



## **PINNACLE PLAN MEASURES**

## **MONTHLY SUMMARY REPORT**

**NOVEMBER 2013**

## PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – NOVEMBER 2013

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 20<sup>th</sup> 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.

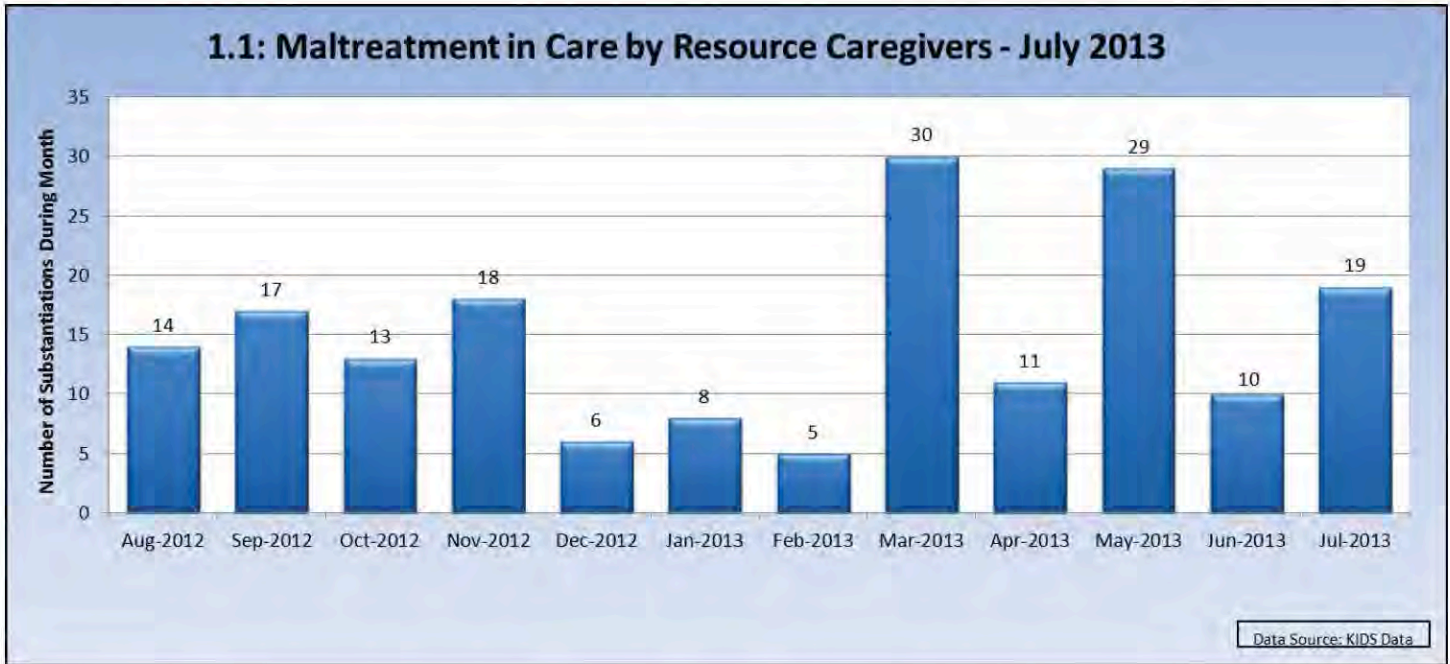
OKDHS was the first state agency to have a federally approved statewide automated child welfare information system (KIDS System) and continues to strive for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in definitions, and/or data quality issues 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](mailto:dhs.childwelfareplan@okdhs.org).

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - November 2013					
		Name	Description	Period Ending	Monthly Count		
					<b># of Victims - July</b>		
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.	7/31/2013	19 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.	7/31/2013	13 Children		
					<b>Aug Total</b>	<b>SFY14 Total to Date</b>	
Resource Homes	2.1	New Family Foster Care Homes	Newly approved foster homes	8/31/2013	84	142 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved therapeutic foster homes	8/31/2013	8	14 TFC Homes	
					<b>Contacts Made</b>	<b>Contacts Required</b>	<b>% Contacts Made</b>
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.	8/31/2013	9250	9669	95.7%
	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.	8/31/2013	7437	9669	76.9%
					<b>Aug Total</b>	<b>6 Month Total - NIGHTS</b>	
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.	8/31/2013	158 Nights 27 Children	666 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.	8/31/2013	724 Nights 81 Children	4384 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.	8/31/2013	3325 Nights 235 Children	22314 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.	8/31/2013	4296 Nights 237 Children	23541 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: 7/1/2013 - 9/30/2013	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			Supervisor Ratios - Statewide the number of Child Welfare Workers in respect to the number of supervisors.		25.3%	8.6%	66.1%
					Supervisors that Meet Standard	1-20% Above Standard	>20% Above Standard
			status pending				
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



	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013
# of Children with abuse	14	17	13	18	6	8	5	30	11	29	10	19

**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 foster care homes and kinship homes, which are relative placements.

