



PINNACLE PLAN MEASURES

MONTHLY SUMMARY REPORT

March 2015

PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – March 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.

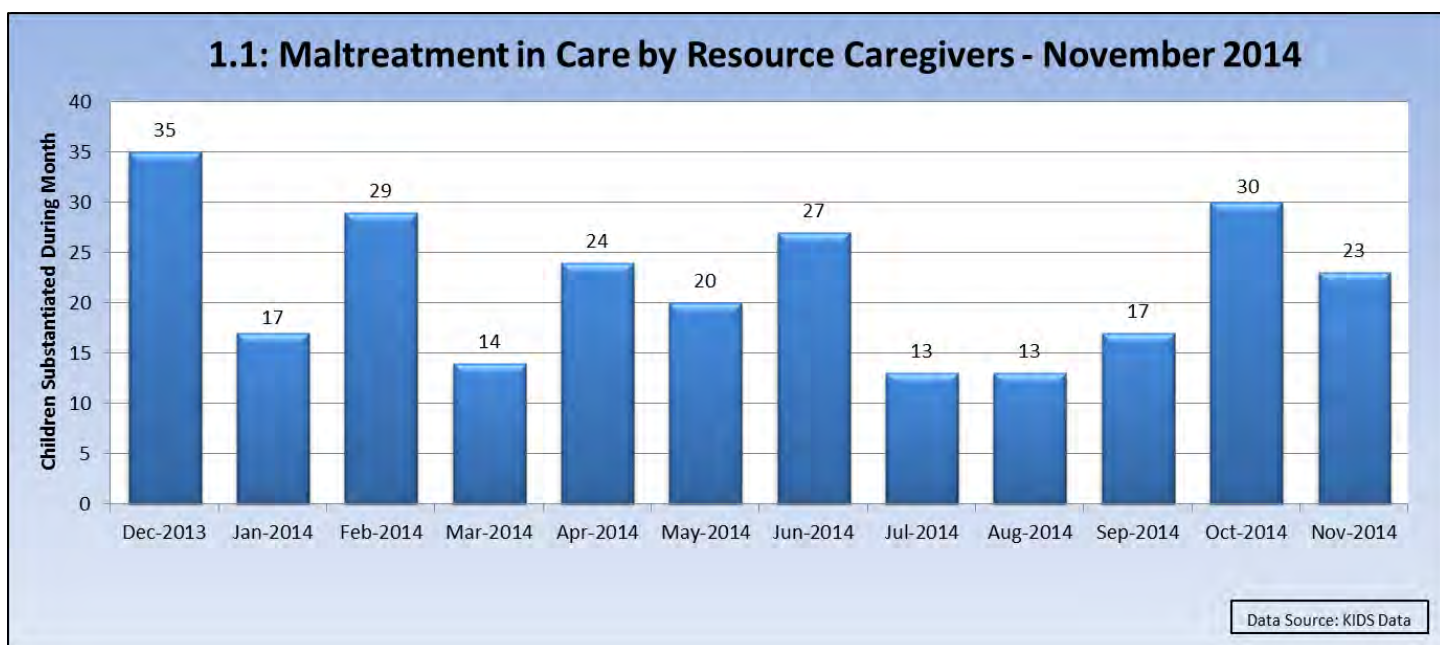
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - March 2015					
		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.	11/30/2014	23 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.	11/30/2014	15 Children		
				Jan Total	SFY15 Total to Date		
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	1/31/2015	50	497 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	1/31/2015	7	71 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.	1/31/2015	10,298	10,713 96.1%	
	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.	1/31/2015	9,015	10,713 84.2%	
				Jan 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.	1/31/2015	58 Nights 6 Children	511 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.	1/31/2015	191 Nights 21 Children	2,432 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.	1/31/2015	2172 Nights 127 Children	17,048 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.	1/31/2015	3766 Nights 196 Children	24,801 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: 10/1/2014 - 12/31/2014	% 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.		31.2%	9.7%	59.1%
					% of Supervisors that Meet Standard	1-20% Above Standard	>20% Above Standard
					70.9%	18.0%	11.1%
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

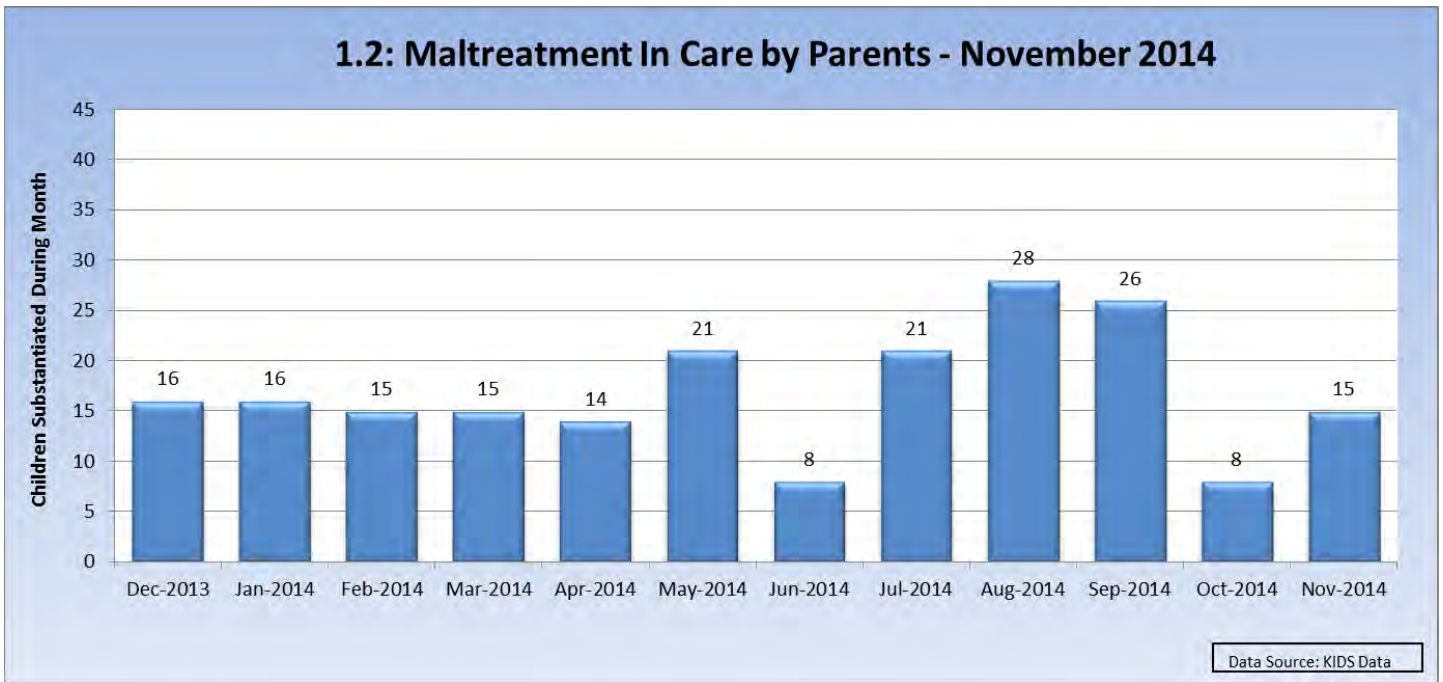


	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014
# of Substantiations	35	17	29	14	24	20	27	13	13	17	30	23

