



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

AUGUST 2014

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – AUGUST 2014**

The Department of Human Services (DHS) is committed to improving the safety, permanency, and well-being of children served by the child welfare system. The Pinnacle Plan is the roadmap and public reporting is critical to ensuring transparency and accountability. The [OKDHS Metrics, Baselines, and Targets Agreement -3/7/13](#) outlines how the outcomes and other indicators are to be measured and reported. Monthly, Quarterly, and Semi-Annual Reports will be made available to the public.

Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes, Worker Contacts, and Shelter Usage. In addition to metrics public reporting, OKDHS posts [The Pinnacle Plan - Quarterly Updates](#) which provide valuable information regarding plan initiatives.

Demographics of children are included in monthly and semi-annual reports as context data. This information is helpful in understanding the population being served by the child welfare system.

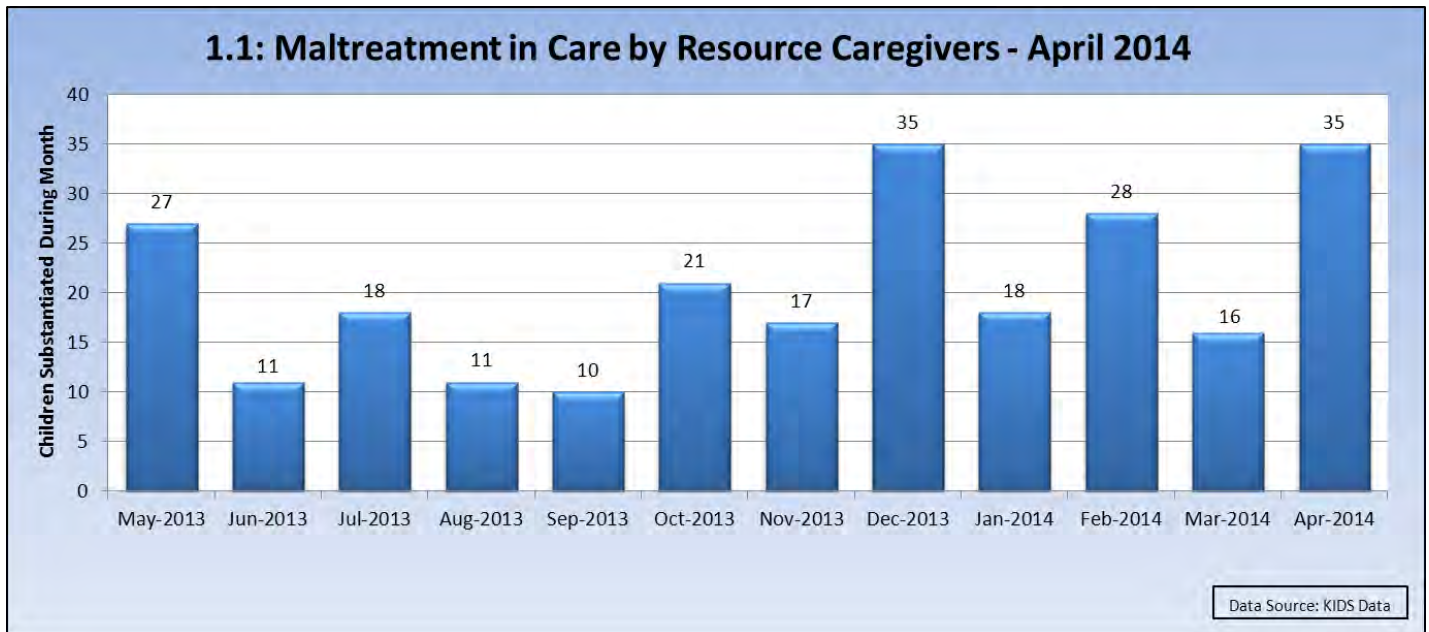
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be a 90-day lag time on Measure 1 – Foster Care Safety to allow time for the Program Review Process to be completed.

OKDHS was the first state agency to have a federally approved Statewide Automated Child Welfare Information System (KIDS System) and continues to strive for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in policy, changes in practice, changes in definitions, and/or data quality issues that may be discovered through the process.**

If you have questions or feedback regarding the Pinnacle Plan, please email us at [dhs.childwelfareplan@okdhs.org](mailto:dhs.childwelfareplan@okdhs.org)

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - July 2014					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - April			
Foster Care Safety	1.1	Maltreatment in Care by Resource Caregivers	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	4/30/2014	35 children		
	1.2	Maltreatment in Care by Parents	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by a parent.	4/30/2014	14 Children		
				June Total	SFY14 Total to Date		
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	6/30/2014	75	764 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	6/30/2014	10	111 TFC Homes	
				Contacts Made	Contacts Required	% Contacts Made	
Worker Contacts	3.1	Frequency of Worker Contacts	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between case workers and children in foster care for at least 1 calendar month during the reporting period.	6/30/2014	10,436	10,837	96.3%
	3.2	Frequency of Primary Worker Contacts	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between primary caseworkers and children in foster care for at least 1 calendar month during the reporting period.	6/30/2014	8,318	10,837	76.8%
				June Total	6 Month Total - NIGHTS		
Shelter Use	5.1	Shelter Use Age 0-1 Years	The number of child-nights during the past six months involving children under age 2 years.	6/30/2014	65 Nights 5 Children	187 Nights	
	5.2	Shelter Use Age 2-5 Years	The number of child-nights during the past six months involving children age 2 years to 5 years.	6/30/2014	421 Nights 28 Children	2,080 Nights	
	5.3	Shelter Use Age 6-12 Years	The number of child-nights during the past six months involving children age 6 years to 12 years.	6/30/2014	3883 Nights 225 Children	22,231 Nights	
	5.4	Shelter Use Age 13 and Over	The number of child-nights during the past six months involving children age 13 years or older.	6/30/2014	3785 Nights 223 Children	24,919 Nights	
Caseloads	7.1	Worker Caseloads	The percentage of all Child Welfare Workers that meet caseload standards, are close to meeting workload standards, and are over workload standards.	Quarterly Report: 4/1/2014 - 6/30/2014	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					35.8%	7.3%	56.9%
			Supervisor Ratios - Statewide the number of Child Welfare Workers in respect to the number of supervisors.		% of Supervisors that Meet Standard	1-20% Above Standard	>20% Above Standard
					58.8%	17.3%	23.9%
Context Data		Demographical Information on Children In Care, including age and race		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