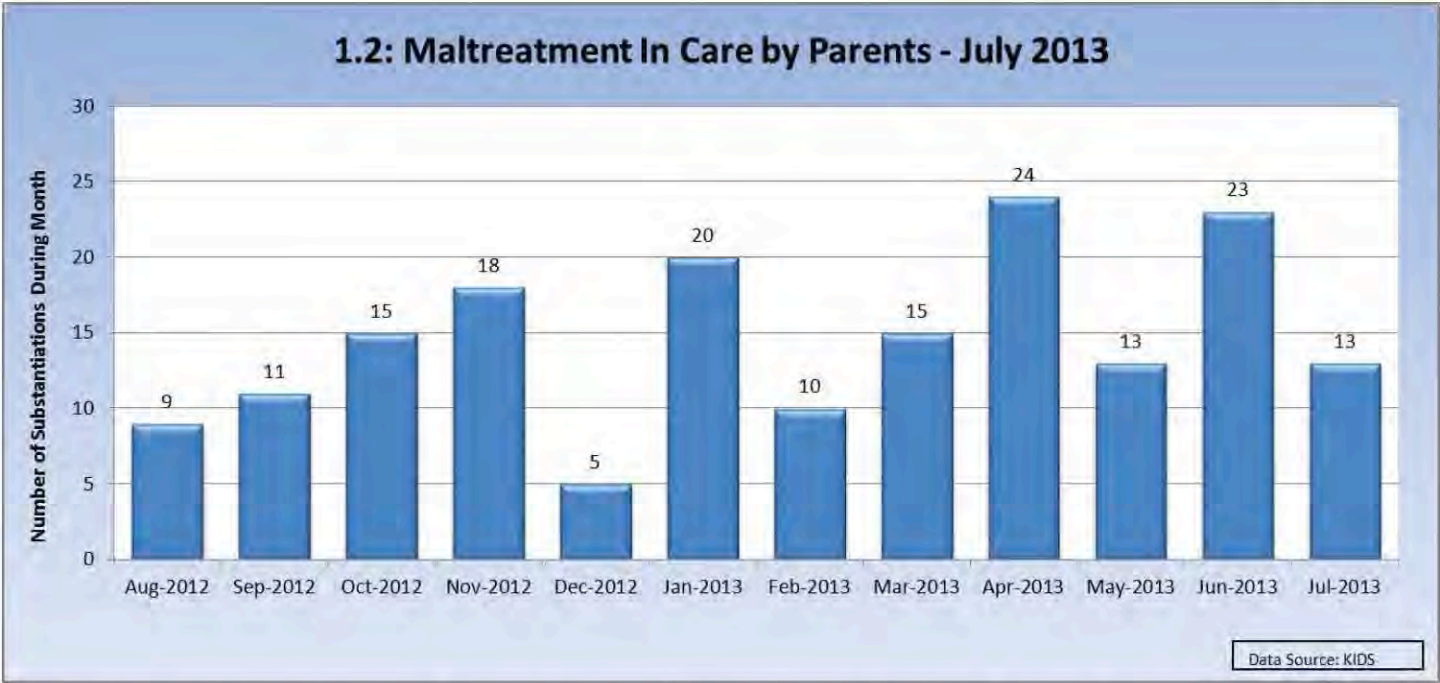
Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year.

Oklahoma began including children substantiated of maltreatment by the Office of Client Advocacy in institutional settings in March 2013.

**Comments Nov 2013:** In July 2013 there were a total of 19 substantiations of maltreatment while in Out of Home Care. These 19 victims were reported in 11 separate referrals of children in foster care and 1 referral to OCA. Of the 18 children in foster care, 13 of those children were placed in Kinship Foster Care Homes and 5 of those children were in Regular Foster Care Homes. The 1 OCA victim was placed in a Hospital/Inpatient Facility.

\*Previous Months: The number of reported victims in May 2013 has changed from 39 to 29 due to findings being overturned in the Program Review. The number of victims in June 2013 has changed from 15 to 10 following the Program Review.

1.2: Maltreatment in Care by Parents



	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013
# of Children with abuse	9	11	15	18	5	20	10	15	24	13	23	13

**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 on 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. All past months have been adjusted to reflect these changes.

**Comments Nov 2013:** There were 13 reported substantiations of abuse in July 2013.



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	0	0	0	0	0	0	0	0	0	0	142

**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 Nov 2013:** In August 2013, there were a total of 84 new foster homes opened with a total of 142 new foster homes for SFY14. The target for new Foster Homes in SFY14 is 1,197 homes.

