



PINNACLE PLAN MEASURES

MONTHLY SUMMARY REPORT

OCTOBER 2014

PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – OCTOBER 2014

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.

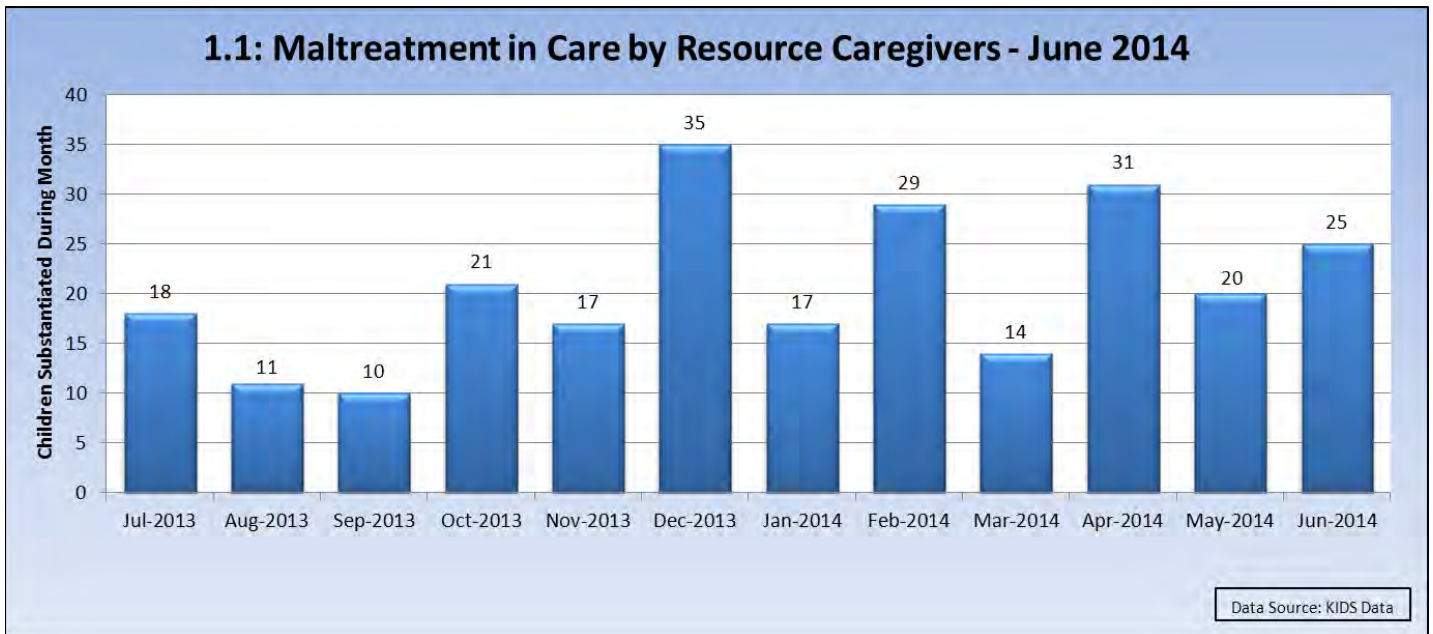
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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 - October 2014 | | | | | |
|---------------------|-----|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------|------------------------|---------------------|
| | | Name | Description | Period Ending | Monthly Count | | |
| | | | | # of Victims - June | | | |
| 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. | 6/30/2014 | 25 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. | 6/30/2014 | 8 Children | | |
| | | | | August Total | SFY15 Total to Date | | |
| Resource Homes | 2.1 | New Family Foster Care Homes | Newly approved Foster Homes | 8/31/2014 | 54 | 125 Foster Homes | |
| | 2.3 | New Therapeutic Foster Homes | Newly approved Therapeutic Foster Homes (TFC) | 8/31/2014 | 12 | 21 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. | 8/31/2014 | 10,412 | 10,799 | 96.4% |
| | 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. | 8/31/2014 | 8,291 | 10,799 | 76.8% |
| | | | | Aug 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. | 8/31/2014 | 32 Nights 6 Children | 266 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. | 8/31/2014 | 208 Nights 20 Children | 2,160 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. | 8/31/2014 | 3326 Nights 193 Children | 22,316 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. | 8/31/2014 | 4274 Nights 226 Children | 24,903 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: 7/1/2014 - 9/30/2014 | % of Workers that Meet Standard | 1-20% Above Standard | >20% Above Standard |
| | | | | | 26.6% | 10.1% | 63.3% |
| | | | 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 |
| | | | | | 66.6% | 12.8% | 20.6% |
| 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



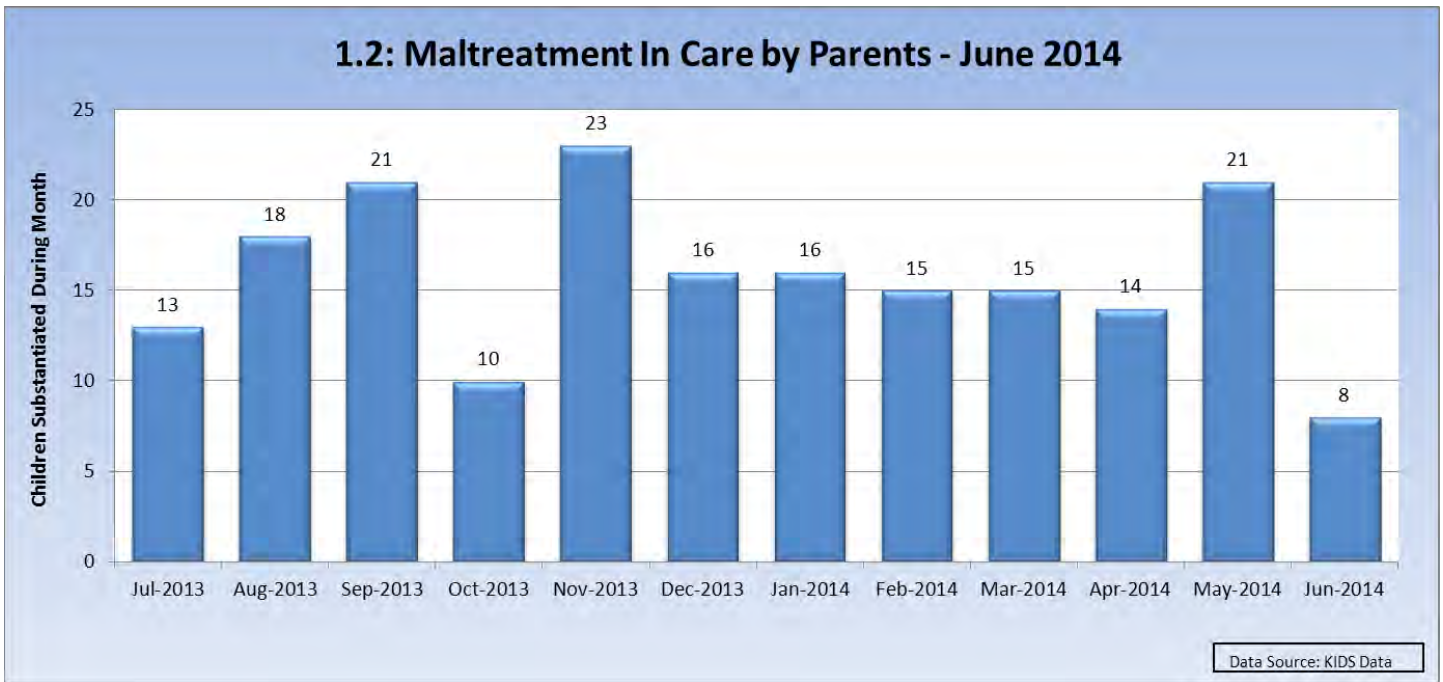
| | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Substantiations | 18 | 11 | 10 | 21 | 17 | 35 | 17 | 29 | 14 | 31 | 20 | 25 |

