



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

June 2015

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – June 2015**

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.

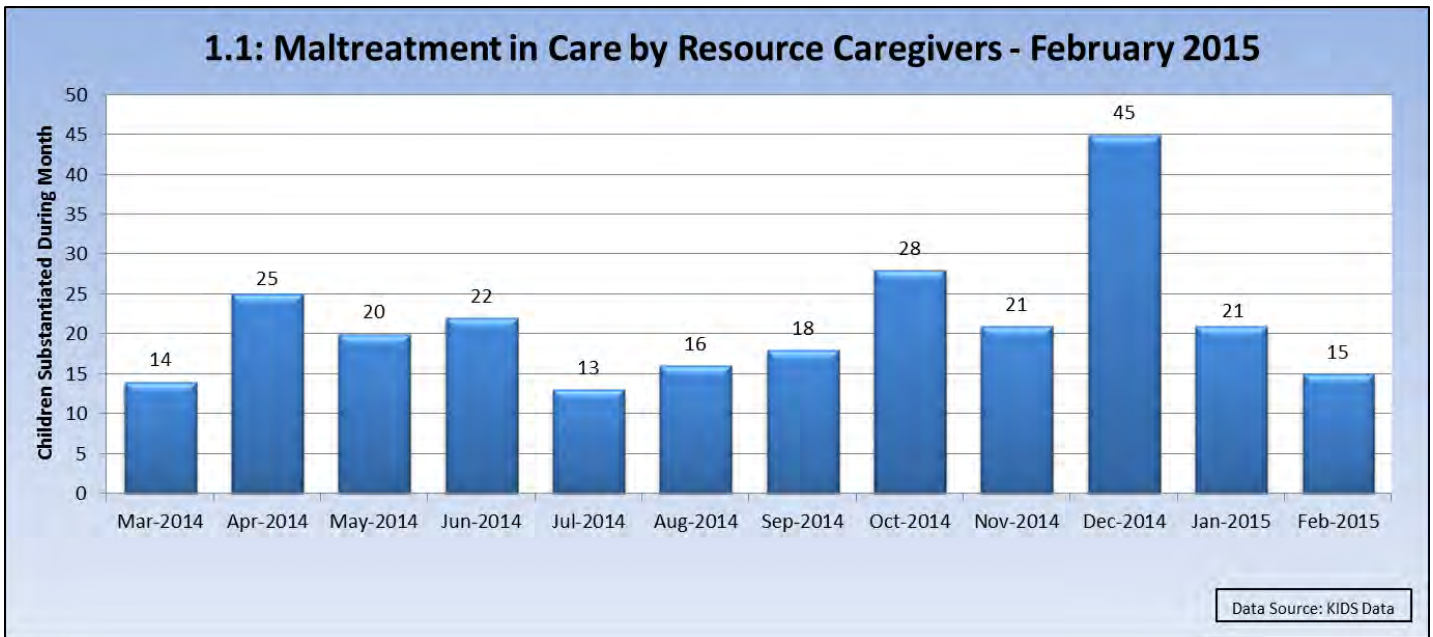
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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 - June 2015					
		Name	Description	Period Ending	Monthly Count		
				<b># of Victims - February</b>			
Foster Care Safety	1.1	<b>Maltreatment in Care by Resource Caregivers</b>	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.	2/28/2015	15 Children		
	1.2	<b>Maltreatment in Care by Parents</b>	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.	2/28/2015	16 Children		
				<b>Apr Total</b>	<b>SFY15 Total to Date</b>		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	4/30/2015	67	679 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	4/30/2015	14	107 TFC Homes	
				<b>Contacts Made</b>	<b>Contacts Required</b>	<b>% Contacts Made</b>	
Worker Contacts	3.1	<b>Frequency of Worker Contacts</b>	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.	4/30/2015	10,169	10,517	96.7%
	3.2	<b>Frequency of Primary Worker Contacts</b>	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.	4/30/2015	9,155	10,517	87.0%
				<b>Apr Total</b>	<b>6 Month Total - NIGHTS</b>		
Shelter Use	5.1	<b>Shelter Use Age 0-1 Years</b>	The number of child-nights during the past six months involving children under age 2 years.	4/30/2015	140 Nights 14 Children	615 Nights	
	5.2	<b>Shelter Use Age 2-5 Years</b>	The number of child-nights during the past six months involving children age 2 years to 5 years.	4/30/2015	407 Nights 41 Children	2,167 Nights	
	5.3	<b>Shelter Use Age 6-12 Years</b>	The number of child-nights during the past six months involving children age 6 years to 12 years.	4/30/2015	2545 Nights 155 Children	14,160 Nights	
	5.4	<b>Shelter Use Age 13 and Over</b>	The number of child-nights during the past six months involving children age 13 years or older.	4/30/2015	3977 Nights 217 Children	23,500 Nights	
Caseloads	7.1	<b>Worker Caseloads</b>	The percentage of all Child Welfare Workers that meet caseload standards, are close to meeting workload standards, and are over workload standards.	Quarterly Report: 1/1/2015 - 3/31/2015	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					43.3%	10.5%	46.2%
			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
					69.8%	20.0%	10.2%
<b>Context Data</b>		<b>Demographical Information on Children In Care, including age and race</b>		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

