualify, the person supported must be assessed and found to need extraordinary care.
- Through May 2025, DDS has processed 319 assessments and continue to receive 2-5 requests per day.

Legally Responsible Individual: An individual that is legally responsible for a child or an adult.

Remote Supports and Enabling Technology

- Launched [Remote Supports](#) in April 2020 and [Enabling Technology](#) in March 2021.
- Help address the direct support workforce crisis and increase opportunities for independence and autonomy.
- Smart Home Demonstration Sites.
- Scissortail Companion, Wearables for Wellness, & Future Ready research projects.

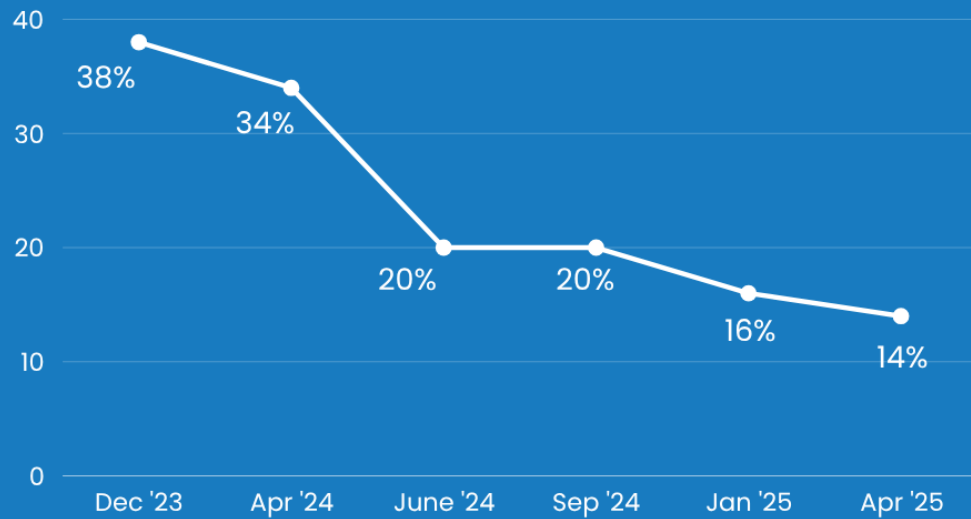


Enabling Technology: Any type of technology that helps a person with I/DD to gain or achieve independence in their home, community or work environment.

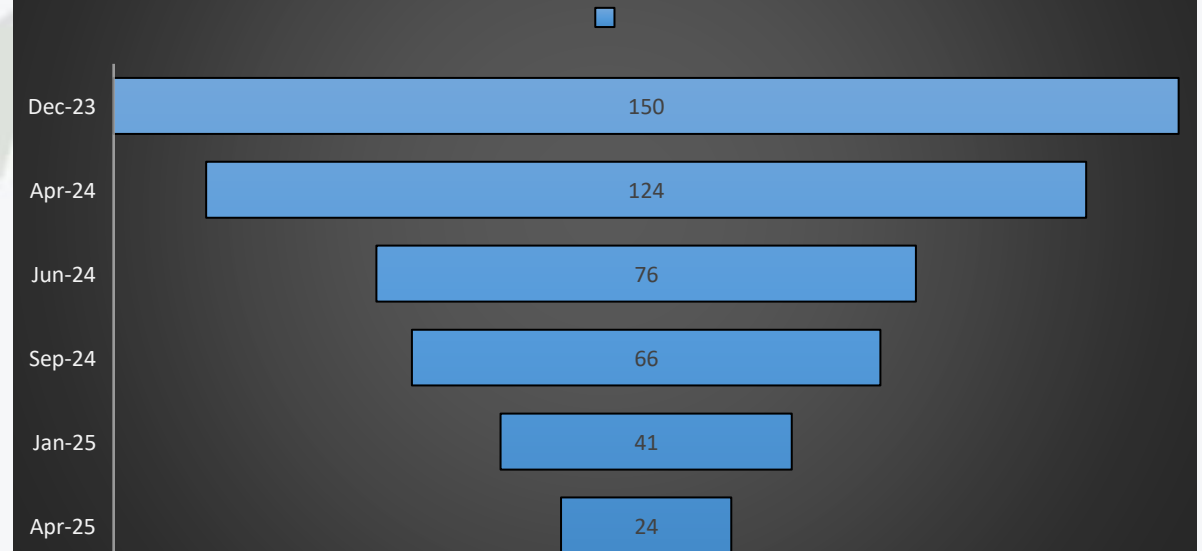
Remote Supports: The use of enabling technology to remotely support a person in place of physical staff presence.



Percent of CMs Reporting Issues Locating a Provider



Number Reporting Difficulty Locating Direct Support Services



Case Management

- Added more than 100 case manager positions.
- Raised the starting pay for all levels of case management.
- Large-scale paid marketing campaign on social media (Instagram and Facebook primarily) that has resulted in 2.5 million impressions with nearly 20,000 clicks to learn about the job.
- Held 6 Case Management hiring events (3 virtual, 3 in-person).
- Hosted “Learn About Case Management” webinars.
- Reimagined the Case Management Academy.
- Restructured Case Management into specialized groups for more expertise and reduced learning curve.

Partnerships

- Oklahoma Community of Providers
- Department of Rehabilitation Services
- Oklahoma Family Network
- Developmental Disabilities Council
- The Arc of Oklahoma
- Department of Education
- Oklahoma ABLE Tech
- The Autism Network
- And More!



The Results

- The plan worked! The legislature believes in DDS's progress, allocating additional funds to work with waitlist families in May 2024 and for a second targeted provider rate increase that went into effect in October 2024.
- Serving over 2300 new people since the work began in May 2022.
- Significant progress reducing wait time from 13 years to 1 over the past three years!
- Work isn't finished! Working now toward the end goal of reaching continuous enrollment by the end of 2026, fulfilling our goal to become a No-Wait State.



Questions?

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[Waitlist Resources and Information](#)