

SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

State Charitable Campaign Success

This year's State Charitable Campaign brought the groove to Service Oklahoma! From the Change for Change competition to our online raffle and basket auction, the month was packed with fun ways to give back. The theme "Giving is Groovy" set the tone, and employees across SOK joined in to support local charities in meaningful ways.

Check out page 5 for a first look at how the campaign came together, including highlights from the events and early results. One thing is already clear: our teams stepped up in a big way. Thank you to everyone who donated, pledged, participated or helped spread the word. Your generosity is making a real difference for charities across Oklahoma.

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Leadership Update



*This month's Leadership Update is brought to you by **Jason Richards**, Service Oklahoma's new Director of Digital and Remote Experiences.*

I'm honored to introduce myself as the Director of Digital and Remote Experiences. My passion, and our shared purpose, is to deliver digital experiences that are intuitive, inclusive and genuinely beneficial for every resident. I believe state services should be straightforward, welcoming and built around the needs of real people. By prioritizing empathy, we strive to understand our citizens and find new opportunities to reduce barriers and enhance access to the resources they depend on.

In my short time with the team, I've already seen many examples of this customer-focused mindset in action. For instance, the launch of our chatbot, Miles, has made it easier for visitors to quickly find information on the Service Oklahoma website, servicing nearly 10,000 monthly user requests. Our digital expansion of written tests has also had an impact on our citizens experiences. Since its launch, we've seen more than 33% of written tests completed online, reducing wait times and crowds at our stores.

In the next few weeks, examiners will gain new tools to manage their queues more efficiently through our Qless system—improving user experience and service reporting accuracy. Plus, in coordination with the upcoming launch of BOOST, we will launch Navigate, our new E-Services platform. Navigate will provide a new online customer experience, allowing the customer to have more visibility to their own information and a more simple and clear way of interacting with Service Oklahoma.

On a personal note, my family means everything to me. My wife and I are proud parents to a spunky four-year-old daughter and a goofy three-year-old son. They remind me daily of why our work matters—making it easier for families like mine to get things done and spend more time together.

Outside of work, you'll find me on the golf course, playing volleyball, cycling or lost in a good book. These hobbies keep me grounded and I love connecting with others who share similar interests.

I'm excited to learn from each of you and help us build the best possible future for Service Oklahoma. One of my mantras, borrowed from U.S. Navy Blue Angels pilots, is "Glad to be here," a simple phrase that captures my gratitude and commitment to our mission.

Glad to be here.

Service Oklahoma Annual Awards



Thank you for taking the time to nominate your fellow colleagues who have gone above and beyond, strengthened the team or found a better way to get things done. We're excited to share more about the 2025 Annual Award winners!

Marissa Huff | Best-in-Class Award

For delivery exceptional service to customers, coworkers or partners.

MV Title Consultant **Marissa Huff** is described as reliable, versatile and always willing to step in wherever help is needed. From training new hires to handling high-volume requests to calming customers and teammates with patience and positivity. She goes the extra mile, even staying late to make sure things get done and she does it all with a great attitude.



Marissa Huff and Tiffany Doane.

Raymond Minst | Neighborly Award

For uplifting others and living out our Neighborly value.

Classen Driver License Examiner Lead **Raymond Minst** is the heart of his team. Known for encouragement, humor and positivity, Ray is the first to step in during challenging situations and is always there to support his coworkers. Whether calming an upset customer or lifting a teammate's spirits, he embodies what it means to be neighborly.

Sara Brophy | Pioneer Award

For introducing an idea or improvement that made a difference.

Senior Manager of Internal Audit **Sara Brophy** has transformed Service Oklahoma's audit process. She has improved driver license transactions at licensed operator locations, uncovered ways to prevent fraud and improve compliance. Her innovative approach modernized outdated processes and set us up for future success.

Cole Simpson | Supervisor of the Year

For empowering and supporting others, nominated by his team.

Classen Service Center Manager **Cole Simpson** has quickly become an outstanding leader. Known for empathy, flexibility and problem-solving he leads by example and supports his team through even the most difficult customer interactions. Cole balances accountability with encouragement ensuring both customers and employees are treated with respect.