1.1: Maltreatment in Care by Resource Caregivers

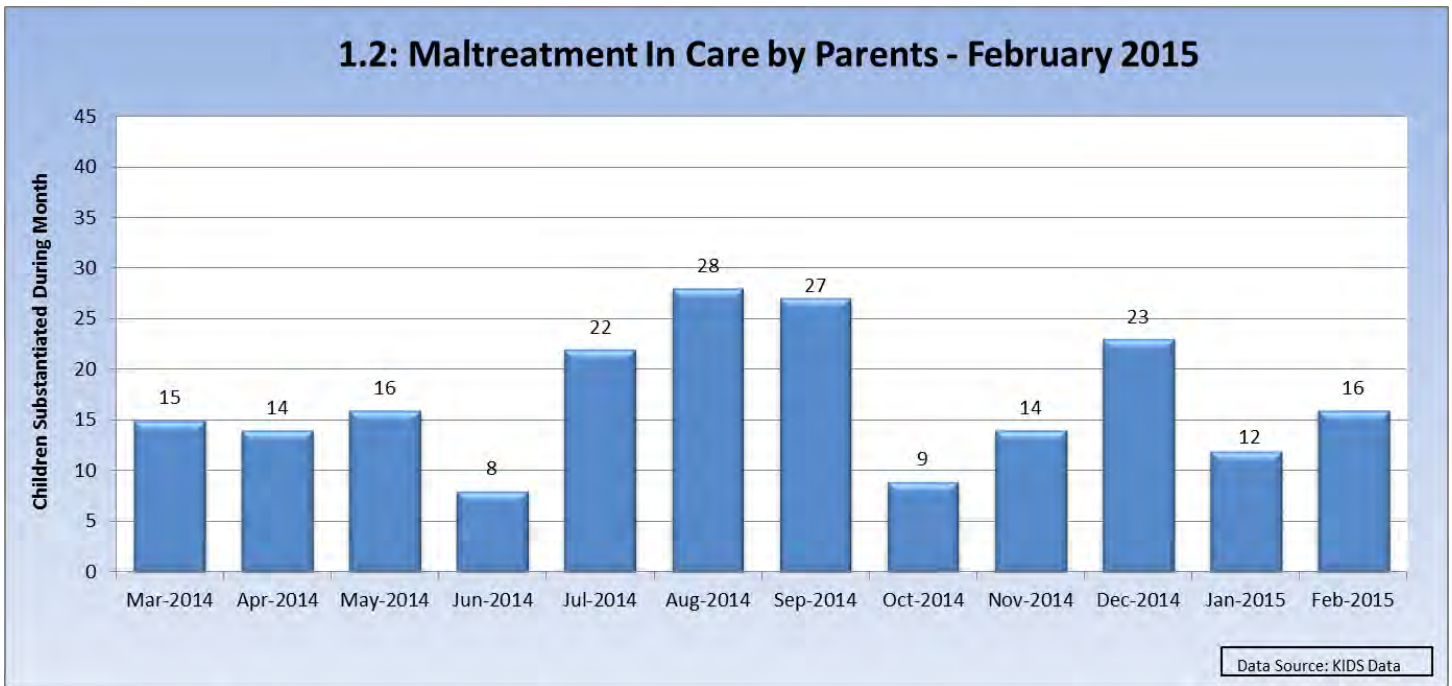


	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015
# of Substantiations	14	25	20	22	13	16	18	28	21	45	21	15

**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 while placed in institutional settings. 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 June 2015:** In February 2015, there were a total of 15 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 9 separate referrals for children in foster care and 1 referral to OCA. Of the 14 children placed in foster care, 1 child was placed in a Child Welfare Foster Family Care Home, 12 children were placed in a Child Welfare Kinship Relative or Non-Relative Home, and 1 child was placed in a Therapeutic Foster Care Home. The 1 OCA victim was placed in a Psychiatric Residential Treatment Center.

1.2: Maltreatment in Care by Parents



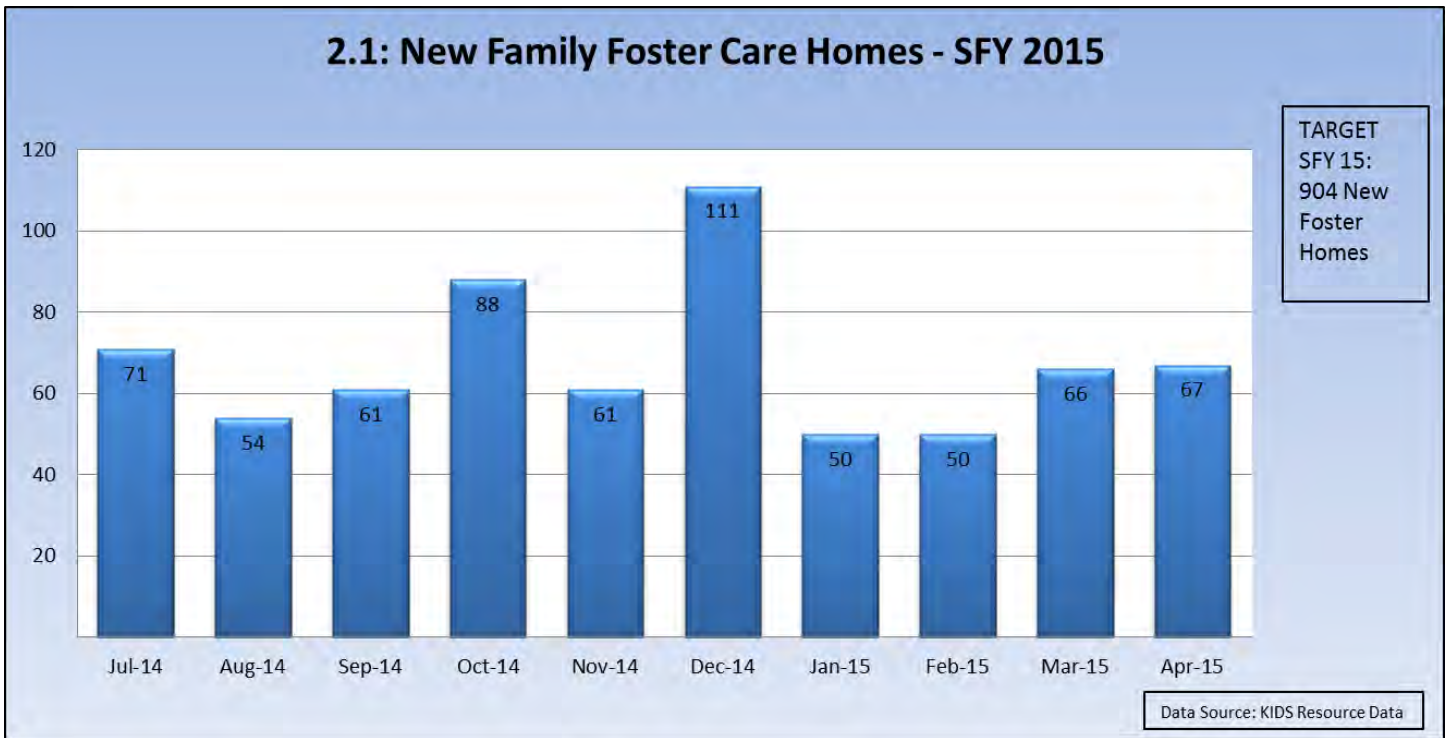
	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015
# of Substantiations	15	14	16	8	22	28	27	9	14	23	12	16

**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 2015:** In February 2015, there were 16 substantiations of abuse by parents of children in out of home care and these 16 victims were reported in 8 separate referrals. Of the 16 victims, 2 were placed in Child Welfare Non-Relative Kinship Foster Homes, 13 were in Trial Reunification, and 1 was placed in a Child Welfare Foster Family Home.

