



PINNACLE PLAN MEASURES

MONTHLY SUMMARY REPORT

JUNE 2014

PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – JUNE 2014

The Oklahoma Department of Human Services 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 are measured and reported. Monthly, Quarterly, and Biannual Reports will be made available to the public. Beginning in July 2013, monthly updates will be posted on the 20th day of each month or the following business day.

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.

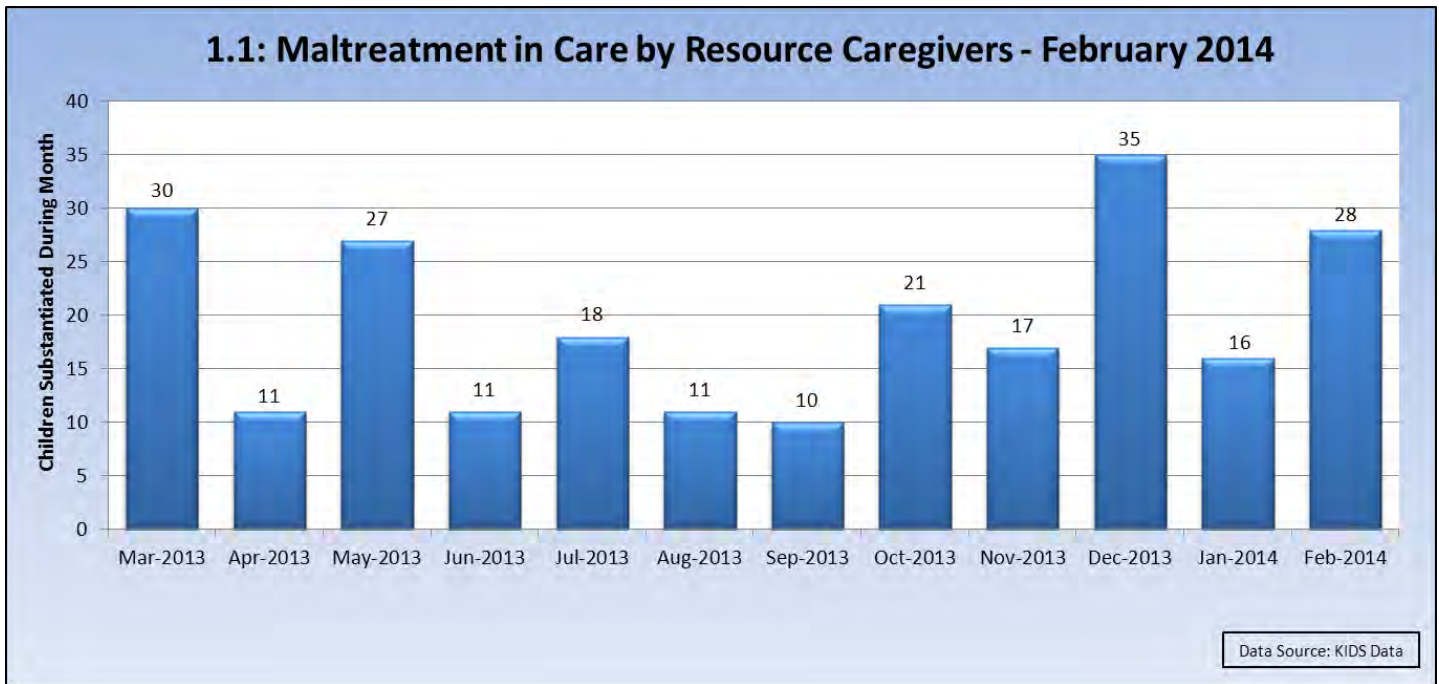
Demographics of children are included in monthly and semi-annual reports as context data. This information is helpful in understanding the population being served by the child welfare system.

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 definitions, and/or data quality issues that may be discovered through the process. Beginning with the November 2013 Monthly Report, there has been an added lag time of 60 days from the end of the reporting period to the time that the data is reported on Measures 2 – Resource Homes, Measure 3 – Worker Contacts, and Measure 5 – Shelter Use. This 60-day delay will allow for more stability in the data reported in prior months. There will continue to be a 90-day lag time on Measure 1 – Foster Care Safety to allow time for the Program Review Process.**

If you have questions or feedback regarding the Pinnacle Plan, please email us at dhs.childwelfareplan@okdhs.org

| Pinnacle Measure | | Pinnacle Plan Measures - Monthly Summary Report - June 2014 | | | | | |
|---------------------|-----|--|---|--|-------------------------------------|------------------------|---------------------|
| | | Name | Description | Period Ending | Monthly Count | | |
| | | | | # of Victims - February | | | |
| 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. | 2/28/2014 | 28 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. | 2/28/2014 | 15 Children | | |
| | | | | Mar Total | SFY14 Total to Date | | |
| Resource Homes | 2.1 | New Family Foster Care Homes | Newly approved Foster Homes | 3/31/2014 | 72 | 539 Foster Homes | |
| | 2.3 | New Therapeutic Foster Homes | Newly approved Therapeutic Foster Homes (TFC) | 3/31/2014 | 11 | 91 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. | 3/31/2014 | 10,325 | 10,622 | 97.2% |
| | 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. | 3/31/2014 | 8,122 | 10,622 | 76.5% |
| | | | | Feb 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. | 3/31/2014 | 42 Nights 8 Children | 437 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. | 3/31/2014 | 319 Nights 34 Children | 2,951 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. | 3/31/2014 | 3769 Nights 212 Children | 23,125 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. | 3/31/2014 | 4394 Nights 220 Children | 25,547 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: 1/1/2014 - 3/31/2014 | % of Workers that Meet Standard | 1-20% Above Standard | >20% Above Standard |
| | | | | | 33.9% | 9.1% | 57.0% |
| | | | 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 |
| | | | | | 67.5% | 19.8% | 12.7% |
| 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



