



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

MAY 2014

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – MAY 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.

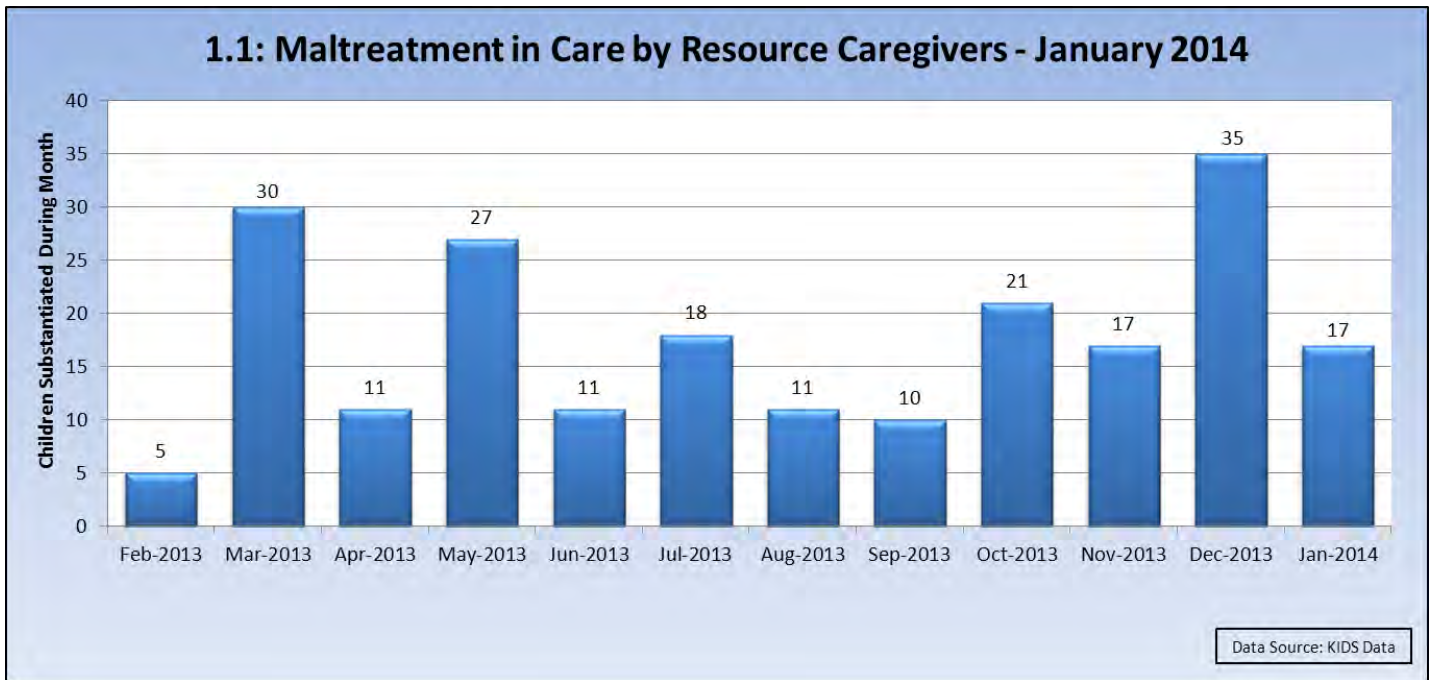
Demographics of children are included in monthly and semi-annual reports as context data. This information is helpful in understanding the population being served by the child welfare system.

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 - May 2014					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - January			
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.	1/31/2014	17 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.	1/31/2014	16 Children		
				Feb Total	SFY14 Total to Date		
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	2/28/2014	45	467 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	2/28/2014	10	80 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.	2/28/2014	10,108	10,480	96.5%
	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.	2/28/2014	7,887	10,480	75.3%
				Feb 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.	2/28/2014	0 Nights 0 Children	512 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.	2/28/2014	205 Nights 19 Children	3,409 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.	2/28/2014	3284 Nights 222 Children	23,042 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.	2/28/2014	3986 Nights 213 Children	25,450 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: 1/1/2014 - 3/31/2014	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					33.9%	9.1%	57.0%
			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
					67.5%	19.8%	12.7%
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



	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014
# of Substantiations	5	30	11	27	11	18	11	10	21	17	35	17