2.3: New Therapeutic Foster Care Homes

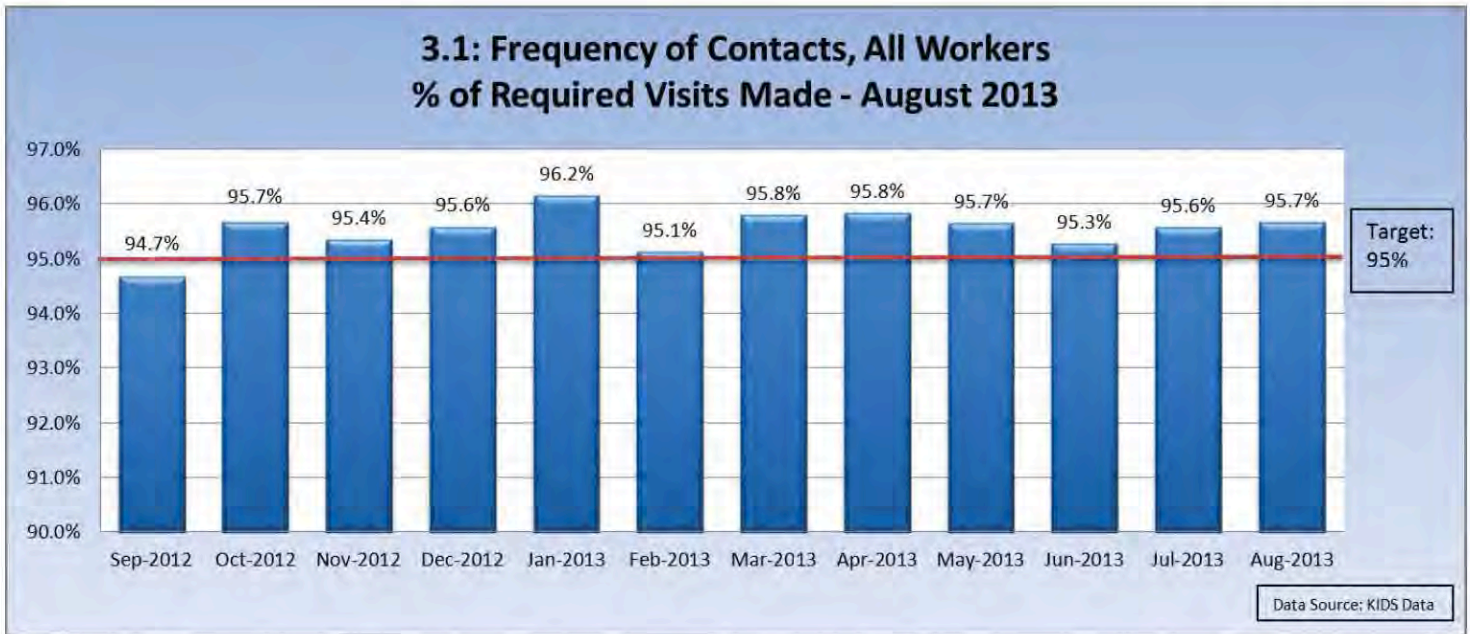


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New TFC Homes	6	8	0	0	0	0	0	0	0	0	0	0	14

**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 Nov 2013:** In August 2013, there were 8 new TFC homes opened with a total of 14 new TFC homes for SFY14. The target for new TFC Homes in SFY14 is 150 homes.

3.1: Frequency of Worker Contacts



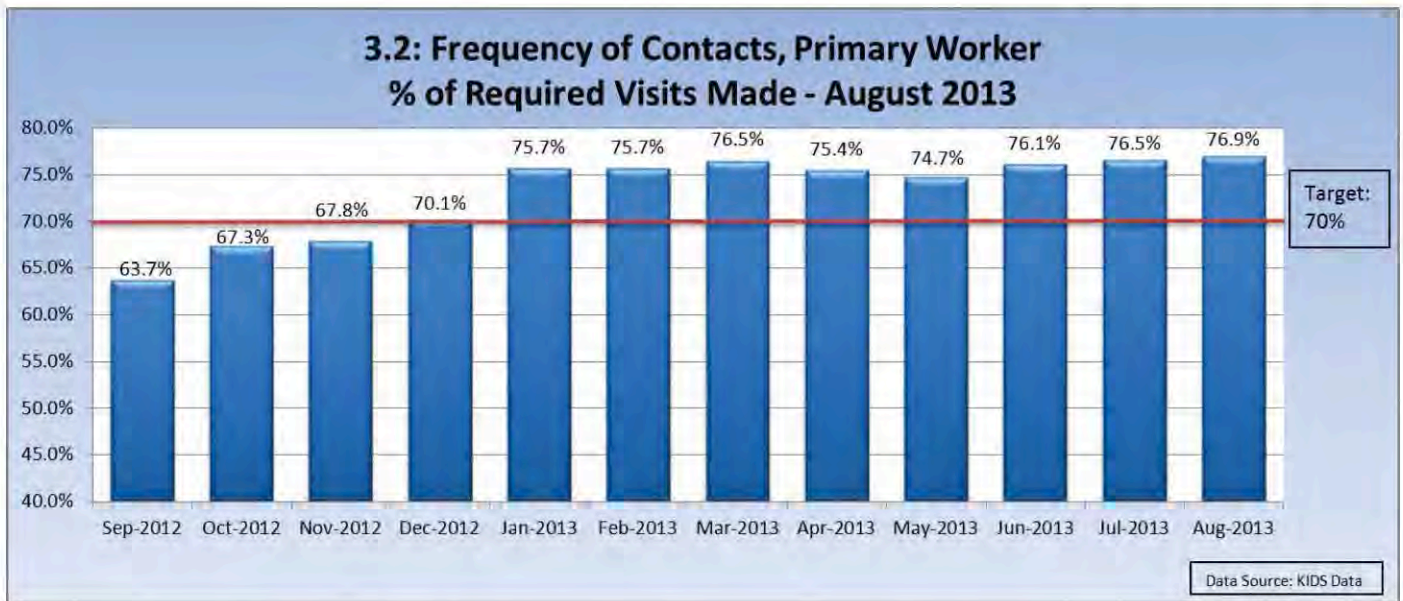
	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
Contacts Made by Any Worker	8128	8289	8369	8324	8478	8522	8715	8990	9133	9125	9208	9250
Minimum Contacts Required	8584	8664	8777	8708	8817	8959	9097	9380	9548	9577	9634	9669
% Made	94.7%	95.7%	95.4%	95.6%	96.2%	95.1%	95.8%	95.8%	95.7%	95.3%	95.6%	95.7%

**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.

**Comments Nov 2013:** The visitation rate for all worker visits in August 2013 was 95.7%.



3.2: Frequency of Primary Worker Contacts



	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
Contacts Made by Primary Worker	5466	5835	5953	6105	6673	6781	6956	7077	7131	7284	7369	7437
Minimum Contacts Required	8584	8664	8777	8708	8817	8959	9097	9380	9548	9577	9634	9669
% Made	63.7%	67.3%	67.8%	70.1%	75.7%	75.7%	76.5%	75.4%	74.7%	76.1%	76.5%	76.9%