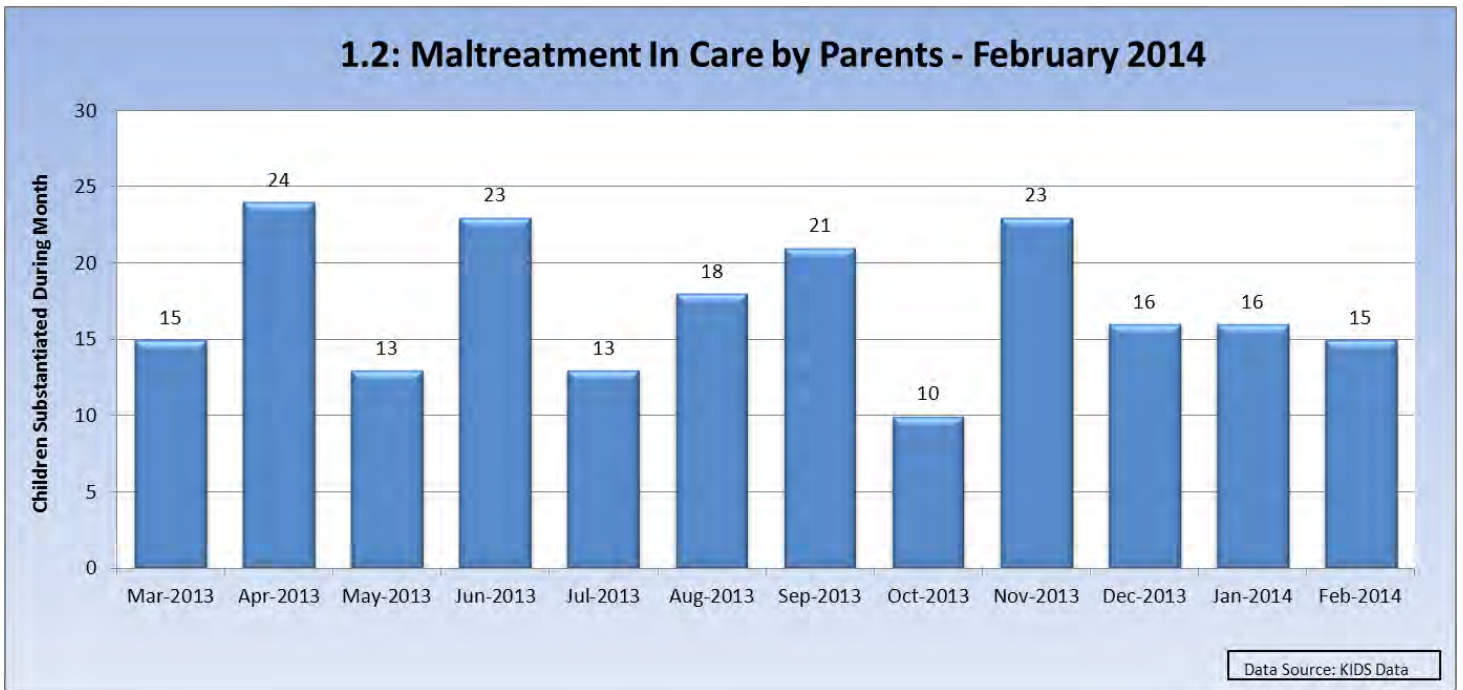
| | Mar-2013 | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Substantiations | 30 | 11 | 27 | 11 | 18 | 11 | 10 | 21 | 17 | 35 | 16 | 28 |

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 by a foster parent 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 children placed in all levels of foster care and kinship homes, which are relative placements.

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.

Comments June 2014: In February 2014 there were a total of 28 substantiations of maltreatment while in Out of Home Care. These 28 victims were reported in 7 separate referrals for children in foster care and 3 referrals to OCA. Of the 15 children in foster care, 3 children were placed in Kinship Foster Care Homes, 8 children were placed in Regular Foster Care, 3 children were placed in a Specialized Community Home, and 1 child was placed in Tribal Foster Care. Of the 13 OCA victims, 2 were placed in non-DHS facilities, 10 were placed in a Level D or E group homes, and 1 child was AWOL.

1.2: Maltreatment in Care by Parents

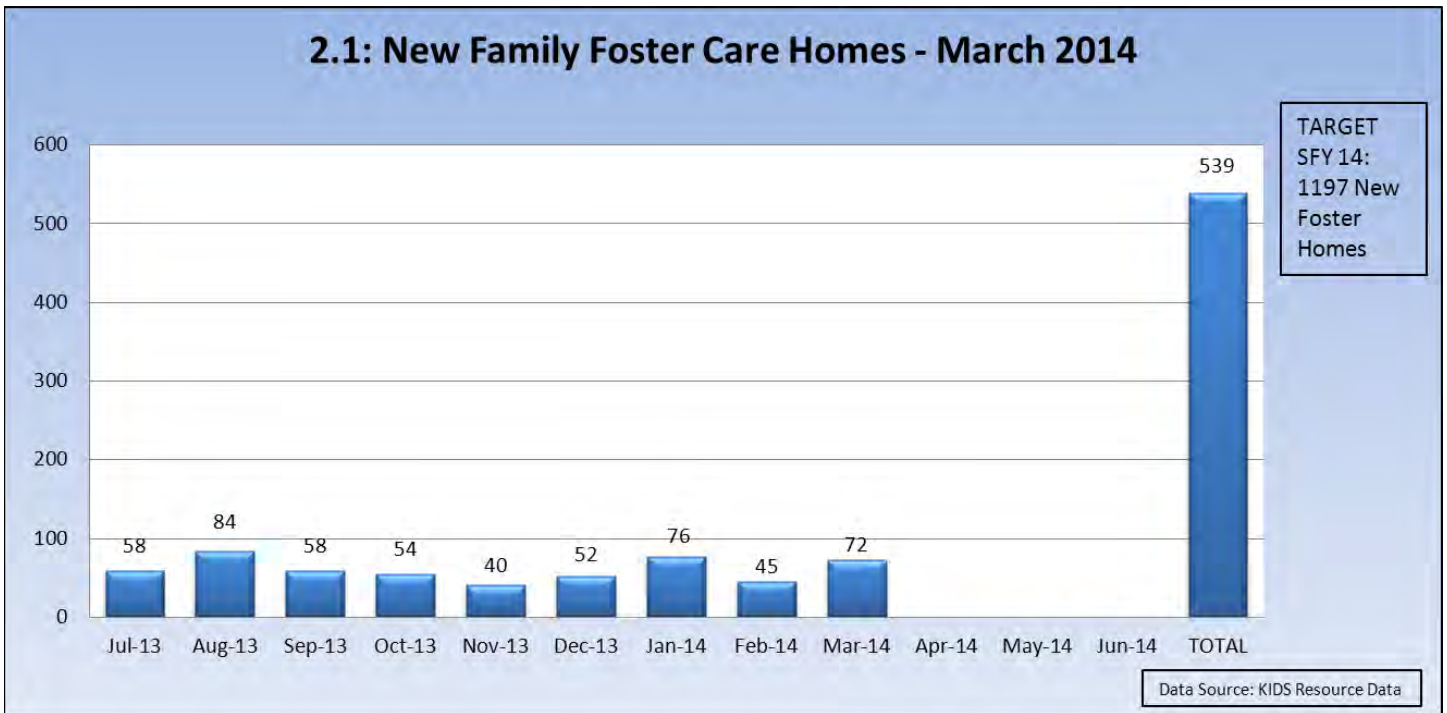


| | Mar-2013 | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Substantiations | 15 | 24 | 13 | 23 | 13 | 18 | 21 | 10 | 23 | 16 | 16 | 15 |

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 June 2014: There were 15 reported substantiations of abuse by parents of children in out of home care in February 2014.