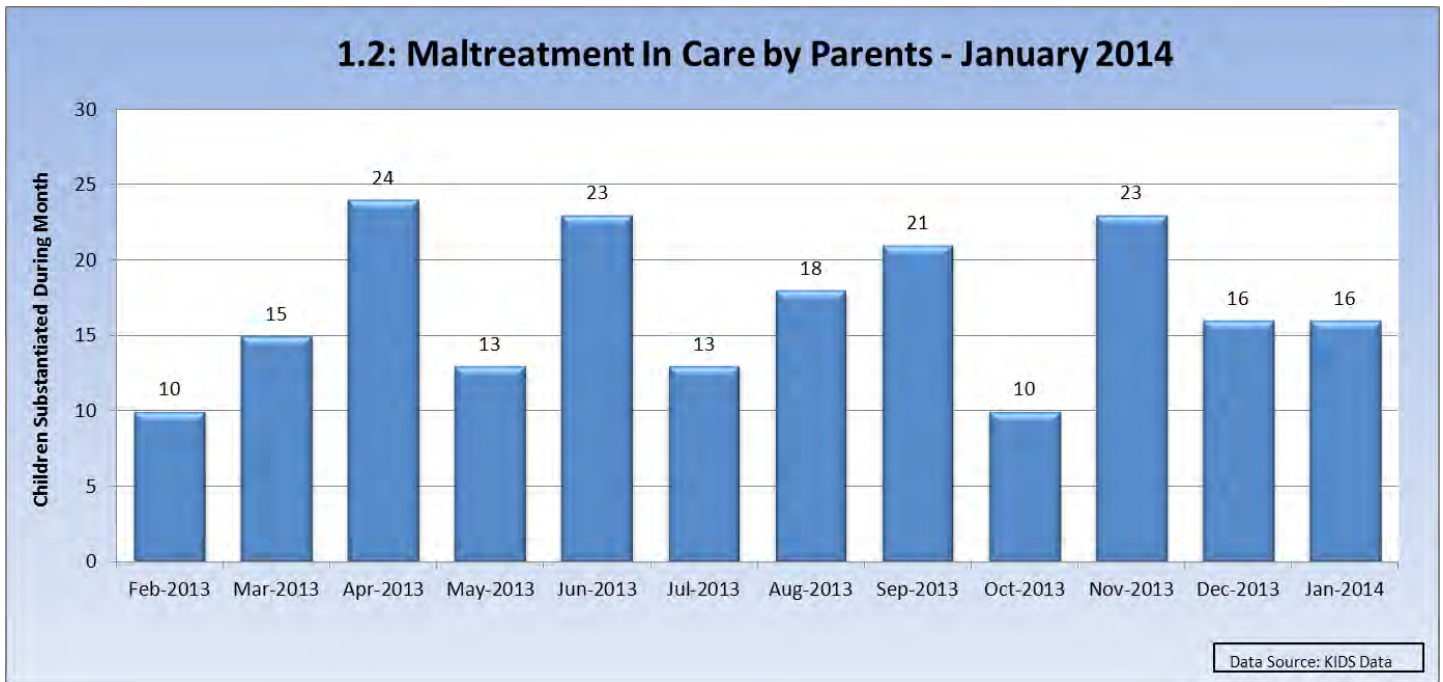
**Data:** The Maltreatment in Care Measure by Resource Caregiver incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. All substantiations on children in Out of Home Care will go through 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 May 2014:** In January 2014 there were a total of 17 substantiations of maltreatment while in Out of Home Care. These 17 victims were reported in 7 separate referrals of children in foster care and 6 referrals to OCA. Of the 11 children in foster care, 5 children were placed in Kinship Foster Care Homes, 4 children were placed in Regular Foster Care, and 2 children were placed in Tribal Foster Care. Of the 6 OCA victims, 4 were placed in a Psychiatric/Residential Treatment Facility, 1 was in a Level D group home, and 1 child was placed in Residential Individual Therapeutic Services.

1.2: Maltreatment in Care by Parents



	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014
# of Substantiations	10	15	24	13	23	13	18	21	10	23	16	16

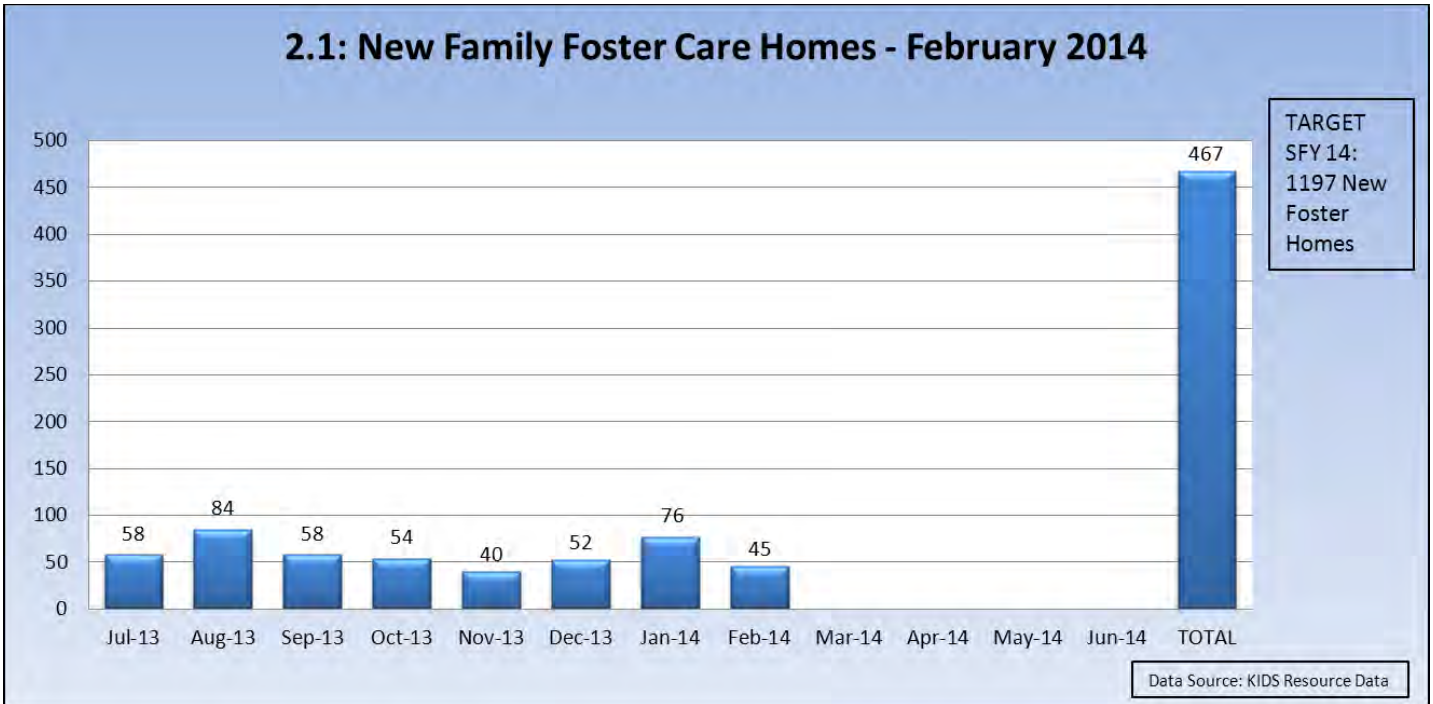
**Data:** The Maltreatment in Care by Parents measure incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. The data reflects substantiations in the month that the investigation was 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 May 2014:** There were 16 reported substantiations of abuse by parents of children in out of home care in January 2014.