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.

Beginning with the November 2013 report, 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 October 2014: In June 2014, there were a total of 25 substantiations of maltreatment while in Out of Home Care. These 25 victims were reported in 17 separate referrals for children in foster care and 1 referrals to OCA. Of the 24 children placed in foster care, 12 children were placed in Kinship Foster Care Homes, 11 children were placed in Traditional Foster Care Homes, and 1 child was paced in a Non-relative Adoptive Home. The 1 OCA victim was placed in a Non-DHS Operated Level E Facility.

1.2: Maltreatment in Care by Parents



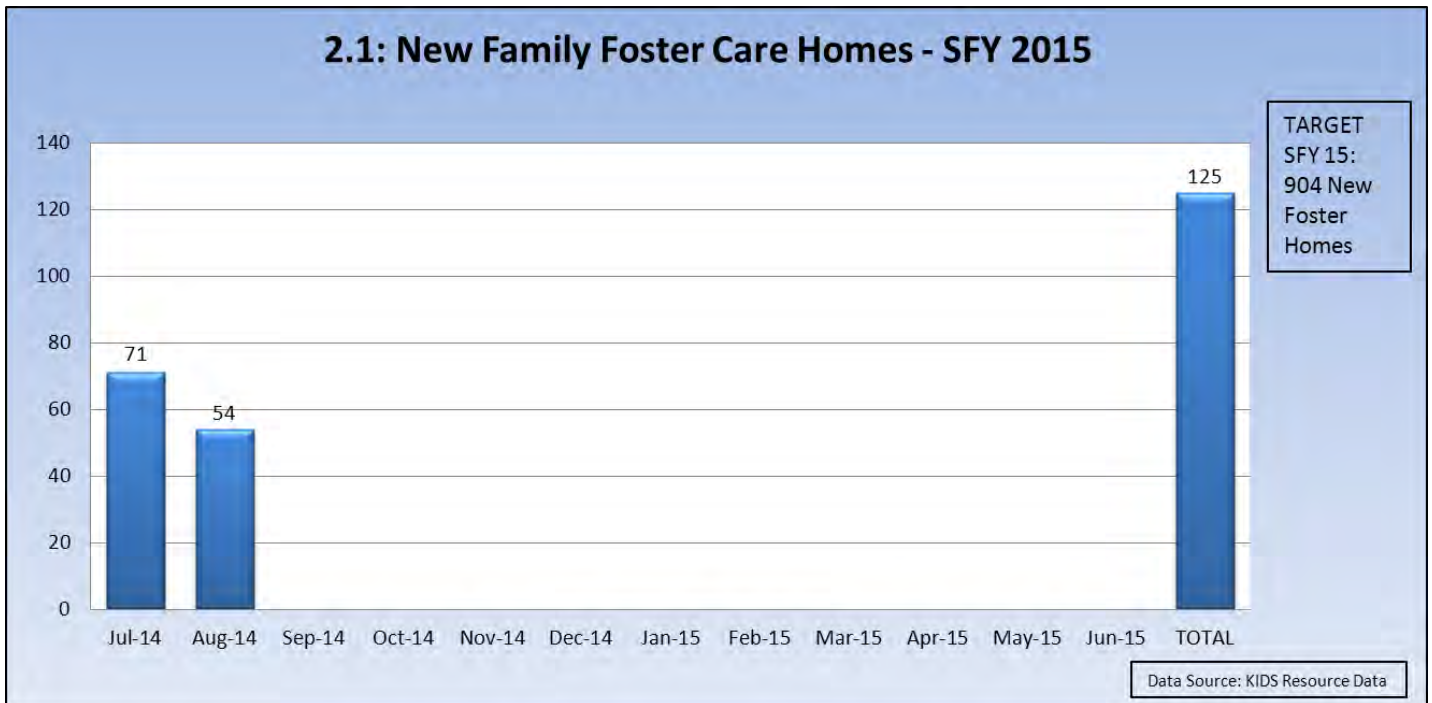
| | Jul-2013 | Aug-2013 | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Substantiations | 13 | 18 | 21 | 10 | 23 | 16 | 16 | 15 | 15 | 14 | 21 | 8 |

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 October 2014: In June 2014, there were 8 substantiations of abuse by parents of children in out of home care and these 8 victims were reported in 5 separate referrals.