2.1: New Family Foster Care Homes

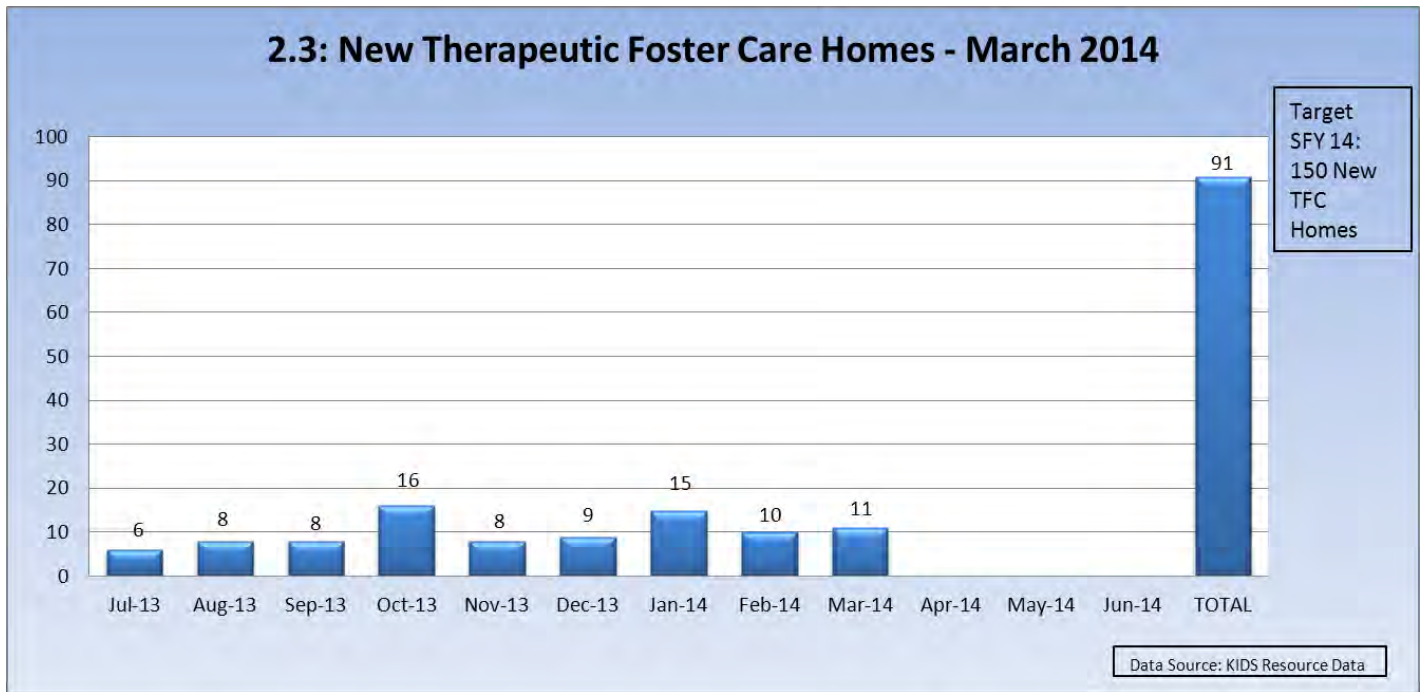


| | July 2013 | Aug 2013 | Sept 2013 | Oct 2013 | Nov 2013 | Dec 2013 | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | Jun 2014 | Total |
|--------------------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|
| # of New FFC Homes | 58 | 84 | 58 | 54 | 40 | 52 | 76 | 45 | 72 | 0 | 0 | 0 | 539 |

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 June 2014: In March 2014, there were a total of 72 new foster homes opened with a total of 539 new foster homes for SFY14. The target for new Foster Homes in SFY14 is 1,197 homes.

