



PINNACLE PLAN MEASURES

MONTHLY SUMMARY REPORT

MARCH 2014

PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – MARCH 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.

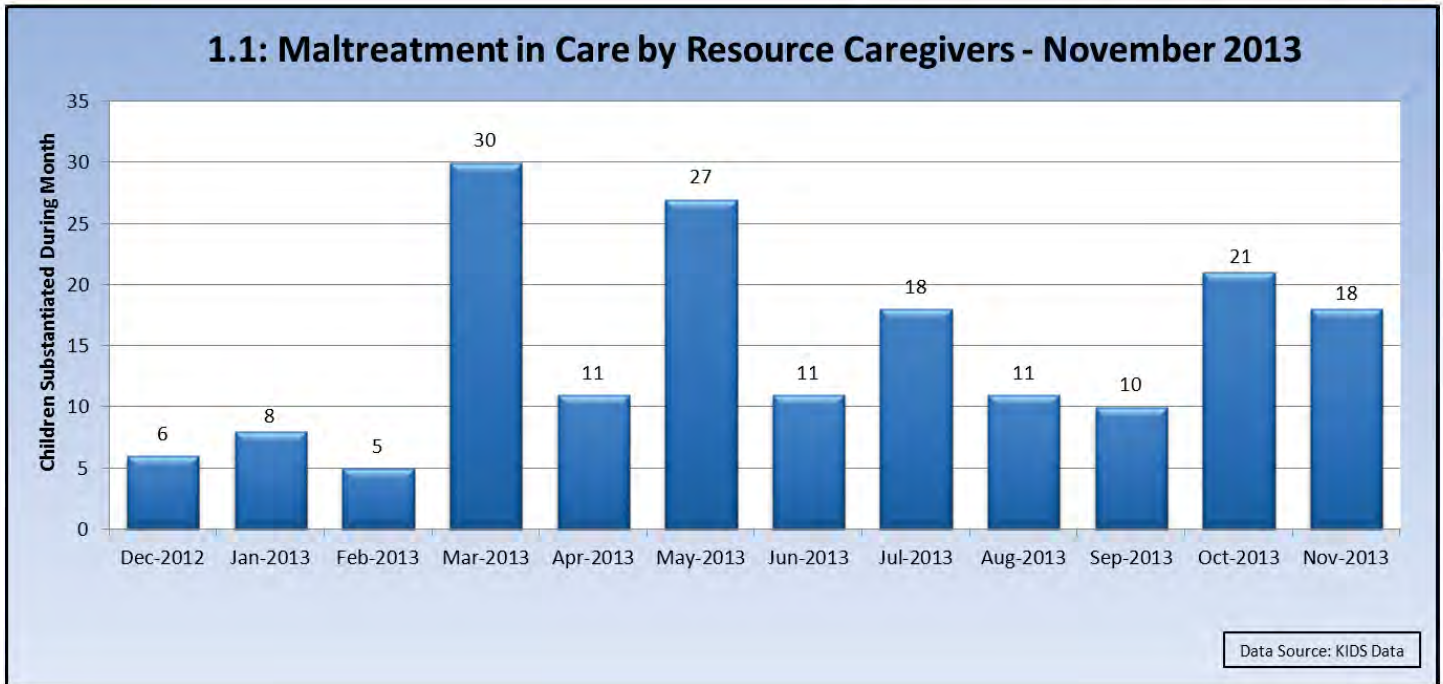
Demographics of children are included in monthly and semi-annual reports as context data. This information is helpful in understanding the population being served by the child welfare system.

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 - March 2014					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - November			
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.	11/30/2013	18 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.	11/30/2013	18 Children		
				Dec Total	SFY14 Total to Date		
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	12/31/2013	52	346 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	12/31/2013	9	56 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.	12/31/2013	9,924	10,320	96.2%
	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.	12/31/2013	7,954	10,320	77.1%
				Dec 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.	12/31/2013	70 Nights 12 Children	843 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.	12/31/2013	633 Nights 46 Children	4,388 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.	12/31/2013	4136 Nights 224 Children	23,384 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.	12/31/2013	4398 Nights 213 Children	25,926 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 - 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	
				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

