

SOK Updates

There was a lot happening in May from **Employee Appreciation Month** to the **REAL ID deadline**. We recognize your hard work to get Oklahomans REAL ID ready, this month has highlighted how much we can accomplish together!

Looking ahead, we're gearing up for the **BOOST Roadshows**, where you'll get a closer look at the new driver license system of record and what it means for our services and customers.

We're also preparing for another major milestone: the July 1 launch of **electronic titling**. This shift to electronic titling marks a major modernization effort—and a chance for us to continue leading the way in making government services more secure, efficient and accessible for Oklahomans.

Check out page 3 for everything you need to know about upcoming BOOST demo events—we can't wait to see you there.

NEWSLETTER HIGHLIGHTS

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Leadership Update



This month's Leadership Update comes from Cassandra Patterson, Director of Administrative Services.

As we move into summer, I want to take a moment to share a few updates from our Administrative Services teams. The Facilities and Central Processing groups are doing important work that impacts how we operate every day.

We recently completed two major office projects with the help of our city and local partners. Our new Tulsa location at The Farm opened at the end of April, and in May, our Stillwater team relocated into a new space at no budgetary increase thanks to our partnerships. Moves like these take careful planning, coordination and flexibility across teams. They are a big undertaking but allow us to serve customers in spaces that better facilitate the service we want to provide. The goal is always to create environments that are welcoming, efficient and designed with both staff and customers in mind.

We also wrapped up a headquarters relocation, with many of the staff who were in Building 16 now working from Building 4 and Building 5. This move supports the state's return-to-office Executive Order and helps bring teams closer together. It also clears space for Project BOOST work including training, testing and hands-on collaboration.

Central Processing remains in Building 16 and continues to play a critical role in keeping our operations running smoothly. This team manages mail, handles print jobs and processes large-scale renewals. In May, they mailed over 136,000 boat renewals in just seven days and processed more than 120,000 lienholder reports. To help meet demand, we've added a new Xerox machine to support high-volume printing for teams like Communications.

Looking ahead, our team is preparing for the next relocation in Norman with the new location, which will greatly expand capacity, expected to open in late summer. This move is possible with no increase to Service Oklahoma's budget thanks to local partnerships. In the meantime, we continue to support all Service Oklahoma offices across the state and ensure each location is functional, professional and ready to serve.

We are proud of the work being done and look forward to continuing to partner with all of you to deliver the best service possible to Oklahomans.



BOOST Roadshow Kicks Off Soon

Project BOOST is hitting the road! Over the next few months, we'll be visiting locations across the state to introduce the new driver license system of record launching early next year. This long-awaited new platform is designed to be faster, easier to use and better aligned with how we work, with features that simplify data entry, streamline processes and support a better experience for both you and our customers.

Each session will include a **live demo led by FAST trainers**, along with time to ask questions and see how the new system will work in practice. **Every employee will be scheduled to attend one in-person session** at or near their office, with dates running from **early June through July** on Tuesdays through Thursdays.

We'll be making stops in Ada, Lawton, Oklahoma City, Tulsa and Woodward so keep an eye out! We'll be visiting a location near you soon.

Want to learn more? Check out the latest BOOST report! Find your Booster Club representative and explore the BOOST Report archive.



[LATEST BOOST REPORT](#)

[SUBMIT YOUR FEEDBACK](#)

[VISIT BOOST HUB](#)

Employees of the Quarter

Please join us in celebrating our Employees of the Quarter: **Chris, Donna, Leatrice, Margie, Marissa, Tanya and Theresa**. Each one has made a remarkable contribution to our mission. Each Employee of the Quarter was awarded a \$100 bonus in recognition of their contributions. **Inspired to recognize a peer?** Nominate a colleague for Q2 or give a High Five to celebrate the incredible work happening across Service Oklahoma.

GIVE A HIGH FIVE

SUBMIT A Q2 NOMINATION



Chris Yu
Senior Partnerships Manager at HQ

Chris Yu has made a strong impact as a trusted teammate and reliable contributor. Whether supporting partner resources, assisting with communications efforts or jumping in wherever needed, Chris brings a steady and thoughtful presence to every task, always focused on clarity and alignment with SOK's mission.



Donna Paquin
MV Title Consultant at HQ

Donna Paquin serves as the go-to contact for motor vehicle court orders. She remains organized, with high volume, communicative and committed to delivering accurate, timely service to vendors and licensed operators.



Leatrice Cooksey
DLE at Edmond

Leatrice Cooksey stepped in as interim team lead in Edmond while continuing to provide exceptional customer service and has now been promoted into the position. Reliable and always ready to help, she keeps things running smoothly for both her team and customers.