2.1: New Family Foster Care Homes

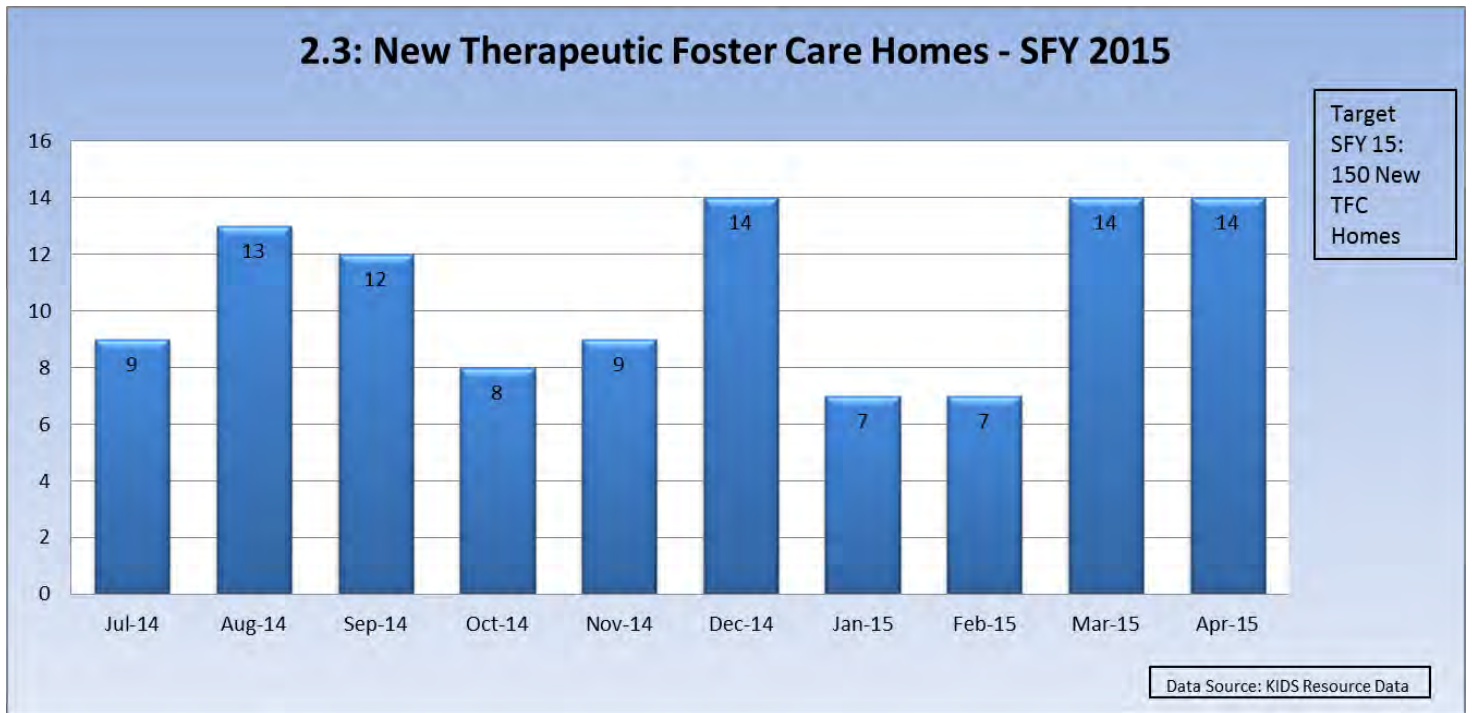


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
# of New FFC Homes	71	54	61	88	61	111	50	50	66	67	0	0	679

**Data:** Total Count of New Foster Homes includes all Foster Family Homes and Supported Foster Homes by month that they were opened using the agreed upon criteria. (This does not include Kinship or Tribal Homes.) The target for SFY2015 is 904 new homes.

**Comments June 2015:** In April 2015, there were a total of 67 new foster homes opened. As of 04/30/2015, there were 679 new homes opened in SFY15 which is 75% of the target for SFY15. DHS was given a net-gain target for SFY15 of 356 new foster homes. As of 05/01/2015, DHS had a net-gain of 256 homes. (72% of net-gain target achieved in 10 months).

2.3: New Therapeutic Foster Care Homes

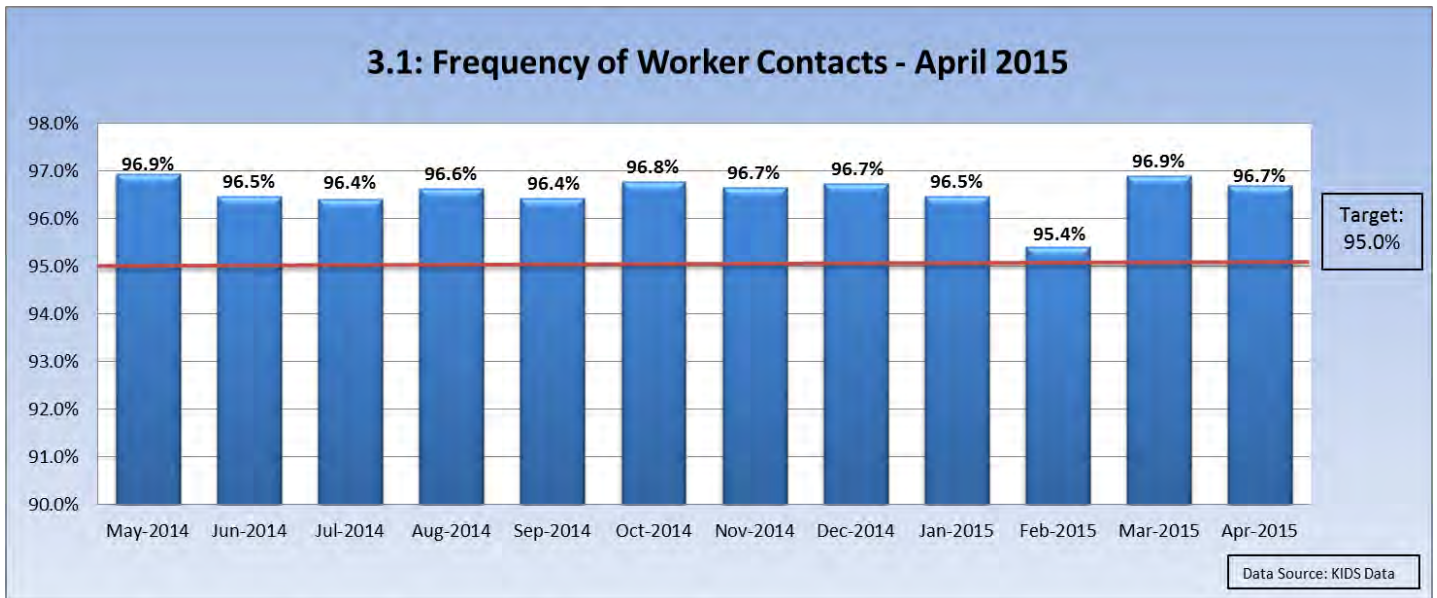


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
# of New TFC Homes	9	13	12	8	9	14	7	7	14	14	0	0	107

**Data:** Total Count of New Therapeutic Foster Homes includes all new TFC Homes, by month that they were opened using the agreed upon criteria. The target for new TFC Homes in SFY15 is 150 homes.