1.1: Maltreatment in Care by Resource Caregivers

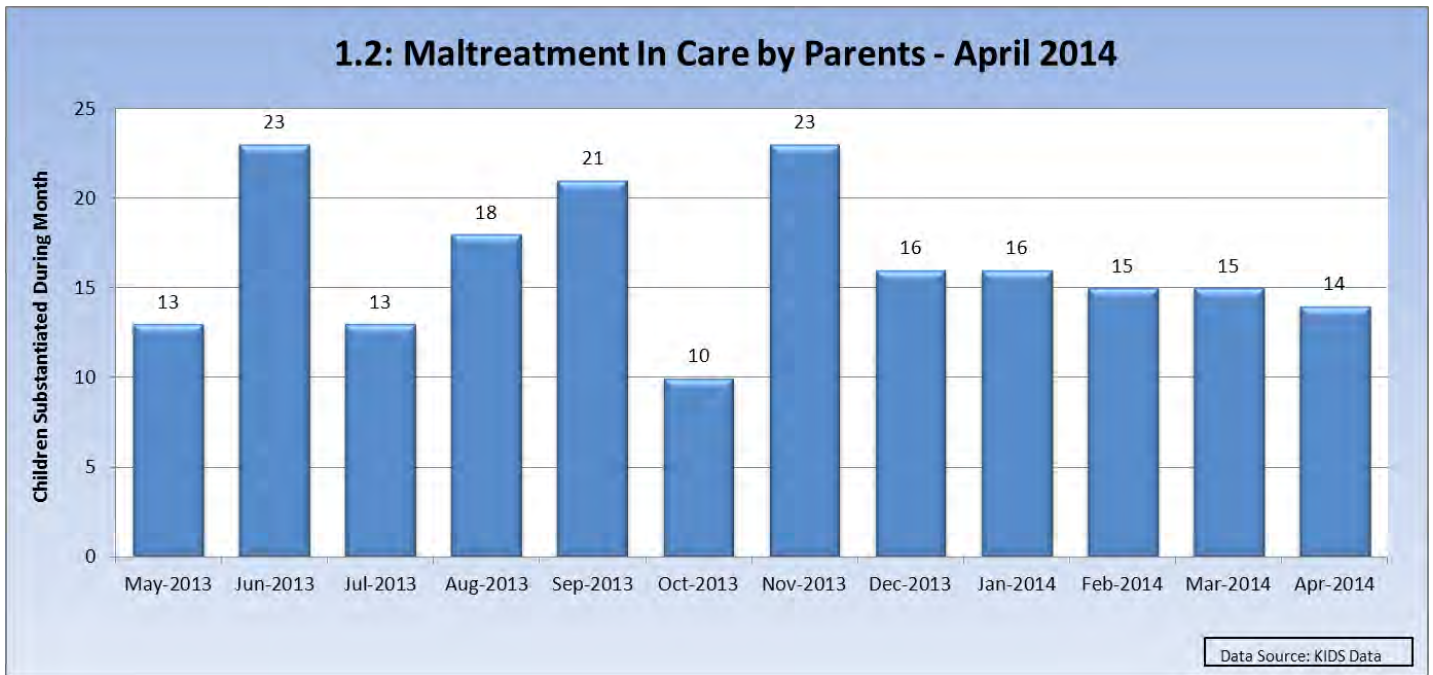


	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014
# of Substantiations	27	11	18	11	10	21	17	35	18	28	16	35

**Data:** The Maltreatment in Care Measure by Resource Caregiver incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. All substantiations on children in Out of Home Care will go through an automatic Program Review. The data reported reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred. This measure includes all children placed in traditional foster care homes, kinship homes (relative or non-relative), therapeutic foster care homes, group homes, shelters, and residential facilities. This measure also includes children substantiated of maltreatment by the Office of Client Advocacy in institutional settings. Beginning with the November 2013 report, every time a child is a substantiated as a victim, that child will be counted in the monthly reporting. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year.

**Comments August 2014:** In April 2014 there were a total of 35 substantiations of maltreatment while in Out of Home Care. These 35 victims were reported in 15 separate referrals for children in foster care and 1 referral to OCA. Of the 34 children in foster care, 26 children were placed in Kinship Foster Care Homes and 8 children were placed in Regular Foster Care. The 1 OCA victim was placed in a Level D+ group home.

1.2: Maltreatment in Care by Parents



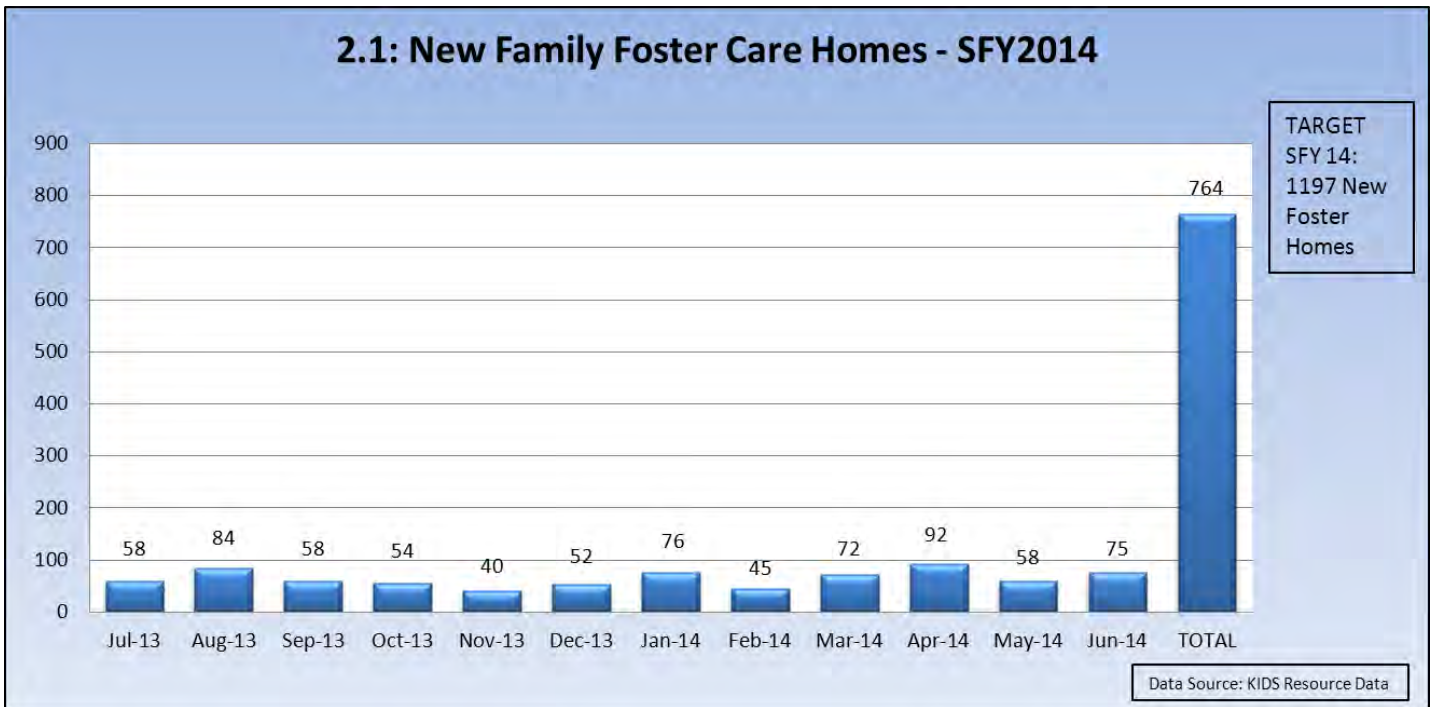
	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014
# of Substantiations	13	23	13	18	21	10	23	16	16	15	15	14

**Data:** The Maltreatment in Care by Parents measure incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. The data reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred.

Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year. Also, beginning with the November 2013 monthly report, children who are disclosing abuse that occurred prior to coming into DHS custody will not be included in the count of monthly victims.

**Comments August 2014:** There were 14 reported substantiations of abuse by parents of children in out of home care in April 2014.

2.1: New Family Foster Care Homes

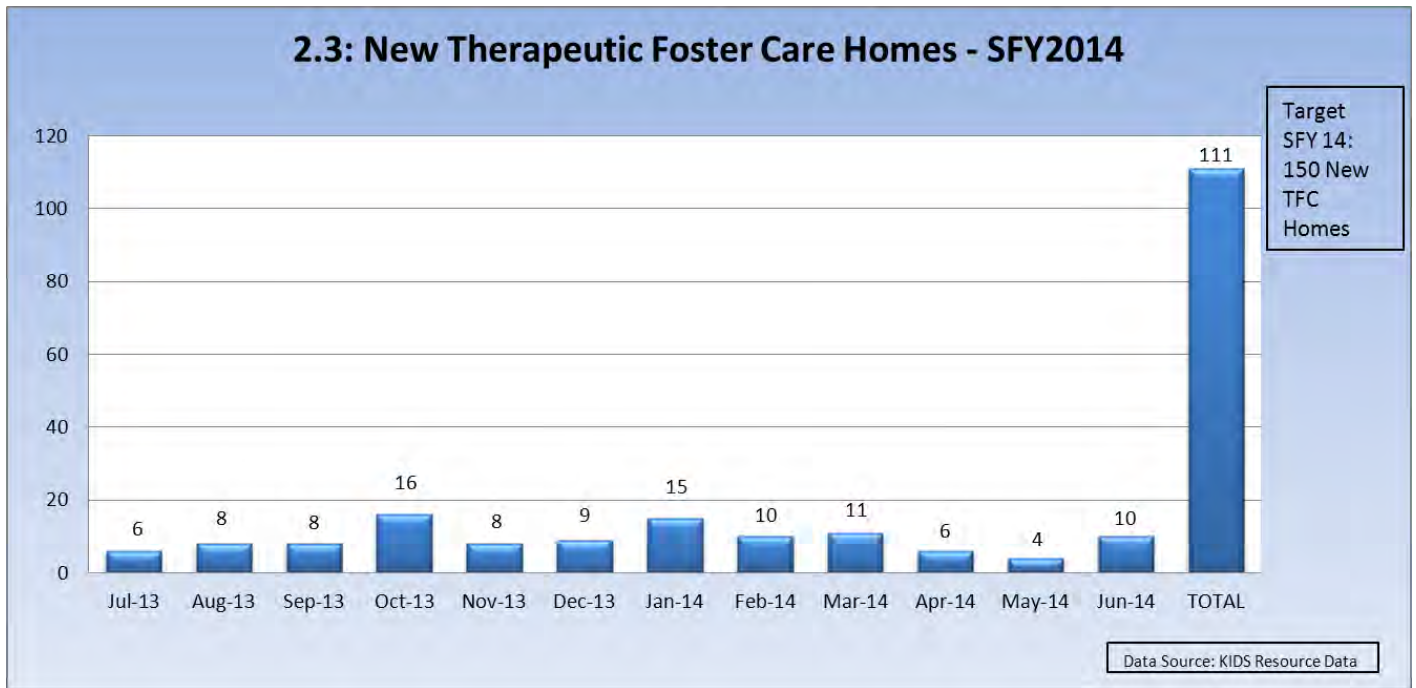


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New FFC Homes	58	84	58	54	40	52	76	45	72	92	58	75	764

**Data:** Total Count of New Foster Homes includes all Contracted Foster Care Homes, Foster Family Homes, Emergency Foster Care Homes, Shelter Host Homes, and Supported Foster Homes by month that they were opened using the agreed upon criteria. (This does not include Kinship or Tribal Homes.)

**Comments August 2014:** In June2014, there were a total of 75 new foster homes opened with a total of 764 new foster homes for SFY14.

2.3: New Therapeutic Foster Care Homes

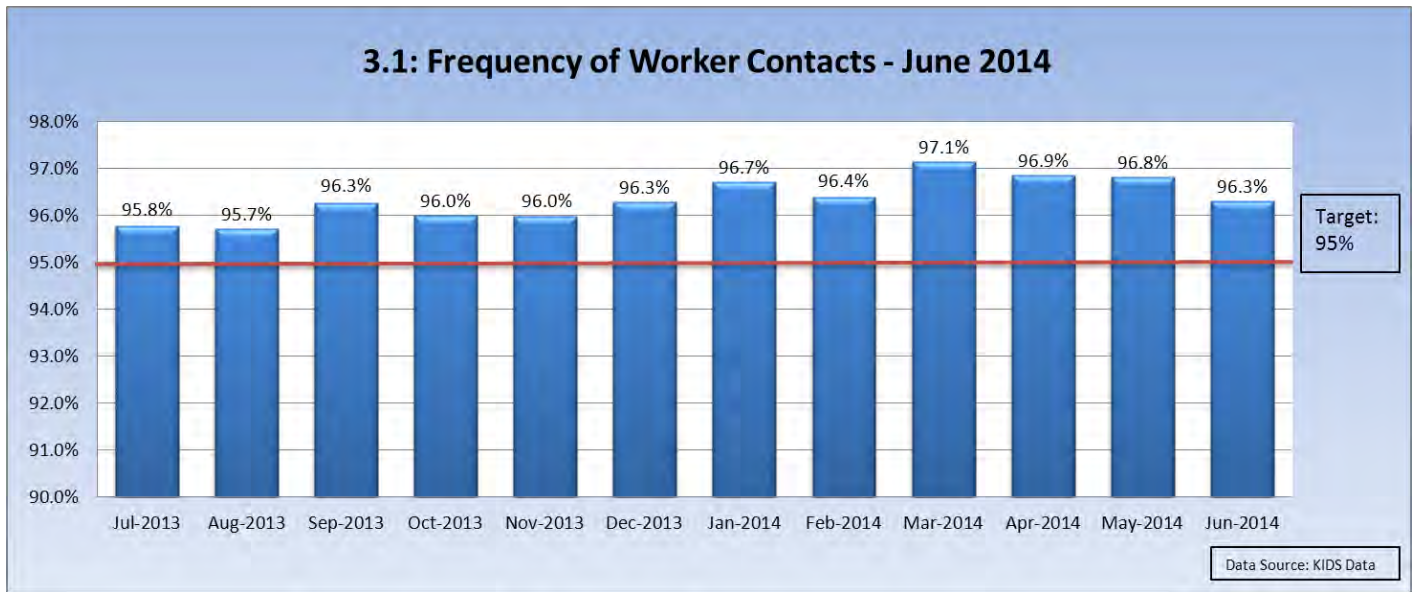


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New TFC Homes	6	8	8	16	8	9	15	10	11	6	4	10	111

**Data:** Total Count of New Therapeutic Foster Homes includes all new TFC Homes, by month that they were opened using the agreed upon criteria.