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 March 2015: Due to the Semi-Annual Report released in February only reporting MIC through September 2014, two months of MIC will be covered in the March Monthly Report commentary. In October 2014, there were a total of 30 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 9 separate referrals for children in foster care and 5 referrals to OCA. Of the 19 children placed in foster care, 4 children were placed in CW Foster Family Care Homes, 6 children were placed in CW Foster Family Care/Kinship/Relative Homes, 8 children were placed in Therapeutic Foster Care Homes and 1 child was placed in a Contracted Foster Care Home. Of the 11 OCA victims, 8 were placed in a Level E Residential Resource Facility and 2 were placed in a Psychiatric Residential Treatment Center, and 1 was placed in an Agency Companion Home. In November 2014, there were a total of 23 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 5 separate referrals for children in foster care and 5 referrals to OCA. Of the 12 children placed in foster care, 8 children were placed in CW Foster Family Care/Kinship/Relative Homes and 4 children were placed in CW Foster Family Care. Of the 11 OCA victims, 4 were placed in a Level D+, or E Residential Facility, 5 were placed in a Youth Shelter, and 2 were placed in an OKDHS Operated Shelter.

1.2: Maltreatment in Care by Parents



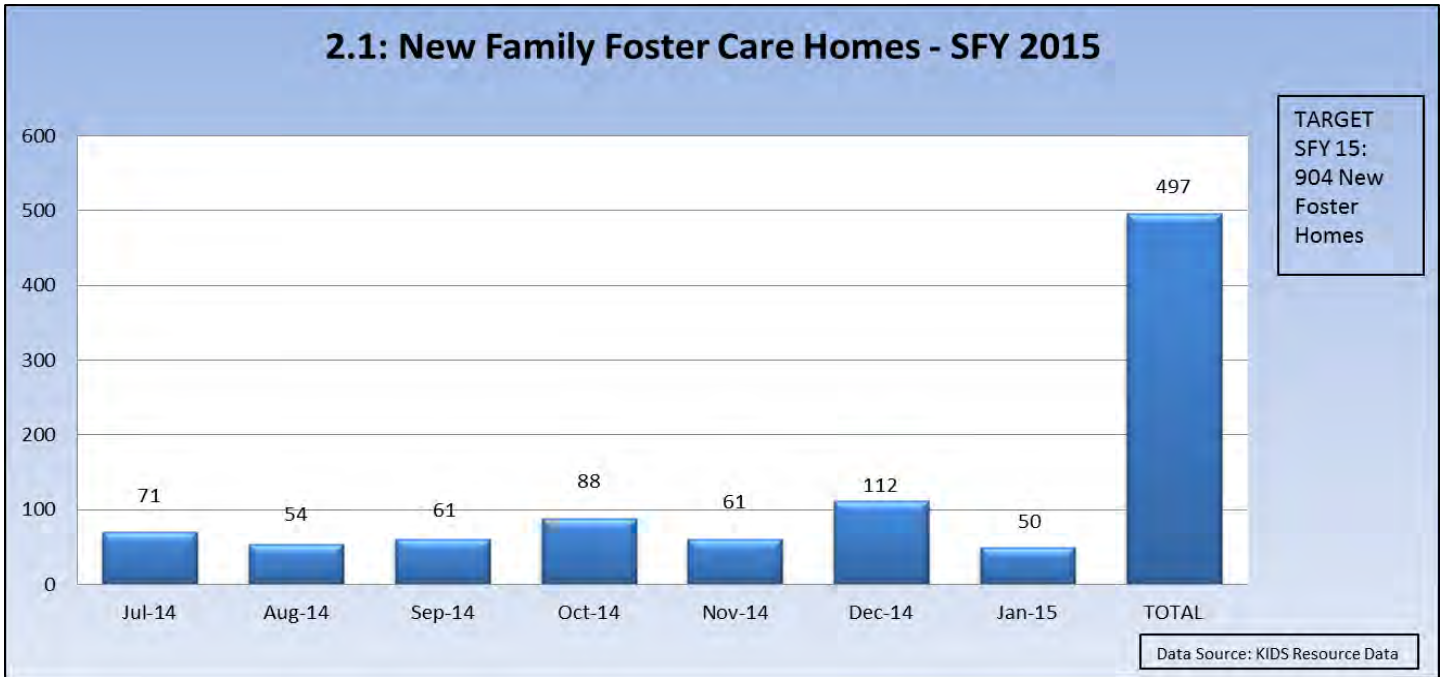
	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014
# of Substantiations	16	16	15	15	14	21	8	21	28	26	8	15

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 March 2015: Due to the semi-annual report released in February only reporting MIC through September 2014, two months of MIC will be reported in the March Monthly Report. In October 2014, there were 8 substantiations of abuse by parents of children in out of home care and these 8 victims were reported in 7 separate referrals. Of the 8 victims, 5 were in trial reunification, 2 were in Child Welfare Foster Family Care Homes, and 1 was in a Child Welfare Foster Family Care/Kinship/Relative home. In November 2014, there were 15 substantiations of abuse by parents of children in out of home care and these 15 victims were reported in 9 separate referrals. Of the 15 victims, 1 was reported as AWOL, 2 were in a Child Welfare Foster Family Care Home, and 12 were in trial reunification.

