



# **PINNACLE PLAN MEASURES**

## **MONTHLY SUMMARY REPORT**

**FEBRUARY 2014**

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – FEBRUARY 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 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 - February 2014					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - October			
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.	10/31/2013	20 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.	10/31/2013	10 Children		
				Nov Total	SFY14 Total to Date		
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	11/30/2013	40	294 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	11/30/2013	8	47 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.	11/30/2013	9830	10,256	95.8%
	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.	11/30/2013	7706	10,256	75.1%
				Nov 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.	11/30/2013	195 Nights 20 Children	971 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.	11/30/2013	730 Nights 59 Children	4495 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.	11/30/2013	4064 Nights 228 Children	22711 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.	11/30/2013	4388 Nights 241 Children	25508 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: 10/1/2013 - 12/31/2013	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					31.1%	9.1%	59.8%
			Supervisor Ratios - Statwide 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	
				66.15%	15.38%	18.46%	
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



	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013
# of Substantiations	18	6	8	5	30	11	27	11	18	11	9	20

**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.

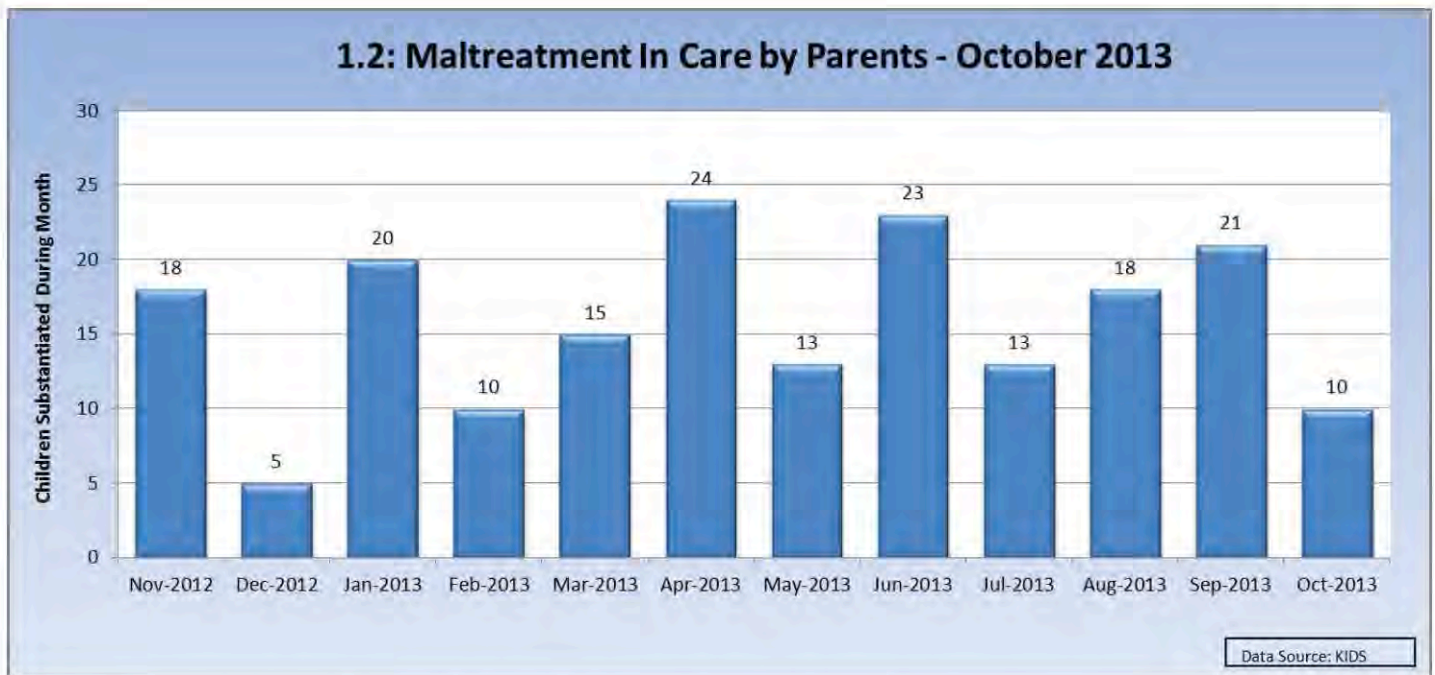
Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even 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 Feb 2014:** In October 2013 there were a total of 20 substantiations of maltreatment while in Out of Home Care. These 20 victims were reported in 10 separate referrals of children in foster care and 2 referrals to OCA. Of the 18 children in foster care, 11 of those children were placed in Kinship Foster Care Homes, 5 of those children were placed in Regular Foster Care and 2 of those children were in Therapeutic Foster Care Homes. Of the 2 OCA victims, 1 was placed in a Psychiatric/Residential Treatment Facility, and 1 was placed in a Level D Residential Facility.

\*The number of reported victims in the prior months of August and September have changed due to changes in the findings in the Program Reviews.