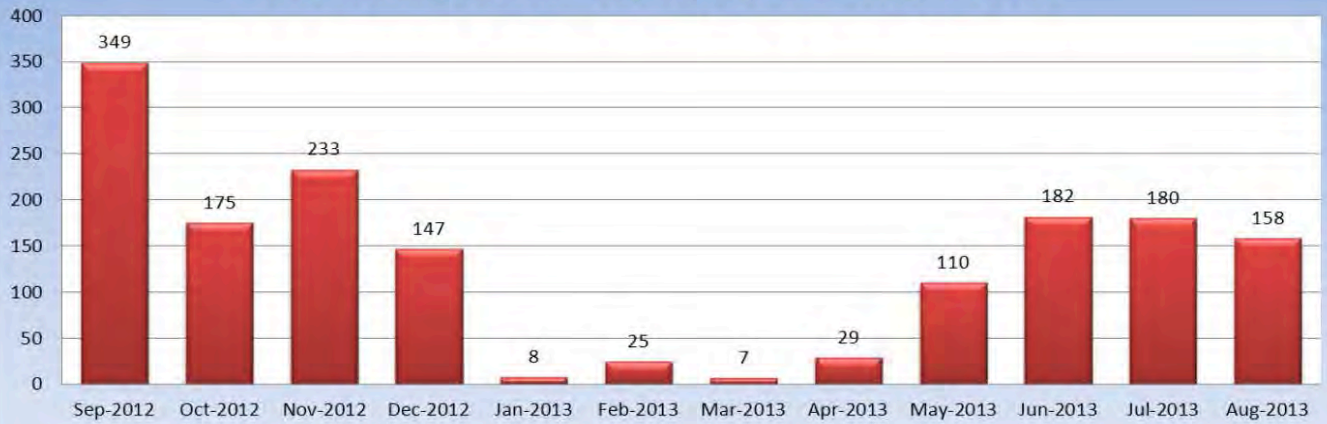
**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made by the primary assigned worker for a given month. Only one visit per month by the primary worker is counted even though multiple visits may have been made by multiple workers during the month. For SFY14, the interim target is 70%.

Beginning November 2013, adjustments were made to the metric primarily to account for primary worker visits with children in Trial Adoption cases. The data was applied to previous months. This resulted in percentage increases for previously reported months.

**Comments Nov 2013:** The worker visitation rate for primary workers in August 2013 was 76.9%.

5.1: Shelter Use – Age 0-1 Years

5.1: Monthly Shelter-Nights, Age 0-1 - August 2013



Data Source: KIDS Data

	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Nights	349	175	233	147	8	25	7	29	110	182	180	158

5.1: Monthly Children in Shelter, Age 0-1 - August 2013



Data Source: KIDS Data

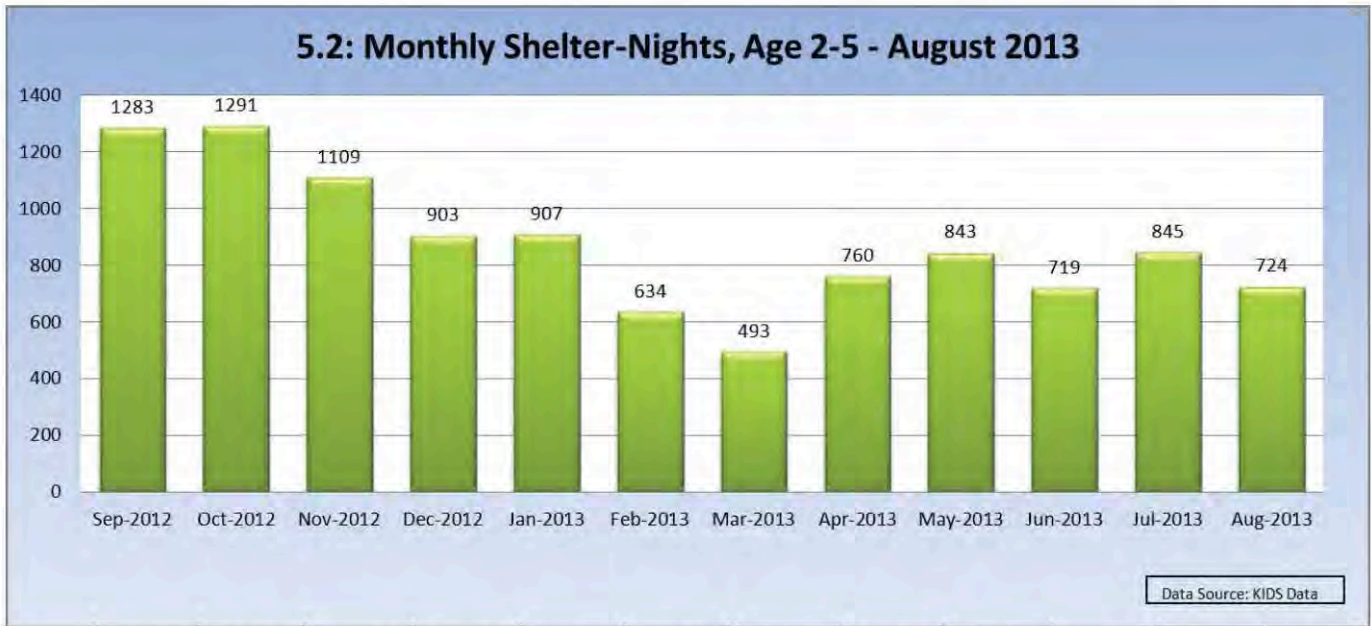
	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Children	52	37	41	28	3	6	1	8	18	19	21	27

**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, a child placed with a minor parent who is also in DHS custody, or medically fragile children requiring 24-hour care.