Continues on Next Page

JANUARY - MARCH 2025



Margie Ralston Business & Integration Analyst at HQ

Margie Ralston has been with the State of Oklahoma for 21 years and has been with Service Oklahoma since the transition in November 2023. She has become a trusted resource for both agency staff and LOs. Whether troubleshooting system issues or developing new guidelines for BOOST, Margie's commitment to customer service and her willingness to teach others make her an invaluable asset to the team.



Marissa Huff MV Title Consultant at HQ

Marissa Huff serves as a go-to resource for MV titles and is always ready to lend a hand. Known for her can-do attitude and exceptional customer service, Marissa's willingness to share her expertise and support her teammates makes her a valuable asset.



Tanya Anthony DLE Lead at Ardmore

Tanya Anthony helped reduce Ardmore's average wait times and fostered a positive, customer-focused environment. Whether supporting D360 testing after hours or leading with a neighborly spirit, Tanya embodies SOK's values in every interaction.



Theresa Carter AP Accountant

Theresa Carter brings a collaborative and solution-focused approach to her role in Accounts Payable. From troubleshooting complex invoice issues to guiding new partners through the supplier registration process, Theresa's commitment to accuracy and service excellence is evident every day.

SERVICE OKLAHOMA EMPLOYEE APPRECIATION MONTH 2025

MAY

Employee Appreciation Month was a great way to honor the energy, care, and commitment you bring to Service Oklahoma. Each week spotlighted a different theme to celebrate you.



Left to Right: April Kelso, Tommy Foskin, Teresa Martin, Vanezza Martinez, and Jamie Nance. (Guymon)



Left to right: Evie Blackwell, Andrew Polizzi, Sarah Adams, Trevor Graham (Bartlesville)



Dillon Bertholf (HQ Picnic)



Left to right: Shatare Lewis, Joyce Armour, and Kishia Marshall. (OKC I-240)



Emily Mahally (Poteau)



Left to right: Elizabeth McKenzie and Tiffany Dupont (Claremore)



Back row, left to right: Jerry Scott, Kenneth Kaminski. Front row, left to right: Melissa Walters, Michelle Knight. (Broken Arrow)



Left to right: Jasmine Burton, Shaw Thao, Megan Cantrell, Laurel Holmes, Kenneth Kaminski, Christopher Hartman and Alex Torrio. (Tulsa Eastgate)



Left to right: Theresa Williamson, Stephanie Breeden, Ashley Cunningham, Hannah Gritzmaker and Laurel Holmes. (The Farm)

EMPLOYEE APPRECIATION HUB



SOK Food Drive

This June, we're teaming up for a **agency-wide Canned Food Drive**. We've partnered with regional food banks around the state so that your contributions will directly support the community in which you work and serve. We're truly Oklahomans helping Oklahomans.

A collection box will be placed at every location, and all donations will go directly to a local food pantry in your area—ensuring the impact is felt across the state and in our own communities.

Boxes are already in place, so gather your non-perishable goods and get ready to make a difference. Let's see which team can collect the most and show just how much Service Oklahoma cares.



Summer Baseball Games

Take me out to the ballgame! This summer we're bringing SOK staff together for a **fun-filled baseball outing**. It's a great chance to relax, connect with coworkers and spend time with friends and family outside the office.

Sunday, June 22 at 1 p.m. — Tulsa ONEOK Field

201 N Elgin Avenue, Tulsa, OK 74120

We've reserved a block of seats in Section 107 and tickets start at \$17/seat. Tickets must be purchased in advance. Use code **SERVICE** to access our seat block.

Bring your family or friends and get ready to cheer on the Comets and Drillers in true summer style. We hope to see you there!

TULSA GAME TICKETS





Welcome to the Team!