**Comments August 2014:** In June 2014, there were 10 new TFC homes opened with a total of 111 new TFC homes for SFY14. The target for new TFC Homes in SFY14 is 150 homes.

3.1: Frequency of Worker Contacts



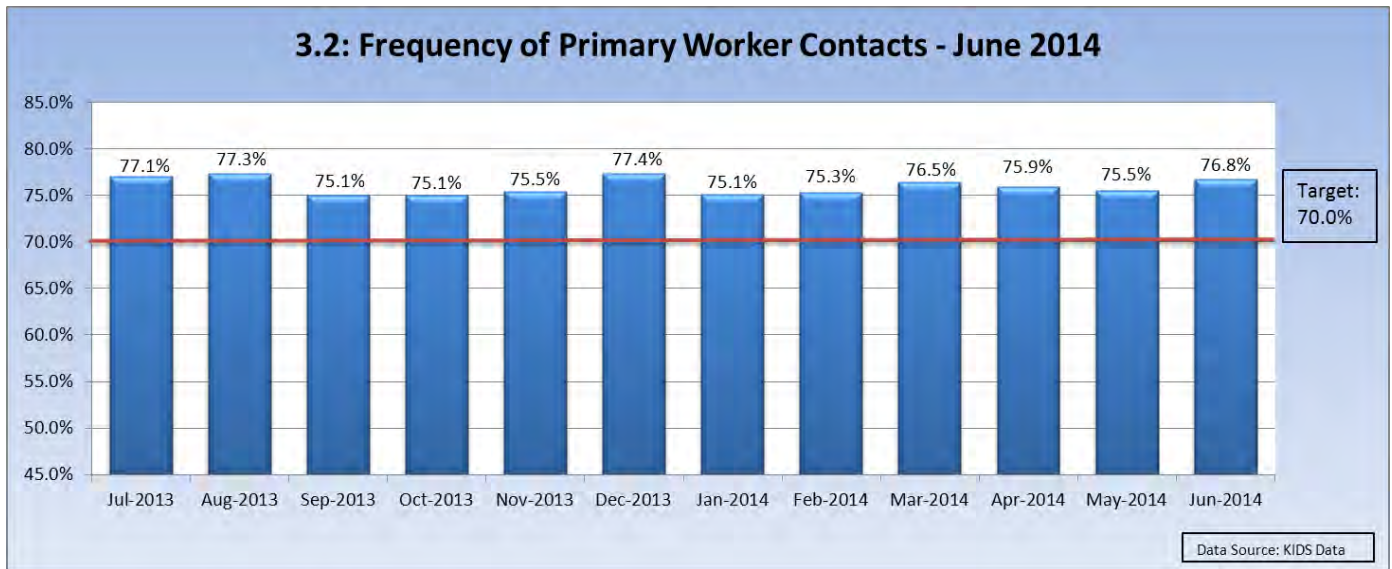
	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014
Contacts Made by Any Worker	9176	9210	9440	9578	9797	9888	10010	10096	10316	10390	10503	10436
Minimum Contacts Required	9581	9622	9805	9977	10206	10269	10349	10475	10619	10727	10849	10837
% Made	95.8%	95.7%	96.3%	96.0%	96.0%	96.3%	96.7%	96.4%	97.1%	96.9%	96.8%	96.3%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made for a given month. Only one visit per month is counted even though multiple visits may have been made during the month. Beginning in the April 2014 report, adjustments were made to no longer include children in the measure who are over the age of 18.

**Comments August 2014:** The visitation rate for all worker visits in June 2014 was 96.3%.



3.2: Frequency of Primary Worker Contacts



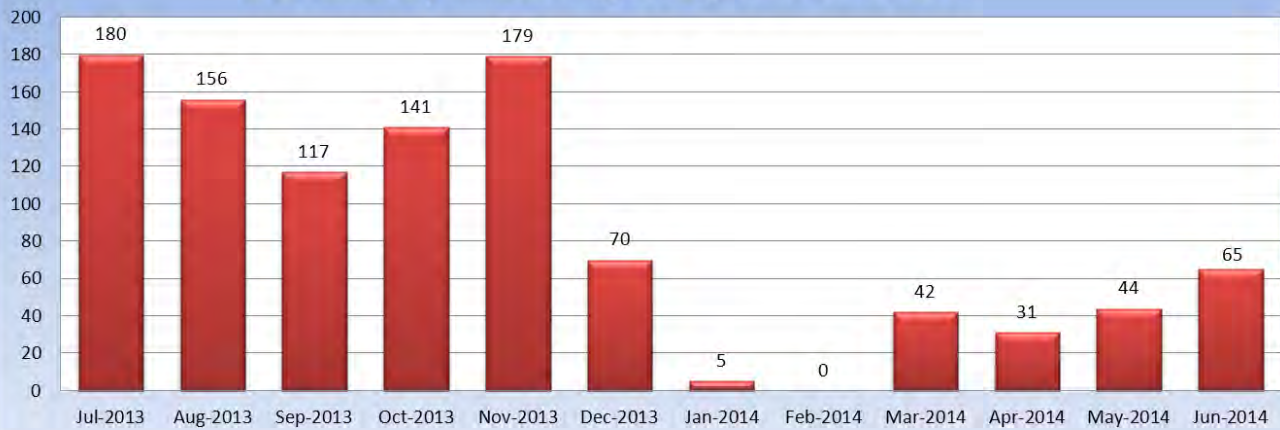
	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014
Contacts Made by Primary Worker	7386	7442	7359	7489	7701	7945	7777	7886	8122	8143	8195	8318
Minimum Contacts Required	9581	9622	9805	9977	10206	10269	10349	10475	10619	10727	10849	10837
% Made	77.1%	77.3%	75.1%	75.1%	75.5%	77.4%	75.1%	75.3%	76.5%	75.9%	75.5%	76.8%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made by the primary assigned worker for a given month. Only one visit per month by the primary worker is counted even though multiple visits may have been made by multiple workers during the month. For SFY14, the interim target is 70%. Beginning in the April 2014 report, adjustments were made to no longer include children in the measure who are over the age of 18.