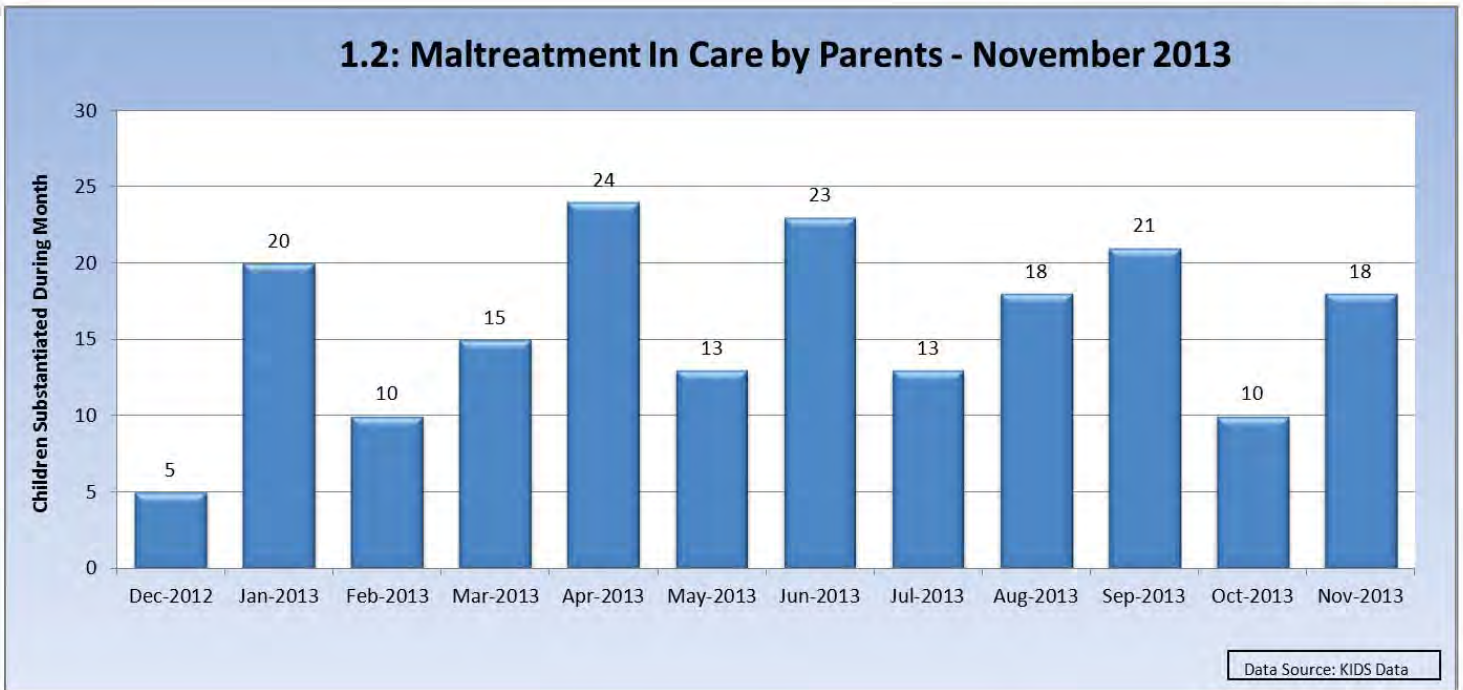


	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013
# of Substantiations	6	8	5	30	11	27	11	18	11	10	21	18

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 Mar 2014: In November 2013 there were a total of 18 substantiations of maltreatment while in Out of Home Care. These 18 victims were reported in 10 separate referrals of children in foster care and 3 referrals to OCA. Of the 15 children in foster care, 7 of those children were placed in Kinship Foster Care Homes, and 8 of those children were placed in Regular Foster Care. Of the 3 OCA victims, 2 was placed in a Psychiatric/Residential Treatment Facility, and 1 was placed in a Psychiatric Hospital. *The number of reported victims in the prior months of September and October have changed due to changes in the findings in the Program Reviews.

1.2: Maltreatment in Care by Parents



	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 Substantiations	5	20	10	15	24	13	23	13	18	21	10	18