**Comments June 2015:** In April 2015, there were a total of 14 new TFC homes opened. As of 04/30/2015, there were 107 new TFC homes opened in SFY15 which is 71% of the target for SFY15. The SFY15 target for net gain is 56 homes. As of 05/01/2015, DHS has had a net-gain of 11 TFC homes.

3.1: Frequency of Worker Contacts



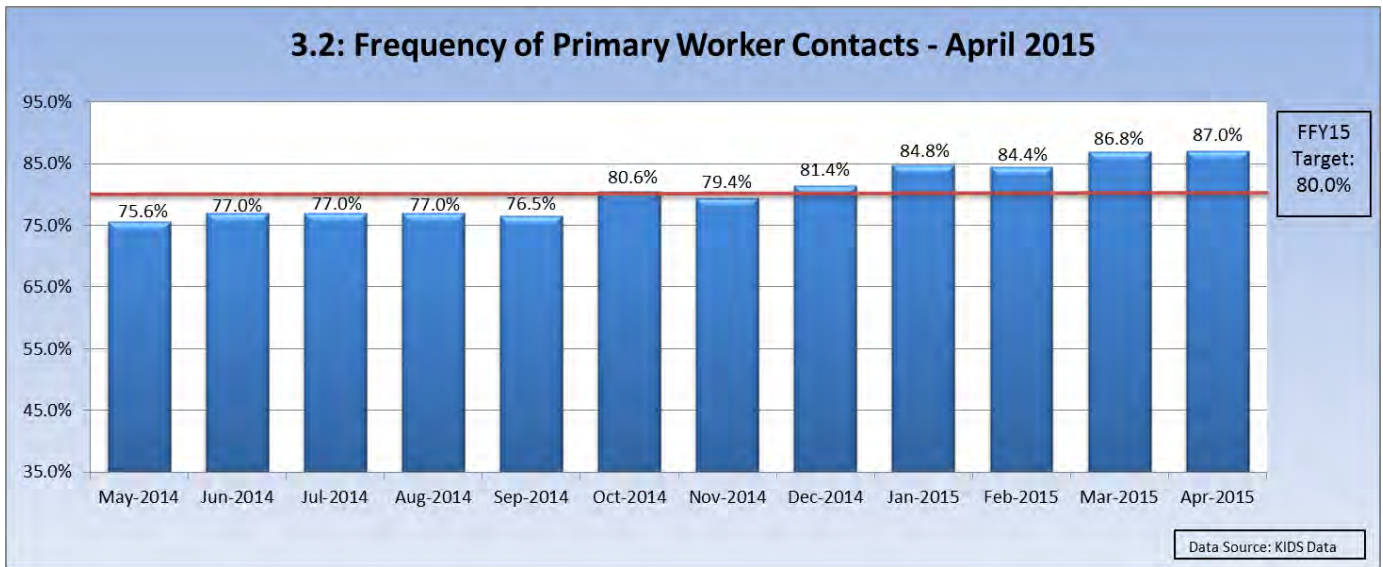
	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
Contacts Made by Any Worker	10504	10443	10437	10421	10375	10456	10520	10352	10325	10148	10260	10169
Minimum Contacts Required	10836	10824	10826	10784	10758	10805	10884	10700	10702	10637	10588	10517
% Made	96.9%	96.5%	96.4%	96.6%	96.4%	96.8%	96.7%	96.7%	96.5%	95.4%	96.9%	96.7%

**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 June 2015:** The visitation rate for all worker visits in April 2015 was 96.7%.



3.2: Frequency of Primary Worker Contacts



	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
Contacts Made by Primary Worker	8192	8333	8331	8303	8226	8705	8646	8715	9078	8982	9195	9155
Minimum Contacts Required	10836	10824	10826	10784	10758	10805	10884	10700	10702	10637	10588	10517
% Made	75.6%	77.0%	77.0%	77.0%	76.5%	80.6%	79.4%	81.4%	84.8%	84.4%	86.8%	87.0%

**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 FFY15, the interim target is 80%.

**Comments June 2015:** The worker visitation rate for primary workers in April 2015 was 87.0%.

5.1: Shelter Use – Age 0-1 Years

**5.1: Monthly Shelter-Nights, Age 0-1 - April 2015**



Data Source: KIDS Data

	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Nights	44	65	52	32	53	97	149	122	58	52	94	140

**5.1: Monthly Children in Shelter, Age 0-1 - April 2015**



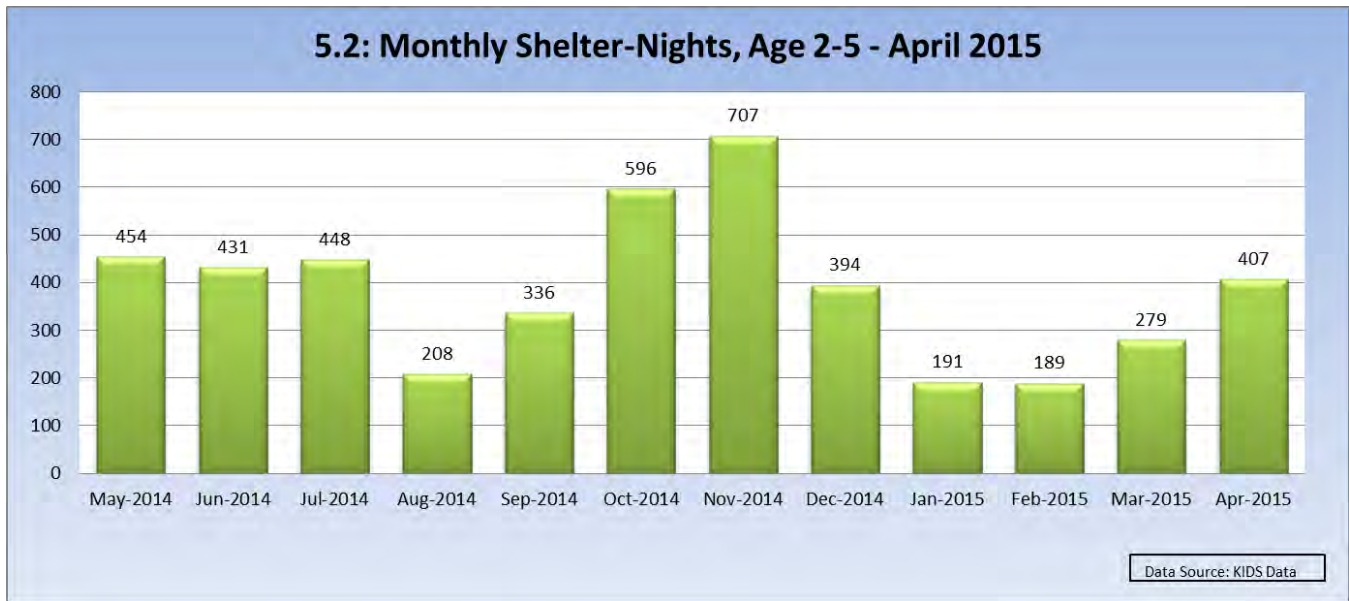
Data Source: KIDS Data

	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Children	8	5	5	6	8	9	11	9	6	2	8	14