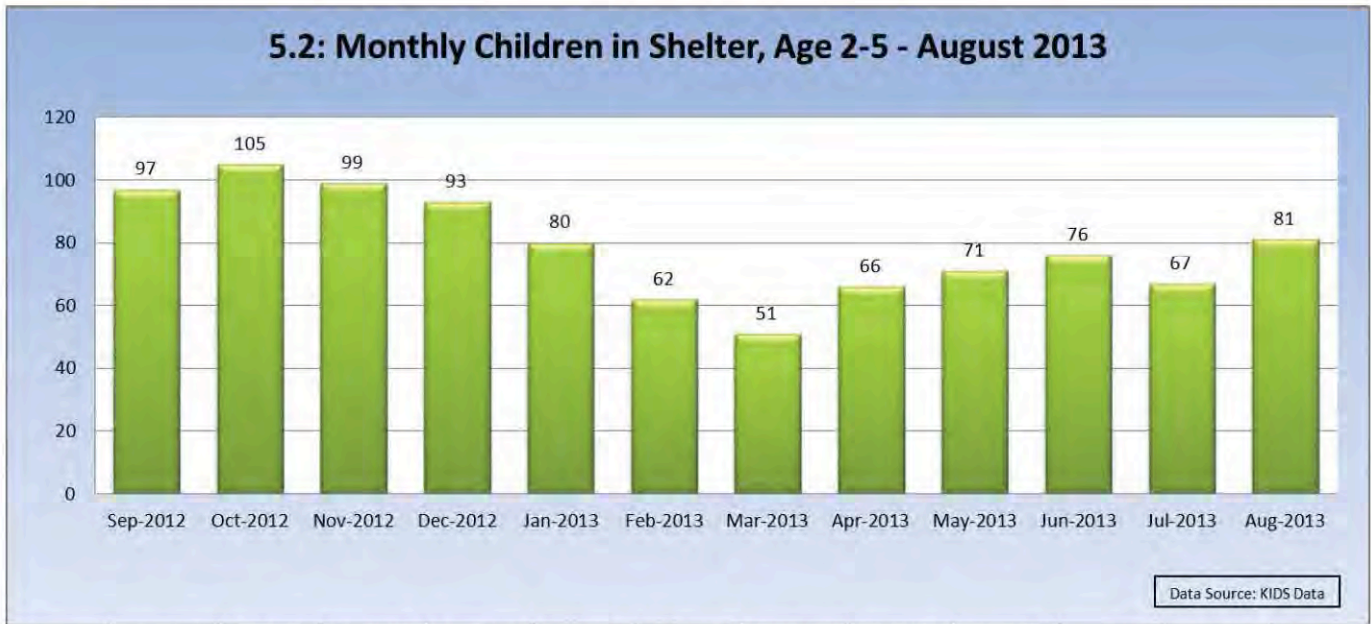
**Comments Nov 2013:** In August 2013, 27 children age 0-1 years spent a total of 158 nights in the shelter. Of these 27 children, 8 met the automatic exception as part of a sibling set of four or more, 1 met the automatic exception as part of a sibling set of four or more and medically fragile, and 2 children were placed with a minor parent in DHS custody. There were 1,906 children under the age of 2 in Out of Home Care in August 2013. Of these children, 1,879 children did not spend a night in the shelter.



5.2: Shelter Use – Age 2-5 Years



	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Nights	1283	1291	1109	903	907	634	493	760	843	719	845	724



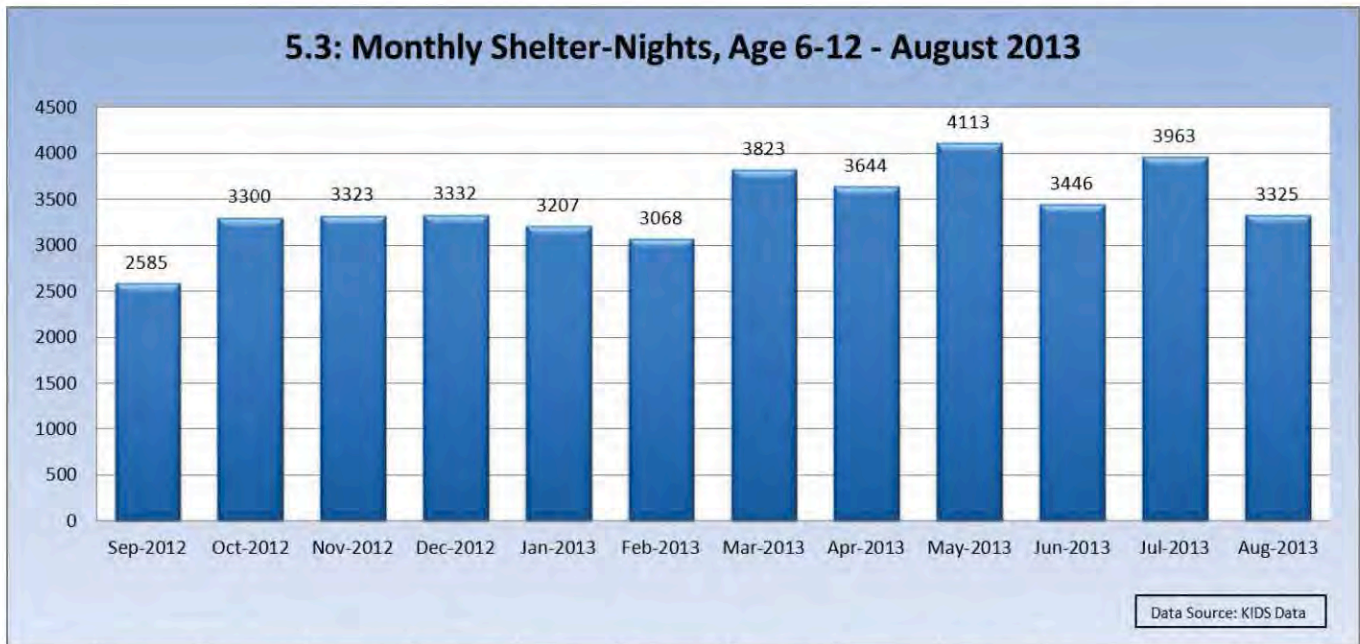
	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Children	97	105	99	93	80	62	51	66	71	76	67	81