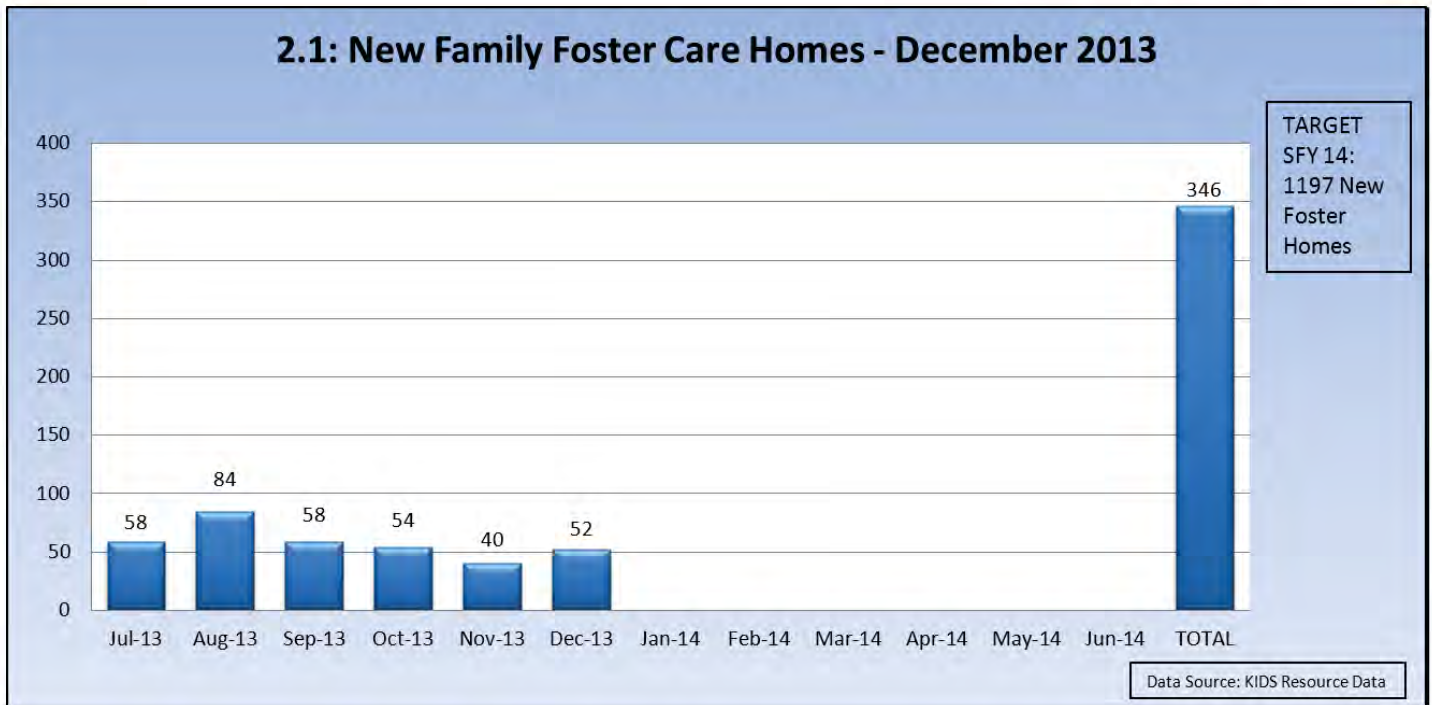
Data: The Maltreatment in Care by Parents measure incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. The data reflects substantiations in the month that the investigation was completed 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 Mar 2014: There were 18 reported substantiations of abuse in November 2013.