2.1: New Family Foster Care Homes

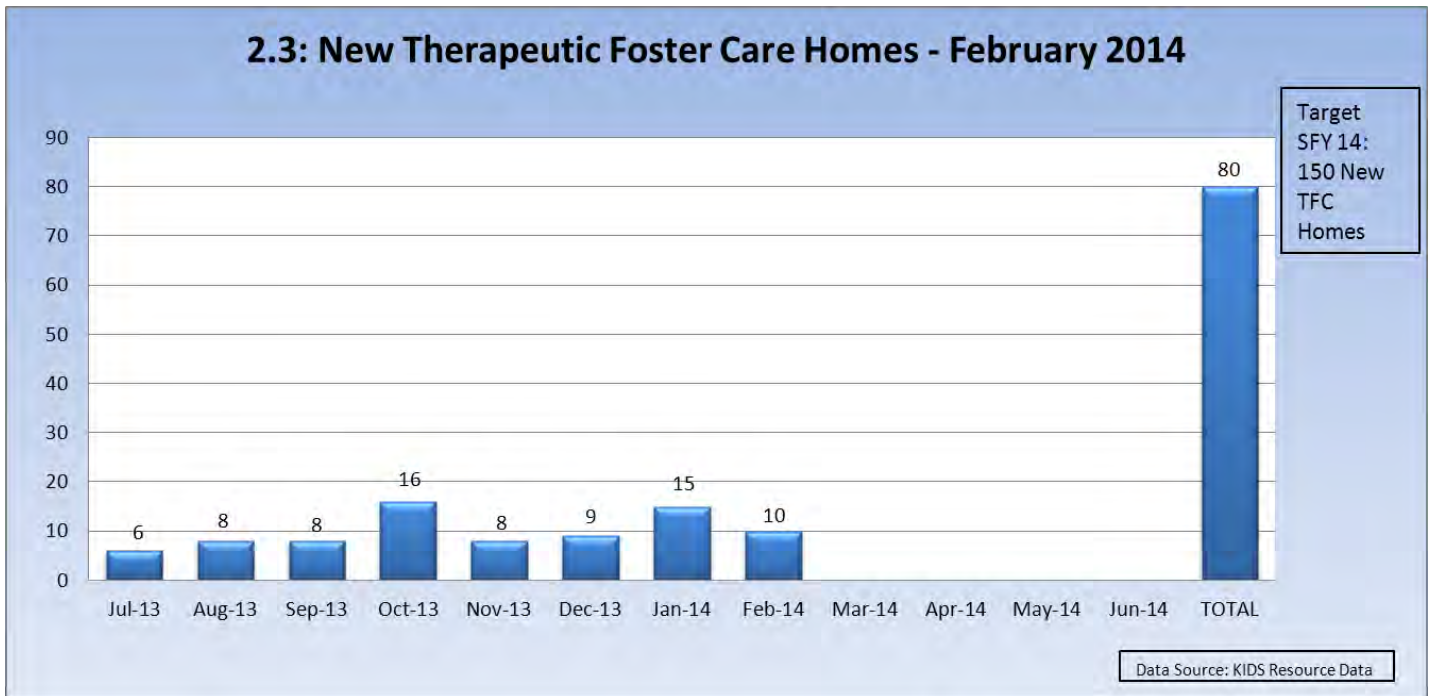


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New FFC Homes	58	84	58	54	40	52	76	45	0	0	0	0	467

**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 May 2014:** In February 2014, there were a total of 45 new foster homes opened with a total of 467 new foster homes for SFY14. The target for new Foster Homes in SFY14 is 1,197 homes.