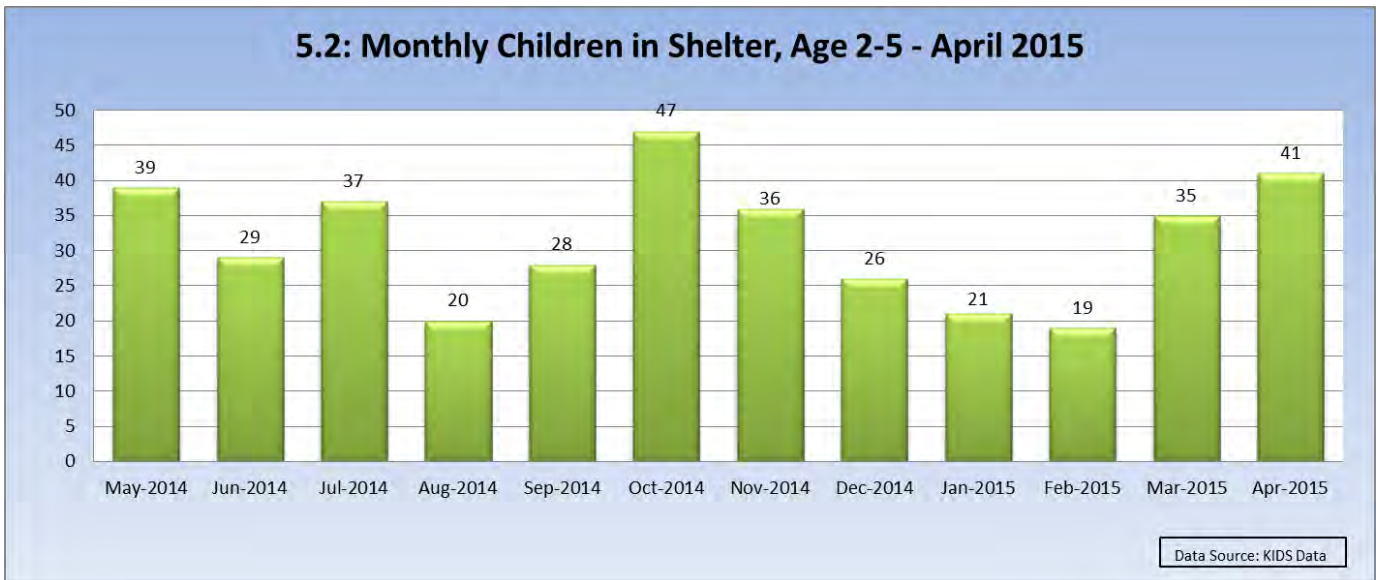
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part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

**Comments June 2015:** In April 2015, 14 children age 0-1 year spent a total of 140 nights in the shelter. Of those 14 children, 8 were an automatic exception as part of a sibling set of four or more and 1 child was placed with a parent. There were 2,124 children under the age of 2 in Out of Home Care in April 2015. Of those, 2,110 children did not spend a night in the shelter (99.3% of children in care age 0-1 year). There were 155 children age 0-1 year removed during the month of April and 145 of those children did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Years



	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Nights	454	431	448	208	336	596	707	394	191	189	279	407

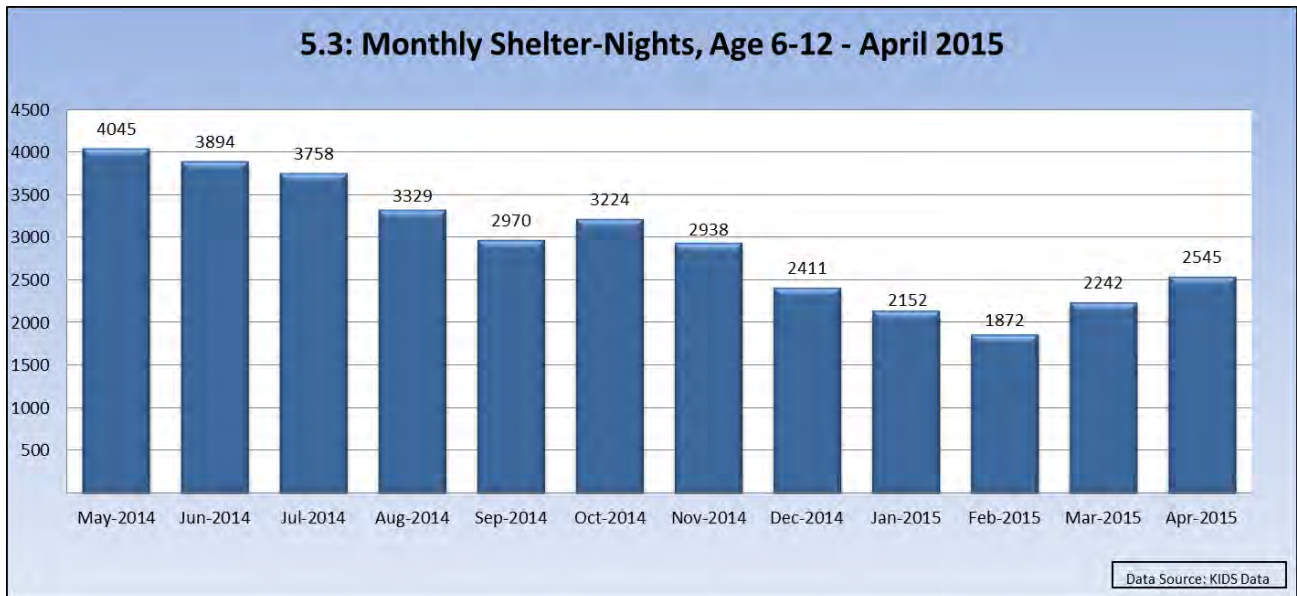


	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Children	39	29	37	20	28	47	36	26	21	19	35	41