Amy Thornton
DLE Lead
Broken Arrow DTC



Greg Cimino
DLE
Broken Arrow DTC



Anita Hopson Malone
Business Support
Specialist (Part-Time)
OKC - HQ



Annie Nguyen
Associate Product
Manager
OKC - HQ



Anthony Horse
Field Auditor
OKC - HQ



Corey Robertson
Public Information &
Social Media Manager
OKC - HQ



Jeff Hadley
Business Support
Specialist
OKC - HQ



Kacilyn Mahew
Transactional Auditor I
OKC - HQ



Kay Benton
Transactional Auditor I
OKC - HQ



Krystal Caldwell
Business Support
Specialist (Part-Time)
OKC - HQ



Lindsay Briggs
Business Support
Specialist (Part-Time)
OKC - HQ



Loria Phillips
Business Support
Services Supervisor
OKC - HQ



Lyla Xu
Central Processing
Specialist
OKC - HQ



Matthew Dunn
Assistant General
Counsel
OKC - HQ



Rob McVay
Central Processing
Specialist
OKC - HQ



Robin Devasiachen
Transactional Auditor I
OKC - HQ



S'vana Edwards
Business Support
Specialist (Part-Time)
OKC - HQ



Tarun Siga
Business & Reporting
Analyst
OKC - HQ



Jasmine Grayson
DLE (Part-Time)
OKC - I-240



Yana DiCesare
DLE Lead
OKC DTC



Candace Butler
DLE
Tulsa - The Farm



Justin Crist
DLE (Part-Time)
Tulsa - The Farm



Kevin Walls
DLE (Part-Time)
Tulsa - The Farm



Megan Cantrell
DLE
Tulsa Eastgate



Ryerson Dinius
DLE (Part-Time)
Tulsa Eastgate

Tell Me Something Good!

We want to celebrate with you! Have you recently achieved a personal goal, picked up an exciting hobby or experienced a moment of pride? 'Tell Me Something Good' by submitting your positive stories and photos to Vanessa Spaeth, Internal Communications Manager, at vanessa.spaeth@service.ok.gov.



Marcus, Justin Smith's son, graduating from the Naval Submarine Academy.

Graduate

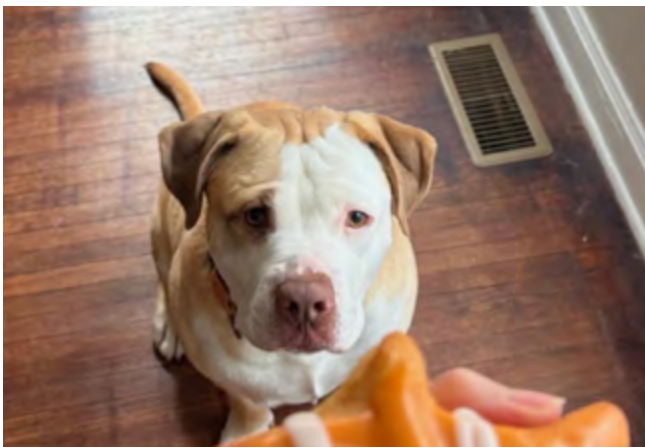
Justin Smith, Driver License Examiner in Sallisaw, is celebrating a proud family milestone—his son Marcus recently graduated from the Naval Submarine Academy in New London, Connecticut.



Carrie Baier's daughter receives an award for her cross country achievements.

Cross Country Success

Carrie Baier, Driver License Examiner in Poteau, is proud to share that her daughter was recently recognized for her cross country achievements at Carl Albert State College.



Henry, Hannah Gritzmaker's dog.

Furry Friend

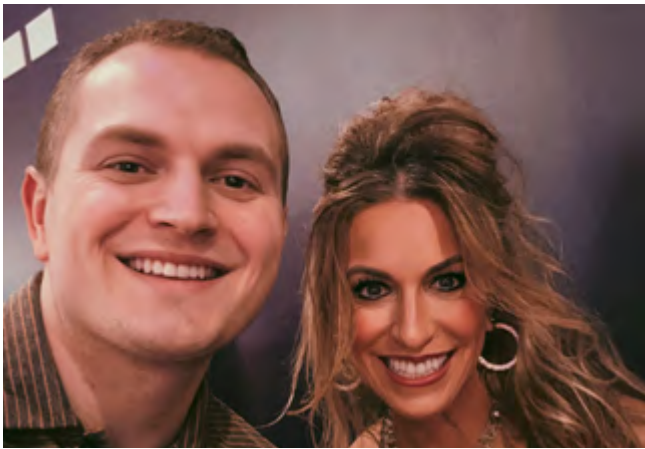
Hannah Gritzmaker, Driver License Examiner at The Farm in Tulsa, wants you to meet Henry. He's her bestest boy, a true foodie at heart and, he rescued her just as much as she rescued him.



Emily Mahally, and her family, celebrating their recent achievements.

Elementary Graduation

Emily Mahally, Driver License Examiner in Poteau, is proud to share her children's achievements. Addison graduated kindergarten with the highest reading score and was named student of the year, while Blake finished second grade on the all A's honor roll.



Deanna (Dede) Metzger with her son Dalton.



Tina Brown's daughter was recently recognized for her accomplishments with the YWCA.