2.3: New Therapeutic Foster Care Homes

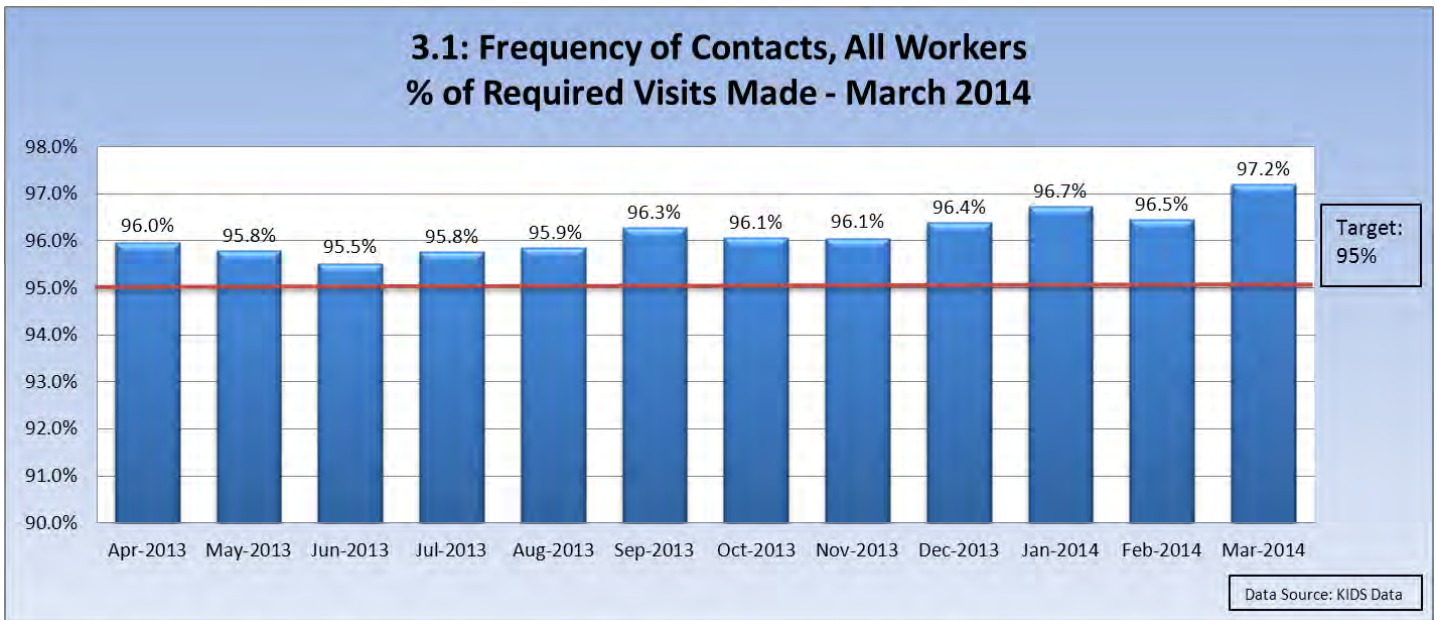


| | July 2013 | Aug 2013 | Sept 2013 | Oct 2013 | Nov 2013 | Dec 2013 | Jan 2014 | Feb 2014 | Mar 2014 | Apr 2014 | May 2014 | Jun 2014 | Total |
|--------------------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|
| # of New TFC Homes | 6 | 8 | 8 | 16 | 8 | 9 | 15 | 10 | 11 | 0 | 0 | 0 | 91 |

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 June 2014: In March 2014, there were 11 new TFC homes opened with a total of 91 new TFC homes for SFY14. The target for new TFC Homes in SFY14 is 150 homes.

3.1: Frequency of Worker Contacts

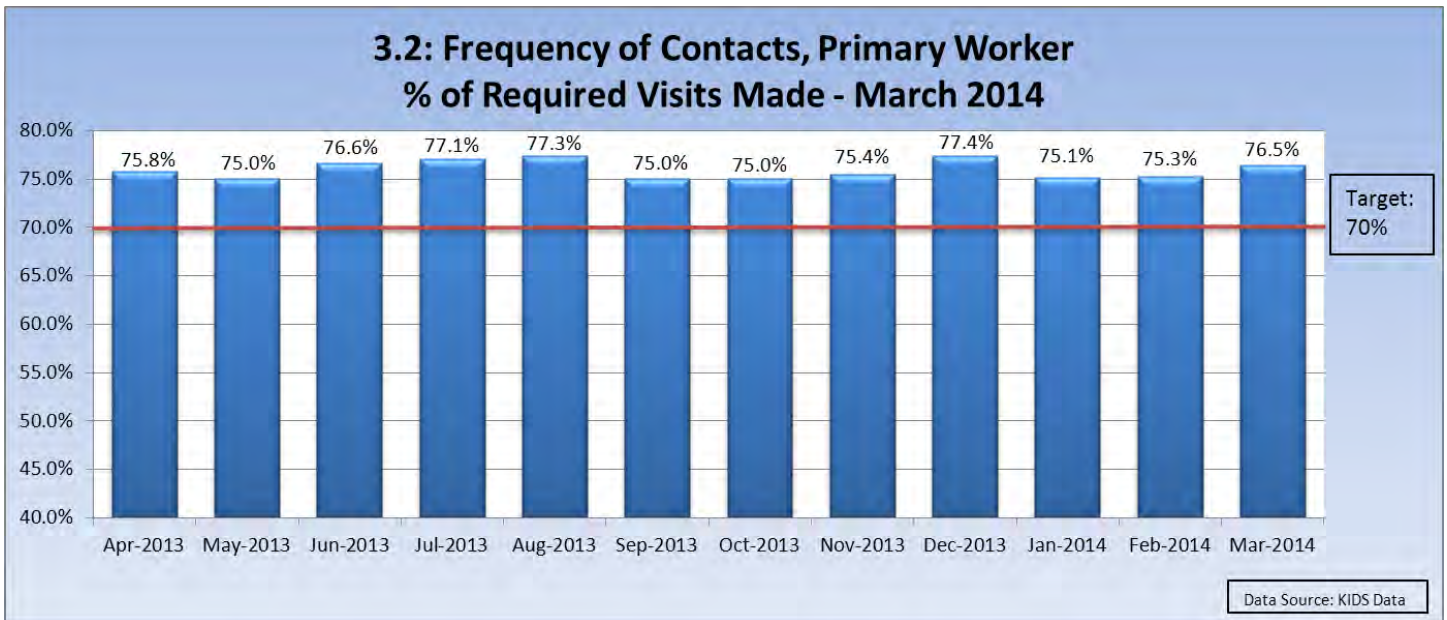


| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Contacts Made by Any Worker | 8936 | 9092 | 9095 | 9178 | 9225 | 9443 | 9587 | 9805 | 9901 | 10011 | 10108 | 10325 |
| Minimum Contacts Required | 9312 | 9491 | 9522 | 9583 | 9624 | 9807 | 9979 | 10208 | 10271 | 10350 | 10479 | 10622 |
| % Made | 96.0% | 95.8% | 95.5% | 95.8% | 95.9% | 96.3% | 96.1% | 96.1% | 96.4% | 96.7% | 96.5% | 97.2% |

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 June 2014: The visitation rate for all worker visits in March 2014 was 97.2%.

3.2: Frequency of Primary Worker Contacts



| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|---------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Contacts Made by Primary Worker | 7056 | 7116 | 7292 | 7386 | 7442 | 7359 | 7489 | 7701 | 7945 | 7775 | 7887 | 8122 |
| Minimum Contacts Required | 9312 | 9491 | 9522 | 9583 | 9624 | 9807 | 9979 | 10208 | 10271 | 10350 | 10479 | 10622 |
| % Made | 75.8% | 75.0% | 76.6% | 77.1% | 77.3% | 75.0% | 75.0% | 75.4% | 77.4% | 75.1% | 75.3% | 76.5% |

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 June 2014: The worker visitation rate for primary workers in March 2014 was 76.5%.