**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.

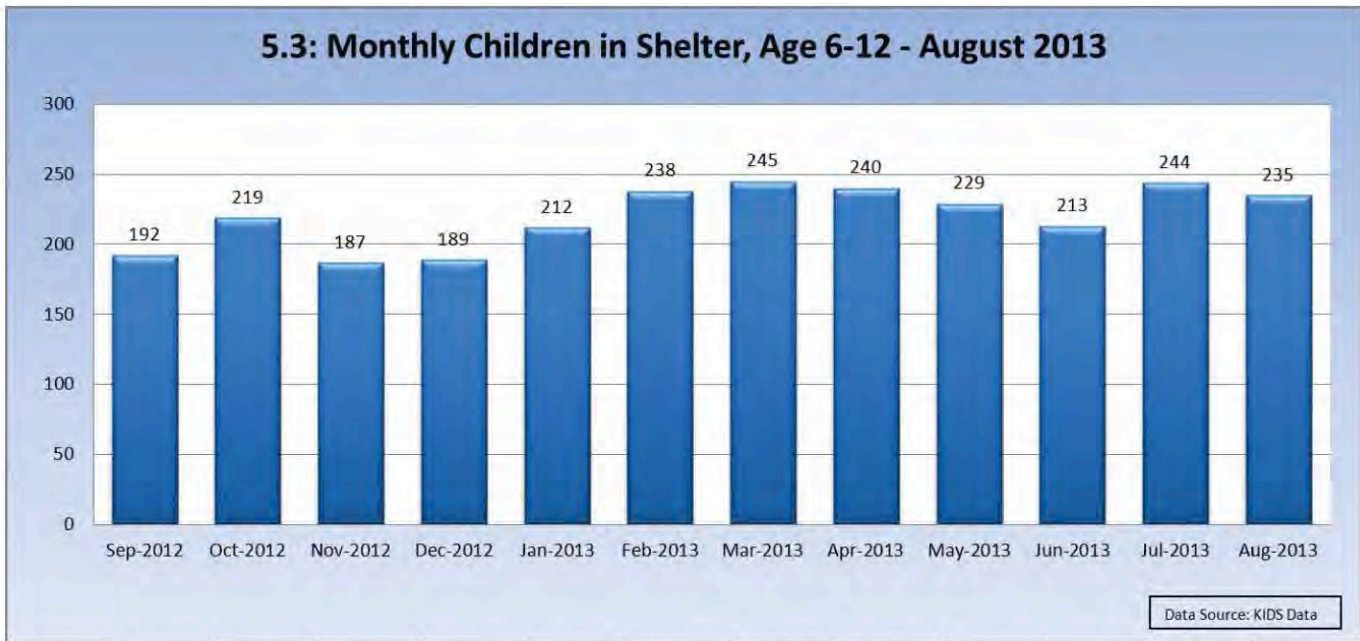
**Comments Nov 2013:** In August 2013, 81 children, age 2-5 years spent a total of 724 nights in the shelter. Of these 81 children, 18 met the automatic exception as part of a sibling set of 4 or more.



5.3: Shelter Use – Age 6-12 Years



	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Nights	2585	3300	3323	3332	3207	3068	3823	3644	4113	3446	3963	3325



	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Children	192	219	187	189	212	238	245	240	229	213	244	235

**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 Nov 2013:** In August 2013, 235 children, age 6-12 years spent a total of 3325 nights in the shelter.

5.4: Shelter Use – Age 13 Years and Older

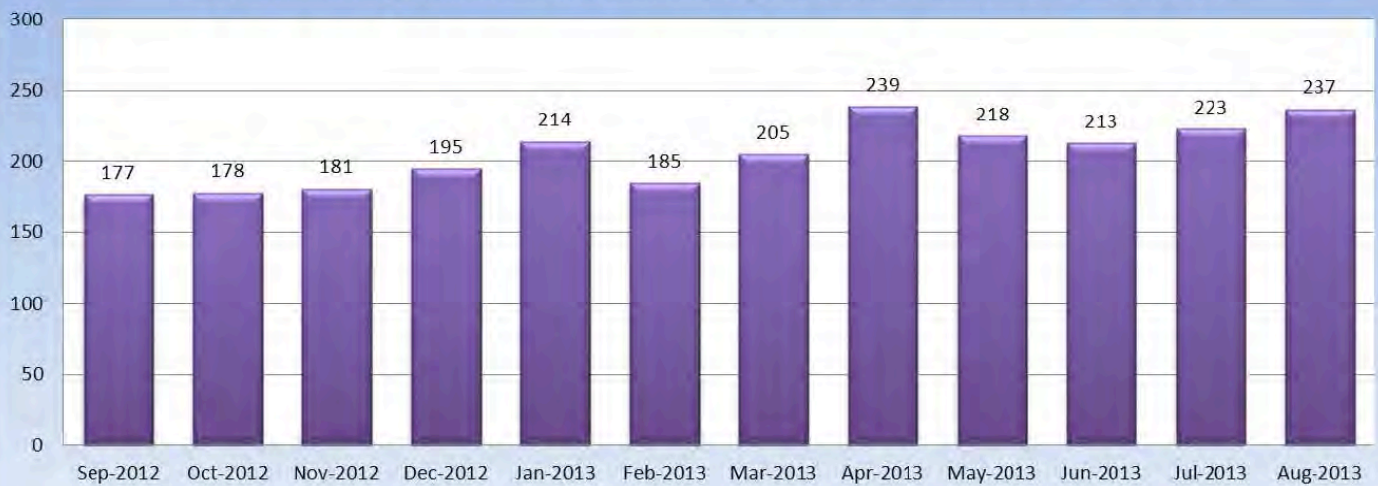
**5.4: Monthly Shelter-Nights, Age 13 and older - August 2013**