2.1: New Family Foster Care Homes

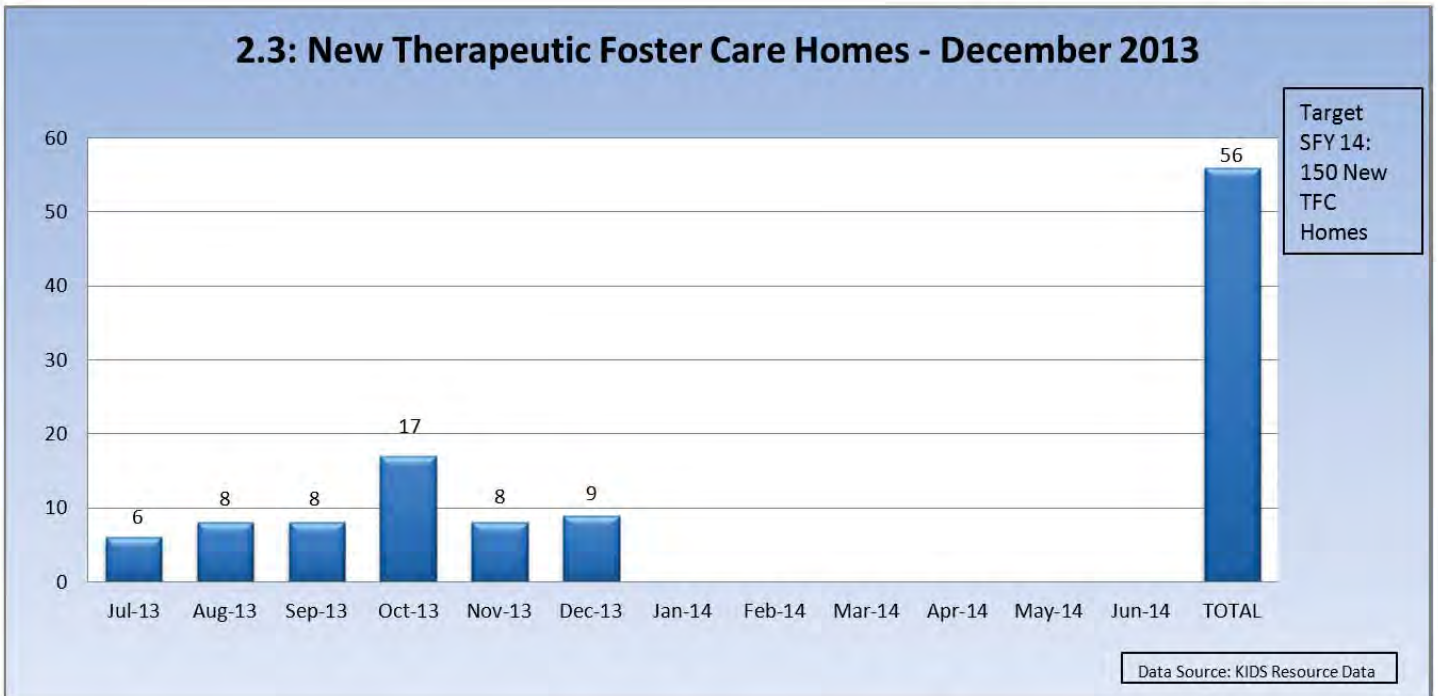


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New FFC Homes	58	84	58	54	40	52	0	0	0	0	0	0	346

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 Mar 2014: In December 2013, there were a total of 52 new foster homes opened with a total of 346 new foster homes for SFY14. The target for new Foster Homes in SFY14 is 1,197 homes.