**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.

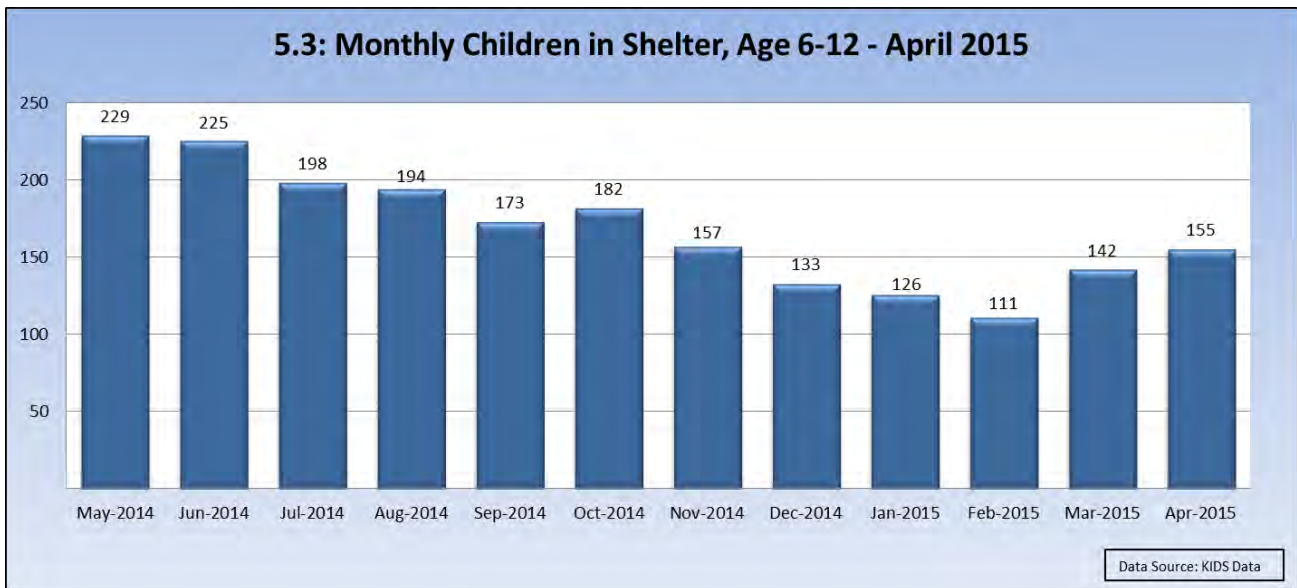
**Comments June 2015:** In April 2015, 41 children age 2-5 years spent a total of 407 nights in the shelter. Of these, 23 children met the automatic exception as part of a sibling set of 4 or more. There were 3,473 children age 2-5 years in care in April 2015. Of those, 3,432 children did not spend a night in the shelter (98.8% of children in care age 2-5 years). There were 138 children age 2-5 years removed during the month of April and 112 of these children did not have a shelter stay.

5.3: Shelter Use – Age 6-12 Years



Data Source: KIDS Data

	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Nights	4045	3894	3758	3329	2970	3224	2938	2411	2152	1872	2242	2545



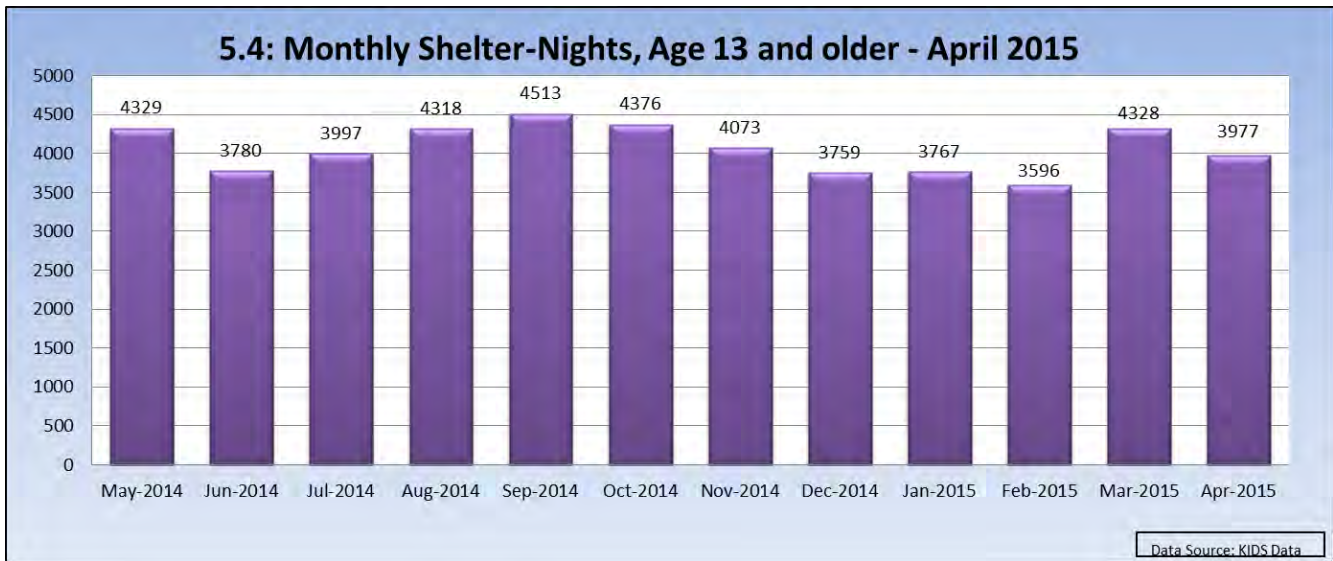
Data Source: KIDS Data

	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Children	229	225	198	194	173	182	157	133	126	111	142	155

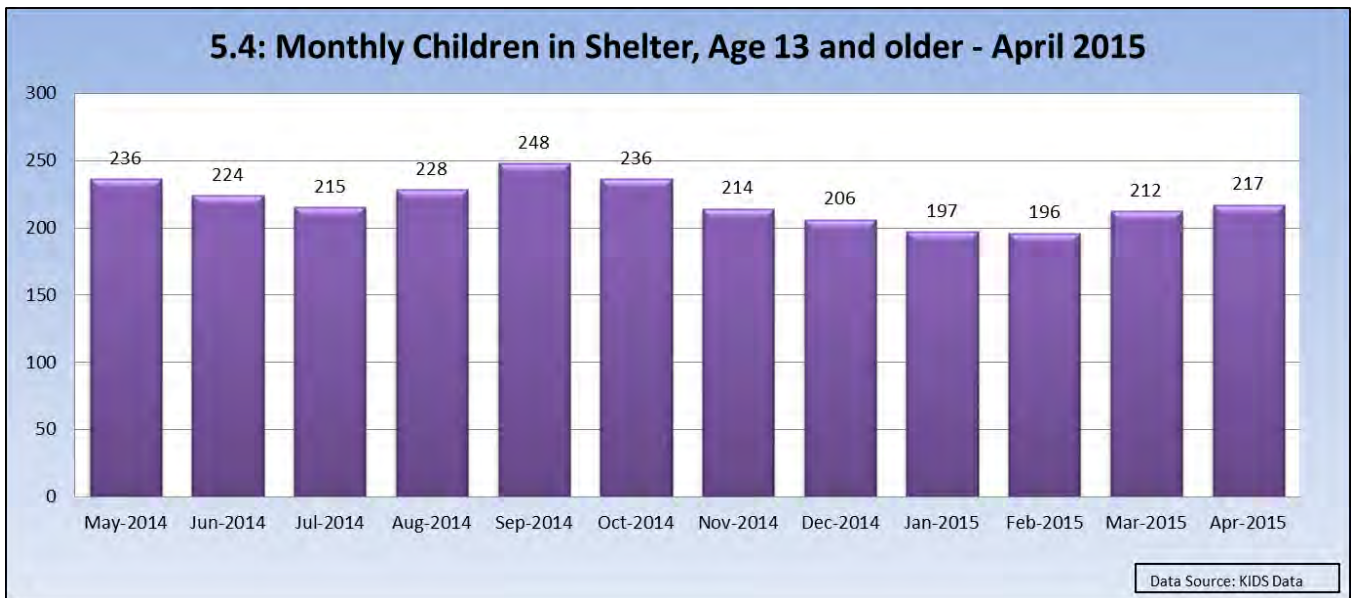
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-7 years was implemented 7/1/2014, children age 8-9 years was implemented 10/1/14, and children age 10-12 years was implemented 1/1/15.