Data Source: KIDS Data

	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Nights	2801	3234	3065	3757	3482	3152	3652	4065	3924	3762	3842	4296

**5.4: Monthly Children in Shelter, Age 13 and older - August 2013**



Data Source: KIDS Data

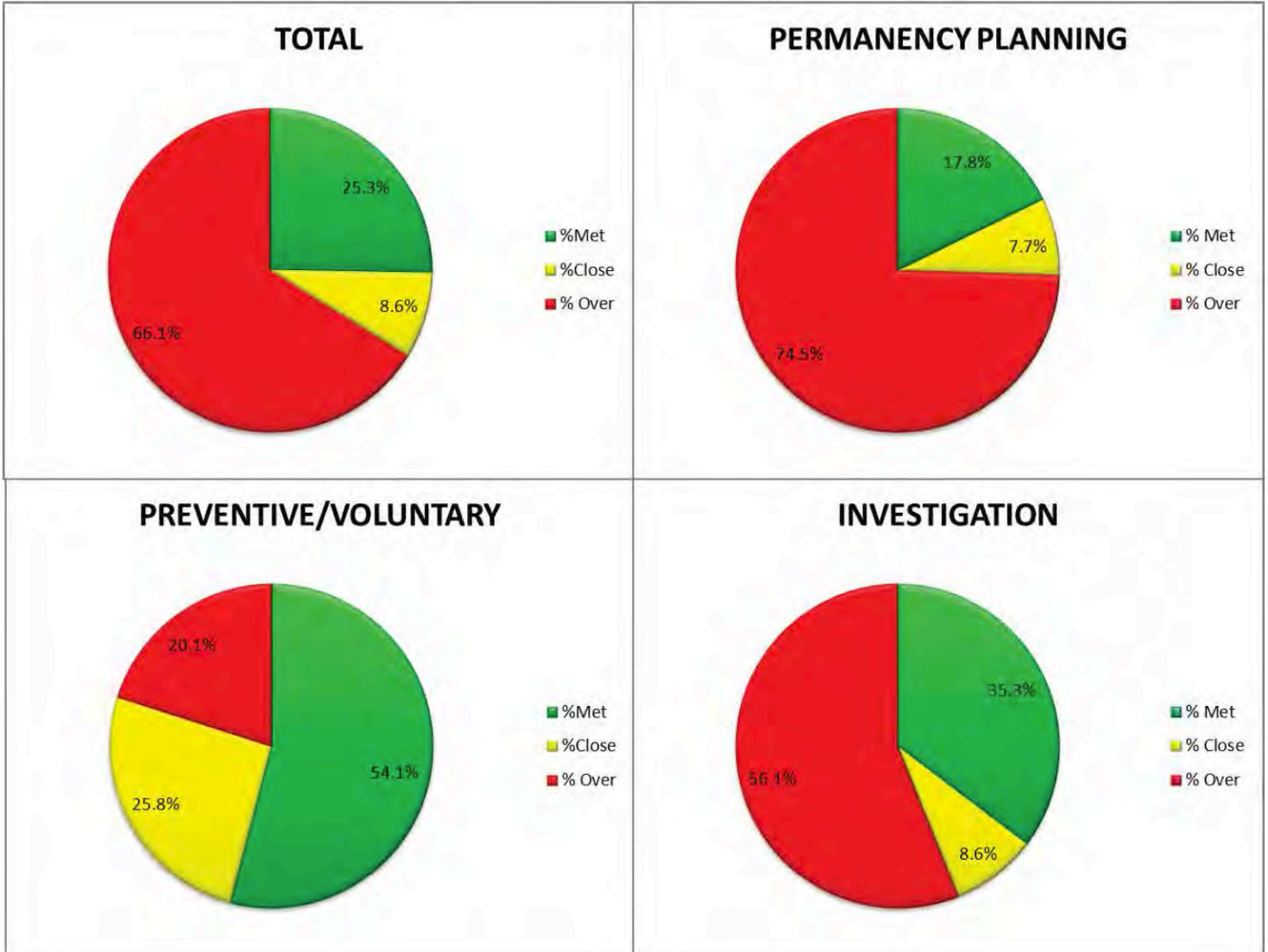
	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013
# of Children	177	178	181	195	214	185	205	239	218	213	223	237

**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 Nov 2013:** In August 2013, 237 children age 13 and older spent a total of 4296 nights in the shelter.