2.3: New Therapeutic Foster Care Homes

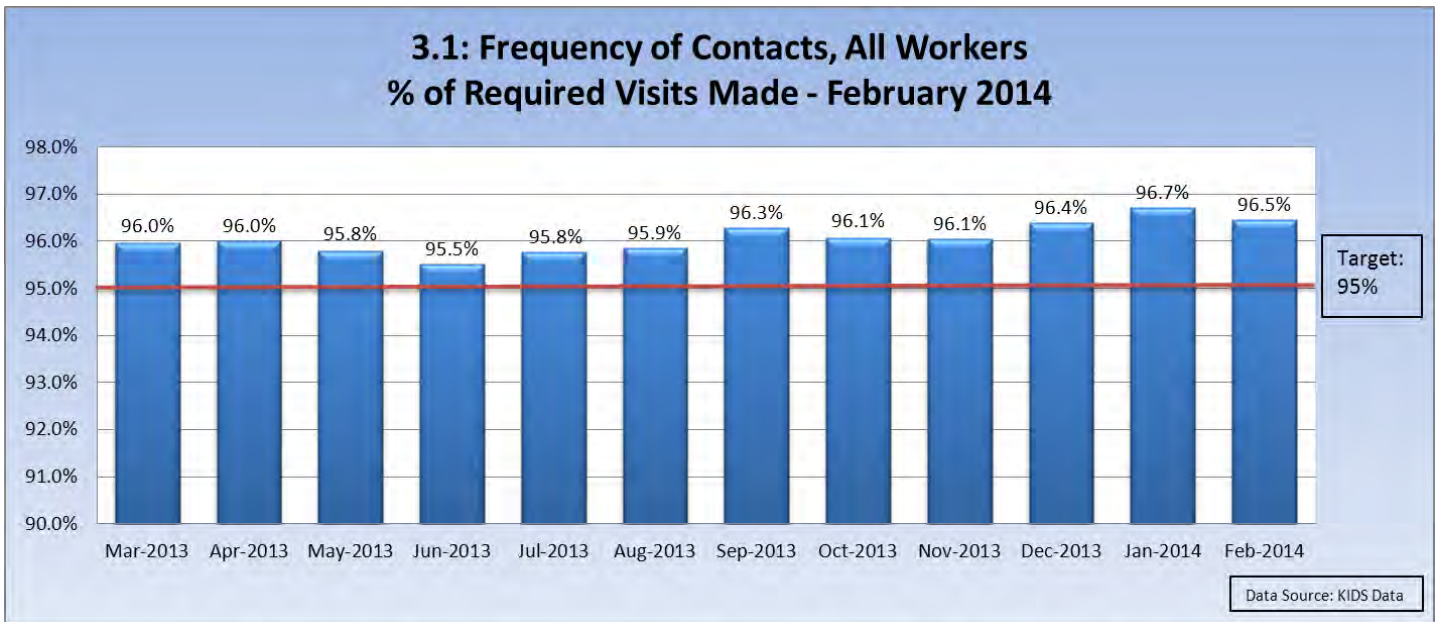


	July 2013	Aug 2013	Sept 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Total
# of New TFC Homes	6	8	8	16	8	9	15	10	0	0	0	0	80

**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 May 2014:** In February 2014, there were 10 new TFC homes opened with a total of 80 new TFC homes for SFY14. The target for new TFC Homes in SFY14 is 150 homes.

3.1: Frequency of Worker Contacts



	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
Contacts Made by Any Worker	8671	8939	9092	9095	9178	9225	9444	9588	9806	9901	10012	10108
Minimum Contacts Required	9036	9312	9491	9522	9583	9624	9808	9980	10209	10272	10352	10480
% Made	96.0%	96.0%	95.8%	95.5%	95.8%	95.9%	96.3%	96.1%	96.1%	96.4%	96.7%	96.5%

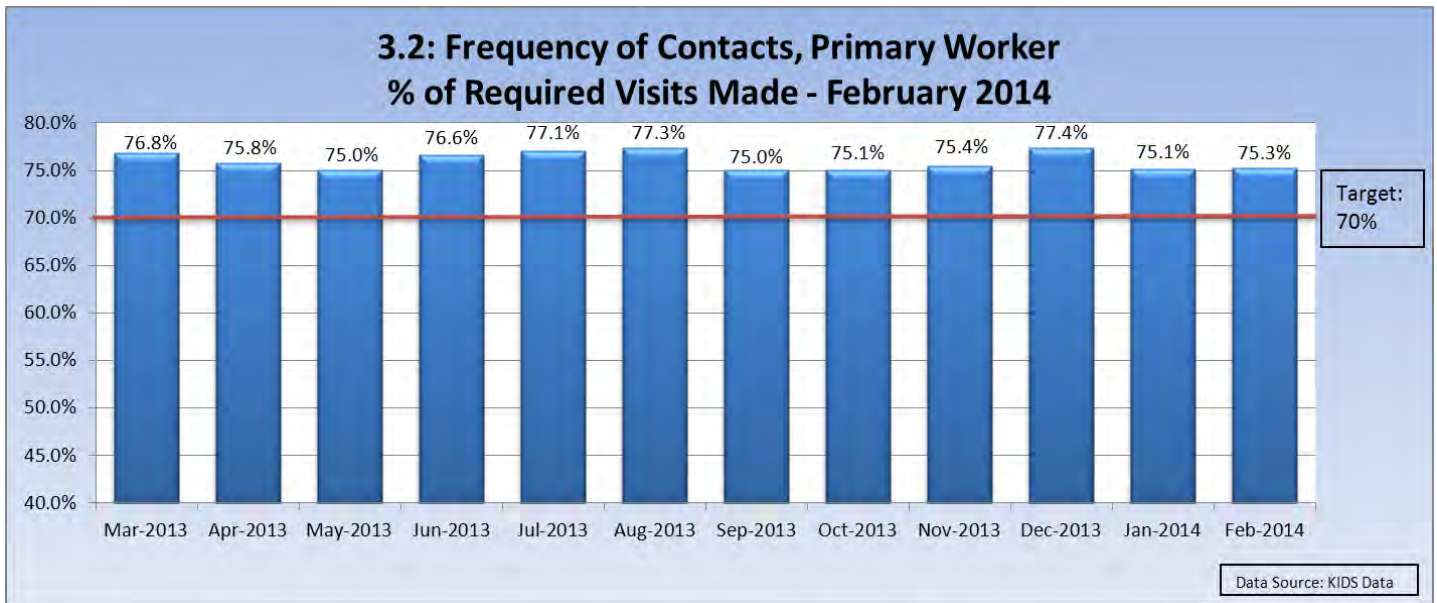
**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

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 May 2014:** The visitation rate for all worker visits in February 2014 was 96.5%.