2.1: New Family Foster Care Homes

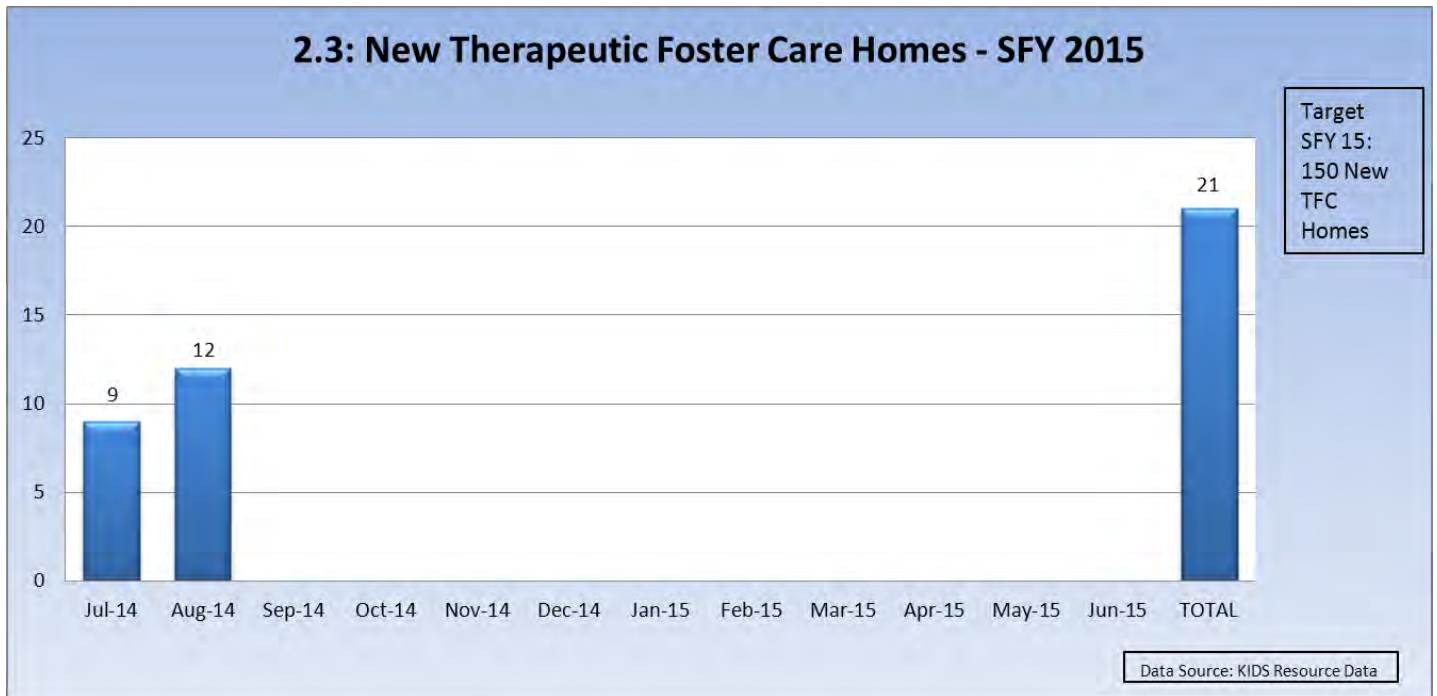


| | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| # of New FFC Homes | 71 | 54 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 125 |

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 October 2014: In August 2014, there were a total of 54 new foster homes opened.

2.3: New Therapeutic Foster Care Homes

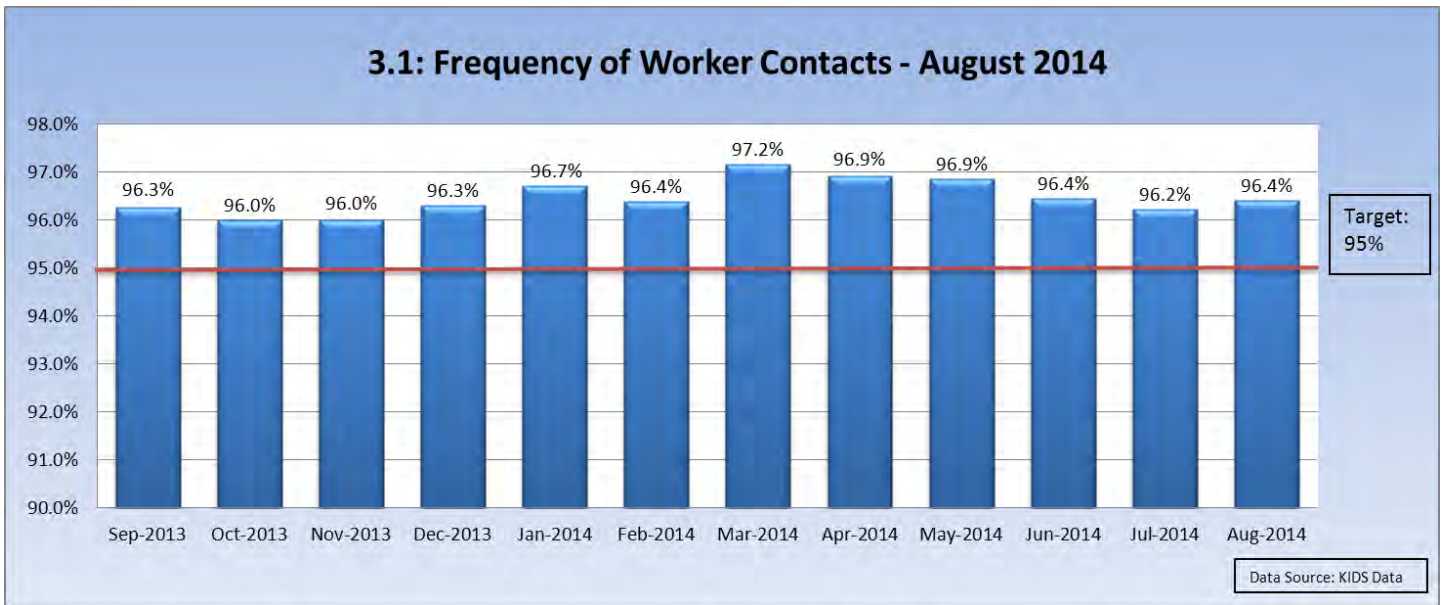


| | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Total |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| # of New TFC Homes | 9 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 21 |

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 October 2014: In August 2014, there were a total of 12 new TFC homes opened.