2.3: New Therapeutic Foster Care Homes

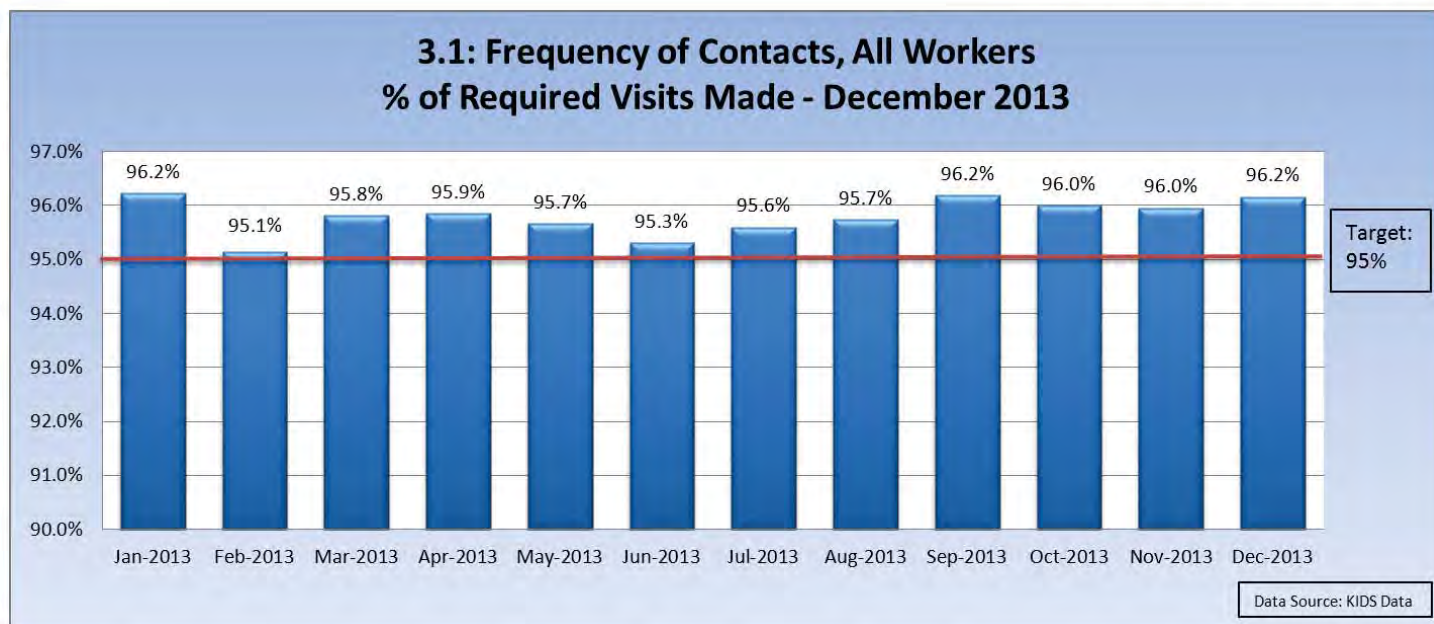


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New TFC Homes	6	8	8	17	8	9	0	0	0	0	0	0	56

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 Mar 2014: In December 2013, there were 9 new TFC homes opened with a total of 56 new TFC homes for SFY14. The target for new TFC Homes in SFY14 is 150 homes.

3.1: Frequency of Worker Contacts

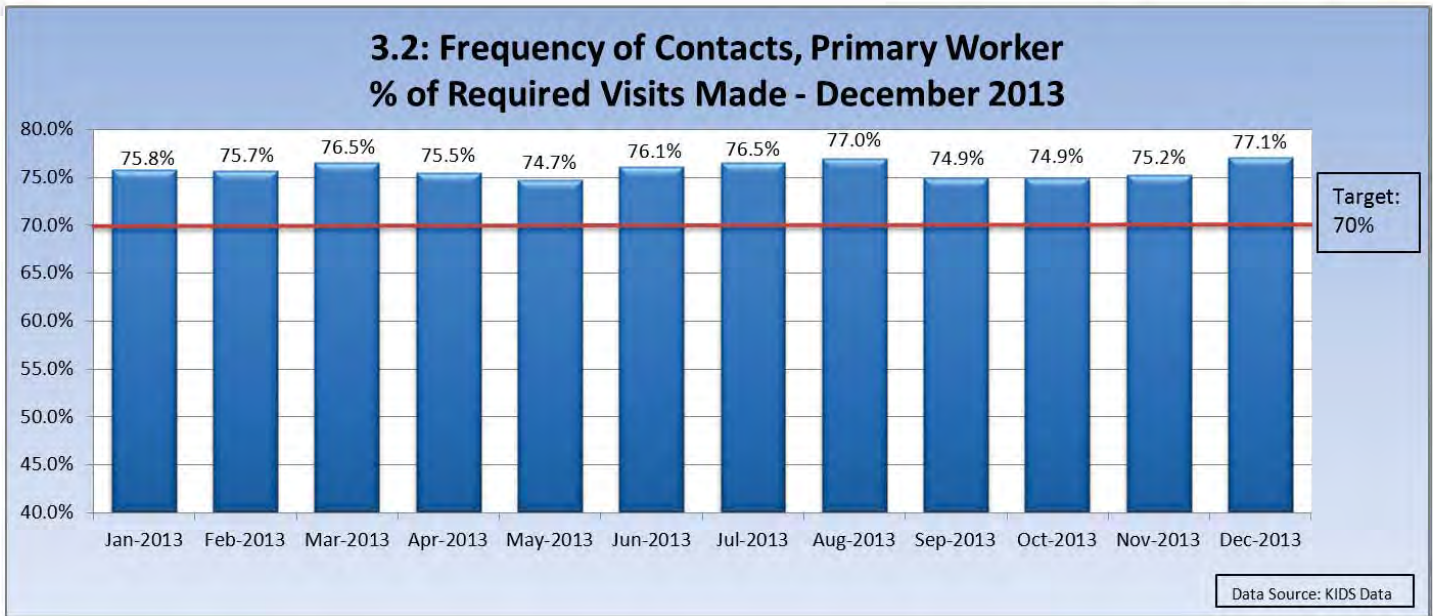


	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
Contacts Made by Any Worker	8481	8522	8714	8991	9134	9131	9214	9256	9469	9617	9842	9924
Minimum Contacts Required	8814	8957	9095	9380	9548	9581	9638	9668	9844	10018	10257	10320
% Made	96.2%	95.1%	95.8%	95.9%	95.7%	95.3%	95.6%	95.7%	96.2%	96.0%	96.0%	96.2%

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.