5.1: Shelter Use – Age 0-1 Years

5.1: Monthly Shelter-Nights, Age 0-1 - March 2014



Data Source: KIDS Data

| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Nights | 29 | 110 | 182 | 180 | 156 | 117 | 141 | 179 | 70 | 5 | 0 | 42 |

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



Data Source: KIDS Data

| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Children | 8 | 18 | 19 | 21 | 27 | 14 | 21 | 19 | 12 | 2 | 0 | 8 |

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 June 2014: In March 2014, 8 children age 0-1 year spent a total of 42 nights in the shelter. Of these 8 children, 6 met the automatic exception as part of a sibling set of four or more. There were 2,054 children under the age of 2 in Out of Home Care in March 2014. Of those, 2,046 children did not spend a night in the shelter (99.6% of children in care age 0-1 year). There were 153 children age 0-1 year removed during the month of March 2014. Of these, 147 children age 0-1 year did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Years

5.2: Monthly Shelter-Nights, Age 2-5 - March 2014



Data Source: KIDS Data

| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Nights | 760 | 843 | 719 | 845 | 724 | 777 | 686 | 723 | 633 | 385 | 205 | 319 |

5.2: Monthly Children in Shelter, Age 2-5 - March 2014



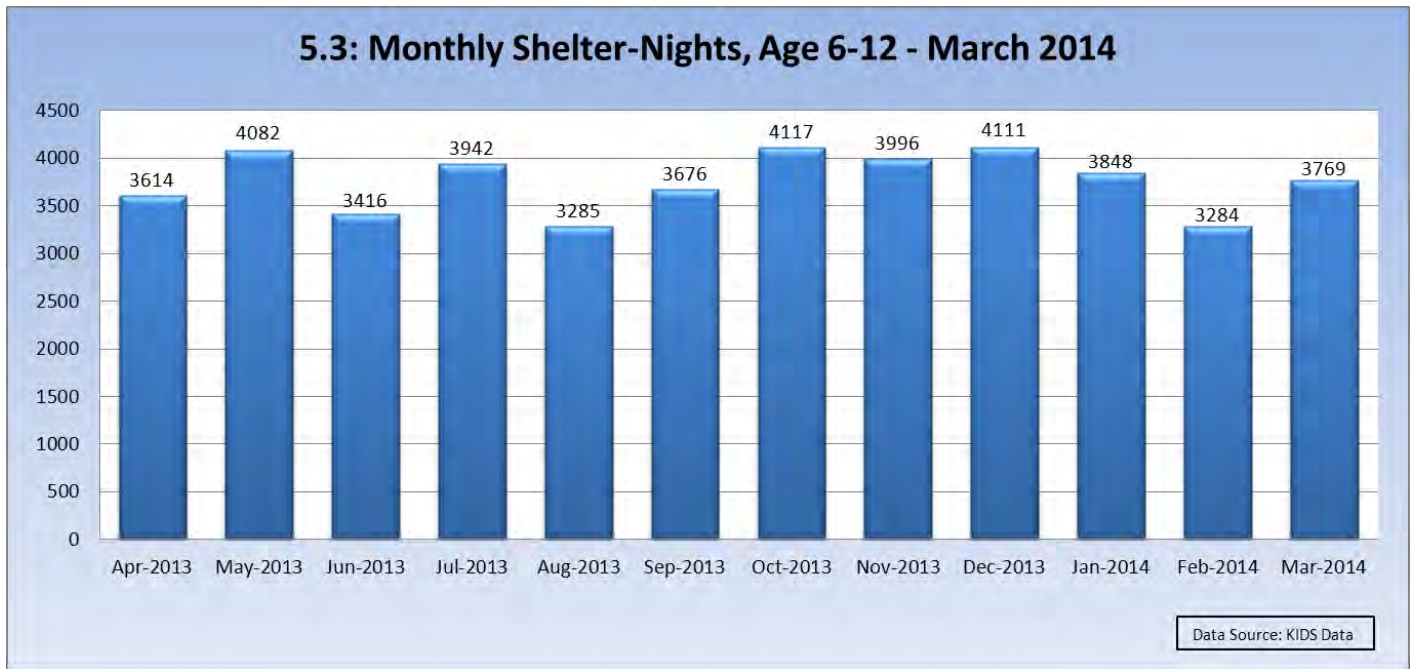
Data Source: KIDS Data

| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Children | 66 | 71 | 76 | 67 | 81 | 78 | 66 | 59 | 46 | 48 | 19 | 34 |

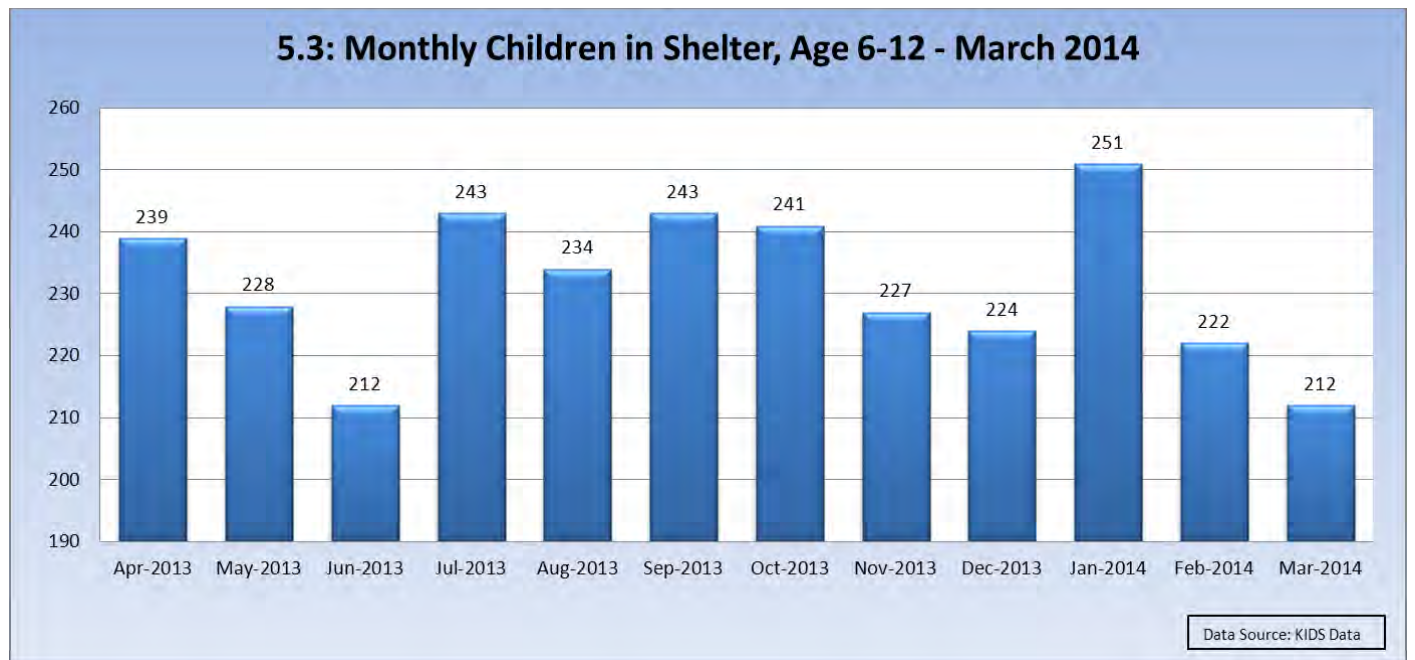
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

Comments June 2014: In March 2014, 34 children age 2-5 years spent a total of 319 nights in the shelter. Of these, 17 children met the automatic exception as part of a sibling set of 4 or more. There were 3,556 children age 2-5 years in care in March 2014. Of those, 3,522 children did not spend a night in the shelter (99.0% of children in care age 2-5 years). There were 128 children age 2-5 years removed during the month of Mar 2014. Of these, 111 children did not have a shelter stay.