3.1: Frequency of Worker Contacts

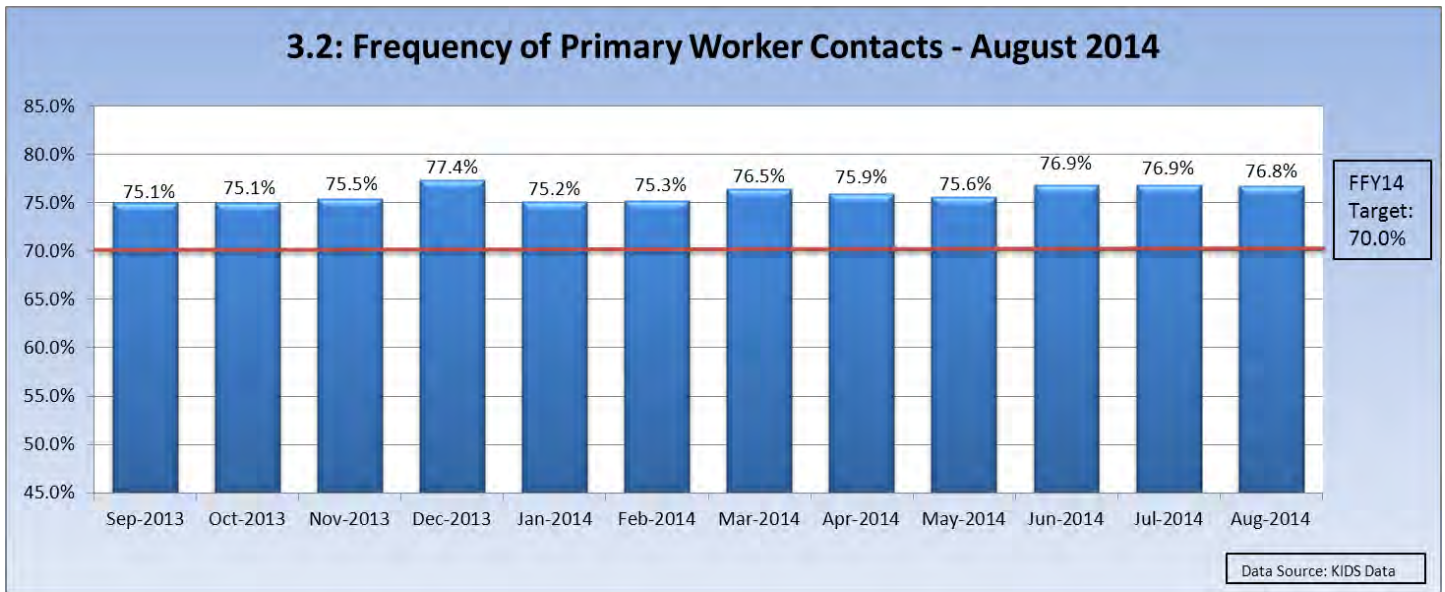


| | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 | Jul-2014 | Aug-2014 |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Contacts Made by Any Worker | 9441 | 9580 | 9799 | 9891 | 10012 | 10099 | 10320 | 10397 | 10506 | 10447 | 10432 | 10412 |
| Minimum Contacts Required | 9806 | 9978 | 10208 | 10271 | 10351 | 10478 | 10622 | 10727 | 10846 | 10832 | 10841 | 10799 |
| % Made | 96.3% | 96.0% | 96.0% | 96.3% | 96.7% | 96.4% | 97.2% | 96.9% | 96.9% | 96.4% | 96.2% | 96.4% |

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 October 2014: The visitation rate for all worker visits in August 2014 was 96.4 %.

3.2: Frequency of Primary Worker Contacts



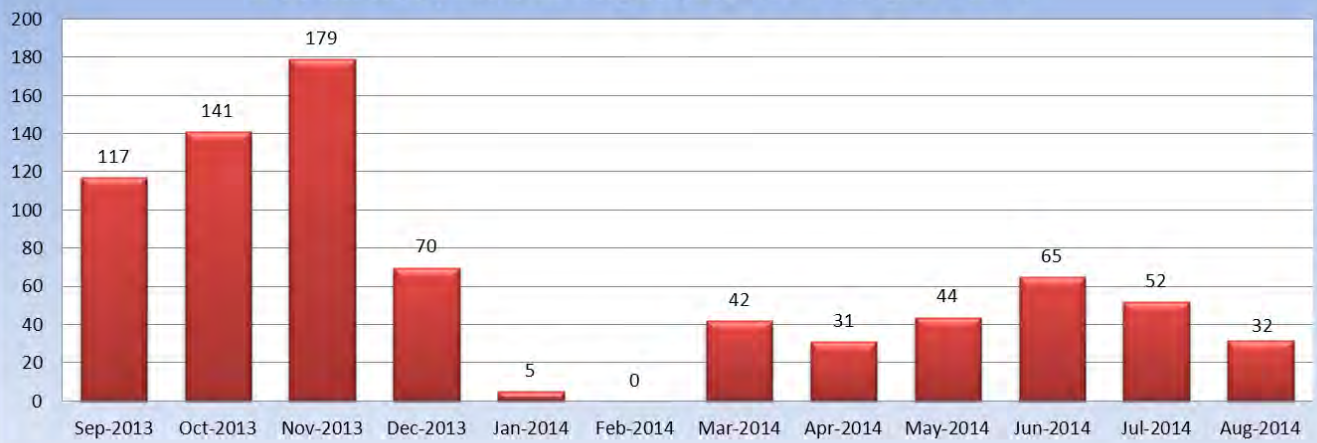
| | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 | Jul-2014 | Aug-2014 |
|---------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Contacts Made by Primary Worker | 7360 | 7491 | 7703 | 7947 | 7779 | 7888 | 8124 | 8146 | 8201 | 8330 | 8332 | 8291 |
| Minimum Contacts Required | 9806 | 9978 | 10208 | 10271 | 10351 | 10478 | 10622 | 10727 | 10846 | 10832 | 10841 | 10799 |
| % Made | 75.1% | 75.1% | 75.5% | 77.4% | 75.2% | 75.3% | 76.5% | 75.9% | 75.6% | 76.9% | 76.9% | 76.8% |

Data: The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made 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 October 2014: The worker visitation rate for primary workers in August 2014 was 76.8%.

5.1: Shelter Use – Age 0-1 Years

5.1: Monthly Shelter-Nights, Age 0-1 - August 2014



Data Source: KIDS Data

| | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 | Jul-2014 | Aug-2014 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Nights | 117 | 141 | 179 | 70 | 5 | 0 | 42 | 31 | 44 | 65 | 52 | 32 |