**Comments June 2015:** In April 2015, 155 children age 6-12 years spent a total of 2,545 nights in the shelter. Of these, 40 children met the automatic exception as part of a sibling set of three or more. There were 4,040 children age 6-12 years in care in April 2015 and 3,885 of those did not spend a night in the shelter (96.1% of children age 6-12 years). There were 146 children age 6-12 years removed in April and 99 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older



	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Nights	4329	3780	3997	4318	4513	4376	4073	3759	3767	3596	4328	3977



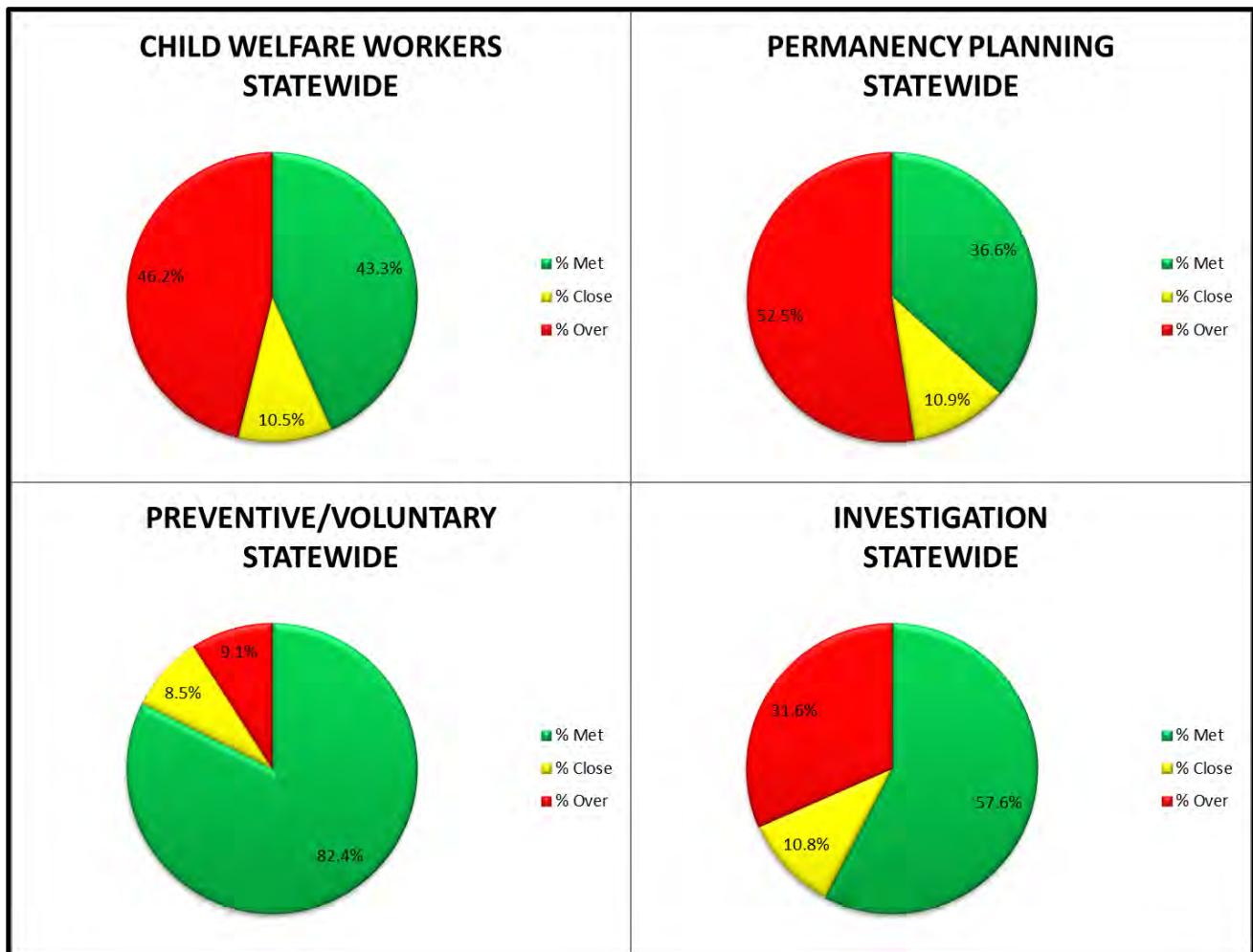
	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015
# of Children	236	224	215	228	248	236	214	206	197	196	212	217