Cole Simpson with Matt Hunt.

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Laurel Holmes | Rising Star Award

For already making an impact with less than 12 months of service.

In her short time at Service Oklahoma, Tulsa East Driver License Examiner **Laurel Holmes**, has impressed colleagues with her quick learning, upbeat outlook and eagerness to take on new skills. She is described as witty, positive and a fabulous teammate who inspires those around her.

Facilities | Team Excellence Award

Recognizing a team that worked together to exceed a goal.

Cassandra Patterson, Director of Administrative Services and Property and Facilities Managers **Michael Knight and Cory Niles** managed relocations, HQ moves and new openings, all while handling daily facility needs with professionalism. They planned, coordinated and executed transitions with patience and care, ensuring smooth operations for the agency.

Ardmore | Location of the Year

For standing out in performance, innovation or culture.

With examiners **Caitlin McDaniel, JP Vaile, Laura Kay, Payton McBride** and **Tanya Anthony** and led by Regional Manager **Robin Talbert**, the Ardmore team exemplifies collaboration and kindness. They consistently go above and beyond for customers. The team's professionalism, teamwork and commitment to service have reduced wait times, improved customer experiences and earned them outstanding reviews.



The Ardmore Team.

Leatrice Cooksey | Examiner of the Year

Recognizing outstanding performance as a driver license examiner.

In a role that demands speed, accuracy and patience, Edmond Driver License Examiner Lead **Leatrice Cooksey** consistently rises above expectations and models what best in class service looks like. Her colleagues note that no matter how busy the Edmond office may be, Leatrice remains calm and focused, ensuring every customer is treated with respect.

Margie Ralston | Employee of the Year

For the highest recognition given to a non-supervisory employee, selected from the Employees of the Quarter.

Business and Integration Analyst **Margie Ralston** embodies humility, reliability and dedication. Margie not only solves system and compliance issues, but takes the time to teach others ensuring lasting improvements. As a Subject Matter Expert for Project BOOST, Margie balances testing and system development with her day-to-day responsibilities. She does it all with care, focus and a desire to see Service Oklahoma succeed.



Margie Ralston and Tanya Anthony.

Ginny Patterson | High Five Award

For receiving the most valid peer-submitted High Fives in 2025

Compliance Officer **Ginny Patterson** received six High Fives this year each highlighting her authenticity, reliability and neighborly spirit. Teammates describe her as the person they can always turn to. Whether assisting legal staff, guiding compliance questions or juggling responsibilities, Ginny does it all with a smile.



Giving is Groovy!

State Charitable Campaign

Thanks to each of you, Service Oklahoma's second State Charitable Campaign was a great success. We appreciate everyone who participated and supported the cause. Through pledges, raffles, auctions and other activities, we can already confirm that SOK has raised more than last year, and we're still counting.

Online Raffle Winners

VIP Parking Spot at HQ:

2026 Q1:

Cassie Fluitt

2026 Q2:

Shane Skinner

2026 Q3:

Teqeasha Cole

2026 Q4:

Dana Grandstaff

\$100 Gift Card:

Virgil Bonham

Lunch with Jay and Diedra:

Renita Anderson

Basket Auction Winners

Bestie Bliss Basket

Ann Hamaker

Brick Buddy Basket

Alexandra Patterson

Comfy Cozy Basket

Jessica Klohn

Fall Leaf Peeping Basket

Jessica Klohn

Paint & Palette Basket

Victoria Baker

Paws & Claws Pet Lover
Basket

Alexandra Patterson

Picture-Perfect Pics Basket

Sam Stauffer

Pumpkin Spice & Everything
Nice Basket

Cassandra Patterson

Sports Lovers Basket

Garrett Maddox

Sweet Treats & Scoops Basket

Traci Kelly

The Bro's Day Out Basket

Sam Stauffer

Treat Ya Self Basket

Tiffany Doane



Watch: Pie a Leader in the Face!

Two of our leaders, **Matthew Hunt** and **Isaac George**, braved the sweet slap of pie to the face. Watch it for yourself!