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



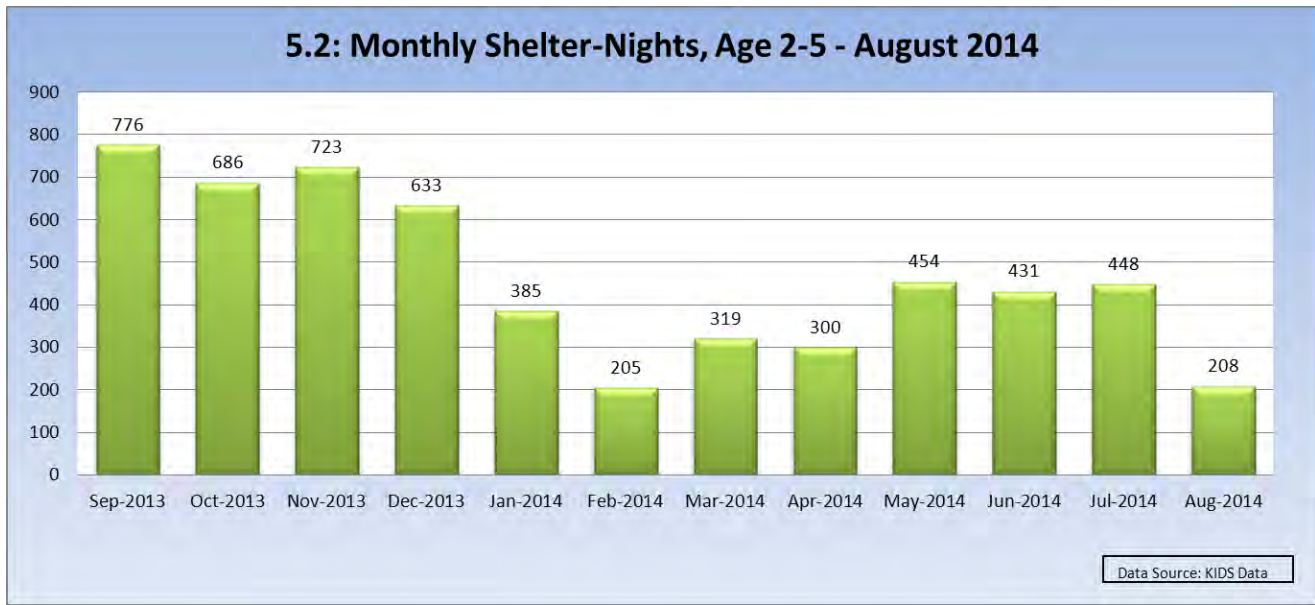
Data Source: KIDS Data

| | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 | Jul-2014 | Aug-2014 |
|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Children | 14 | 21 | 19 | 12 | 2 | 0 | 8 | 6 | 8 | 5 | 5 | 6 |

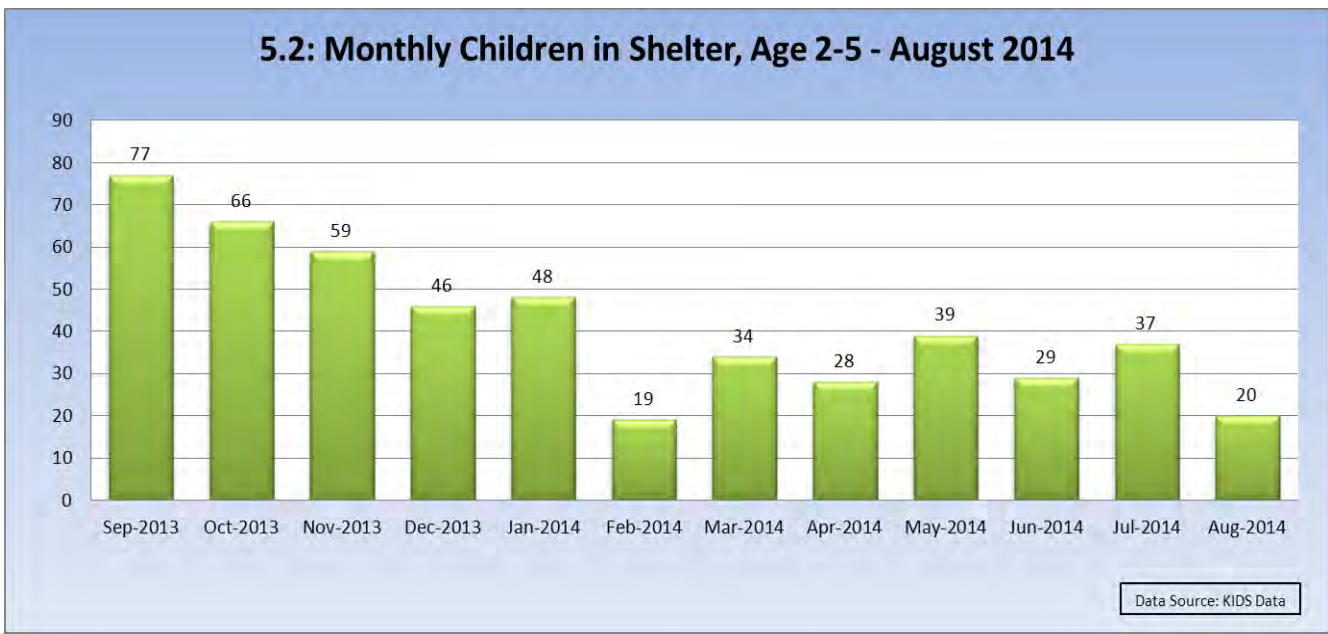
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part of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

Comments October 2014: In August 2014, 6 children age 0-1 year spent a total of 32 nights in the shelter. Of those 6 children, 5 were automatic exceptions as part of a sibling set of four or more. There were 2,068 children under the age of 2 in Out of Home Care in August 2014. Of those, 2,062 children did not spend a night in the shelter (99.7% of children in care age 0-1 year). There were 144 children age 0-1 year removed during the month of August and 138 of those children did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Years



| | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 | Jul-2014 | Aug-2014 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Nights | 776 | 686 | 723 | 633 | 385 | 205 | 319 | 300 | 454 | 431 | 448 | 208 |