1.2: Maltreatment in Care by Parents



	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013
# of Substantiations	18	5	20	10	15	24	13	23	13	18	21	10

**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.

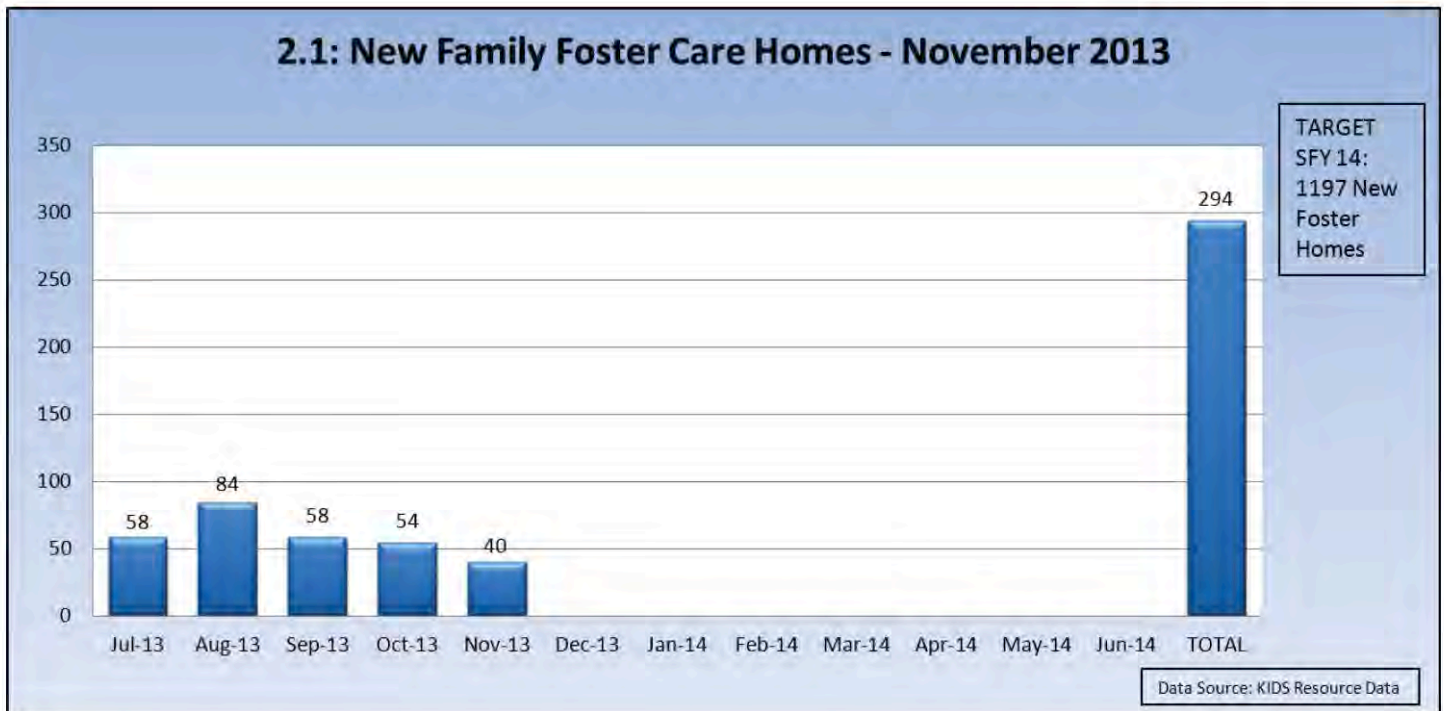
Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even 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 Feb 2014:** There were 10 reported substantiations of abuse in October 2013.