5.3: Shelter Use – Age 6-12 Years



| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Nights | 3614 | 4082 | 3416 | 3942 | 3285 | 3676 | 4117 | 3996 | 4111 | 3848 | 3284 | 3769 |

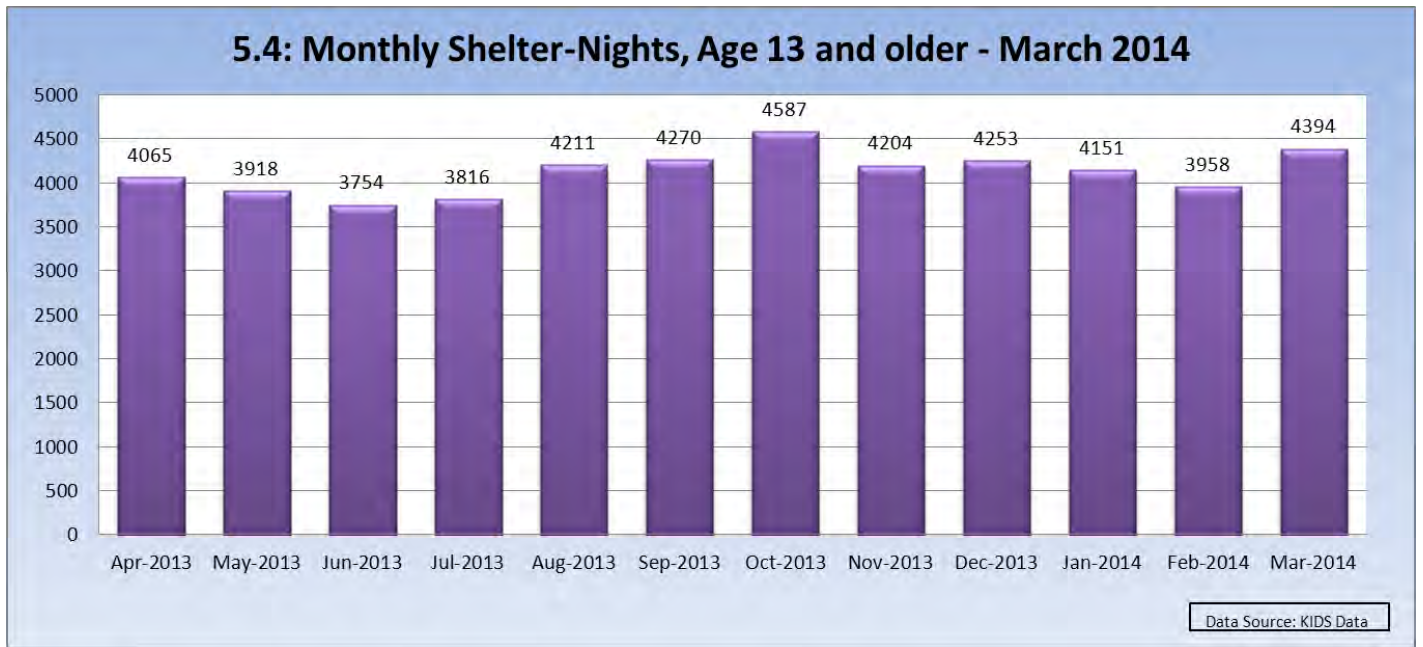


| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Children | 239 | 228 | 212 | 243 | 234 | 243 | 241 | 227 | 224 | 251 | 222 | 212 |

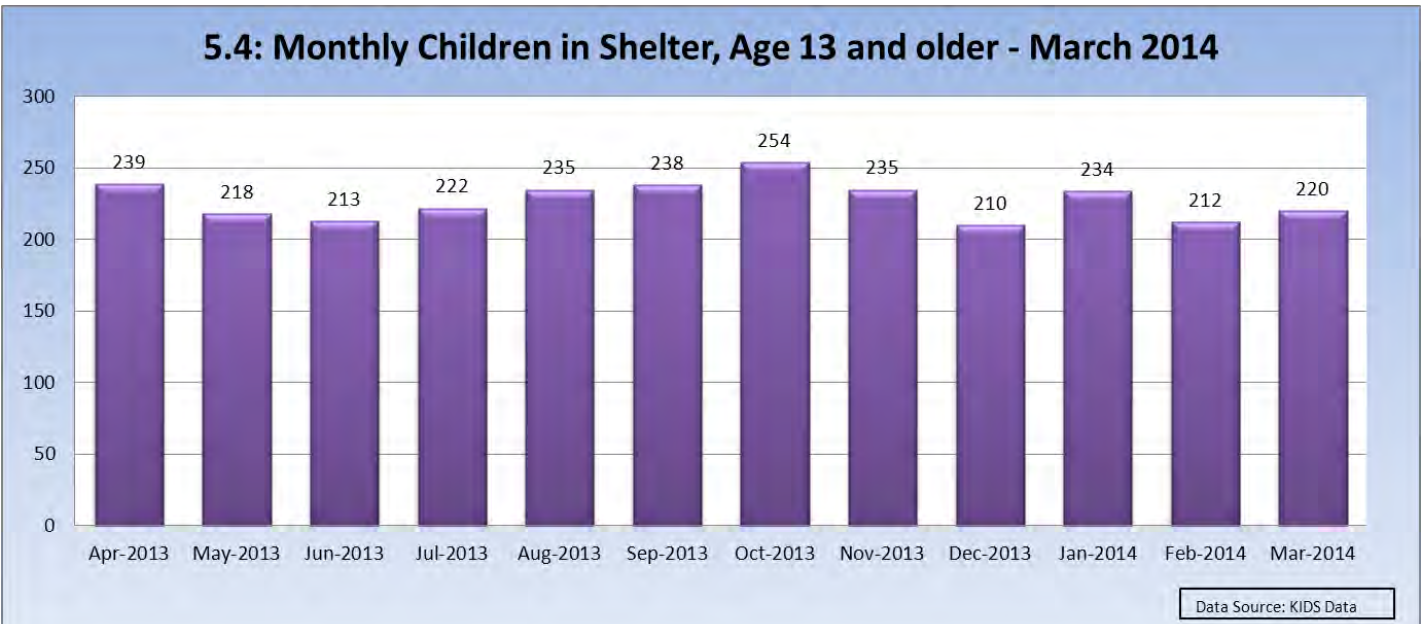
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years will be implemented beginning 7/1/2014.