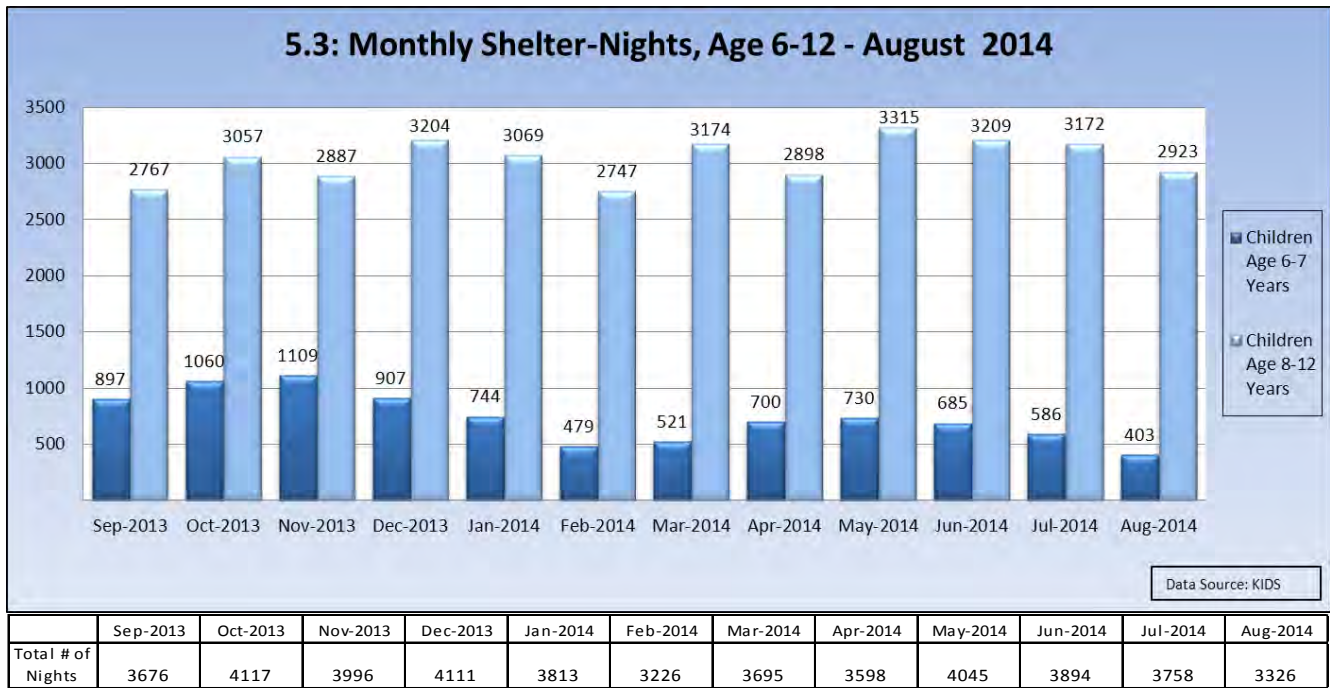


| | Sep-2013 | Oct-2013 | Nov-2013 | Dec-2013 | Jan-2014 | Feb-2014 | Mar-2014 | Apr-2014 | May-2014 | Jun-2014 | Jul-2014 | Aug-2014 |
|---------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| # of Children | 77 | 66 | 59 | 46 | 48 | 19 | 34 | 28 | 39 | 29 | 37 | 20 |

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

Comments October 2014: In August 2014, 20 children age 2-5 years spent a total of 208 nights in the shelter. Of these, 10 children met the automatic exception as part of a sibling set of 4 or more. There were 3,612 children age 2-5 years in care in August 2014. Of those, 3,592 children did not spend a night in the shelter (99.4% of children in care age 2-5 years). There were 126 children age 2-5 years removed during the month of July and 115 of these children did not have a shelter stay.

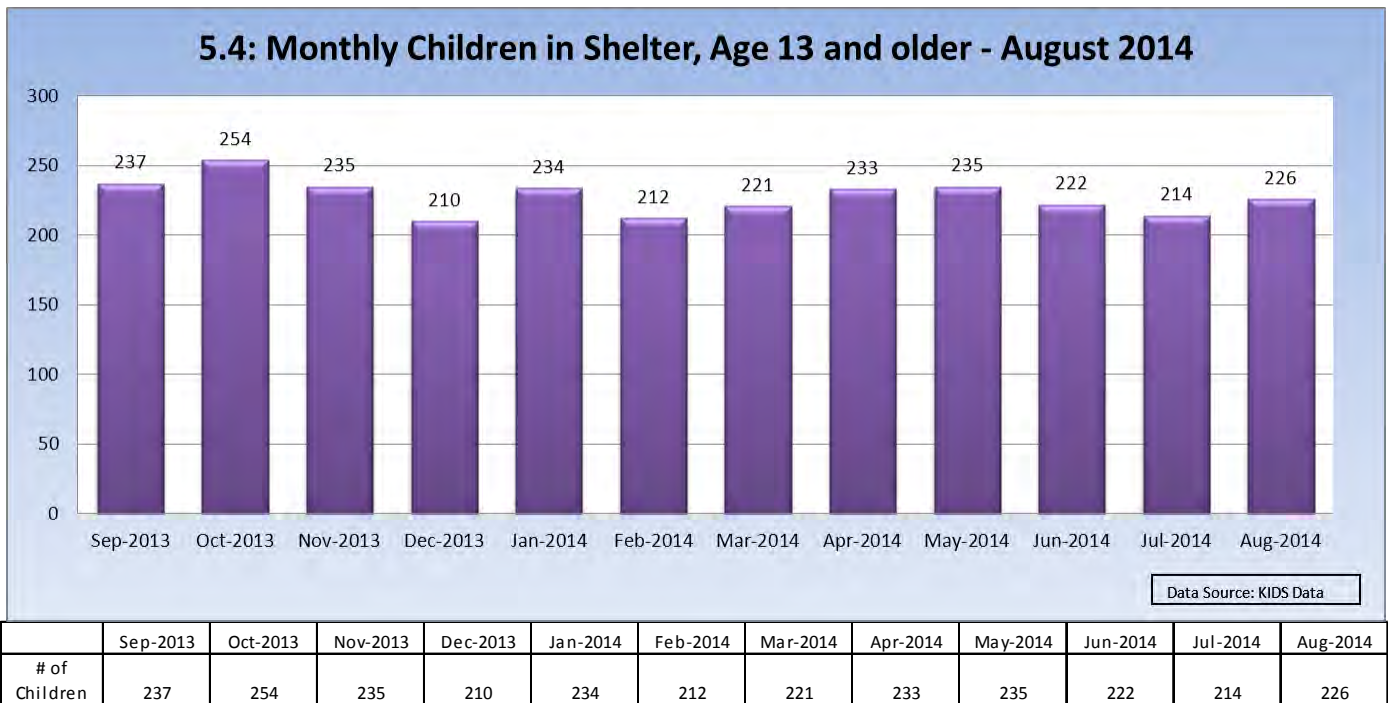
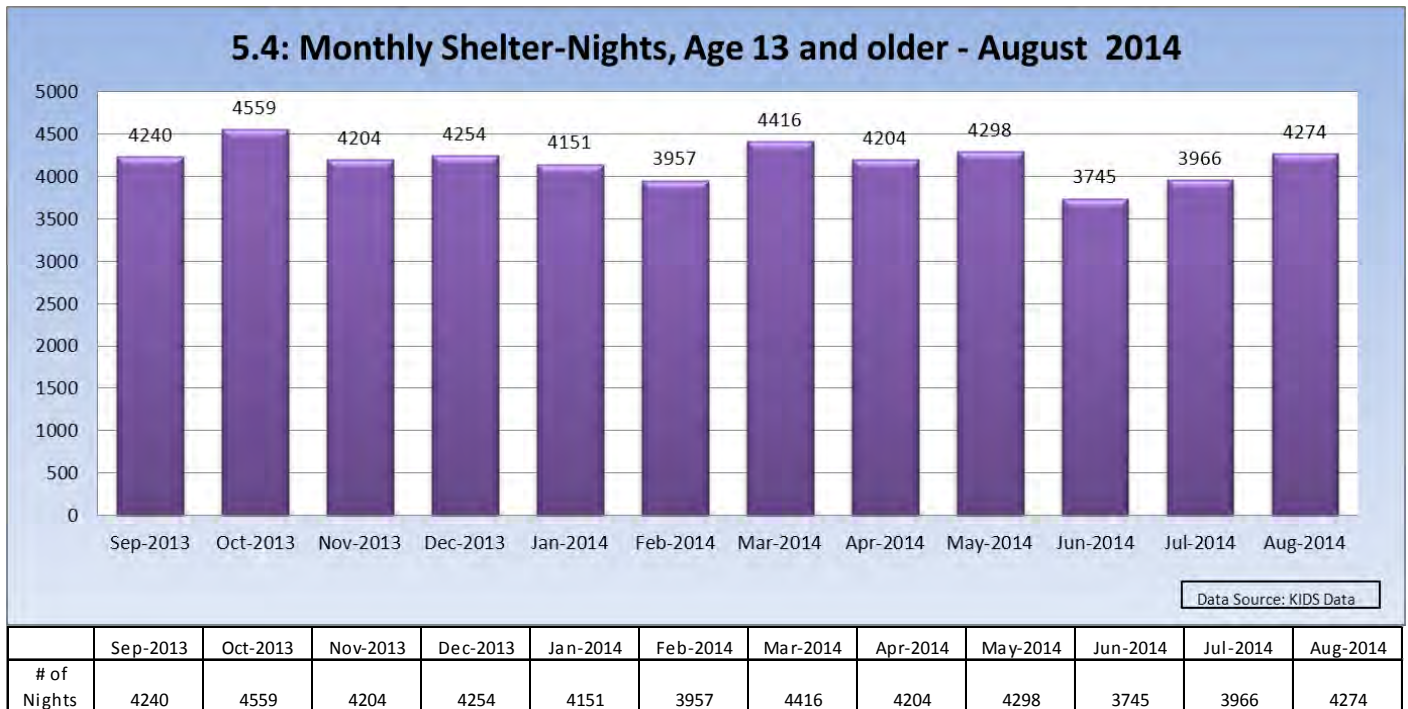
5.3: Shelter Use – Age 6-12 Years