2.1: New Family Foster Care Homes

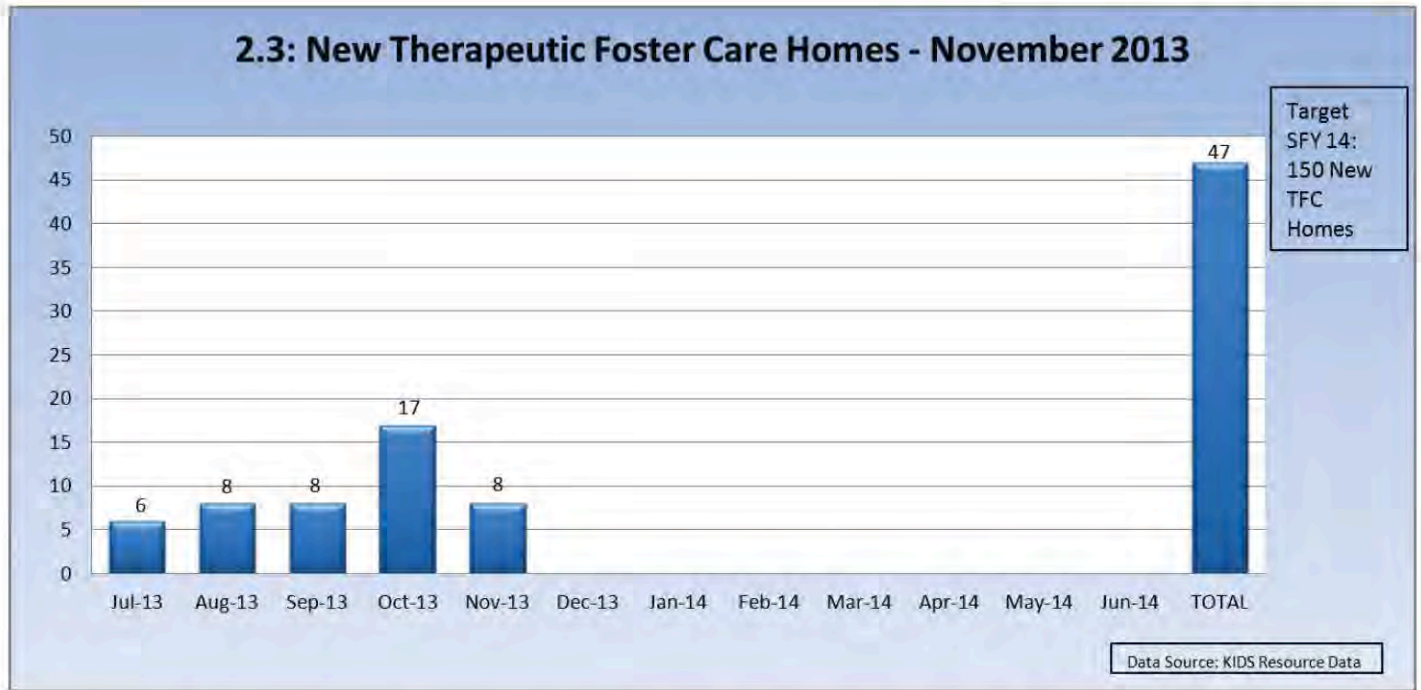


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New FFC Homes	58	84	58	54	40	0	0	0	0	0	0	0	294

**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 Feb 2014:** In November 2013, there were a total of 40 new foster homes opened with a total of 294 new foster homes for SFY14. The target for new Foster Homes in SFY14 is 1,197 homes.

2.3: New Therapeutic Foster Care Homes

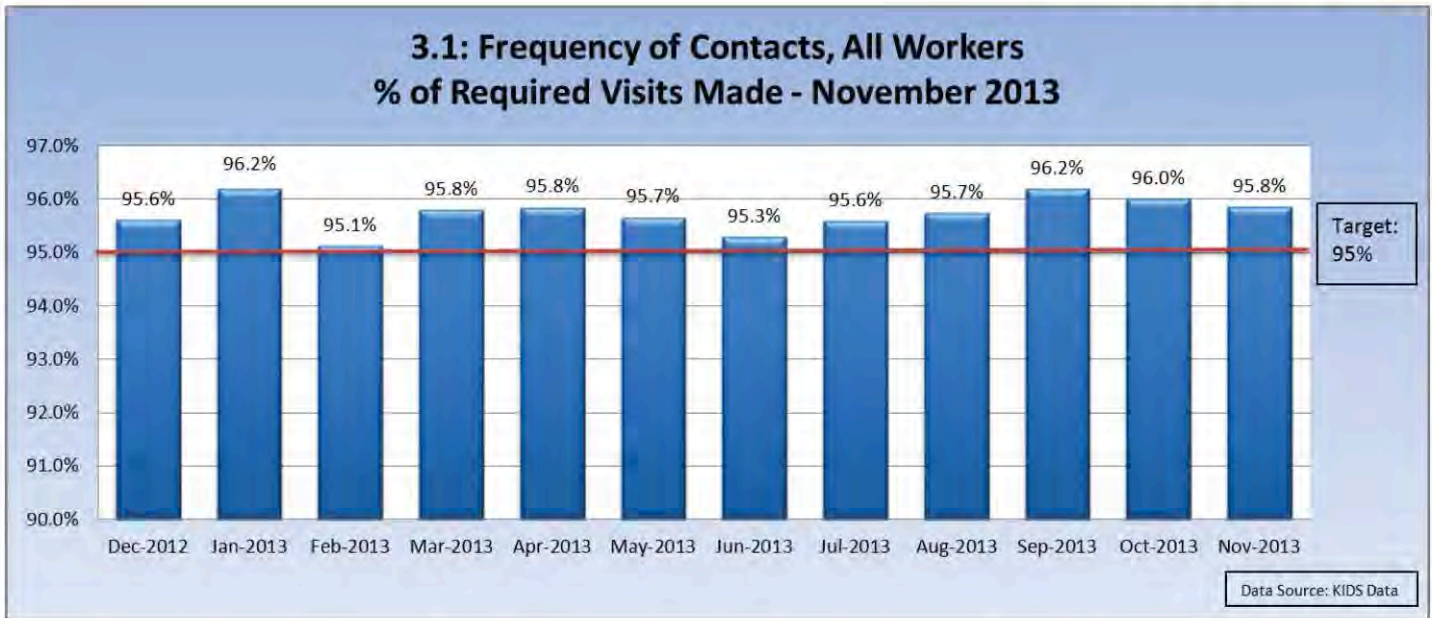


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New TFC Homes	6	8	8	17	8	0	0	0	0	0	0	0	47

**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 Feb 2014:** In November 2013, there were 8 new TFC homes opened with a total of 47 new TFC homes for SFY14. The target for new TFC Homes in SFY14 is 150 homes.