Comments June 2014: In March 2014, 212 children, age 6-12 years spent a total of 3,769 nights in the shelter.

5.4: Shelter Use – Age 13 Years and Older



| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Nights | 4065 | 3918 | 3754 | 3816 | 4211 | 4270 | 4587 | 4204 | 4253 | 4151 | 3958 | 4394 |

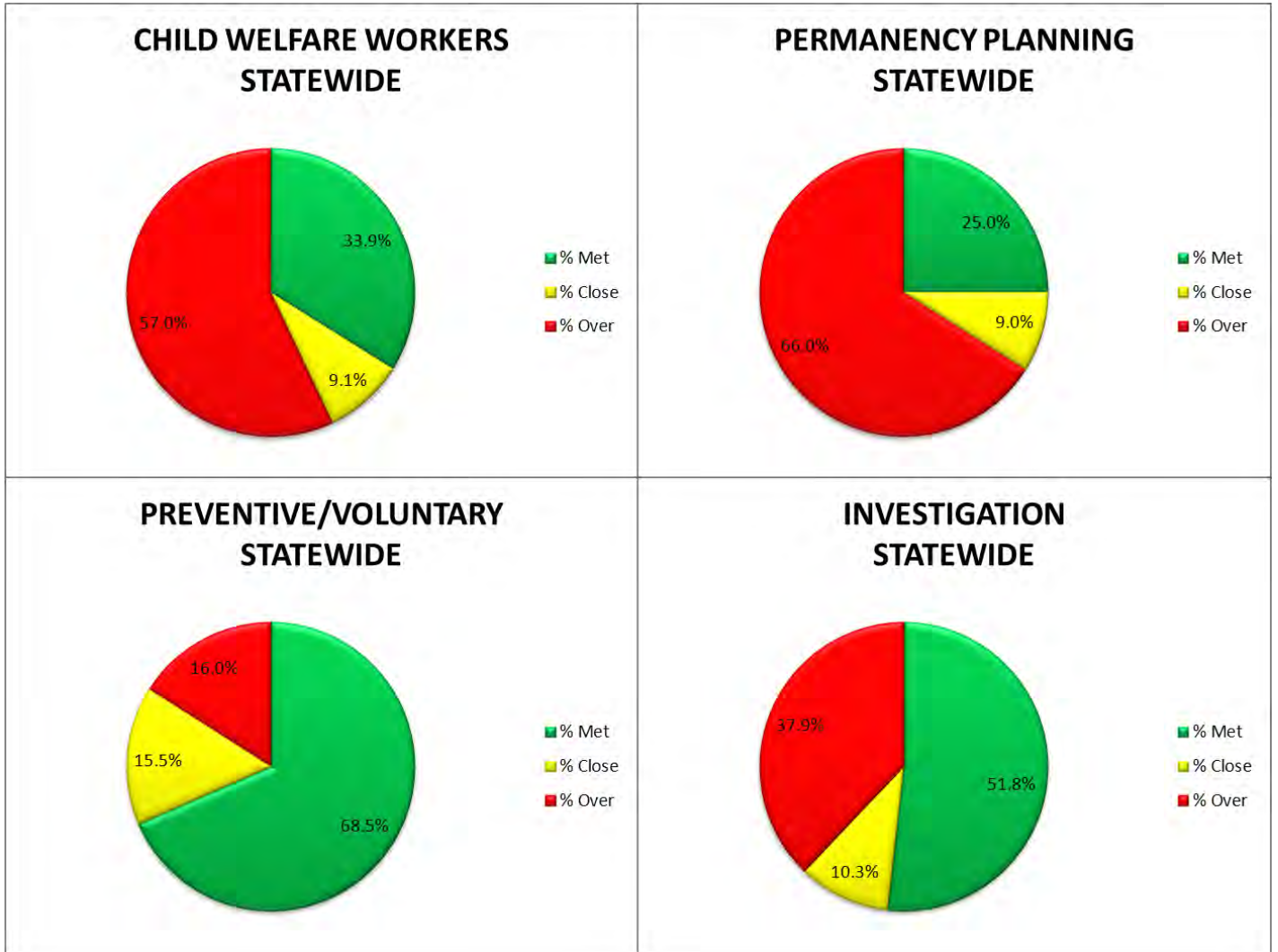


| | Apr-2013 | May-2013 | Jun-2013 | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 |
|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Children | 239 | 218 | 213 | 222 | 235 | 238 | 254 | 235 | 210 | 234 | 212 | 220 |