**Comments August 2014:** The worker visitation rate for primary workers in June 2014 was 76.8%.

5.1: Shelter Use – Age 0-1 Years

**5.1: Monthly Shelter-Nights, Age 0-1 - June 2014**



Data Source: KIDS Data

	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Jan-2014	Mar-2014	Apr-2014	May-2014	Jun-2014
# of Nights	180	156	117	141	179	70	5	0	42	31	44	65

**5.1: Monthly Children in Shelter, Age 0-1 - June 2014**



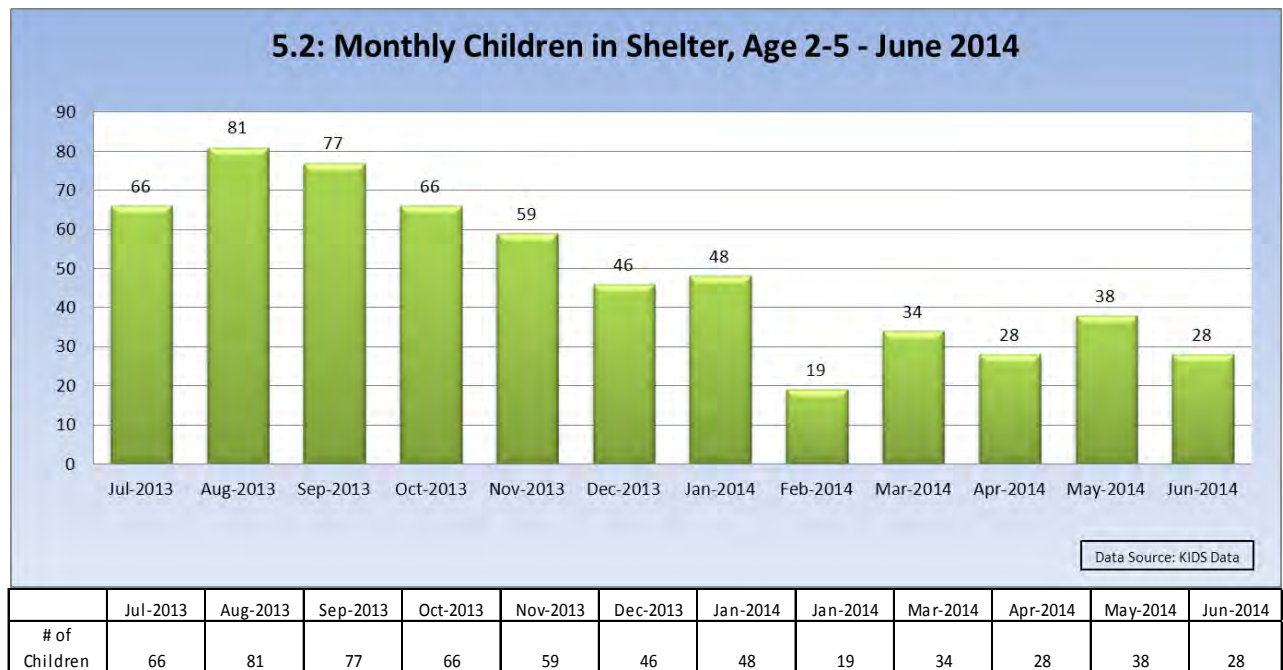
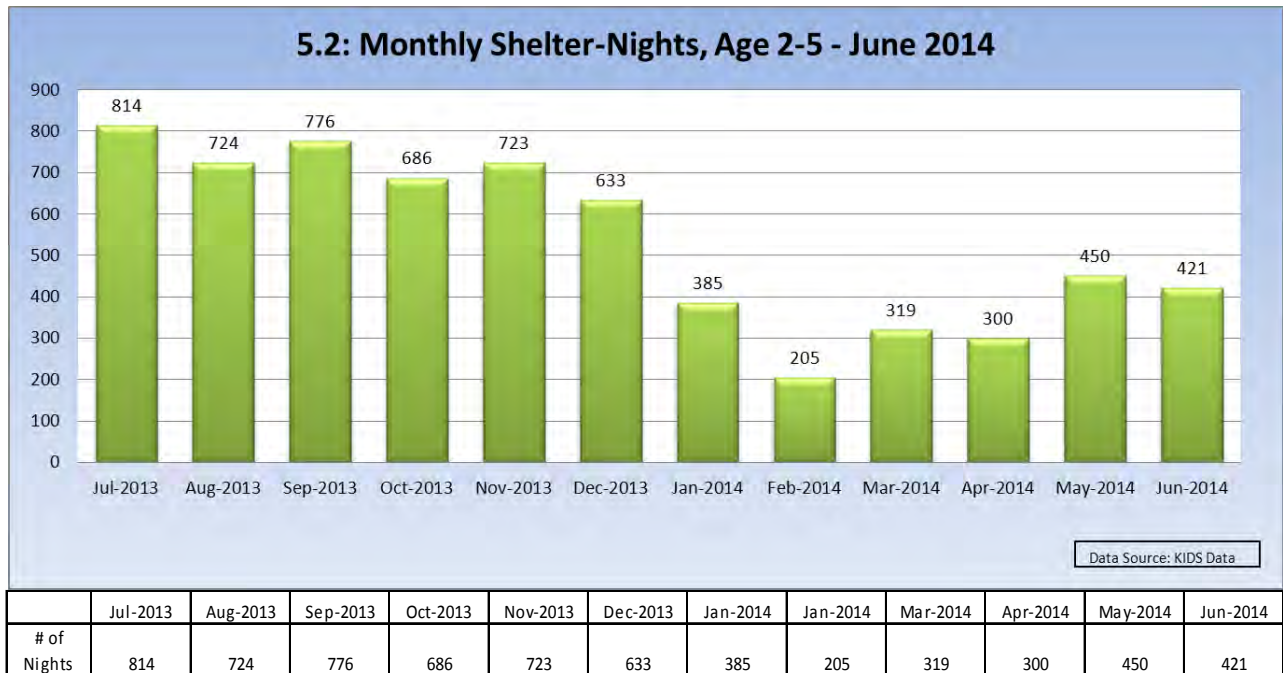
Data Source: KIDS Data

	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Jan-2014	Mar-2014	Apr-2014	May-2014	Jun-2014
# of Children	21	27	14	21	19	12	2	0	8	6	8	5

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part of a sibling set of 4 or more or a child placed with a minor parent who is also in DHS custody.

**Comments August 2014:** In June 2014, 5 children age 0-1 year spent a total of 65 nights in the shelter. Of these 5 children, 4 met the automatic exception as part of a sibling set of four or more. The one child who did not meet the automatic exception stayed only 1 night in the shelter and of the 2 children who were new removals with a shelter stay, they both were part of siblings sets of 4 or more. There were 2,083 children under the age of 2 in Out of Home Care in June 2014. Of those, 2,078 children did not spend a night in the shelter (99.8% of children in care age 0-1 year). There were 133 children age 0-1 year removed during the month of June 2014. Of these, 131 children age 0-1 year did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Years