3.2: Frequency of Primary Worker Contacts



	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
Contacts Made by Primary Worker	6937	7056	7116	7292	7386	7442	7360	7490	7702	7946	7776	7887
Minimum Contacts Required	9036	9312	9491	9522	9583	9624	9808	9980	10209	10272	10352	10480
% Made	76.8%	75.8%	75.0%	76.6%	77.1%	77.3%	75.0%	75.1%	75.4%	77.4%	75.1%	75.3%

**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 in the April 2014 report, adjustments were made to no longer include children in the measure who are over the age of 18.

**Comments May 2014:** The worker visitation rate for primary workers in February 2014 was 75.3%.

5.1: Shelter Use – Age 0-1 Years

**5.1: Monthly Shelter-Nights, Age 0-1 - February 2014**



Data Source: KIDS Data

	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Nights	7	29	110	182	180	156	117	141	179	70	5	0

**5.1: Monthly Children in Shelter, Age 0-1 - February 2014**



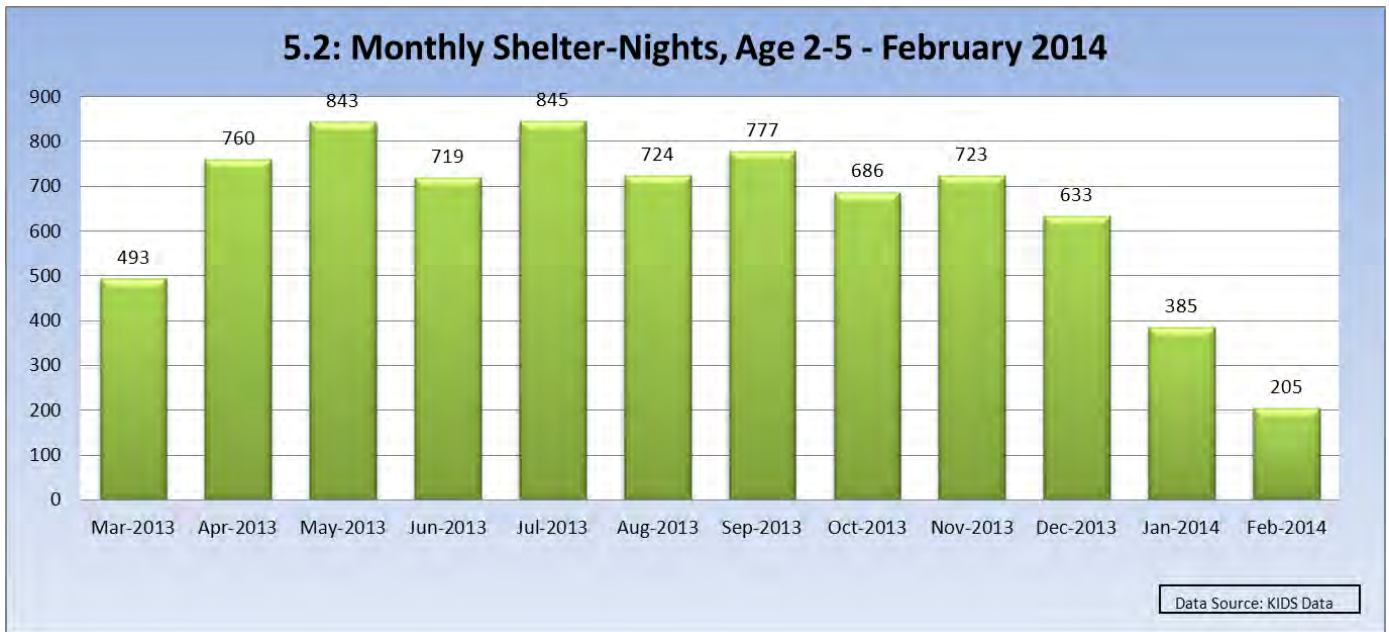
Data Source: KIDS Data

	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Children	1	8	18	19	21	27	14	21	19	12	2	0

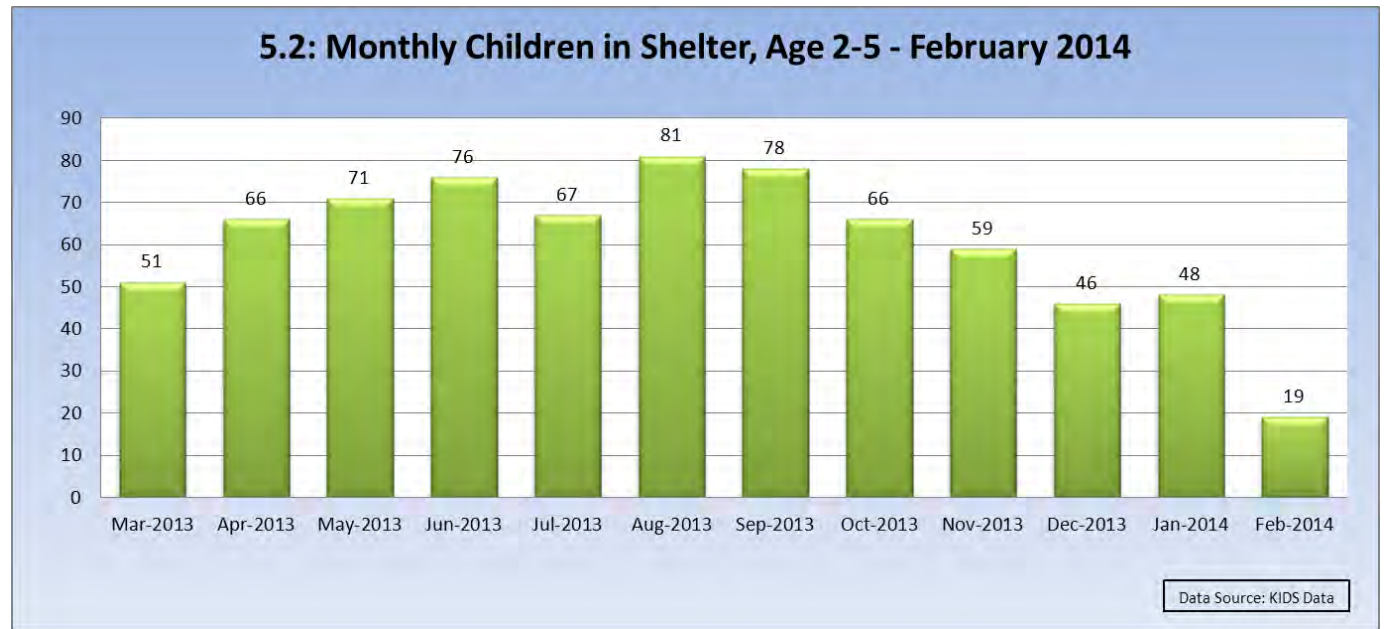
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part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

