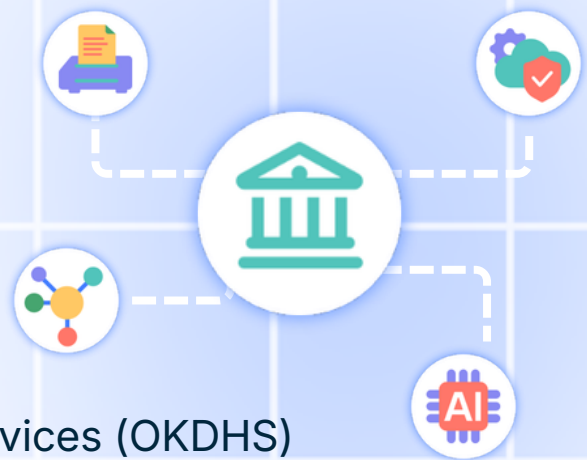


Oklahoma DHS Modernizes Secure Adoption Document Delivery with OnBase

Oklahoma Department of Human Services (OKDHS)

The Oklahoma Department of Human Services (OKDHS) supports adoption services across the state, requiring staff to securely share highly confidential documents with prospective adoptive parents while maintaining compliance, privacy, and timely case progression.



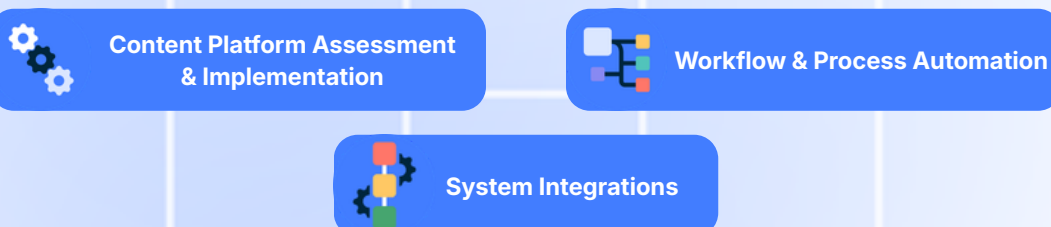
Overview

OKDHS relied on manual mailing and inconsistent digital file-sharing methods to distribute sensitive adoption documents. DataBank implemented an integrated OnBase and OneDrive solution that centralized document management, automated secure delivery, standardized encryption and password protection, and reduced manual effort. The result was a faster, more secure, and scalable document-sharing process for adoption services.

Challenges

- 1** Operational Efficiency: Printing and mailing adoption packets slowed case processing and document delivery
- 2** Security and Compliance: Inconsistent security practices created compliance risks for confidential adoption records
- 3** Process Consistency: User-dependent workflows increased administrative effort and reduced process consistency

Solutions



Implementation



Results



Conclusion

By modernizing adoption document delivery, DataBank helped OKDHS improve operational efficiency while strengthening security and compliance. The integrated OnBase and OneDrive solution established a consistent, scalable process that better supports adoption services and positions the agency for future digital initiatives.

More About DataBank

DataBank has spent more than 30 years helping organizations get control of the documents their operations depend on. A good deal of that work involves records that cannot simply be emailed: adoption files, case records, and anything else where privacy rules govern how a document moves and who is allowed to open it.

Our approach with public agencies is to work with the platforms they already own rather than adding another system to maintain. That usually means assessing how a process runs today, connecting the content platform to the tools staff already use, and building encryption and access controls into the workflow itself so nobody has to remember them.

For health and human services teams, the difference shows up in the ordinary case: a caseworker sends a packet on a Tuesday afternoon, only the right people can open it, and the record of who received what is already filed. That is the part that holds up under an audit, and the part that lets staff spend their time on cases instead of on envelopes.