3.1: Frequency of Worker Contacts



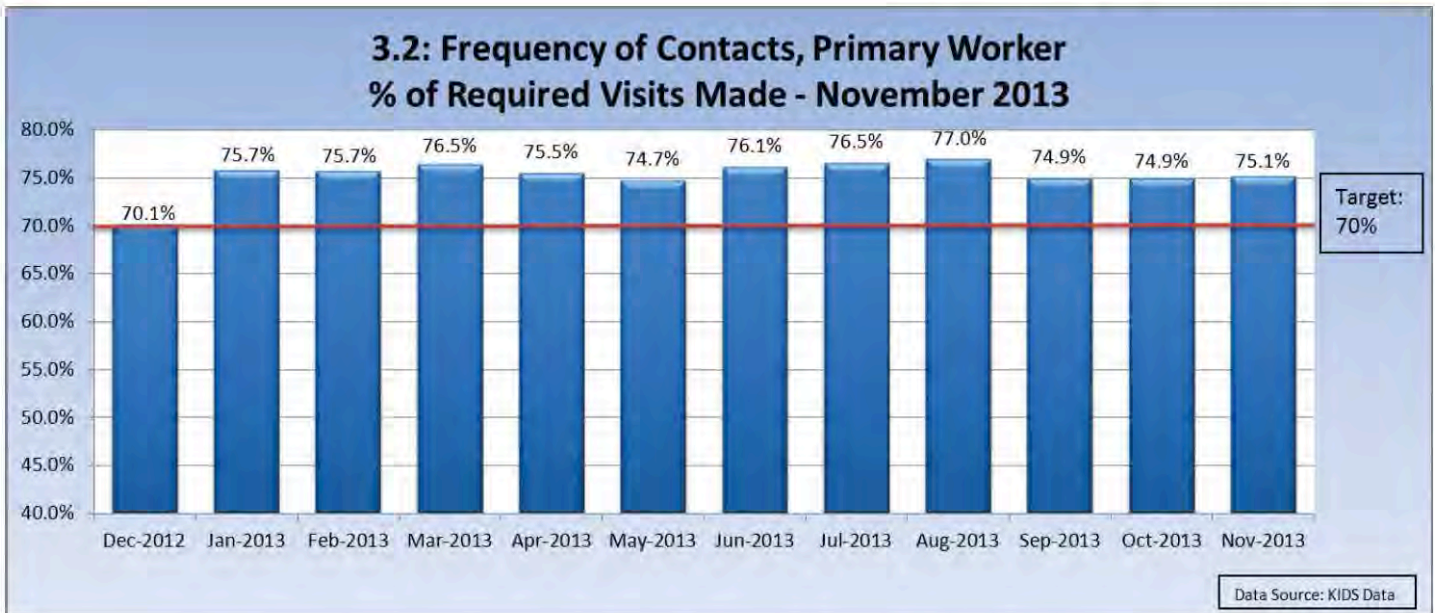
	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
Contacts Made by Any Worker	8324	8479	8521	8714	8989	9132	9129	9212	9254	9467	9618	9830
Minimum Contacts Required	8706	8815	8958	9096	9379	9547	9580	9637	9666	9842	10019	10256
% Made	95.6%	96.2%	95.1%	95.8%	95.8%	95.7%	95.3%	95.6%	95.7%	96.2%	96.0%	95.8%

**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 for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

**Comments Feb 2014:** The visitation rate for all worker visits in November 2013 was 95.8%.



3.2: Frequency of Primary Worker Contacts



	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
Contacts Made by Primary Worker	6104	6675	6780	6955	7077	7130	7287	7371	7442	7369	7501	7706
Minimum Contacts Required	8706	8815	8958	9096	9379	9547	9580	9637	9666	9842	10019	10256
% Made	70.1%	75.7%	75.7%	76.5%	75.5%	74.7%	76.1%	76.5%	77.0%	74.9%	74.9%	75.1%

**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 Feb 2014:** The worker visitation rate for primary workers in November 2013 was 75.1%.

5.1: Shelter Use – Age 0-1 Years

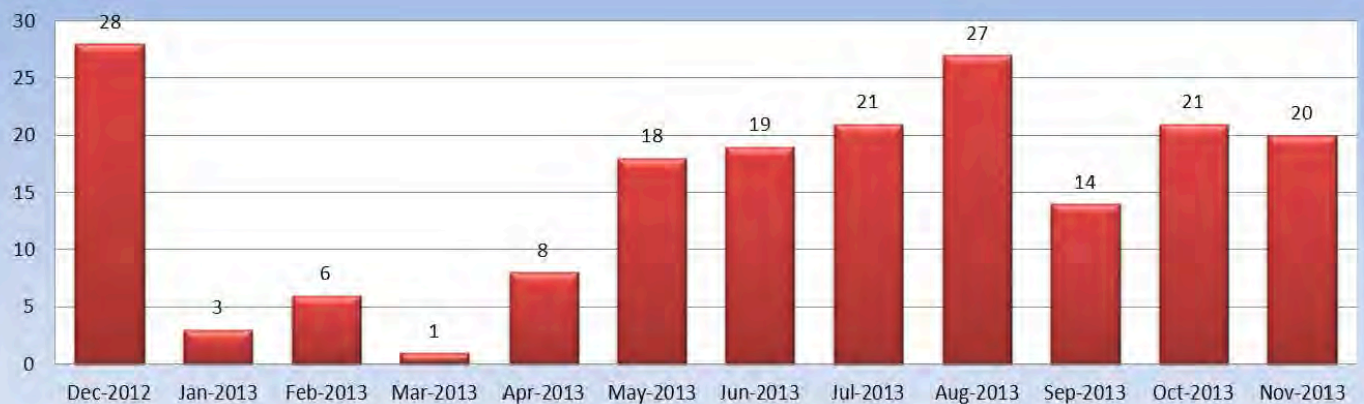
**5.1: Monthly Shelter-Nights, Age 0-1 - November 2013**