2.1: New Family Foster Care Homes

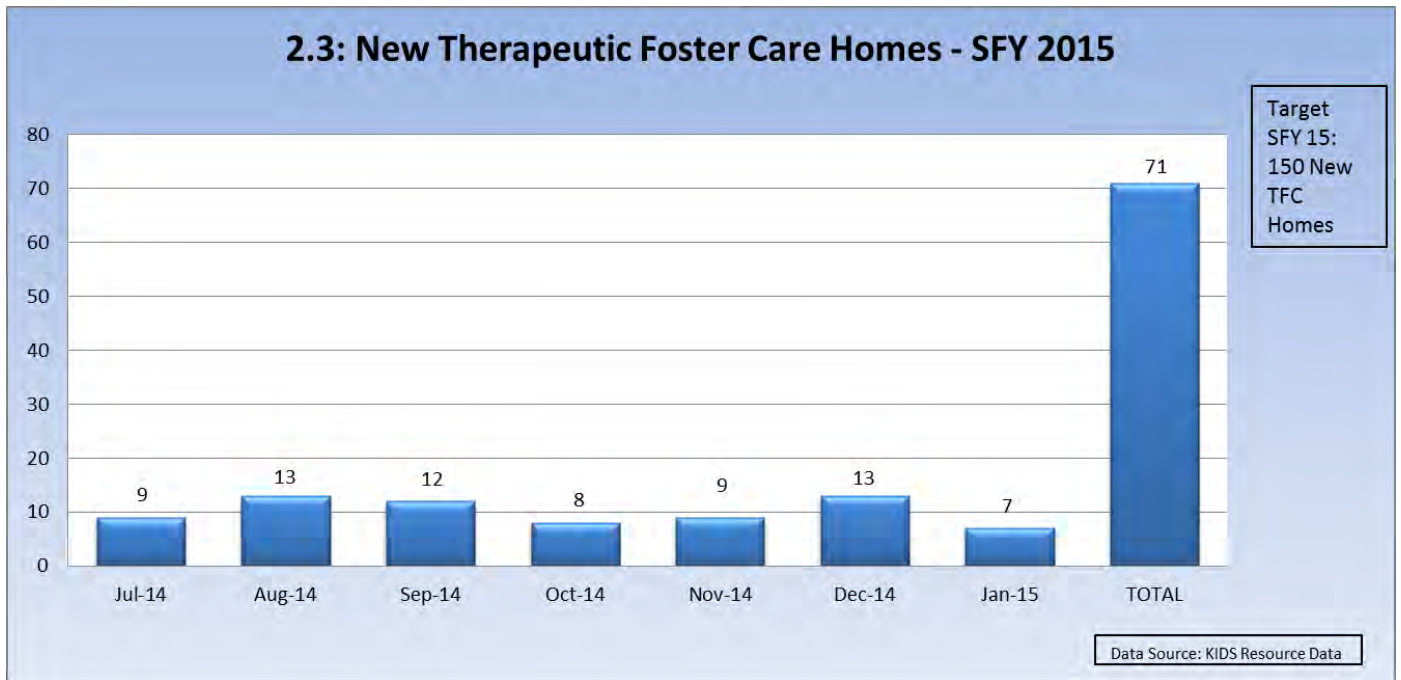


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
# of New FFC Homes	71	54	61	88	61	112	50	0	0	0	0	0	497

Data: Total Count of New Foster Homes includes all Contracted Foster Care Homes, 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 March 2015: In January 2015, there were a total of 50 new foster homes opened. DHS was given an interim target of 678 homes to open by March 31, 2015. As of 01/31/2015, there were 497 new homes opened in SFY15 which is 73.3% of the interim target. DHS was also given a net-gain target for SFY15 of 356 new foster homes. As of 02/01/2015, DHS had a net-gain of 224 homes. (63% of net-gain target achieved in 8 months)

2.3: New Therapeutic Foster Care Homes

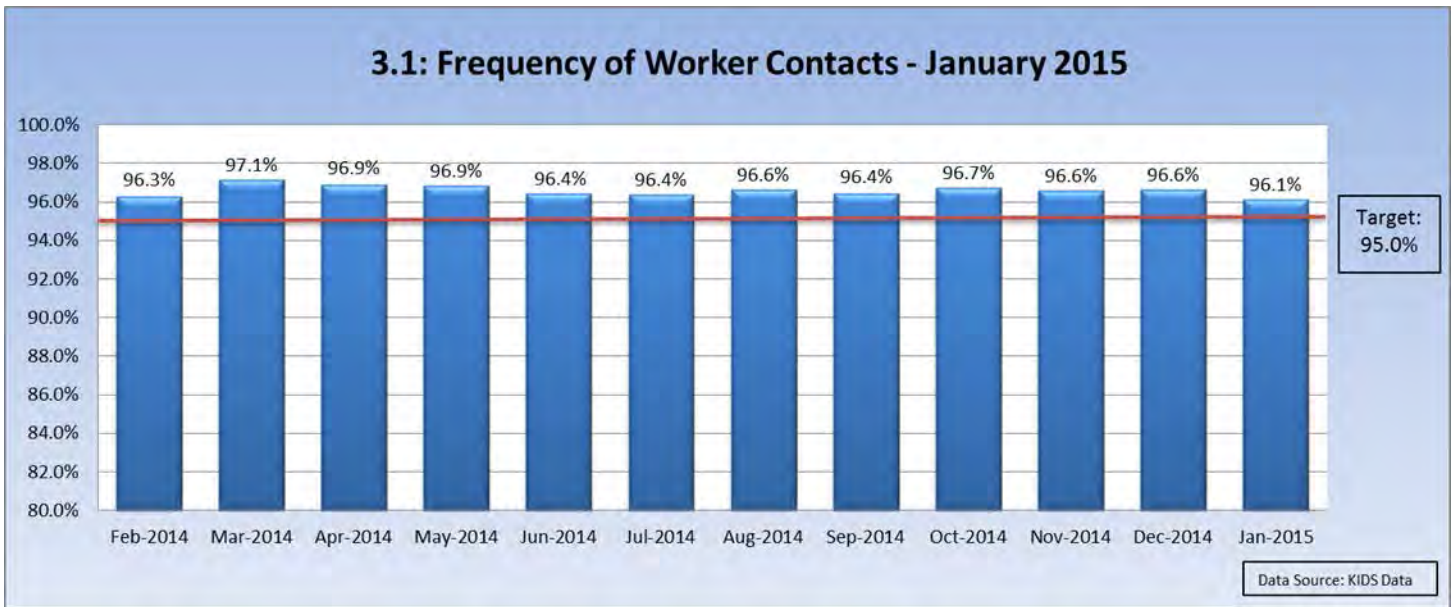


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
# of New TFC Homes	9	13	12	8	9	13	7	0	0	0	0	0	71

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 March 2015: In January 2015, there were a total of 7 new TFC homes opened. The SFY15 target for net gain on Therapeutic Foster Care is 50 homes. As of 02/01/2015 DHS has had a net-gain of 34 TFC homes (68% of target in 8 months)