Oklahomans Helping Oklahomans

Have you seen our [social media series](#) highlighting the people behind our service? Each month, we feature a teammate and the important role they play in making government services easier to navigate. These spotlights celebrate the individuals who bring our mission to life every day and showcase the people who make a difference for Oklahomans simply by showing up and doing what they do best. We're proud to share their stories and introduce the public to the faces behind the work.

This month we are proud to recognize **Toulouse Chanchaleune**, MV Research Lead at Headquarters, who has over five years of experience in motor vehicle operations and title documentation. She currently leads a team in processing and correcting vehicle titles. This effort ensures Service Oklahoma provides accurate and compliant title information, while following all state regulations.

"I'm committed to growing long-term within this agency, eager to continue developing my skills and follow it **wherever it takes me in SOK!**"



Toulouse on a visit to Thailand.

When asked how she would describe Oklahoma to someone and why Toulouse said, "Resilient. Oklahoma is a state known for its strong communities and ability to bounce back from challenge. I bring that same energy to my work every day and I am most proud of that!"

Outside of work, Toulouse is passionate about traveling and cooking. She loves experimenting with new recipes and exploring different cuisines. She enjoys outdoor activities, especially hiking and exploring new places, which inspires her passion for food and cooking.

We are proud to have Toulouse on our team and her contributions make a difference, just another example of Oklahomans helping Oklahomans.

Virtual Office Hours Reminder

Do you have questions, want to share ideas or just looking to learn more about what's happening across Service Oklahoma? You're invited to join our next **virtual Office Hours** on **Wednesday, Nov. 5 at 10 a.m.** Jay and Diedra will be hosting a 30-minute virtual session and everyone is welcome to connect. There's no agenda and no registration.

Whether you have a question or just want to listen to the conversation, we'd love to see you online!

[JOIN OFFICE HOURS](#)



BOOST Gear Shifts

BOOST is helping modernize our driver license and motor vehicle system and includes Gear Shifts. BOOST will make improvements that simplify daily tasks and strengthen how we serve Oklahomans. Each Gear Shift represents a process or service change shaped by employee input, customer feedback and nationwide best practices and standards.

Renew by Mail

Renewal by Mail applications will now be managed by Central Processing. Payments will be deposited in BOOST before the request is reviewed. If an application is rejected, a refund will be issued rather than returning the original payment. This change provides an extra layer of accuracy and ensures payments are handled consistently and securely.

Changing or Removing Emergency Contacts

New updates in BOOST help protect customer privacy and ensure accurate records. Only leads and leadership will have access to add, change or remove emergency contacts through the Emergency Contact tab on the customer springboard. If an emergency contact wishes to change or remove themselves, they'll need to verify their identity by sharing information about the customer or showing proof of identification. Once verified, a lead can complete the change in BOOST.

Online Standalone Address Change

To strengthen fraud protection, BOOST will now send two letters when a customer updates an address online—one to the old address and one to the new one. The system will delay the mailing address change for 10 days to allow time for the customer to receive notice by mail. Manual review will only be required if fraud is reported, and if so, Service Oklahoma will revert the address back to the original.

Online Mail Forward Request

Requests will no longer be manually submitted. If a Credential or Disability Placard Application Tracker shows a status of "Returned to Service Oklahoma," customers can now provide a forwarding address directly. A work item will be generated for the Processing Team to forward the mail, reducing response times and call volume. This update gives customers a faster, more reliable way to get what they need without waiting for manual processing.



FAST Testing Coordinator Sadie Ahearn and BOOST tester Cecil Dooley work through a variety of testing scenarios.

BOOST Testers

Our BOOST testers have been hard at work making sure our new system performs at its best. They've been diving deep into BOOST to run test scenarios, identify bugs and propose improvements, all to ensure we're ready for go-live on February 17, 2026. Their efforts are helping make daily tasks easier and more efficient for both staff and customers.

Frank Churchwell, Compliance Officer, tests scenarios that would typically occur on a day-to-day basis. He spends time building unique customer cases that match the scenario parameters set up before beginning the test phase. Once complete, he ensures the scenario gives the customer the expected results. Along the way, he finds and makes the needed adjustments to better the process for our staff. "My favorite thing about testing BOOST is knowing this will make our work much easier and will be something that works well in the future," said Frank.