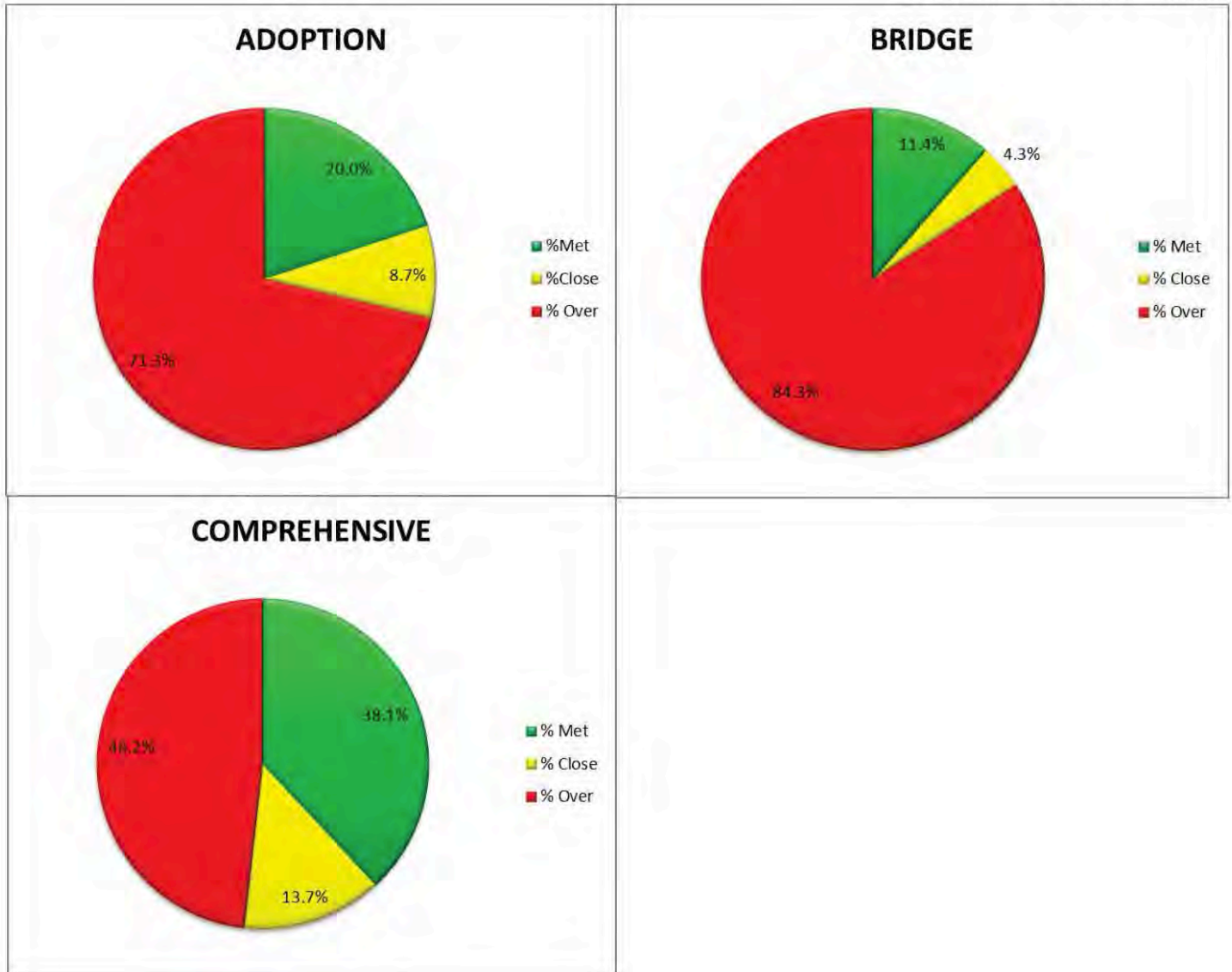


### Workers Meeting Caseload Standards July 1, 2013 – September 30, 2013





7.1 Worker Caseloads Continued



Workers Meeting Workload Standards - July 1, 2013 - Sept 30, 2013				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION	5048	20.0%	8.7%	71.3%
BRIDGE	11281	11.4%	4.3%	84.3%
COMPREHENSIVE	9295	38.1%	13.7%	48.2%
PERMANENCY PLANNING	37686	17.8%	7.7%	74.5%
PREVENTIVE/VOLUNTARY	1665	54.1%	25.8%	20.1%
INVESTIGATION	29744	35.3%	8.6%	56.1%
TOTAL	94719	25.3%	8.6%	66.1%

7.1 Worker Caseloads Continued

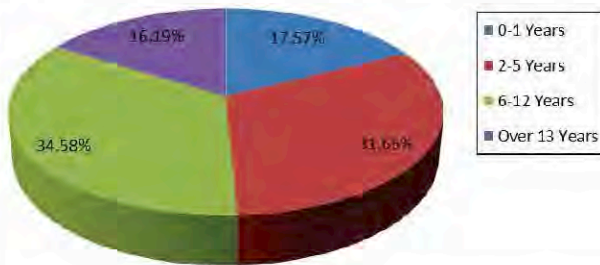
**Data:** Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” The 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 Nov 2013:** For the period of July 1, 2013 – September 30, 2013 – The total number of Child Welfare Workers meeting the standard is 25.3%, with 8.6% being “Close”, and 66.1% “Over Standard”.

Context Data		
Total Number of Children in Out of Home Care August 2013 - 10,850 Children		
Age	# of Children	% of Total
0-1 Years	1906	17.57%
2-5 Years	3435	31.66%
6-12 Years	3752	34.58%
Over 13 Years	1757	16.19%
Race	# of Children	% of Total
White	4161	38.35%
African American	1133	10.44%
Multi Race	2950	27.19%
Native American	803	7.40%
Hispanic*	1782	16.42%
Pacific Islander	4	0.04%
Asian	17	0.16%
TOTAL	10850	100.00%

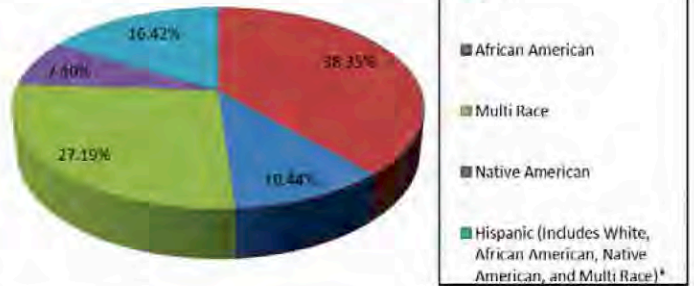
\*Note: Hispanic or Latino origin is not counted as a primary race

**Total Children in Out of Home Care  
August 2013 - By Age**



Data Source: AFCARS Data

**Total Children in Out of Home Care  
August 2013 - By Race**



Note: Asian and Pacific Islander were omitted as they total 0.2% of the population.

Data Source: AFCARS Data