3.1: Frequency of Worker Contacts

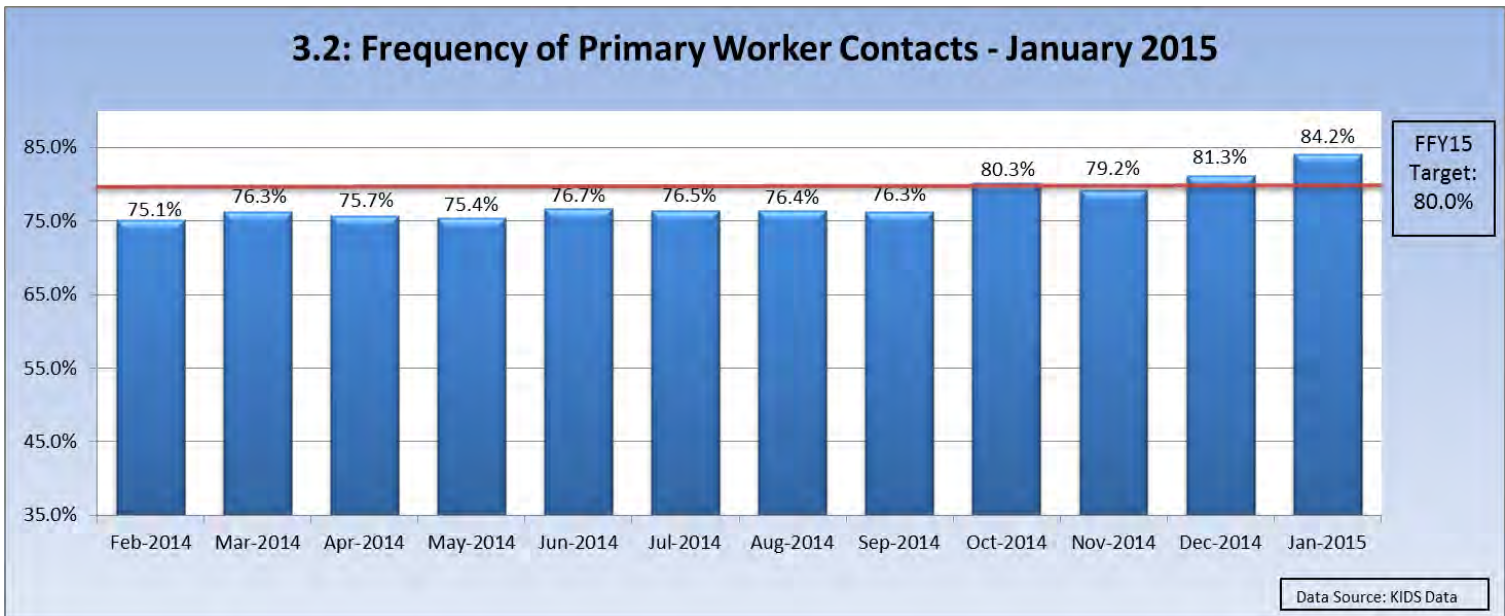


	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015
Contacts Made by Any Worker	10086	10315	10392	10510	10452	10447	10435	10390	10465	10526	10352	10298
Minimum Contacts Required	10474	10618	10725	10850	10838	10839	10799	10774	10817	10896	10712	10713
% Made	96.3%	97.1%	96.9%	96.9%	96.4%	96.4%	96.6%	96.4%	96.7%	96.6%	96.6%	96.1%

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 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 March 2015: The visitation rate for all worker visits in January 2015 was 96.1%.

3.2: Frequency of Primary Worker Contacts

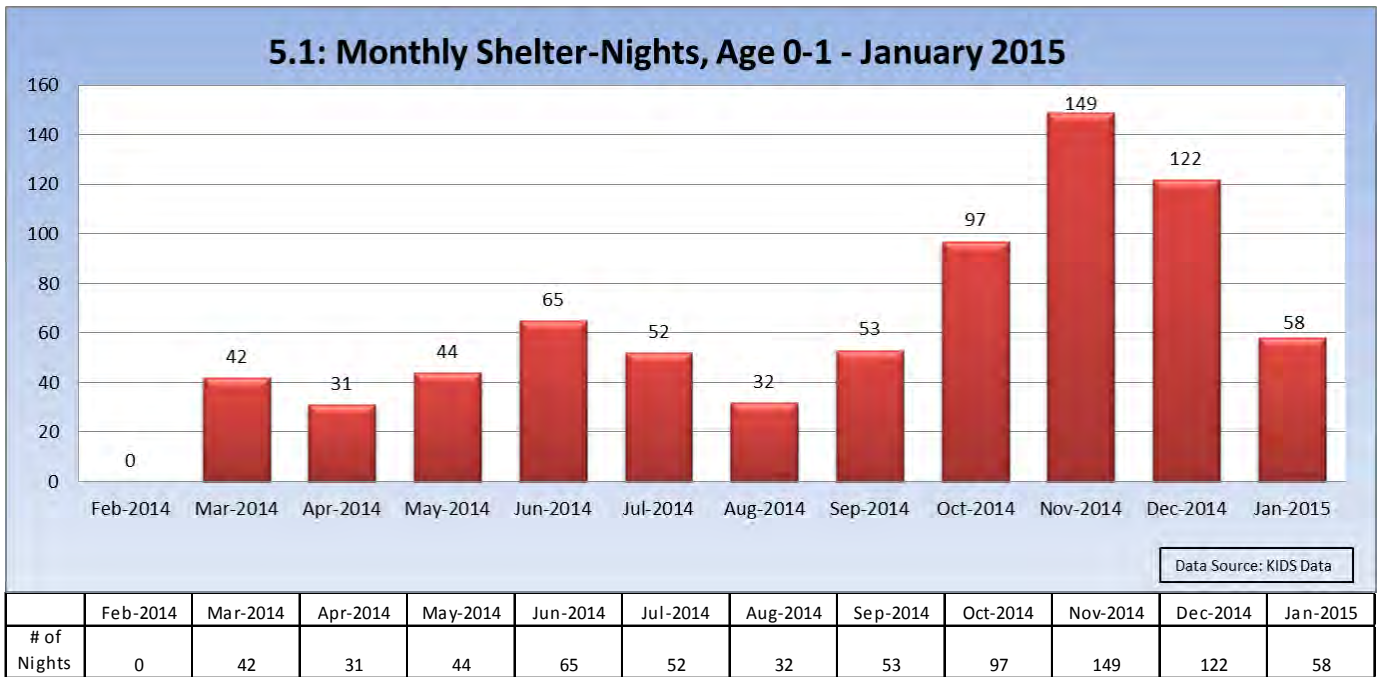


	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015
Contacts Made by Primary Worker	7866	8106	8121	8184	8313	8287	8248	8216	8682	8630	8704	9015
Minimum Contacts Required	10474	10618	10725	10850	10838	10839	10799	10774	10817	10896	10712	10713
% Made	75.1%	76.3%	75.7%	75.4%	76.7%	76.5%	76.4%	76.3%	80.3%	79.2%	81.3%	84.2%

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 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 SFY15, the interim target is 80%. 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 March 2015: The worker visitation rate for primary workers in January 2015 was 84.2%.