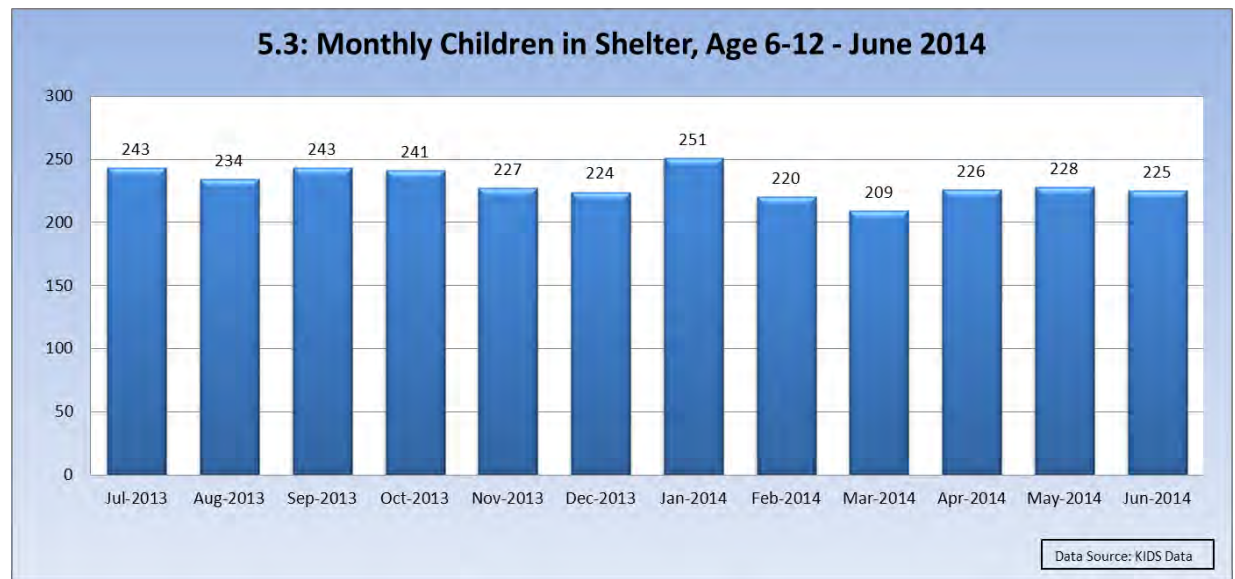
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

**Comments August 2014:** In June 2014, 28 children age 2-5 years spent a total of 421 nights in the shelter. Of these, 14 children met the automatic exception as part of a sibling set of 4 or more. Of the 7 children who were new removals in June with a shelter stay, all 7 were part of a sibling set of 4 or more. There were 3,606 children age 2-5 years in care in June 2014. Of those, 3,578 children did not spend a night in the shelter (99.2% of children in care age 2-5 years). There were 117 children age 2-5 years removed during the month of June 2014. Of these, 110 children did not have a shelter stay.

5.3: Shelter Use – Age 6-12 Years



	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Jan-2014	Mar-2014	Apr-2014	May-2014	Jun-2014
# of Nights	3942	3285	3676	4117	3996	4111	3813	3226	3689	3598	4022	3883

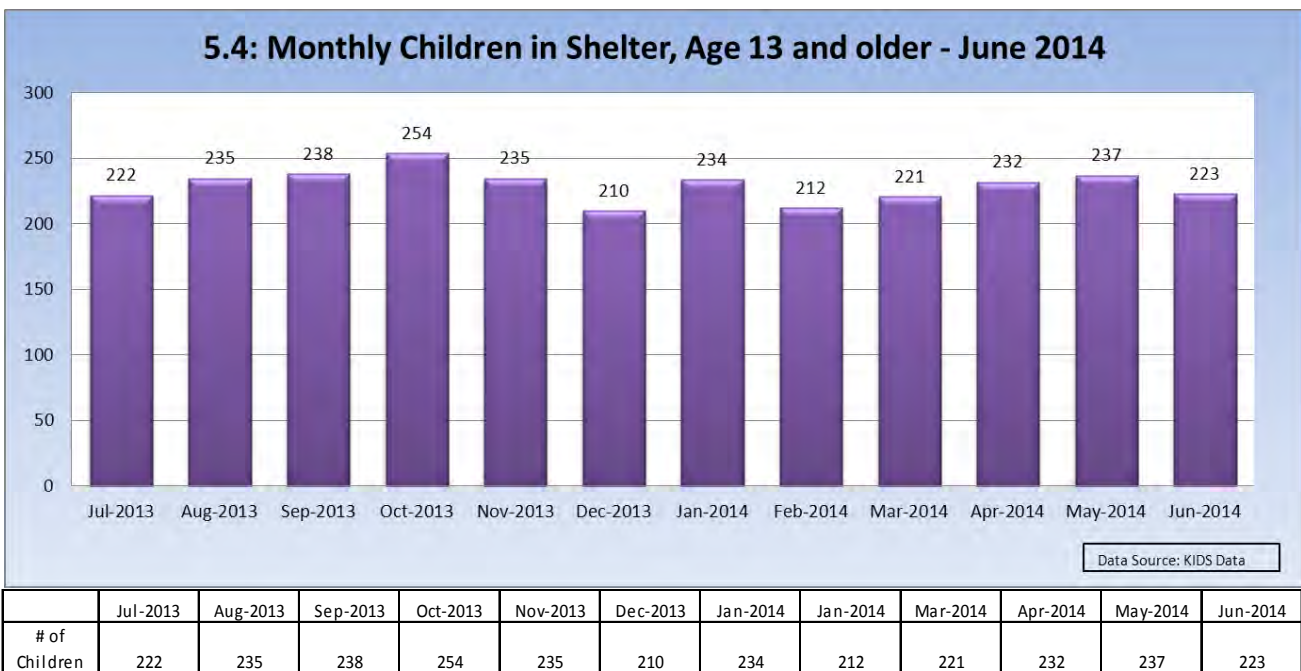
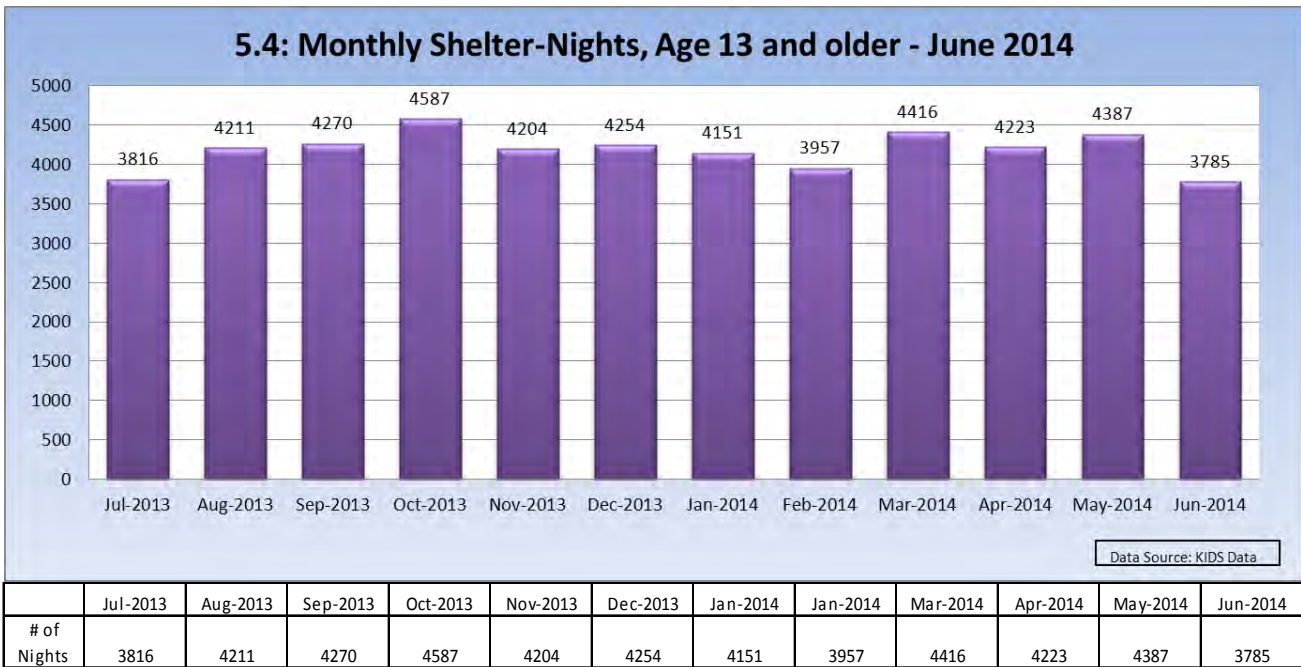


	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Jan-2014	Mar-2014	Apr-2014	May-2014	Jun-2014
# of Children	243	234	243	241	227	224	251	220	209	226	228	225

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years will be implemented beginning 7/1/2014.