"The more diligent we are in testing, the better the product will be when it launches."

Ginny Patterson, Compliance Officer, also tests compliance scenarios. She ensures the system performs various functions correctly and reports discrepancies to be fixed. Ginny's favorite part of testing BOOST is, "getting to learn the system before it goes live, learning alongside other testers and gaining more knowledge on all things driver related."

Thank you to testers **Jessie Stanco, Frank Churchwell, Ginny Patterson, Anthony Lister, Cecil Dooley, Berenice Zavala-Ramos, Raymond Minst, David Welch, Darnesha Todd, Sushma Eeda, Debra King, Barbara Listen, Tammy Hanson, Thanh Pham, Sonny Newton, Ron Spilman, Christopher Houseknecht, Jennifer Martin, Jennifer Humphries, Alyson Sorenson, Amanda Urban, Ladonna Purl, Sara Brophy, John Thompson, Alex Nickels, Jennifer Adam, Reggie Dodoo, Toulouse Chanchaleune, Summer Capetillo, Jennifer Jones, Sandra Easton, Elaine Shaw, Eric Aune, Kisha Webb, Geraldine Farley, Marrissa Huff, Michael McClung, Ellen Mallette** as well as our licensed operator testers **Jeff Mize** (multiple locations) and **Tana Steinbruck** (Mustang).

Welcome to the Team!

We're excited to welcome our newest teammates who joined us between Aug. 10 and Sept. 10. If your first day was after Sept. 10 you'll be featured in next month's newsletter.



Terry Kisler
Part-Time DLE
Norman



Justin Weber
Part-Time DLE
OKC - Classen



Alan Lira
Business Support
Specialist
OKC - HQ



Dana Grandstaff
Transactional Auditor
OKC - HQ



Marylin Pratt
Business Support
Specialist
OKC - HQ



Rebecca Williams
MV Research Specialist
OKC - HQ

Upcoming Anniversaries

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

10 Years

Brenda Nebhut
DLE
Woodward

10 Years

Candice Sisson
MV Supervisor
OKC - HQ

5 Years

Michael Knight
Property & Facilities Manager
OKC - HQ

Recognizing Employee Milestones in Q3

In this edition, we're recognizing team members who've reached important milestones in their state careers over the last quarter. Each has made lasting contributions, and we're excited to begin highlighting these achievements in new ways. Read on to celebrate the teammates who continue to make a difference year after year.



Jarrett Johnson | 30 Years McAlester Driver License Examiner

Jarrett has dedicated three decades to state service. He began his state service in 1995 and joined DPS in 2019 before becoming part of SOK. Jarrett's commitment to his community and customers continues to make a lasting impact.

"Jarrett is always friendly and goes above and beyond to help out his teammates as well as the many customers we serve each day."
— Lance Frerich, Regional Manager



Sonny Newton | 20 Years Motor Vehicle Manager

Sonny has lead teams through important changes while keeping service at the center of his work. His dedication and leadership have shaped the customer experience for countless Oklahomans.

"My tip to new employees is to ask questions, share ideas and learn what functions other departments do. Talk to your fellow employees and management, even if it's just to say good morning in passing."



Shannon Kellison | 15 Years Altus Driver License Examiner

Shannon celebrates 15 years of state service. She started with the state in 2008, joined DPS in 2022 and transitioned with SOK. Shannon's steady presence and reliability ensure customers are supported every step of the way.

"Shannon's heart for customer service shines every day, whether assisting the youngest applicants or our elderly citizens, she goes above and beyond to make sure their visit is a positive experience."
— Jobeth Haynes, Service Center Supervisor



Brandon Albers | 10 Years Compliance Officer

Brandon began with DHS in 2015 and joined DPS in 2017 before becoming part of SOK. Brandon's focus on helping people shines through in every interaction, making a meaningful difference for those he serves.

"I love having the opportunity to help my fellow citizens in this state... to be an advocate for them."



Patrick Hensley | 10 Years Tulsa West Driver License Examiner

Since 2015, Patrick has assisted customers with professionalism and care, building trust and delivering dependable service to his community.