Data Source: KIDS Data

	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Nights	147	8	25	7	29	110	182	180	156	117	141	195

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



Data Source: KIDS Data

	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Children	28	3	6	1	8	18	19	21	27	14	21	20

**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.

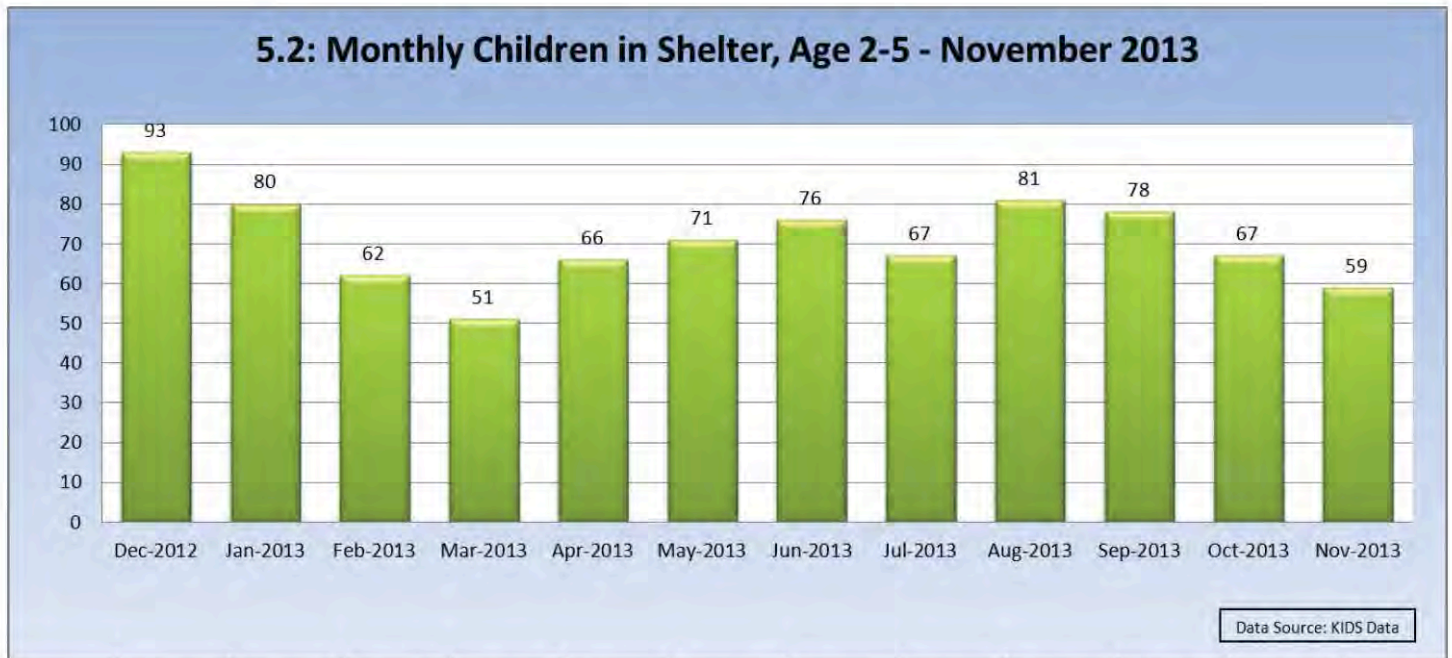
**Comments Feb 2014:** In November 2013, 20 children age 0-1 years spent a total of 195 nights in the shelter. Of these 20 children, 3 met the automatic exception as part of a sibling set of four or more and 1 child was placed with a minor parent in DHS custody. There were 2,015 children under the age of 2 in Out of Home Care in November 2013. Of these children, 1,995 children did not spend a night in the shelter.



5.2: Shelter Use – Age 2-5 Years



	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Nights	903	907	634	493	760	843	719	845	724	777	700	730



	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Children	93	80	62	51	66	71	76	67	81	78	67	59