**Comments May 2014:** In February 2014, there were no children age 0-1 year who spent a night in the shelter. There were 2,037 children under the age of 2 in Out of Home Care in February 2014. Of those children, there were 139 children age 0-1 year removed during the month of February 2014 and none of these children stayed overnight in a shelter.

5.2: Shelter Use – Age 2-5 Years



	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Nights	493	760	843	719	845	724	777	686	723	633	385	205



	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Children	51	66	71	76	67	81	78	66	59	46	48	19

**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 May 2014:** In February 2014, 19 children, age 2-5 years spent a total of 205 nights in the shelter. Of these children, 4 met the automatic exception as part of a sibling set of 4 or more. There were 3,488 children age 2-5 years in care in February 2014. Of those, 3,469 children didn't spend a night in the shelter (99.5% of children in care age 2-5 years). There were 104 children age 2-5 years removed in Feb. 2014. Of these, 100 children age 2-5 years did not have a shelter stay.

5.3: Shelter Use – Age 6-12 Years

**5.3: Monthly Shelter-Nights, Age 6-12 - February 2014**



Data Source: KIDS Data

	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Nights	3823	3614	4082	3416	3942	3285	3676	4117	4006	4111	3848	3284

**5.3: Monthly Children in Shelter, Age 6-12 - February 2014**



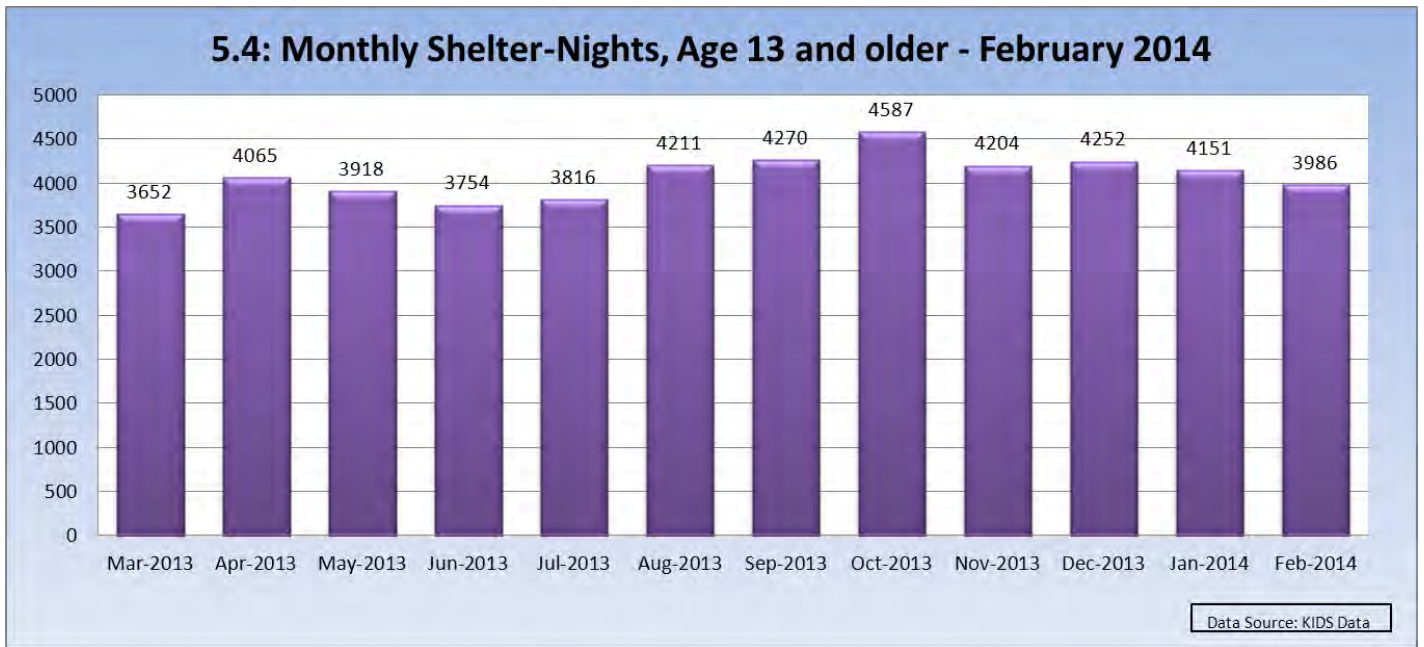
Data Source: KIDS Data

	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Children	245	239	228	212	243	234	243	241	227	224	251	222