Graduate

Deanna (Dede) Metzger, Driver License Examiner at the OKC Drive Test Center, is proud that her son, Dalton Nichols, recently graduated from Oklahoma State University with a Master's Degree in International Agriculture. Dalton also studied abroad at Lincoln University in New Zealand and holds a Bachelor's Degree in Agricultural Business.

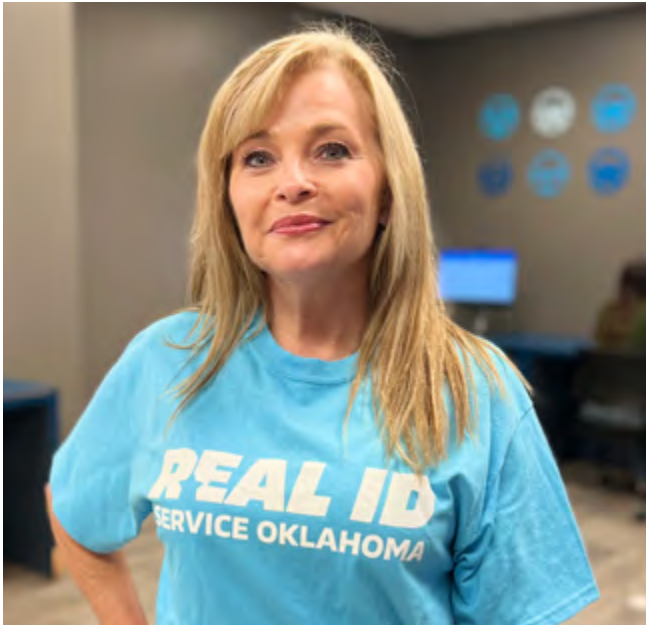
Volunteering Daughter

Tina Brown, Business Support Specialist at HQ, is proud of her daughter's accomplishments. Her daughter volunteers at the YWCA by training residents' dogs, ensuring they can stay at the facility and have their pets well-trained if they move. The YWCA offered to hire her, but she prefers to volunteer.



AAMVA Award Winner

Dakari Turner, Shift Supervisor at the OKC Classen Store, was recently honored as **Oklahoma's IDEC Examiner of the Year for 2024** by AAMVA, the American Association of Motor Vehicle Administrators. In recognition of this achievement, he received a certificate, a polo shirt and was inducted into the Examiners Hall of Fame. Congratulations to Dakari on this well-deserved honor!



Angela Villarreal, DLE II, wears her REAL ID t-shirt.



Graphic Designer Gayle Curry wears her SOK t-shirt.

Employee Shirt Store

The t-shirt store will reopen the first two weeks of June! Employees can purchase Service Oklahoma shirts from June 1 - 15. Those wanting an additional Service Oklahoma t-shirt can purchase it for \$9.50 plus tax. Sizes 2X and up will incur a \$2 increment charge per size up to 6X.

REAL ID Shirts Are Here

Limited-edition SOK REAL ID t-shirts have arrived! Staff supporting after-hours events will receive theirs soon. Want one? You can purchase them in the Employee Store starting in June.

[BUY A SHIRT](#)

We're Hiring

Service Oklahoma is looking for passionate individuals who are ready to grow their careers and support our mission. If you're seeking a new challenge or know someone who is, now's a great time to check out our open positions on Workday.

[VIEW STATEWIDE JOBS](#)

2025 Holidays

These are the official state holidays when Service Oklahoma offices will be closed in 2025. Please mark your calendars and enjoy your days off!

July 4, 2025 Independence Day
Sept. 1, 2025 Labor Day
Nov. 11, 2025 Veterans Day
Nov. 27 & 28, 2025 Thanksgiving
Dec. 24 & 25, 2025 Christmas

SOK Remembers Margaret Dickey

Margaret began her state service on June 12, 2012, with the Department of Public Safety and joined Service Oklahoma in Nov. 2023. In nearly 13 years of public service, she earned a reputation for being dependable, selfless and kind. Whether stepping in to help a fellow Help Desk teammate, assisting another department or supporting a licensed operator, Margaret was known for dropping everything to make sure others had what they needed.

Her generosity and quiet dedication made a lasting impact on those who worked alongside her. As one of her colleagues, **Sarah Forman**, shared:



“She was much more than a simple co-worker; she served as a source of inspiration, kindness, and steadfast support, not only in her professional role but also as a close friend. **Her commitment, sense of humor, and empathy left a lasting impact on my life.** I will forever hold Margaret’s memory in my heart.”