Comments Mar 2014: The visitation rate for all worker visits in December 2013 was 96.2%.

3.2: Frequency of Primary Worker Contacts



	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
Contacts Made by Primary Worker	6677	6781	6955	7079	7132	7289	7373	7444	7371	7500	7718	7954
Minimum Contacts Required	8814	8957	9095	9380	9548	9581	9638	9668	9844	10018	10257	10320
% Made	75.8%	75.7%	76.5%	75.5%	74.7%	76.1%	76.5%	77.0%	74.9%	74.9%	75.2%	77.1%

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 Mar 2014: The worker visitation rate for primary workers in December 2013 was 77.1%.

5.1: Shelter Use – Age 0-1 Years

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



Data Source: KIDS Data

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Nights	8	25	7	29	110	182	180	156	117	141	179	70

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



Data Source: KIDS Data

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Children	3	6	1	8	18	19	21	27	14	21	19	12

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 Mar 2014: In December 2013, 12 children age 0-1 years spent a total of 70 nights in the shelter. Of these 12 children, 1 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 1,956 children under the age of 2 in Out of Home Care in December 2013. Of these children, 1,944 children did not spend a night in the shelter.

5.2: Shelter Use – Age 2-5 Years

5.2: Monthly Shelter-Nights, Age 2-5 - December 2013



Data Source: KIDS Data

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Nights	907	634	493	760	843	719	845	724	777	686	723	633

5.2: Monthly Children in Shelter, Age 2-5 - December 2013



Data Source: KIDS Data

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Children	80	62	51	66	71	76	67	81	78	66	59	46

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 Mar 2014: In December 2013, 46 children, age 2-5 years spent a total of 633 nights in the shelter. Of these children, 10 met the automatic exception as part of a sibling set of 4 or more.

5.3: Shelter Use – Age 6-12 Years

5.3: Monthly Shelter-Nights, Age 6-12 - December 2013



Data Source: KIDS Data

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Nights	3207	3068	3823	3644	4113	3446	3973	3325	3721	4174	4055	4136