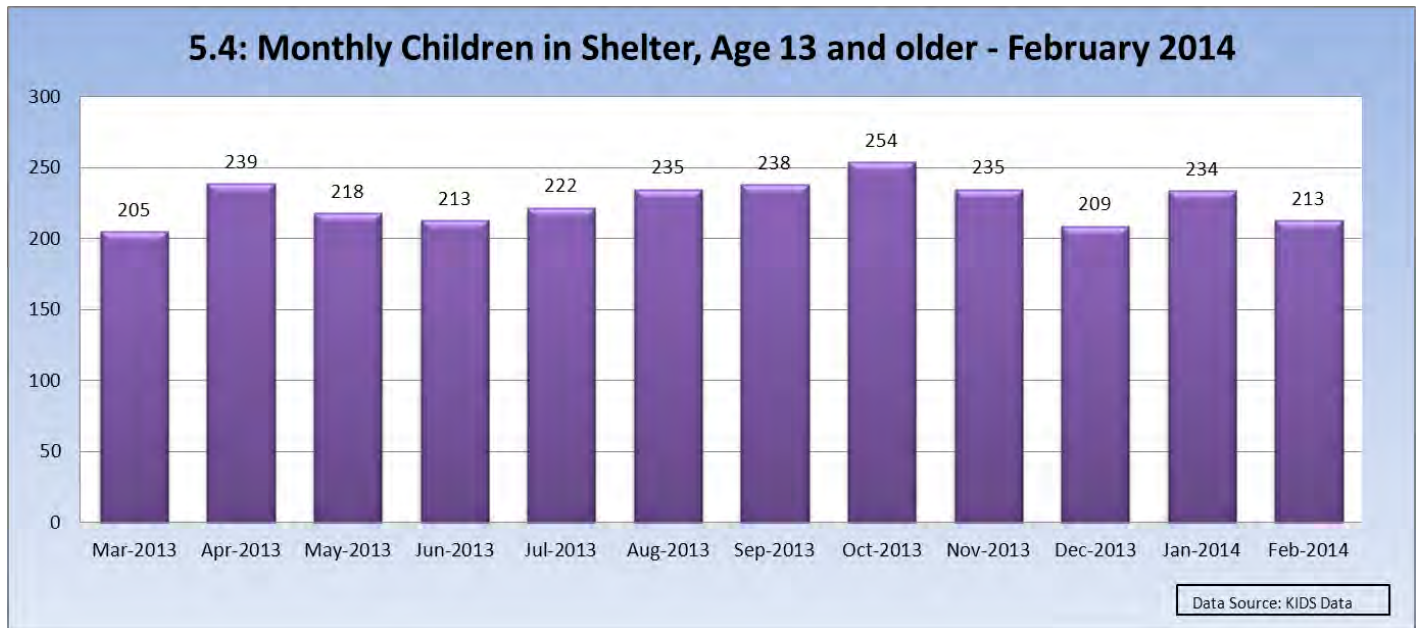
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years will be implemented beginning 7/1/2014.

**Comments May 2014:** In February 2014, 222 children, age 6-12 years spent a total of 3,284 nights in the shelter.

5.4: Shelter Use – Age 13 Years and Older



	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Nights	3652	4065	3918	3754	3816	4211	4270	4587	4204	4252	4151	3986



	Mar-2013	Apr-2013	May-2013	Jun-2013	Jul-2013	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014
# of Children	205	239	218	213	222	235	238	254	235	209	234	213