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 6-12 years was implemented 7/1/2014.

Comments October 2014: In August 2014, 27 children age 6-7 years spent a total of 403 nights in the shelter and 166 children age 8-12 years spent 2,923 nights in the shelter. Of these 193 children, 44 met the automatic exception as part of a sibling set. There were 1,446 children age 6-7 years in care in August 2014 and 1,419 of those did not spend a night in the shelter (98.1% of children age 6-7 years). There were 2,604 children age 8-12 years in care in August 2014 and 2,438 of those did not spend a night in the shelter (93.6% of children age 8-12 years). There were 114 children age 6-12 years removed in August and 76 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older



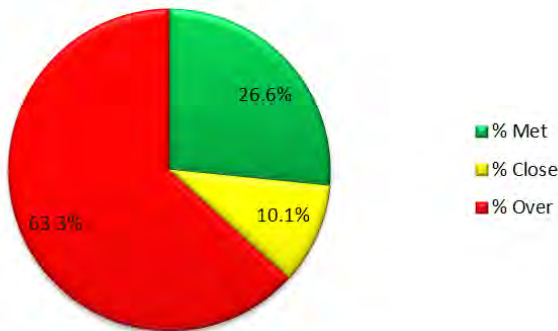
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

Comments October 2014: In August 2014, 226 children age 13 and older spent a total of 4,274 nights in the shelter. Of these 226 children, 14 met the automatic exception as part of a sibling set of 3 or more. There were 1,838 children age 13-18 years in care in August 2014. Of those, 1,612 children did not spend a night in the shelter (87.7% of children in care age 13-18 years). There were 55 children age 13-18 years removed during the month of August and 26 of these children did not have a shelter stay.

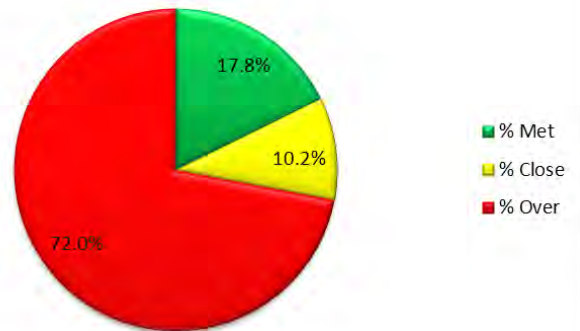
Workers Meeting Caseload Standards

| Workers Meeting Workload Standards July 1, 2014 - Sept 30, 2014 | | | | |
|-----------------------------------------------------------------|---------------|--------------|--------------|--------------|
| Worker Type | Worker Days | % Met | % Close | % Over |
| BRIDGE - ADOPTION | 4915 | 9.6% | 5.0% | 85.4% |
| BRIDGE - FOSTER CARE | 11423 | 11.9% | 4.9% | 83.2% |
| COMPREHENSIVE | 9122 | 31.2% | 13.7% | 55.1% |
| PERMANENCY PLANNING | 45846 | 17.8% | 10.2% | 72.0% |
| PREVENTIVE/VOLUNTARY | 2412 | 48.2% | 15.3% | 36.5% |
| INVESTIGATION | 31331 | 43.8% | 11.4% | 44.8% |
| OCA | 916 | 46.0% | 3.0% | 51.0% |
| STATEWIDE TOTAL | 105965 | 26.6% | 10.1% | 63.3% |