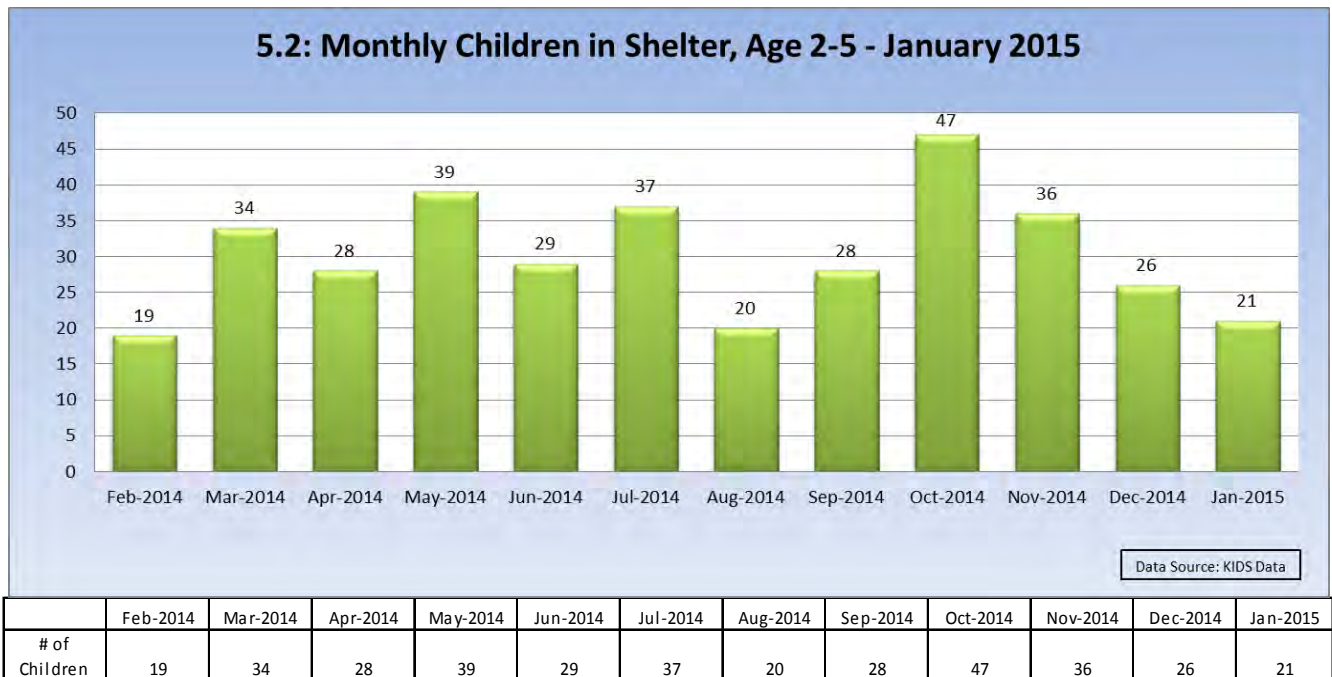
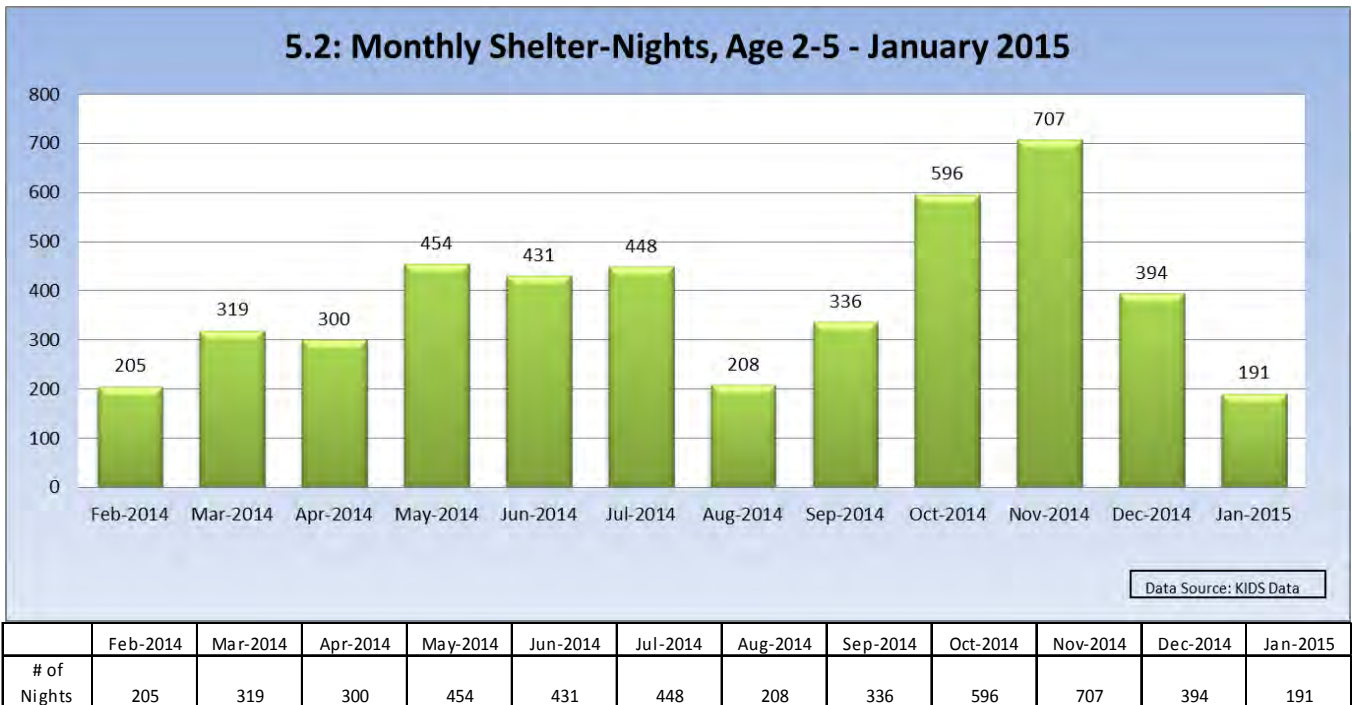
5.1: Shelter Use – Age 0-1 Years



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 March 2015: In January 2015, 6 children age 0-1 year spent a total of 58 nights in the shelter. Of those 6 children, 4 were automatic exceptions as part of a sibling set of four or more, 1 child was placed with the parent. There were 2,003 children under the age of 2 in Out of Home Care in January 2015. Of those, 1997 children did not spend a night in the shelter (99.7% of children in care age 0-1 year). There were 124 children age 0-1 year removed during the month of January and 121 of those children did not have a shelter stay.