"There are many things I enjoy [about my job], but one of the top ones is getting to make peoples day better when I can."



Matthew Hunt | 5 Years Director of Partnerships

Matthew began his state career with OMES before joining SOK in 2023. His leadership and vision continue to drive customer-focused improvements across the organization.

"As a new employee, speak up when you see processes or systems that don't make sense. You are in a unique position of seeing SOK with fresh eyes and fresh perspectives."



Destiny Prevost | 5 Years Budget Analyst

Destiny joining SOK in 2023. Her contributions in financial planning and analysis support the work of the entire agency.

"I like that I get to work with people from all over the state. It makes it feel like a little community."

Tell Me Something Good!

We want to celebrate with you! Submit your positive stories and photos to **Vanessa Spaeth**, Internal Communications Manager, at vanessa.spaeth@service.ok.gov.



Amy and her son at his graduation.

Thornton Family Pride

Amy Thornton, DLE Lead at the Broken Arrow DTC, shared that her son graduated from U.S. Army Basic Training last month and is now stationed in Germany. Congratulations to Amy and her family!



Jamie's daughter in her graduation robes.

Student Athlete Recognized

Jamie Nance, Regional Manager over Zone 1, shared that his daughter has been named a 2024-25 Easton/NFCA Scholar-Athlete All-American and a member of the 2024-25 MIAA Newcomer Academic Honor Roll!



Essence's daughter at the OKC DTC.

Visiting Mom's Work

Essence James, DLE at the OKC DTC, recently brought her daughter to the DTC on her day off. The staff loved getting to meet her and thought she was the cutest little girl.



CASA's logo.

Serving in the Community

Candice Milard from Legal celebrates seven years of serving on the Oklahoma County Court Appointed Special Advocates (CASA) Board of Directors. In a recent retreat, the board renewed its mission and implemented its strategic plan.



Employee Store Open!

The SOK Employee Store is open!

From Oct. 1-15, employees can purchase:

- ▶ Classic t-shirts – \$9.50
- ▶ Long-sleeve tees – \$18.50
- ▶ Men's and women's quarter-zip pullovers – \$38.00
- ▶ White and Navy Crewneck sweatshirts – \$23.00
- ▶ New Era Performance Polo – \$36.00
- ▶ Nike Golf Polo - \$46.00
- ▶ REAL ID t-shirts – \$10

Extended sizes add \$2 per size.



[BUY A SHIRT](#)

Career Opportunities

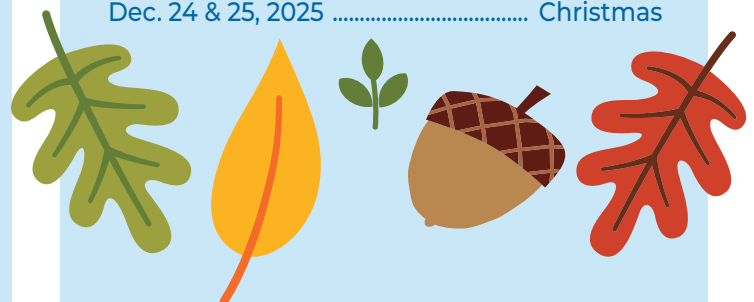
Thinking about your next step? Service Oklahoma has open positions that could help you grow your career, strengthen your skills and take on new challenges. Take a look at the current openings and click apply if you see a role that fits your goals! You can also share the listings with others who would be a strong fit for the team.

[VIEW SOK 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!

Nov. 11, 2025 Veterans Day
 Nov. 27 & 28, 2025 Thanksgiving
 Dec. 24 & 25, 2025 Christmas





Discount Spotlight

Personal Creations

One of the perks of being a state employee is access to a wide range of discounts. It's a great way to make meaningful moments a little more affordable. Whether you're celebrating a birthday, an anniversary or just want to surprise someone with a thoughtful keepsake, Personal Creations has you covered.

From personalized home décor to unique gifts for kids, they offer something for everyone no matter the occasion. As a state employee, you'll receive 15% off your purchase with the code **OKLAHOMA15**.

PERSONAL CREATIONS

ALL STATE DISCOUNTS

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