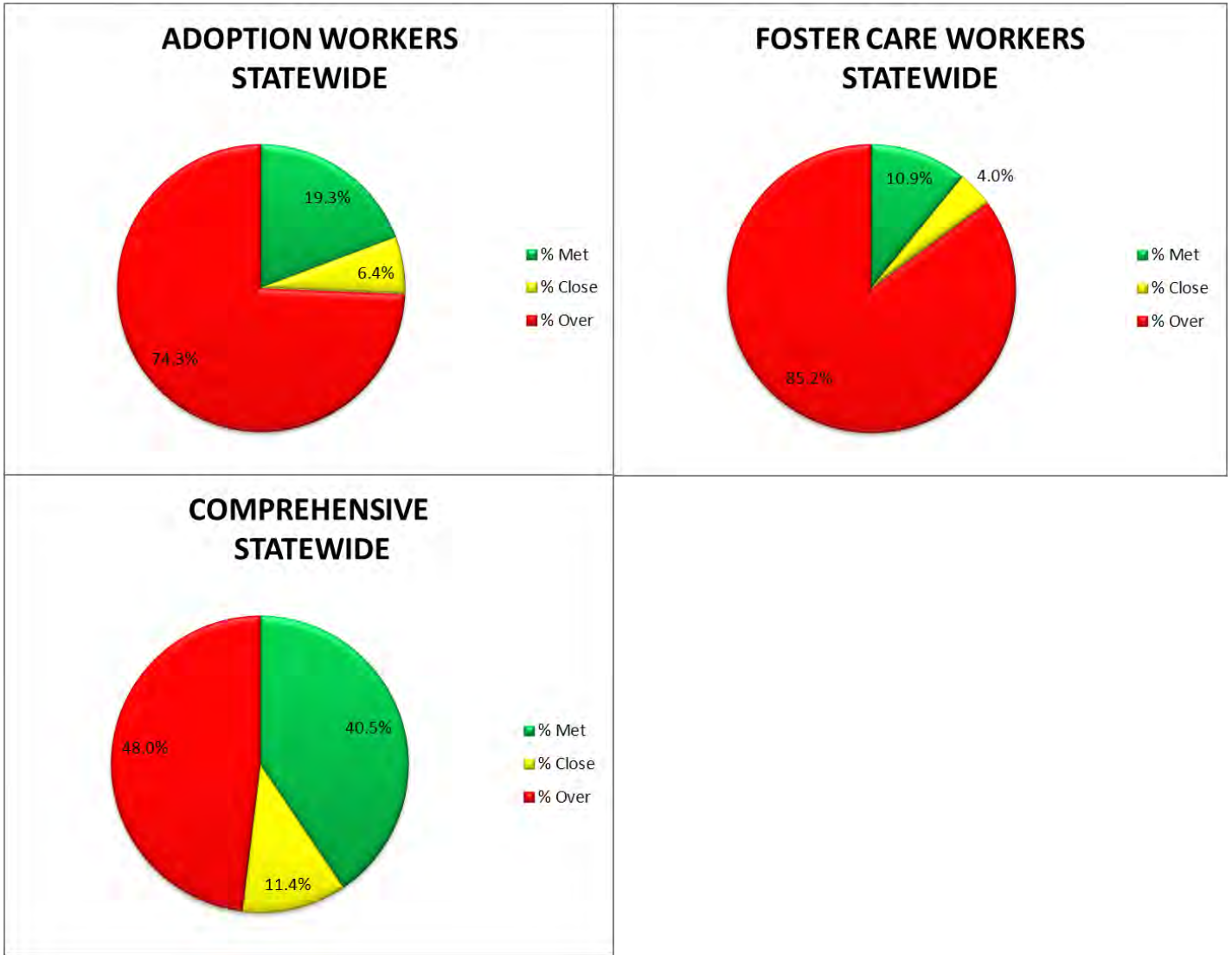
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

**Comments May 2014:** In February 2014, 213 children age 13 and older spent a total of 3,986 nights in the shelter.

### Workers Meeting Caseload Standards JANUARY 1, 2014 – MARCH 31, 2014



7.1 Worker Caseloads Continued

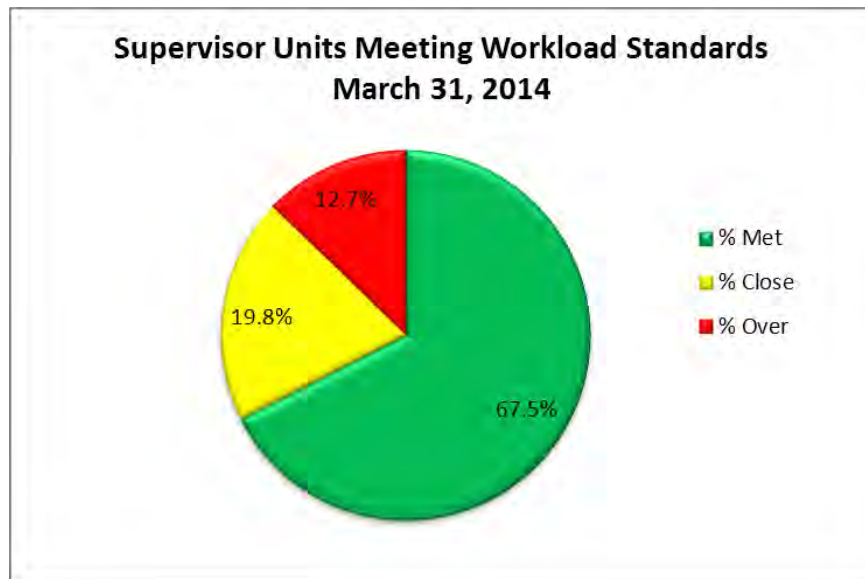


Workers Meeting Workload Standards January 1, 2014 - March 31, 2014				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	4439	19.3%	6.4%	74.3%
BRIDGE - FOSTER CARE	11249	10.9%	4.0%	85.2%
COMPREHENSIVE	8689	40.5%	11.4%	48.0%
PERMANENCY PLANNING	39845	25.0%	9.0%	66.0%
PREVENTIVE/VOLUNTARY	1867	68.5%	15.5%	16.0%
INVESTIGATION	31241	51.8%	10.3%	37.9%
<b>STATEWIDE TOTAL</b>	<b>97330</b>	<b>33.9%</b>	<b>9.1%</b>	<b>57.0%</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 May 2014:** For the period of January 1, 2014 – March 31, 2014 – The total number of Child Welfare Workers meeting the standard is 33.9%, with 9.1% being “Close”, and 57.0% “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 May 2014:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 67.5%, with 19.8% being “Close”, and 12.7% “Over Standard”. There are 283 supervisor units with 191 units meeting the standard, 56 units close and 36 units over the standard.



Context Data		
Children in Out of Home Care - in DHS Custody February 2014 - 11,212 Children		
Age	# of Children	% of Total
0-1 Years	2037	18.2%
2-5 Years	3488	31.1%
6-12 Years	3885	34.7%
Over 13 Years	1802	16.1%
Race	# of Children	% of Total
White	4358	38.9%
African American	1139	10.2%
Multi Race	3135	28.0%
Native American	687	6.1%
Hispanic*	1866	16.6%
Pacific Islander	12	0.1%
Asian	15	0.1%
TOTAL	11212	100.00%

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