**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.

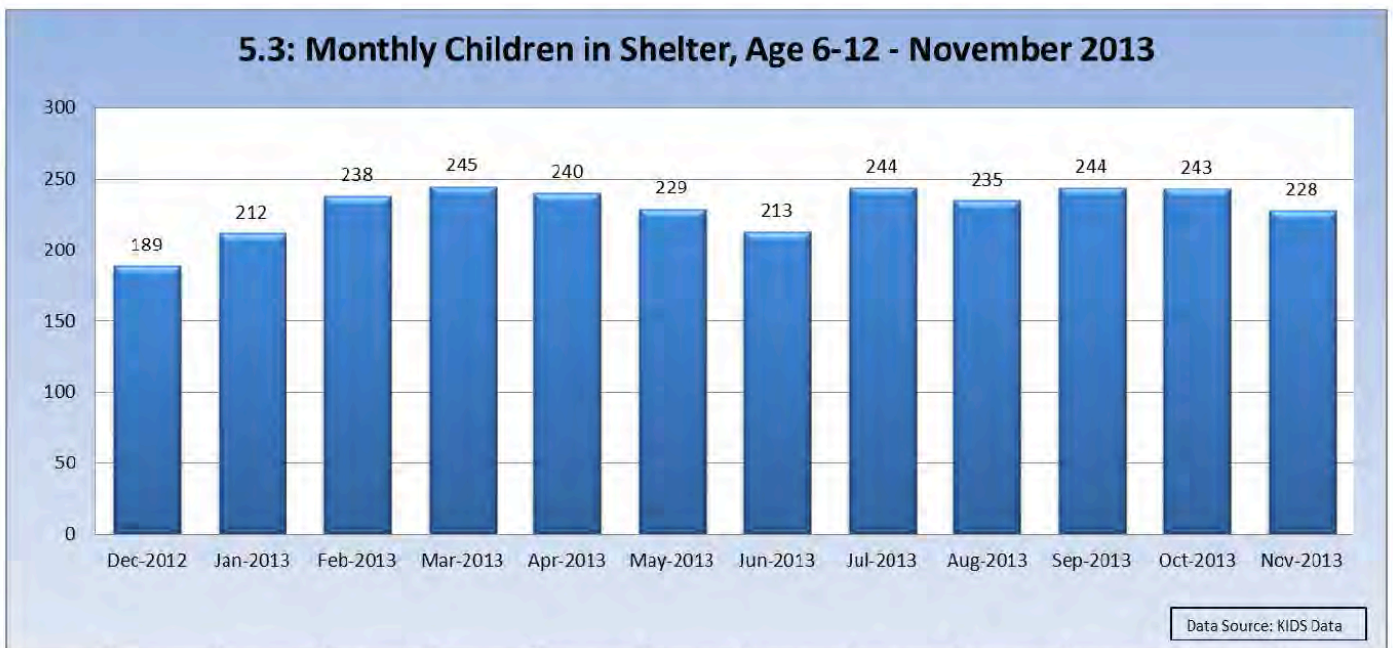
**Comments Feb 2014:** In November 2013, 59 children, age 2-5 years spent a total of 730 nights in the shelter. Of these 59 children, 13 met the automatic exception as part of a sibling set of 4 or more, and 1 child was Medically Fragile.



5.3: Shelter Use – Age 6-12 Years



	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Nights	3332	3207	3068	3823	3644	4113	3446	3963	3325	3734	4179	4064

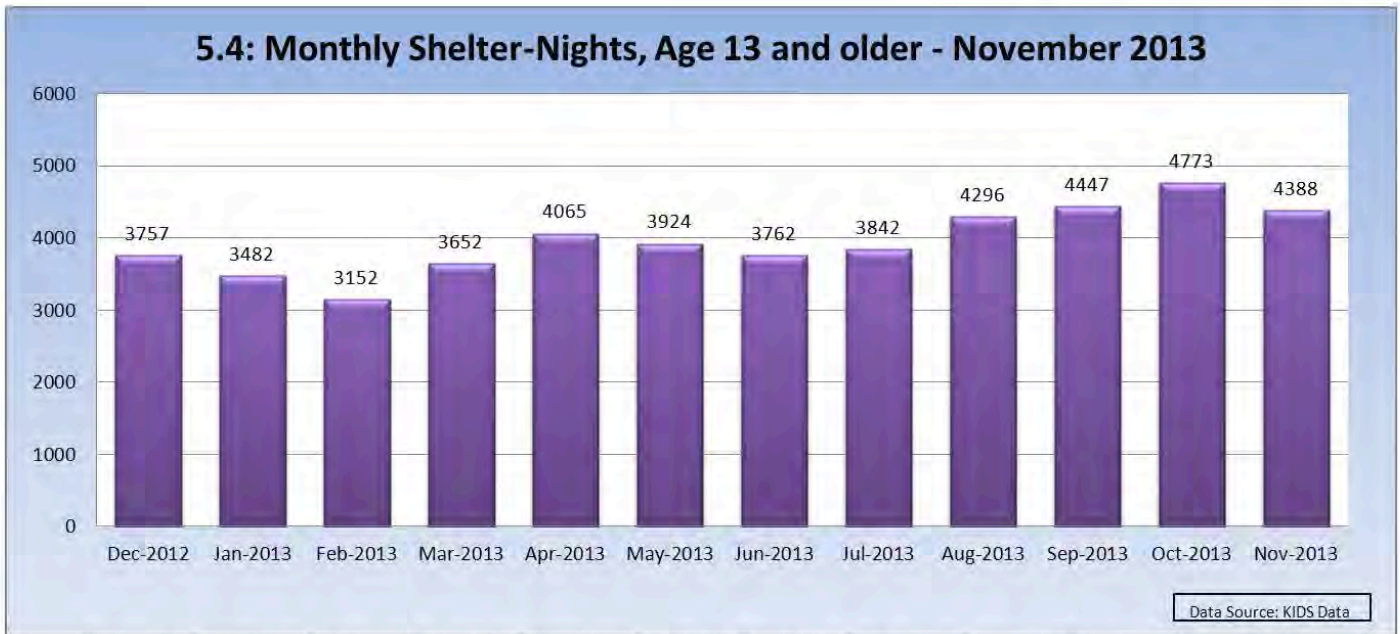


	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Children	189	212	238	245	240	229	213	244	235	244	243	228