**Comments August 2014:** In June 2014, 225 children age 6-12 years spent a total of 3,883 nights in the shelter. Of these children, 26 met the automatic exception as part of a sibling set of 4 or more. There were 4,072 children age 6-12 years in care in June 2014. Of those, 3844 children did not spend a night in the shelter (94.4% of children in care age 6-12 years). There were 148 children age 6-12 years removed during the month of June 2014. Of these, 95 children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older



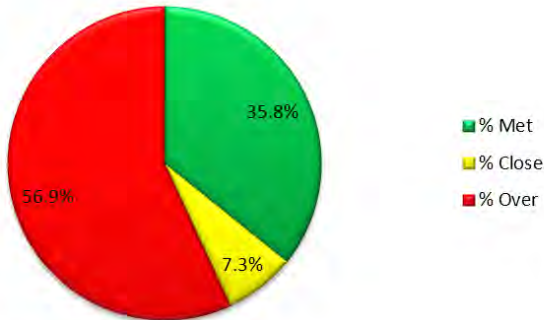
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

**Comments August 2014:** In June 2014, 223 children age 13 and older spent a total of 3,785 nights in the shelter. Of these 223 children, 7 met the automatic exception as part of a sibling set of 4 or more. There were 1,840 children age 13-18 years in care in June 2014. Of those, 1,617 children did not spend a night in the shelter (87.9% of children in care age 13-18 years). There were 50 children age 13-18 years removed during the month of June 2014. Of these, 21 children did not have a shelter stay.

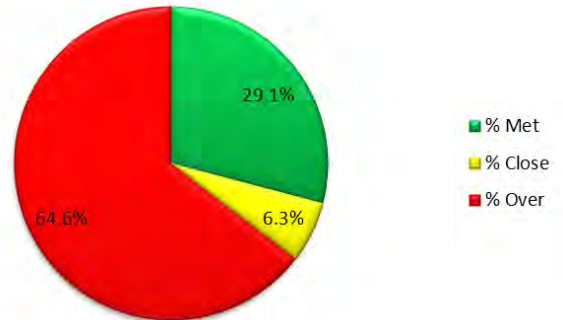
### Workers Meeting Caseload Standards

Workers Meeting Workload Standards April 1, 2014 - June 30, 2014				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	5354	22.4%	2.8%	74.8%
BRIDGE - FOSTER CARE	12820	19.5%	6.2%	74.3%
COMPREHENSIVE	10960	43.8%	10.6%	45.6%
PERMANENCY PLANNING	52611	29.1%	6.3%	64.6%
PREVENTIVE/VOLUNTARY	2461	77.9%	9.4%	12.7%
INVESTIGATION	39648	46.6%	8.7%	44.7%
OCA	625	41.1%	1.9%	57.0%
<b>STATEWIDE TOTAL</b>	<b>124479</b>	<b>35.8%</b>	<b>7.3%</b>	<b>56.9%</b>