Please keep her family, friends and co-workers in your thoughts during this time. We are grateful for the time she spent as part of the Service Oklahoma family.

Those who wish to leave a note of remembrance or send flowers can do so by visiting Margaret’s Tribute Page.

[MARGARET’S TRIBUTE PAGE](#)

Upcoming Anniversaries

Happy anniversary to our Service Oklahoma teammates who will be celebrating milestone anniversaries in June.

5 Years

Candice Milard

Senior Implied Consent
Legal Counsel
HQ

10 Years

Sheryl Bianchi

Compliance Officer
Durant

10 Years

Lance Frerich

Regional Manager
Zone 5

15 Years

Traci Kelly

HR Recruitment &
Personnel Specialist
HQ

REAL ID DEADLINE MAY 7, 2025



We want to take a moment to recognize the extraordinary effort that went into helping Oklahomans prepare for the May 7 REAL ID deadline. Service Oklahoma issued more than 1.5 million REAL ID-compliant credentials, bringing our **statewide compliance rate to 46.36%**—a significant milestone that reflects the collective impact of your work.

Whether you were issuing credentials, keeping locations running smoothly, sharing updates with your team or simply staying informed and encouraging others along the way, your contributions mattered. From answering questions to reading the weekly emails to cheering on coworkers during a busy season, it all helped make the deadline come and go seamlessly..

Although the federal enforcement date has passed, **REAL ID Mondays and Wednesdays will continue at select locations through the end of the year.** These after-hours, appointment-only events give customers added flexibility to get a REAL ID. Our “No, REALLY” campaign is also helping raise awareness that a REAL ID or other federally accepted identification is now required for air travel and access to federal facilities.

The REAL ID Hub on the intranet remains a helpful resource with quick links, reminders and answers to common questions. Thank you for your continued support and for showing what it means to deliver best-in-class service.

REAL ID HUB



“Patrick was super helpful explaining real id...quick and easy check in online was done in 15 mins!!”
- Customer Review for Service Oklahoma Tulsa West

“Had a great experience at this location...Tanya helped me with getting my real id and she was incredibly sweet and helpful.”
- Customer Review for Service Oklahoma Hinton

“Quick and easy experience to get my real ID! Checked in from home and actual appointment took only 15 minutes. Very flexible and was taken care of by Melissa!!!”
- Customer Review of Service Oklahoma Broken Arrow

Employee Engagement Month Video Highlights



If you haven't had a chance to check out all of the awesome videos from the month, view them on the Employee Appreciation Hub on the intranet! We celebrate you, the heart of SOK, throughout the month with our Employee Appreciation Month video series.

WATCH THE VIDEO SERIES



SOK Virtual Walking Club

Whether you're already tracking your steps or looking to get started, now's the perfect time to join the **SOK Virtual Walking Club**.

If you want to participate, just send your monthly step totals to sokcommunications@service.ok.gov by the end of each month. Don't forget to check the Wellness page on the intranet to see the current step leaders.

VIEW THE LEADERBOARD

Dress Code Policy Reminder

As a quick reminder, all Service Oklahoma employees are expected to dress in a professional, business casual manner that reflects our commitment to best-in-class service. **Staff appearance and clothing should be clean, well-kept and appropriate** for the workplace. Items like flip-flops, sweatpants, workout gear, hats (unless approved) and clothing with offensive graphics are not considered acceptable. Don't forget—your state-issued ID badge must be worn and visible at all times.

For more details, be sure to review the full **Dress Code Policy (SOK-03)** or check with your supervisor if you have questions about what's appropriate.

DRESS CODE POLICY

HOME

Grills, Fireplace, Home Gym,
Everything Kitchen
and More

SHOP NOW



Discount Spotlight

State of Oklahoma employees can take advantage of exclusive discounts that cover everything from wellness resources to everyday savings. Whether you're looking to save on homebuyer down payments or snag some new home essentials, there are plenty of offers to explore.

'Tis the season for home improvement! **The Trade Table**, an online home improvement store, provides Oklahoma state employees the following exclusive discounts using these codes at checkout:

- ▶ **\$25 off** purchases over \$250 (**TRADE25**)
- ▶ **\$50 off** purchases over \$750 (**TRADE50**)
- ▶ **\$100 off** purchases over \$1,000 (**TRADE100**)
- ▶ **\$200 off** purchases over \$4,000 (**TRADE200**)
- ▶ **\$250 off** purchases over \$7,500 (**TRADE250**)

THE TRADE TABLE

ALL STATE DISCOUNTS

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LINKEDIN