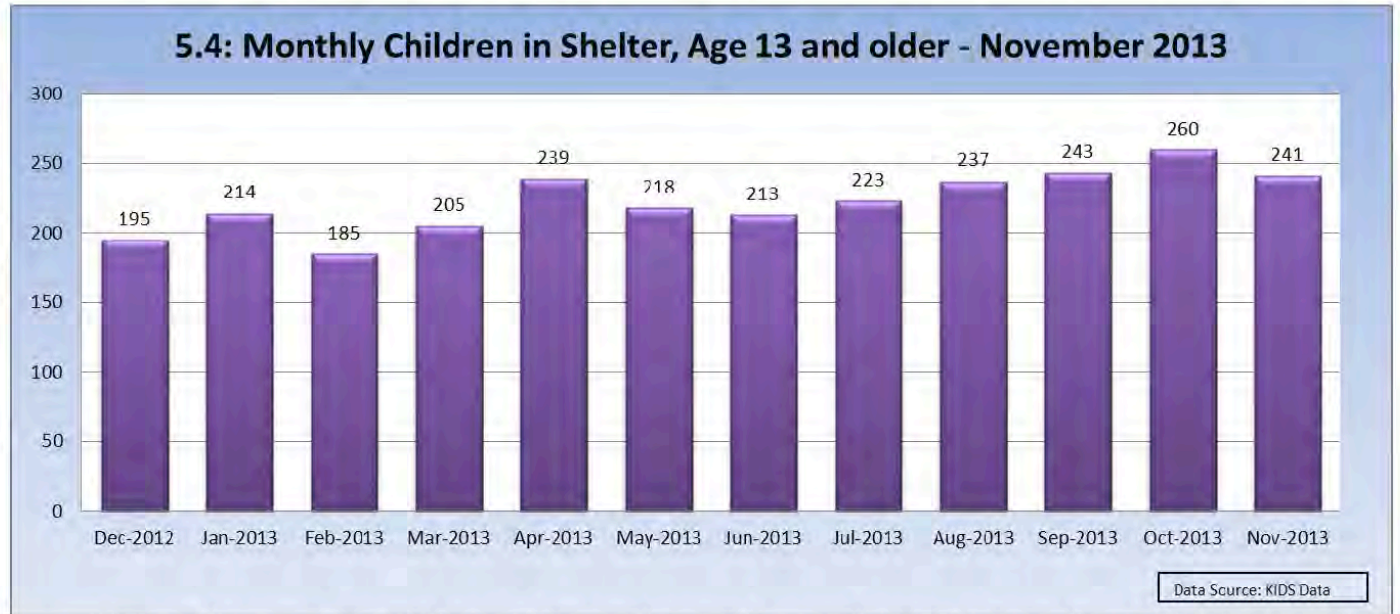
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years will be implemented beginning 7/1/2014.

**Comments Feb 2014:** In November 2013, 228 children, age 6-12 years spent a total of 4064 nights in the shelter.

5.4: Shelter Use – Age 13 Years and Older



	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Nights	3757	3482	3152	3652	4065	3924	3762	3842	4296	4447	4773	4388



	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Children	195	214	185	205	239	218	213	223	237	243	260	241

**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 Feb 2014:** In November 2013, 241 children age 13 and older spent a total of 4388 nights in the shelter.