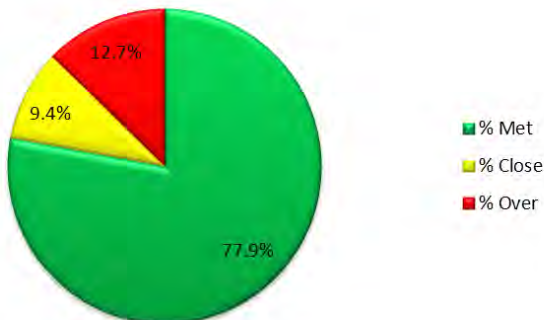
**CHILD WELFARE WORKERS STATEWIDE**



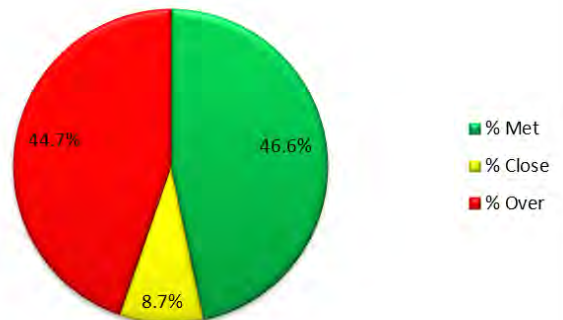
**PERMANENCY PLANNING STATEWIDE**



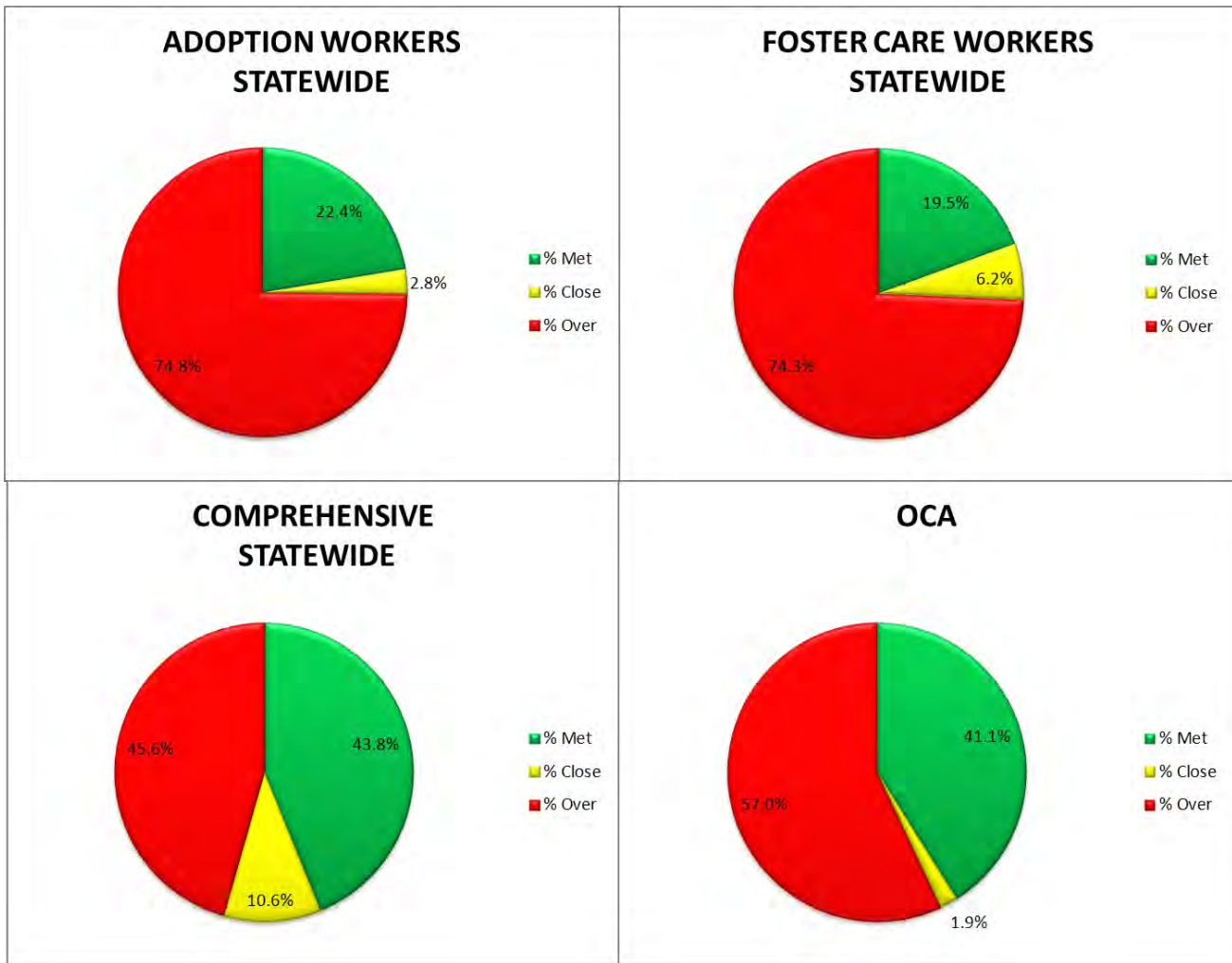
**PREVENTIVE/VOLUNTARY STATEWIDE**



**INVESTIGATION STATEWIDE**



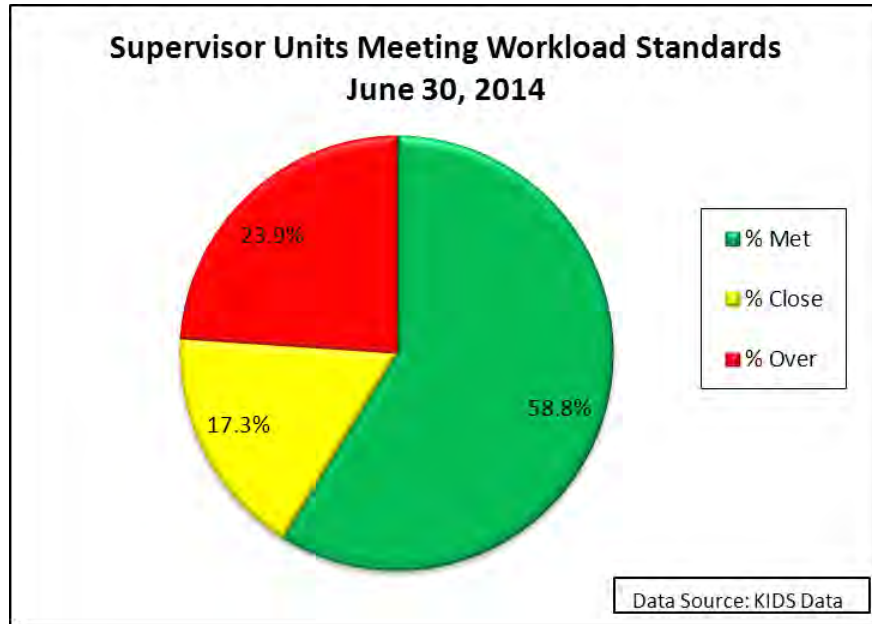
7.1 Worker Caseloads Continued



**Data:** Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” The charts represent the consolidated workload tracking process. A snapshot is taken every morning at 12:00 am of the workload of all Child Welfare workers. The entire workload of workers with a qualifying assignment to a case (CPS, PP, FCS, Adoption, and Resource) are calculated and compared against the caseload standards. The workload is classified as meeting standards if it is 100% or below a caseload. If the workload is over 100% but less than 120% of a caseload, it is considered to be “over but close”, otherwise the workload is considered to be over the standard. The measure tracks each worker - each day to determine if they meet the standard, and this is called a “worker day”. Work performed by Child Welfare Specialists, is broken into multiple categories. This measure will look specifically at all Child Welfare Workers (Total), Permanency Planning, Preventive/Voluntary, Investigation, Adoption, Bridge, and Comprehensive Workers. The data on Supervisors meeting unit ratio standards is still pending.

**Comments August 2014:** For the period of April 1, 2014 - June 30, 2014, The total number of Child Welfare Workers meeting the standard is 35.8%, with 7.3% being “Close”, and 56.9% “Over Standard”.

7.1 Worker Caseloads Continued



**Data:** This measure looks at Supervisor Units in regards to the worker standard per unit. There are two parts to determine if a supervisor unit meets the standard. First, the measure looks at the number of child welfare workers each supervisor is currently supervising in their unit. The target is for each unit to have a ratio of 5 Child Welfare Workers to 1 Supervisor. If a Unit has a ratio of 5:1 or less, they are considered to meet the standard. Units are “close” if they are 1-20% over with a ratio of 6:1. All Units with a ratio of 7:1 or over are considered “Over”. Each worker accounts for 0.2% of a supervisor’s workload capacity. Secondly, the measure looks at any of those supervisors who are currently supervising caseload carrying workers and also have primary assignments on their own workload. Because these workload assignments deduct from a supervisor’s capacity to supervise their workers, this additional caseload must be factored into the measurement. If a supervisor has less than two case assignments this will not be calculated into the measurement. For any other assignments on a supervisor’s caseload, these will be calculated at the same weight as a worker’s caseload and then added to the supervisor capacity, which includes the number of workers being supervised. With this combined calculation of the supervisor’s workload capacity, it is then determined how many of these supervisor units are meeting the workload standard. This information is based on KIDS ORG data and HRMD Data and is point in time as of the last date of the reporting period.

**Comments August 2014:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 58.8%, with 17.3% being “Close”, and 23.9% “Over Standard”. There are 284 supervisor units with 167 units meeting the standard, 49 units close and 68 units over the standard.



Context Data		
Children in Out of Home Care - in DHS Custody June 2014 - 11,601 Children		
Age	# of Children	% of Total
0-1 Years	2083	18.0%
2-5 Years	3606	31.1%
6-12 Years	4072	35.1%
Over 13 Years	1840	15.9%
Race	# of Children	% of Total
White	4534	39.1%
African American	1125	9.7%
Multi Race	3242	27.9%
Native American	736	6.3%
Hispanic*	1936	16.7%
Pacific Islander	16	0.1%
Asian	12	0.1%
TOTAL	11601	100.00%

\*Note: Hispanic or Latino origin is not counted as a primary race