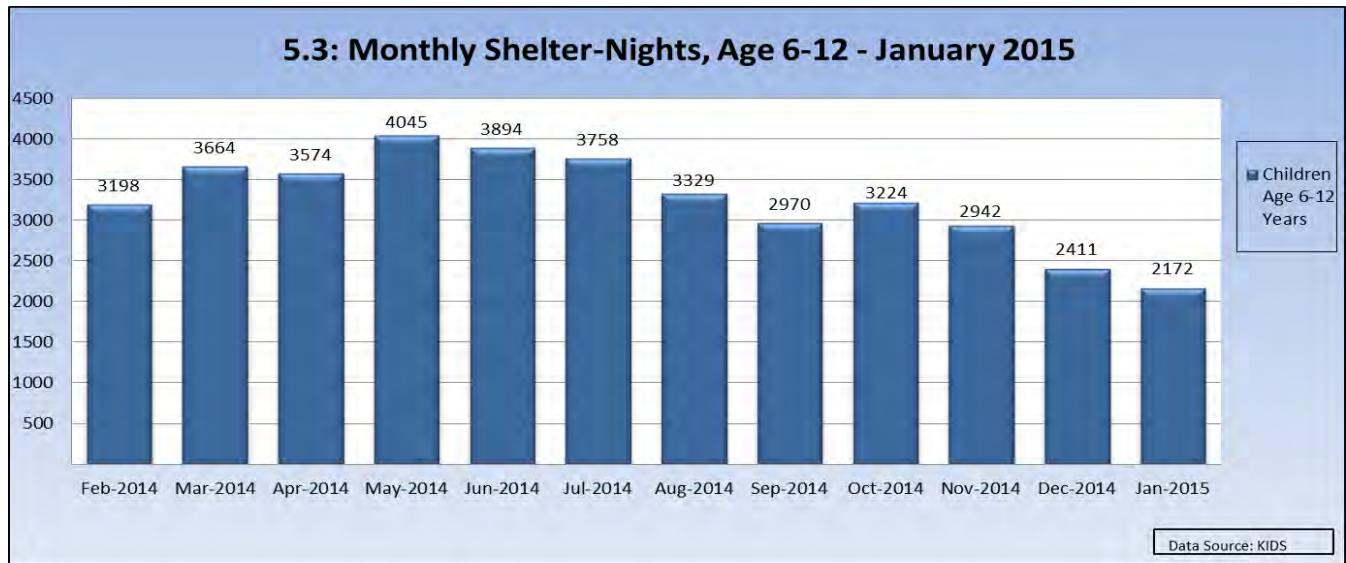
5.2: Shelter Use – Age 2-5 Years



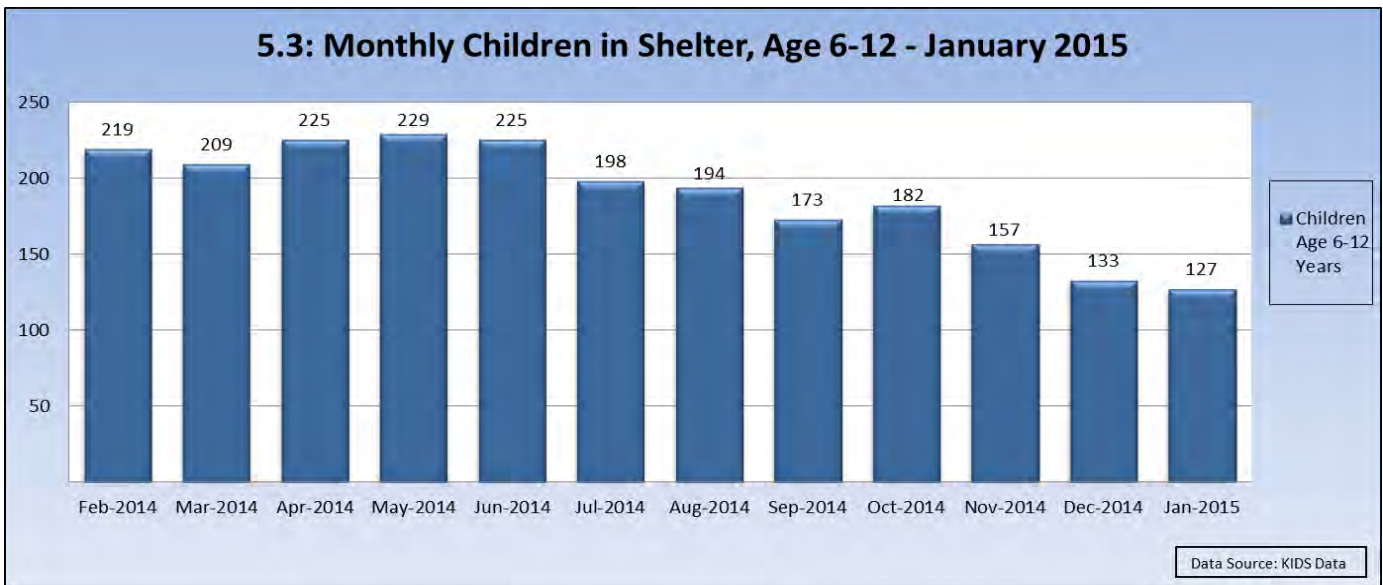
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

Comments March 2015: In January 2015, 21 children age 2-5 years spent a total of 191 nights in the shelter. Of these, 7 children met the automatic exception as part of a sibling set of 4 or more. There were 3,498 children age 2-5 years in care in January 2015. Of those, 3,477 children did not spend a night in the shelter (99.4% of children in care age 2-5 years). There were 99 children age 2-5 years removed during the month of January and 88 of these children did not have a shelter stay.

5.3: Shelter Use – Age 6-12 Years



	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015
# of Nights	3198	3664	3574	4045	3894	3758	3329	2970	3224	2942	2411	2172

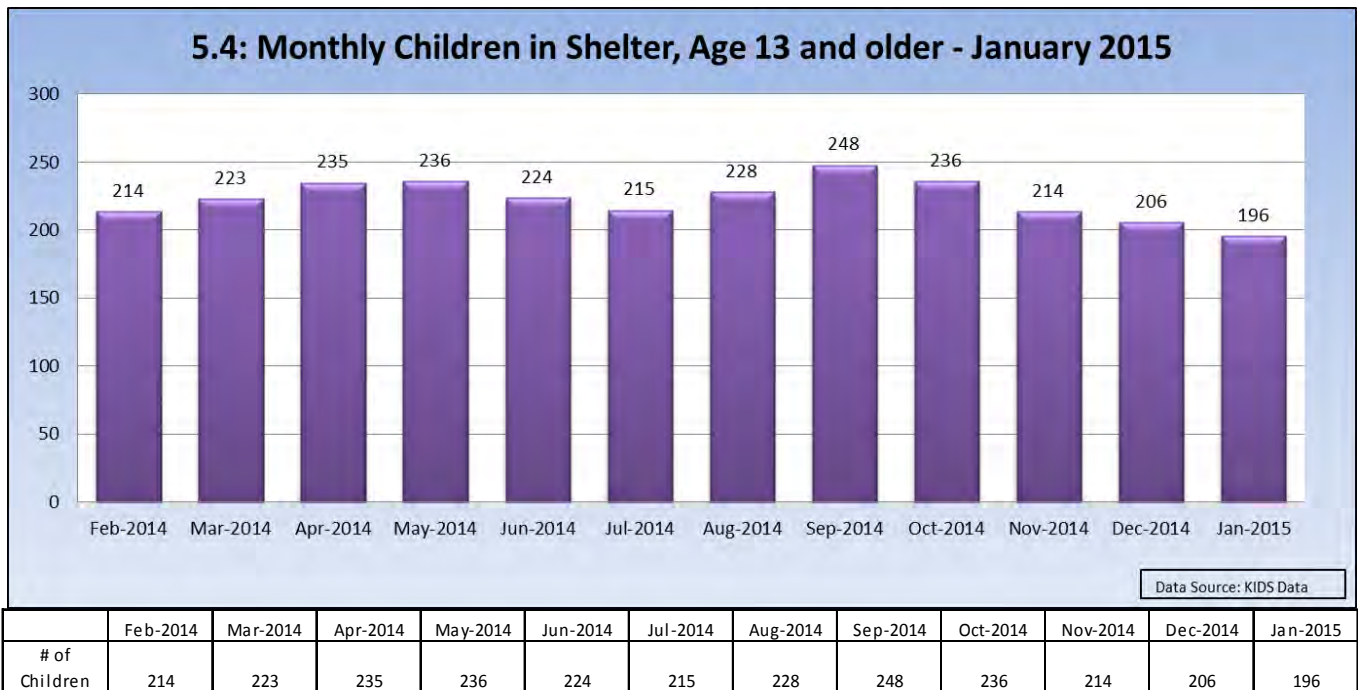
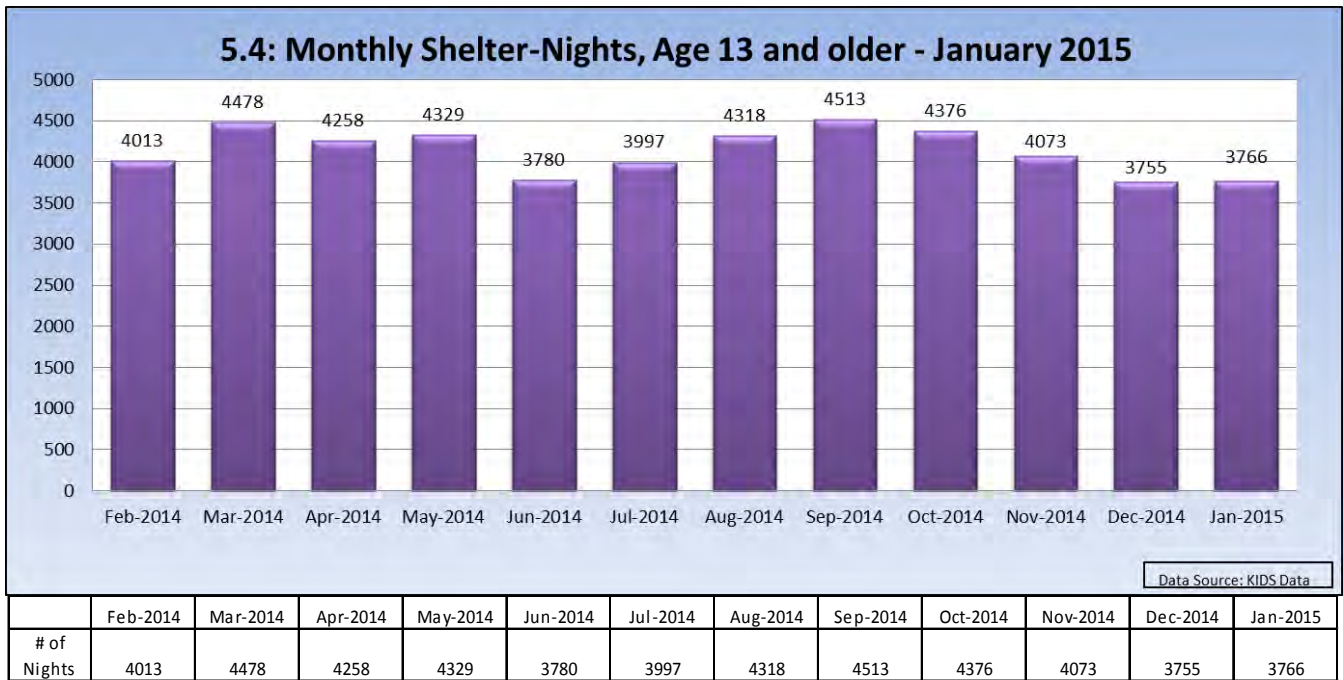