5.3: Monthly Children in Shelter, Age 6-12 - December 2013



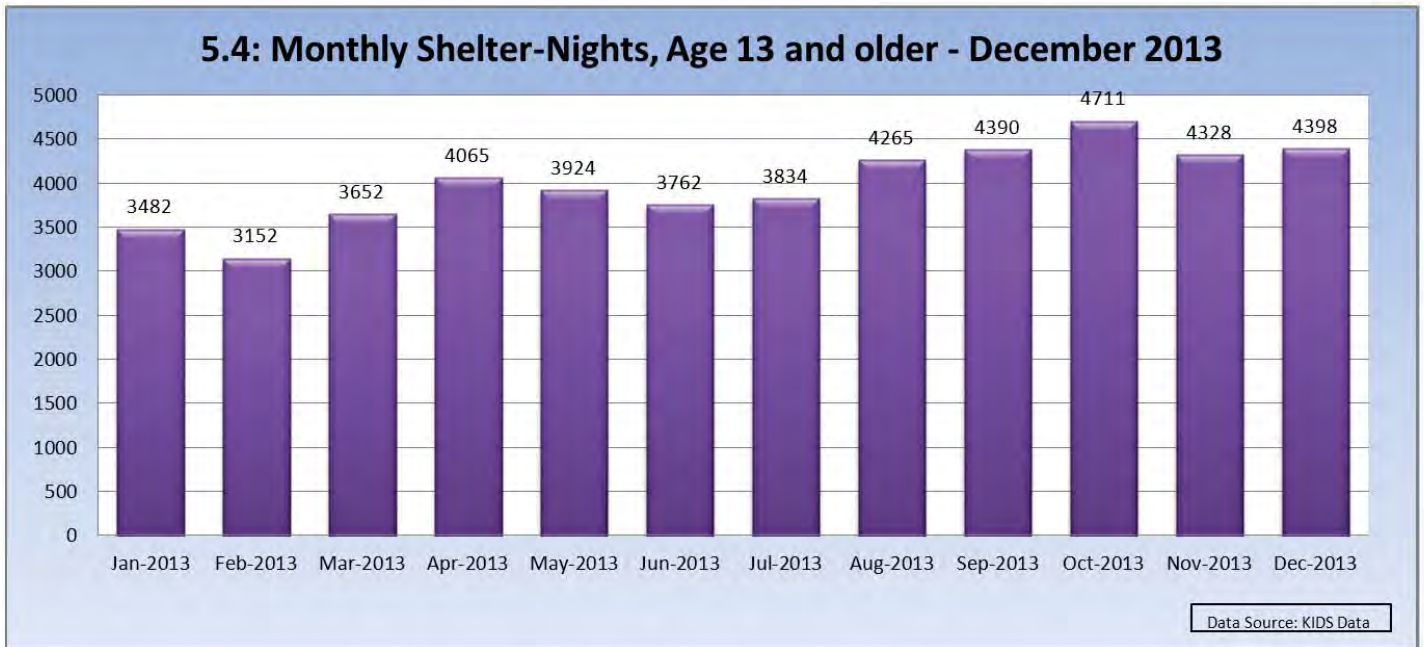
Data Source: KIDS Data

	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Children	212	238	245	240	229	213	244	235	243	242	228	224

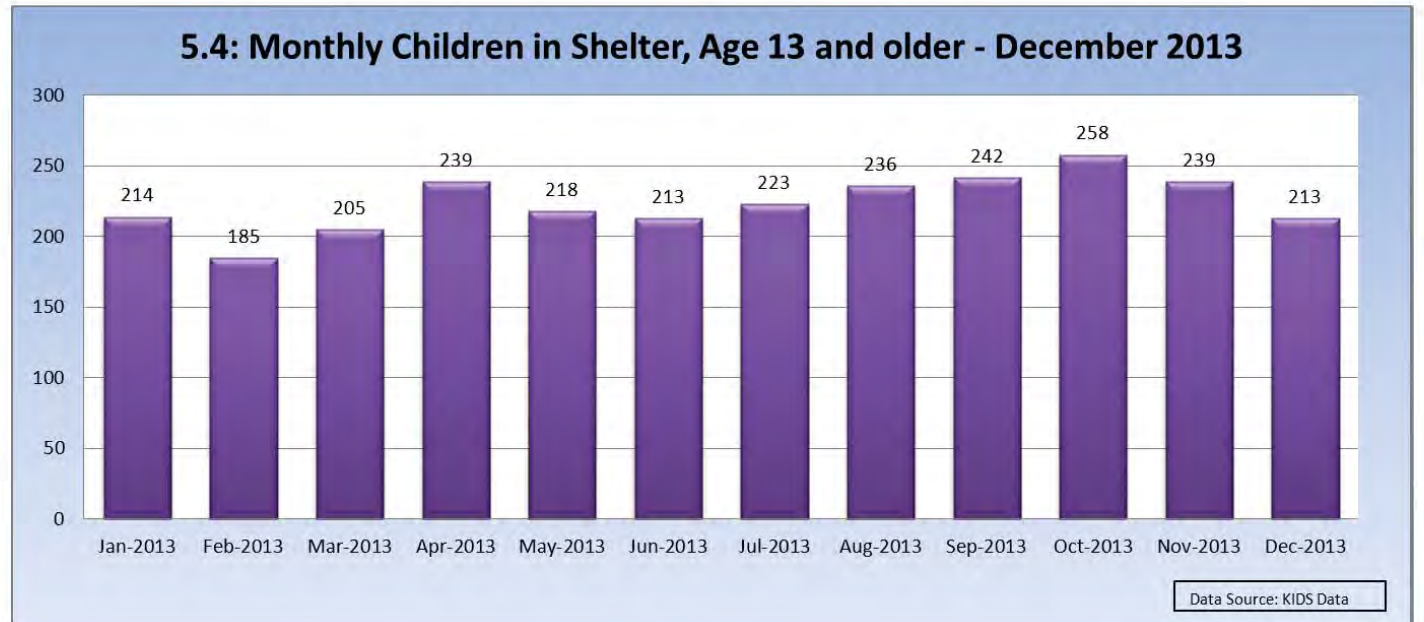
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years will be implemented beginning 7/1/2014.

Comments Mar 2014: In December 2013, 224 children, age 6-12 years spent a total of 4136 nights in the shelter.

5.4: Shelter Use – Age 13 Years and Older



	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Nights	3482	3152	3652	4065	3924	3762	3834	4265	4390	4711	4328	4398



	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013
# of Children	214	185	205	239	218	213	223	236	242	258	239	213

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.