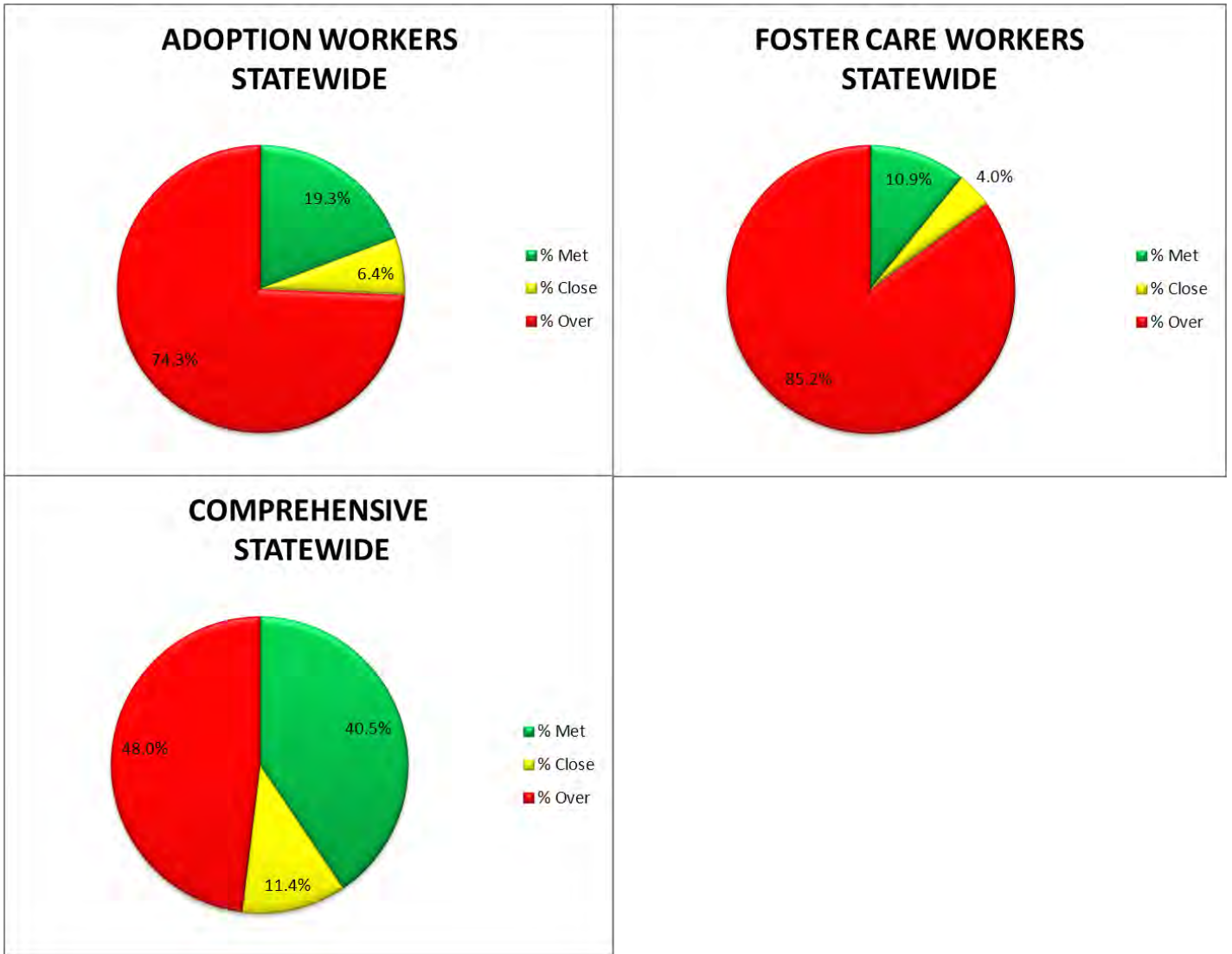
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

Comments June 2014: In March 2014, 220 children age 13 and older spent a total of 4,394 nights in the shelter.

Workers Meeting Caseload Standards JANUARY 1, 2014 – MARCH 31, 2014



7.1 Worker Caseloads Continued

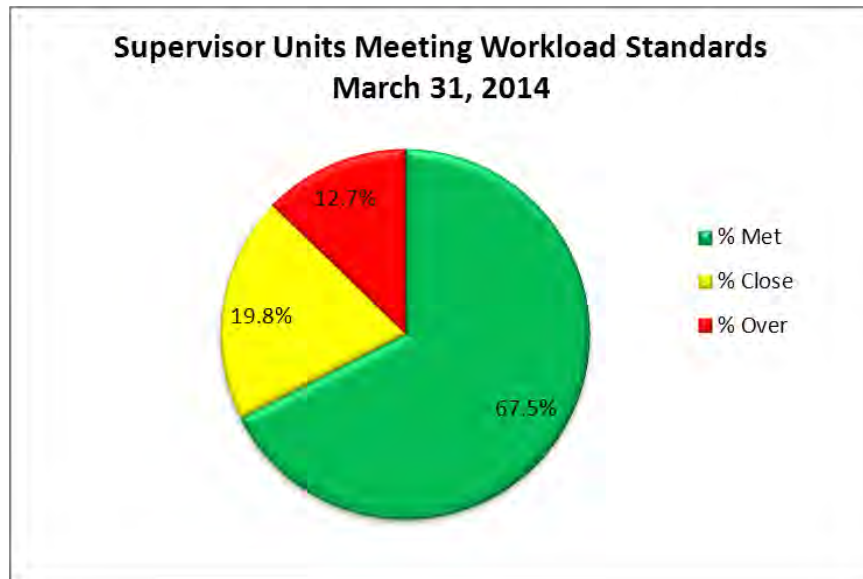


| Workers Meeting Workload Standards January 1, 2014 - March 31, 2014 | | | | |
|---|--------------|--------------|-------------|--------------|
| Worker Type | Worker Days | % Met | % Close | % Over |
| BRIDGE - ADOPTION | 4439 | 19.3% | 6.4% | 74.3% |
| BRIDGE - FOSTER CARE | 11249 | 10.9% | 4.0% | 85.2% |
| COMPREHENSIVE | 8689 | 40.5% | 11.4% | 48.0% |
| PERMANENCY PLANNING | 39845 | 25.0% | 9.0% | 66.0% |
| PREVENTIVE/VOLUNTARY | 1867 | 68.5% | 15.5% | 16.0% |
| INVESTIGATION | 31241 | 51.8% | 10.3% | 37.9% |
| STATEWIDE TOTAL | 97330 | 33.9% | 9.1% | 57.0% |

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 June 2014: For the period of January 1, 2014 - March 31, 2014, The total number of Child Welfare Workers meeting the standard is 33.9%, with 9.1% being “Close”, and 57.0% “Over Standard”.



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 June 2014: The total number of Child Welfare Supervisor Units “Meeting the Standard” is 67.5%, with 19.8% being “Close”, and 12.7% “Over Standard”. There are 283 supervisor units with 191 units meeting the standard, 56 units close and 36 units over the standard.

| Context Data | | |
|---|---------------|------------|
| Children in Out of Home Care - in DHS Custody | | |
| March 2014 - 11,331 Children | | |
| Age | # of Children | % of Total |
| 0-1 Years | 2054 | 18.1% |
| 2-5 Years | 3556 | 31.4% |
| 6-12 Years | 3933 | 34.7% |
| Over 13 Years | 1788 | 15.8% |
| Race | # of Children | % of Total |
| White | 4389 | 38.7% |
| African American | 1126 | 9.9% |
| Multi Race | 3180 | 28.1% |
| Native American | 728 | 6.4% |
| Hispanic* | 1882 | 16.6% |
| Pacific Islander | 12 | 0.1% |
| Asian | 14 | 0.1% |
| TOTAL | 11331 | 100.00% |

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