	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015
# of Children	219	209	225	229	225	198	194	173	182	157	133	127

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 March 2015: In January 2015, 127 children age 6-12 years spent a total of 2172 nights in the shelter. Of these, 22 children met the automatic exception as part of a sibling set. There were 4,027 children age 6-12 years in care in January 2015 and 3,900 of those did not spend a night in the shelter (96.8% of children age 6-12 years). There were 105 children age 6-12 years removed in January and 80 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older

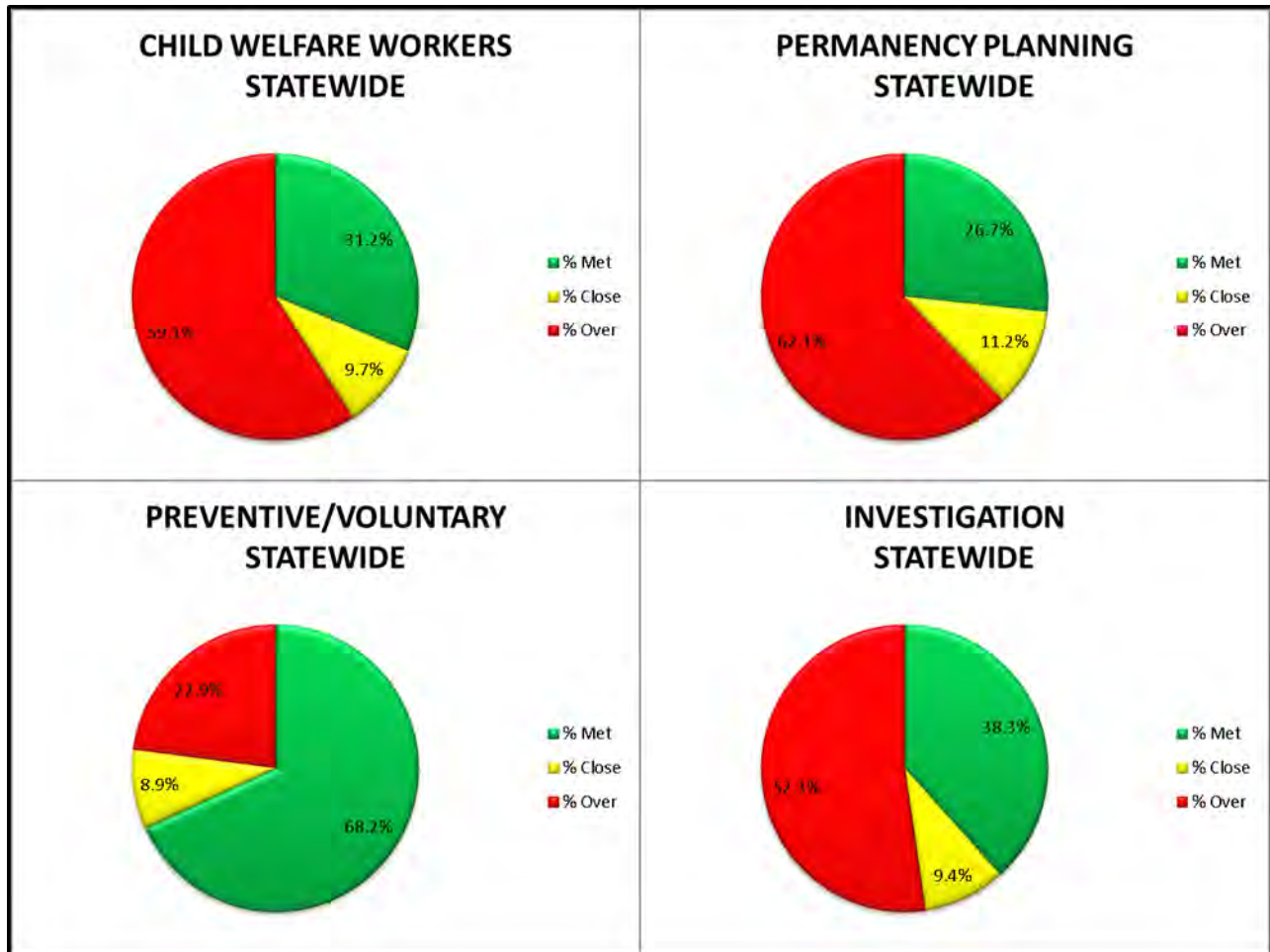


Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

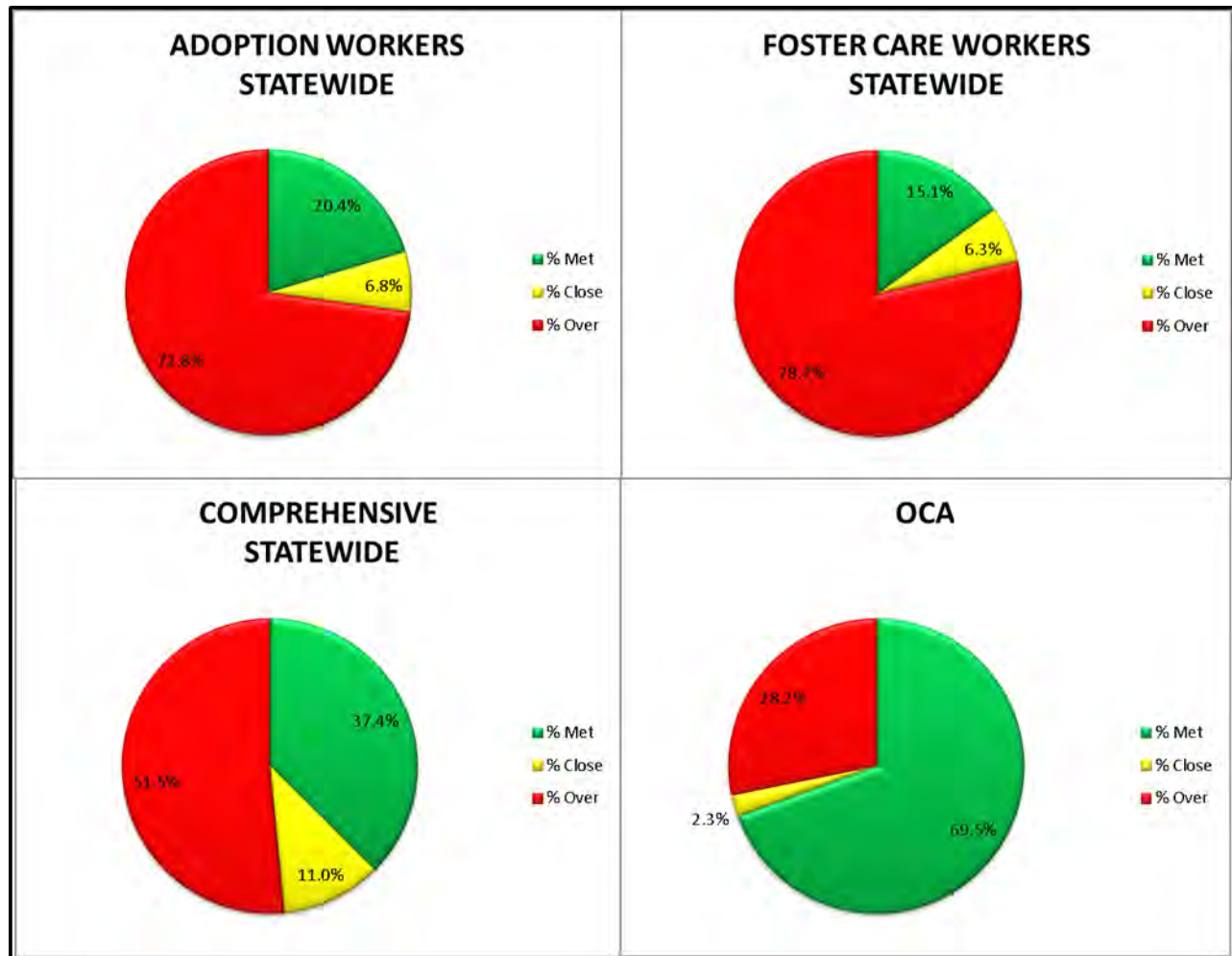
Comments March 2015: In January 2015, 196 children age 13 and older spent a total of 3,766 nights in the shelter. Of these, 11 children met the automatic exception as part of a sibling set of 3 or more. There were 1,831 children age 13-18 years in care in January 2015. Of those, 1,635 children did not spend a night in the shelter (89.3% of children in care age 13-18 years). There were 46 children age 13-18 years removed during the month of January and 19 of these children did not have a shelter stay.

Workers Meeting Caseload Standards

Workers Meeting Workload Standards October 1, 2014 - December 31, 2014				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	5881	20.4%	6.8%	72.8%