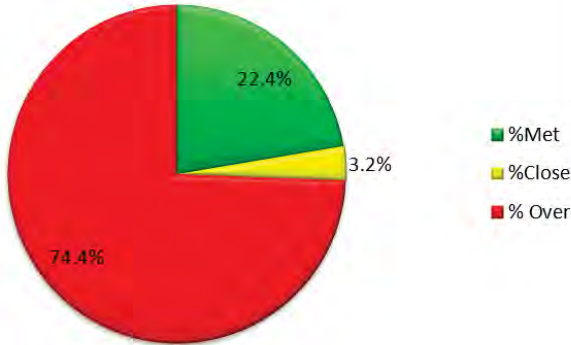
Comments Mar 2014: In December 2013, 213 children age 13 and older spent a total of 4398 nights in the shelter.

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

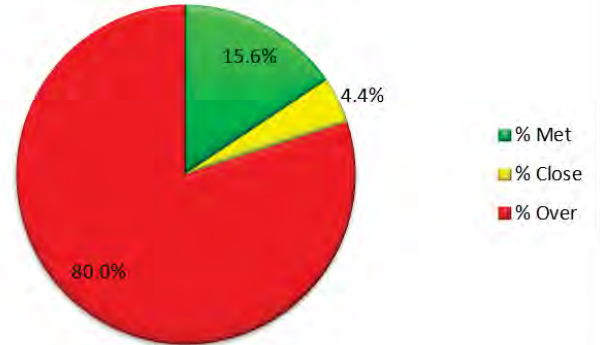


7.1 Worker Caseloads Continued

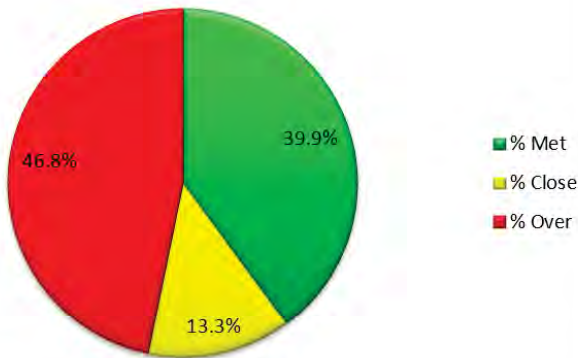
**ADOPTION WORKERS
STATEWIDE**



**FOSTER CARE WORKERS
STATEWIDE**



**COMPREHENSIVE
STATEWIDE**



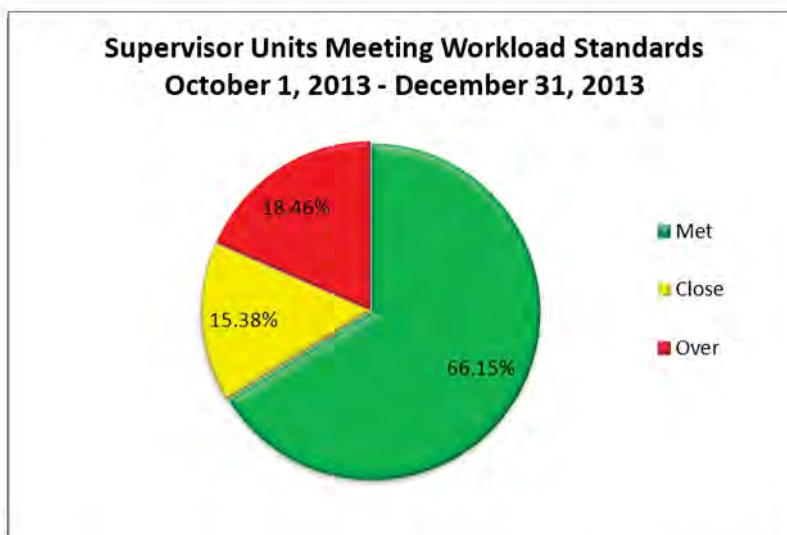
Workers Meeting Workload Standards October 1, 2013 - December 31, 2013

Worker Type	Worker Days	% Met	% Close	% Over
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%
TOTAL	98812	31.1%	9.1%	59.8%

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 Mar 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 Mar 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		
Children in Out of Home Care - in DHS Custody December 2013 - 10,958 Children		
Age	# of Children	% of Total
0-1 Years	1956	17.85%
2-5 Years	3437	31.37%
6-12 Years	3782	34.51%
Over 13 Years	1783	16.27%
Race	# of Children	% of Total
White	4325	39.47%
African American	1137	10.38%
Multi Race	3049	27.82%
Native American	643	5.87%
Hispanic*	1776	16.21%
Pacific Islander	13	0.12%
Asian	15	0.14%
TOTAL	10958	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