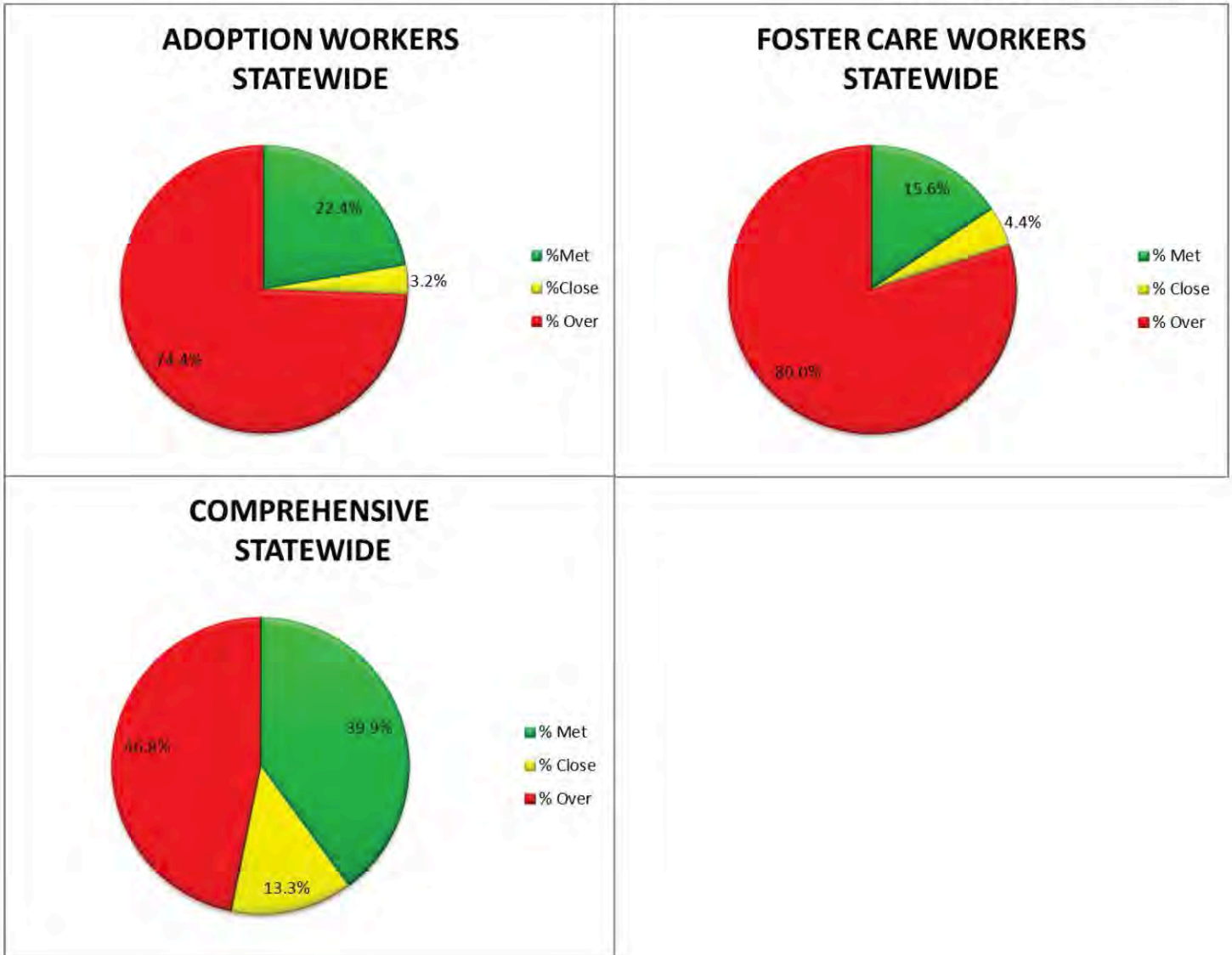


### Workers Meeting Caseload Standards October 1, 2013 – December 31, 2013





7.1 Worker Caseloads Continued

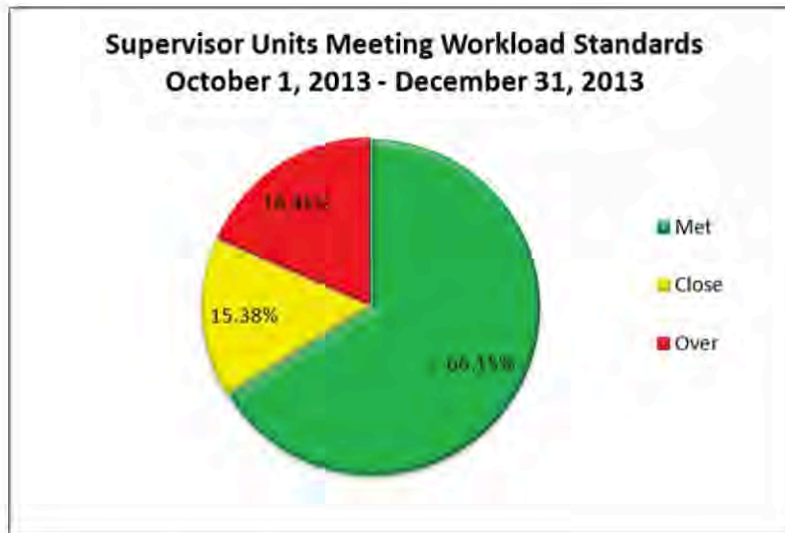


<b>Workers Meeting Workload Standards October 1, 2013 - December 31, 2013</b>				
<b>Worker Type</b>	<b>Worker Days</b>	<b>% Met</b>	<b>% Close</b>	<b>% Over</b>
BRIDGE - ADOPTION	5004	22.4%	3.2%	74.4%
BRIDGE - FOSTER CARE	11385	15.6%	4.4%	80.0%
COMPREHENSIVE	9455	39.9%	13.3%	46.8%
PERMANENCY PLANNING	38869	22.5%	8.8%	68.7%
PREVENTIVE/VOLUNTARY	1807	44.0%	25.2%	30.8%
INVESTIGATION	32292	45.1%	9.9%	45.0%
<b>TOTAL</b>	<b>98812</b>	<b>31.1%</b>	<b>9.1%</b>	<b>59.8%</b>

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 Feb 2014:** For the period of October 1, 2013 – December 31, 2013 – The total number of Child Welfare Workers meeting the standard is 31.1%, with 9.1% being “Close”, and 59.8% “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. There are currently 16 supervisor units without a supervisor and those units were excluded from this calculation. This information is based on KIDS ORG data and HRMD Data.

**Comments Jan 2014:** For the period of October 1, 2013 – December 31, 2013 – The total number of Child Welfare Supervisor Units “Meeting the Standard” is 66.15%, with 15.38% being “Close”, and 18.46% “Over Standard”. There are 260 supervisor units with 172 units meeting the standard, 40 units close and 48 units over the standard.



Context Data		
Total Number of Children in Out of Home Care November 2013 - 11,174 Children		
Age	# of Children	% of Total
0-1 Years	2015	18.03%
2-5 Years	3482	31.16%
6-12 Years	3858	34.53%
Over 13 Years	1819	16.28%
Race	# of Children	% of Total
White	4293	38.42%
African American	1153	10.32%
Multi Race	3120	27.92%
Native American	780	6.98%
Hispanic*	1804	16.14%
Pacific Islander	8	0.07%
Asian	16	0.14%
TOTAL	11174	100.00%

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