BRIDGE - FOSTER CARE	12617	15.1%	6.3%	78.7%
COMPREHENSIVE	9363	37.4%	11.0%	51.5%
PERMANENCY PLANNING	48848	26.7%	11.2%	62.1%
PREVENTIVE/VOLUNTARY	4009	68.1%	8.9%	22.9%
INVESTIGATION	32015	38.3%	9.4%	52.3%
OCA	1457	69.5%	2.3%	28.2%
STATEWIDE TOTAL	114190	31.2%	9.7%	59.1%

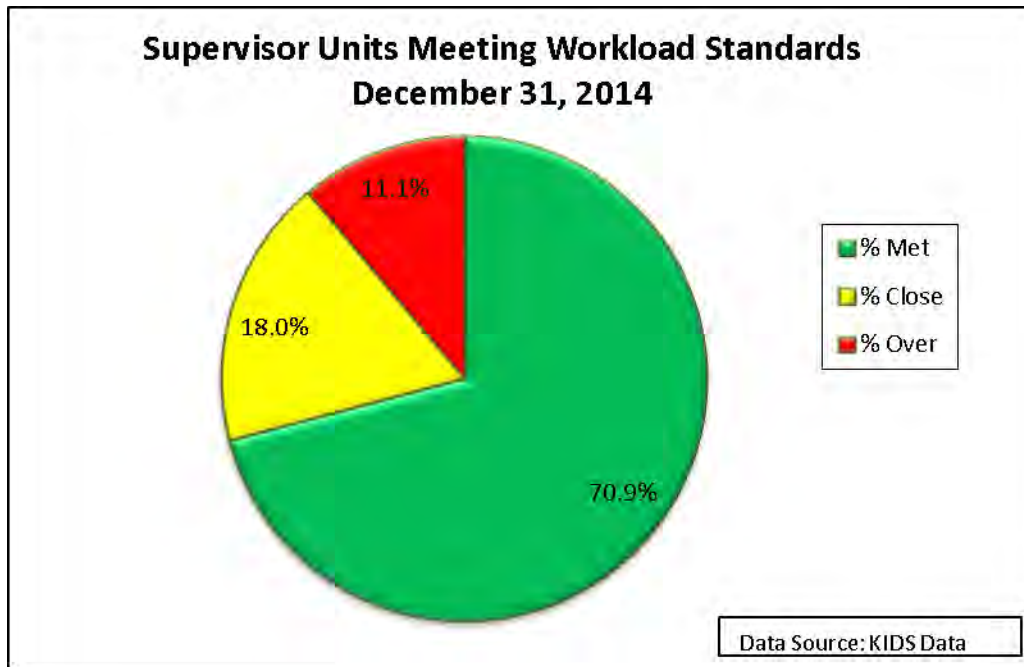


7.1 Worker Caseloads Continued



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 March 2015: For the period of Oct 1, 2014 – Dec 31, 2014, The total number of Child Welfare Workers meeting the standard is 31.2%, with 9.7% being “Close”, and 59.1% “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 March 2015: The total number of Child Welfare Supervisor Units “Meeting the Standard” is 70.9%, with 18.0% being “Close”, and 11.1% “Over Standard”. There are 306 supervisor units with 217 units meeting the standard, 55 units close and 34 units over the standard.

Context Data		
Children in Out of Home Care - in DHS Custody		
January 2015 - 11,359 Children		
Age	# of Children	% of Total
0-1 Years	2003	17.6%
2-5 Years	3498	30.8%
6-12 Years	4027	35.5%
Over 13 Years	1831	16.1%
Race	# of Children	% of Total
White	4421	38.9%
African American	1039	9.1%
Multi Race	3111	27.4%
Native American	763	6.7%
Hispanic*	1990	17.5%
Pacific Islander	26	0.2%
Asian	9	0.1%
TOTAL	11359	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