**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.

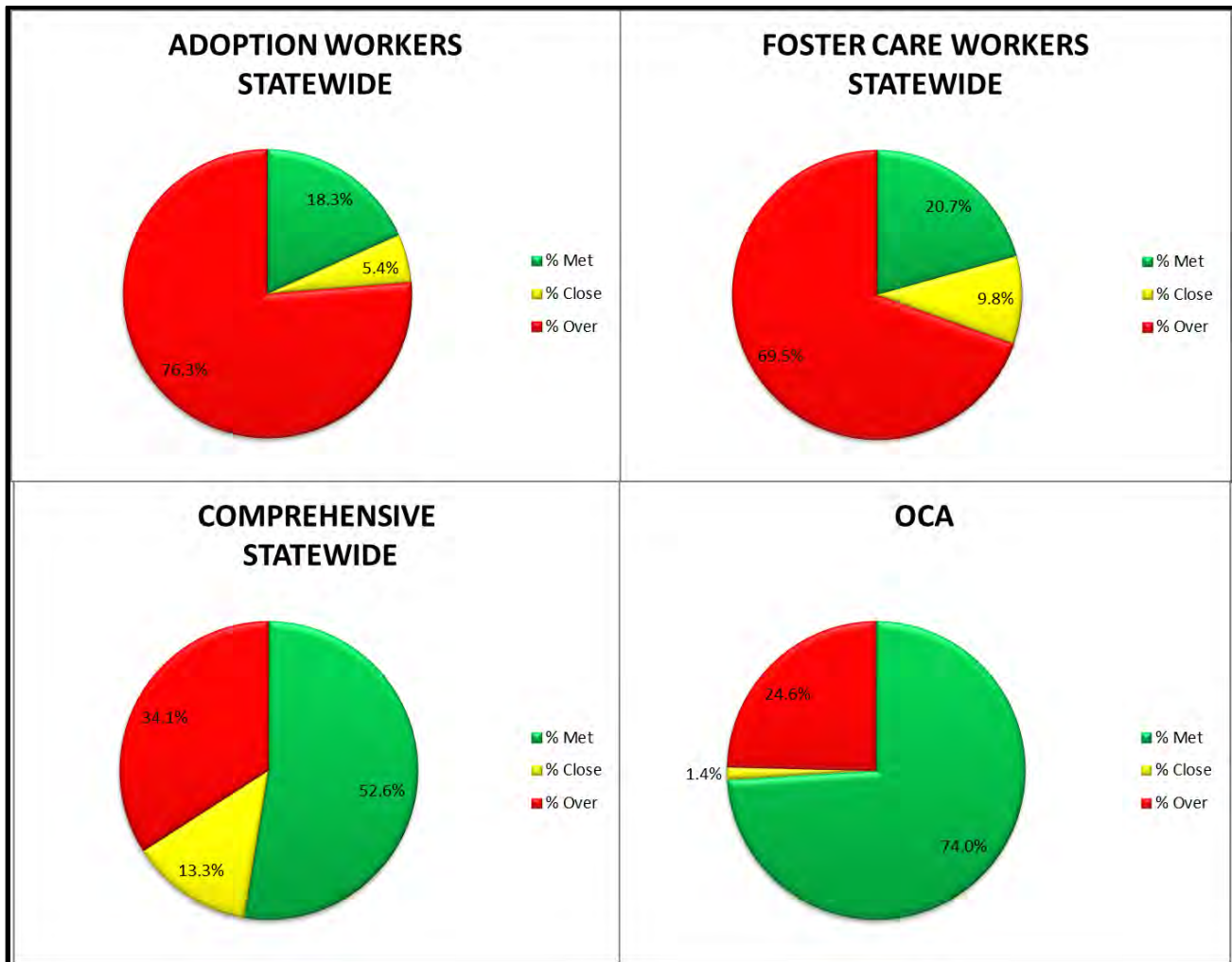
**Comments June 2015:** In April 2015, 217 children age 13 and older spent a total of 3,977 nights in the shelter. Of these, 15 children met the automatic exception as part of a sibling set of three or more and 1 was a minor parent placed with their child. There were 1,854 children age 13-18 years in care in April 2015. Of those, 1,637 children did not spend a night in the shelter (88.2% of children in care age 13-18 years). There were 71 children age 13-18 years removed during the month of April and 25 of these children did not have a shelter stay.

### Workers Meeting Caseload Standards

Workers Meeting Workload Standards Jan 1, 2015 - Mar 31, 2015				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	5661	18.3%	5.4%	76.3%
BRIDGE - FOSTER CARE	13445	20.7%	9.8%	69.5%
COMPREHENSIVE	9773	52.6%	13.3%	34.1%
PERMANENCY PLANNING	53583	36.6%	10.9%	52.5%
PREVENTIVE/VOLUNTARY	4761	82.4%	8.5%	9.1%
INVESTIGATION	34040	57.6%	10.8%	31.6%
OCA	1482	74.0%	1.4%	24.6%
<b>STATEWIDE TOTAL</b>	<b>122745</b>	<b>43.3%</b>	<b>10.5%</b>	<b>46.2%</b>



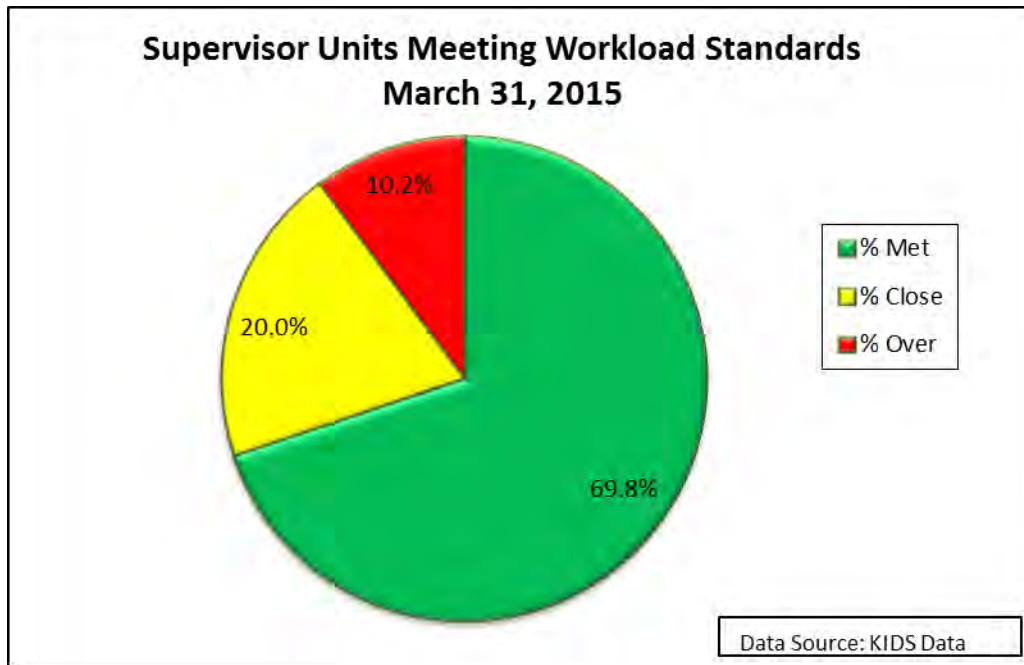
7.1 Worker Caseloads Continued



**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 June 2015:** For the period of Jan 1, 2015 – Mar 31, 2015, The total number of Child Welfare Workers meeting the standard is 43.3%, with 10.5% being “Close”, and 46.2% “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 June 2015:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 69.8%, with 20.0% being “Close”, and 10.2% “Over Standard”. There are 315 supervisor units with 220 units meeting the standard, 55 units close and 32 units over the standard.



Context Data		
Children in Out of Home Care - in DHS Custody April 2015 - 11,491 Children		
Age	# of Children	% of Total
0-1 Years	2124	18.5%
2-5 Years	3473	30.2%
6-12 Years	4040	35.2%
Over 13 Years	1854	16.1%
Race	# of Children	% of Total
White	4426	38.5%
African American	1009	8.8%
Multi Race	3179	27.7%
Native American	784	6.8%
Hispanic*	2066	18.0%
Pacific Islander	17	0.1%
Asian	10	0.1%
TOTAL	11491	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