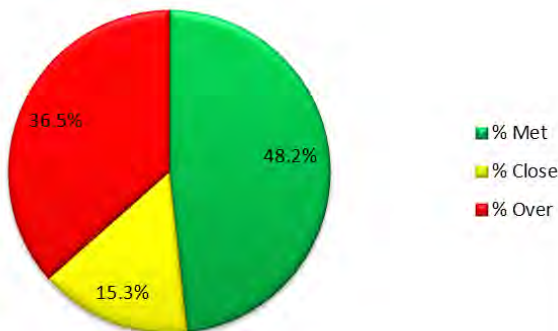
CHILD WELFARE WORKERS STATEWIDE



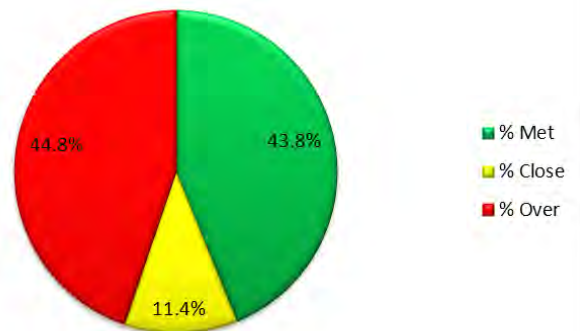
PERMANENCY PLANNING STATEWIDE



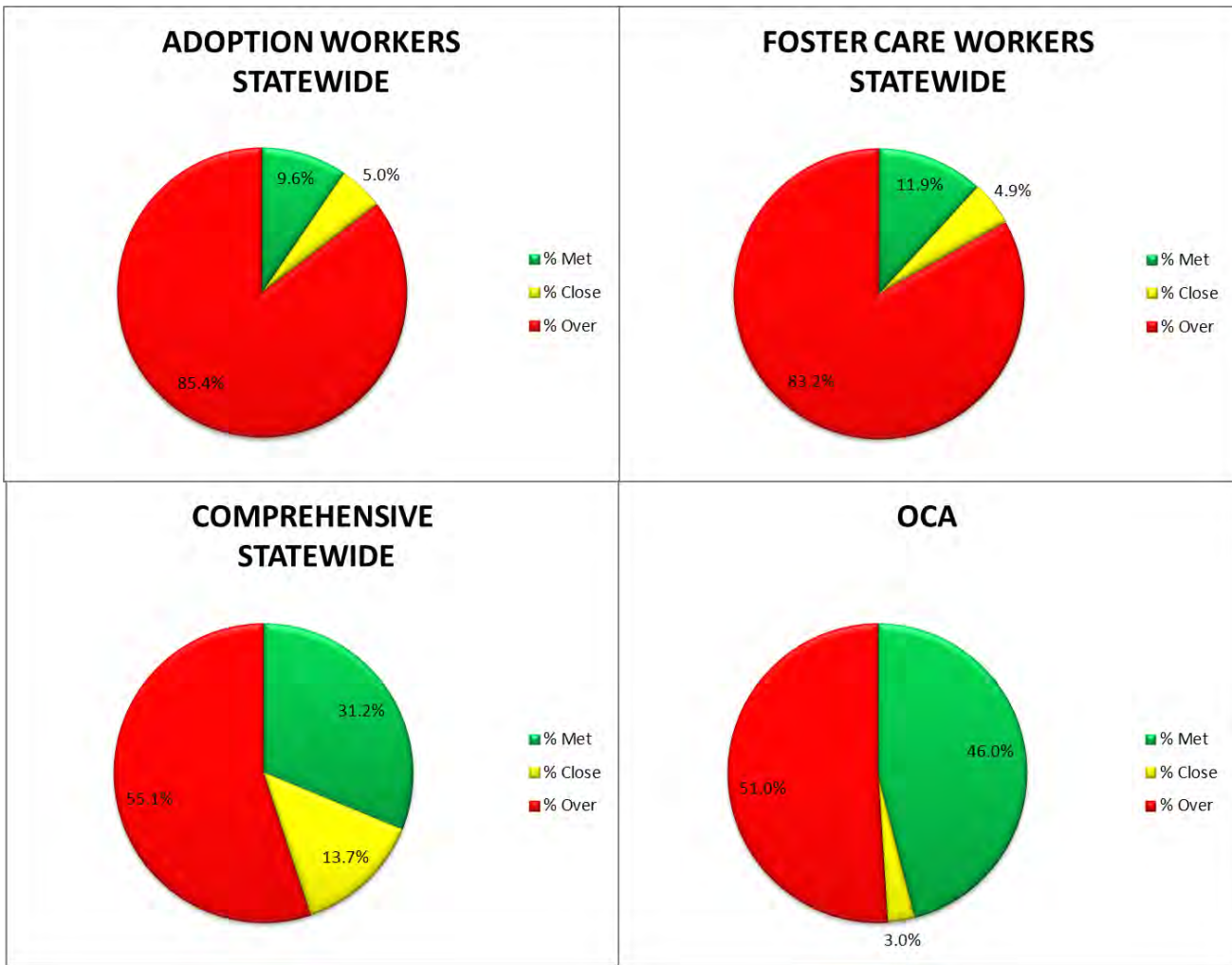
PREVENTIVE/VOLUNTARY STATEWIDE



INVESTIGATION STATEWIDE

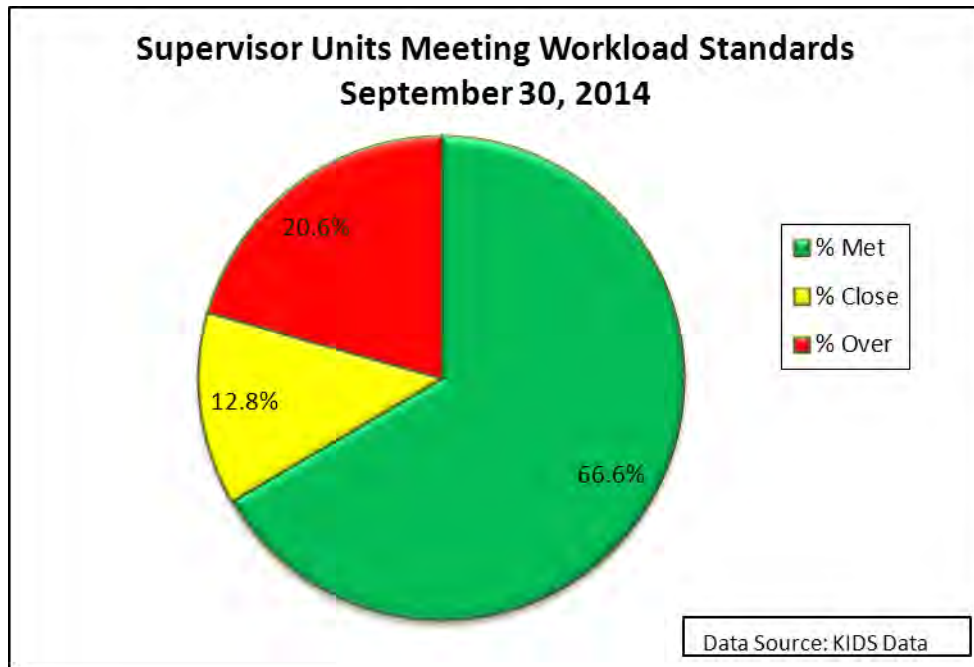


7.1 Worker Caseloads Continued



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 October 2014: For the period of Jul 1, 2014 – Sep 30, 2014, The total number of Child Welfare Workers meeting the standard is 26.6%, with 10.1% being “Close”, and 63.3% “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 October 2014: The total number of Child Welfare Supervisor Units “Meeting the Standard” is 66.6%, with 12.8% being “Close”, and 20.6% “Over Standard”. There are 296 supervisor units with 197 units meeting the standard, 38 units close and 61 units over the standard.

| Children in Out of Home Care - in DHS Custody August 2014 - 11,568 Children | | |
|--------------------------------------------------------------------------------|---------------|------------|
| Age | # of Children | % of Total |
| 0-1 Years | 2068 | 17.9% |
| 2-5 Years | 3612 | 31.2% |
| 6-12 Years | 4050 | 35.0% |
| Over 13 Years | 1838 | 15.9% |
| | | |
| Race | # of Children | % of Total |
| White | 4507 | 39.0% |
| African American | 1078 | 9.3% |
| Multi Race | 3197 | 27.6% |
| Native American | 756 | 6.5% |
| Hispanic* | 2002 | 17.3% |
| Pacific Islander | 18 | 0.2% |
| Asian | 10 | 0.1% |
| TOTAL | 11568 | 100.00% |
| *Note: Hispanic or Latino origin is not counted as a primary race | | |

