



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

NOVEMBER 2014

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

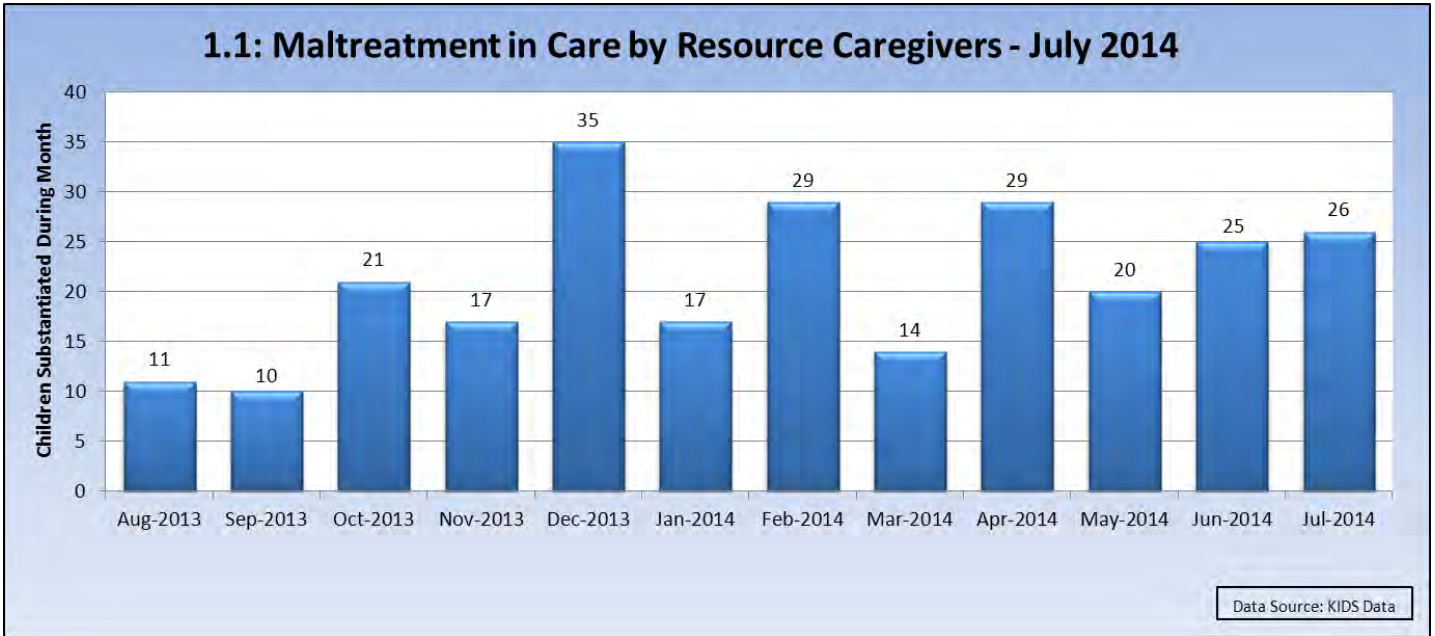
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be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

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - November 2014					
		Name	Description	Period Ending	Monthly Count		
				<b># of Victims - July</b>			
Foster Care Safety	1.1	<b>Maltreatment in Care by Resource Caregivers</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	7/31/2014	26 Children		
	1.2	<b>Maltreatment in Care by Parents</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by a parent.	7/31/2014	21 Children		
				<b>Sept Total</b>	<b>SFY15 Total to Date</b>		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	9/30/2014	62	187 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	9/30/2014	12	34 TFC Homes	
				<b>Contacts Made</b>	<b>Contacts Required</b>	<b>% Contacts Made</b>	
Worker Contacts	3.1	<b>Frequency of Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between case workers and children in foster care for at least 1 calendar month during the reporting period.	9/30/2014	10,361	10,781 96.1%	
	3.2	<b>Frequency of Primary Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between primary caseworkers and children in foster care for at least 1 calendar month during the reporting period.	9/30/2014	8,222	10,781 76.3%	
				<b>Sept Total</b>	<b>6 Month Total - NIGHTS</b>		
Shelter Use	5.1	<b>Shelter Use Age 0-1 Years</b>	The number of child-nights during the past six months involving children under age 2 years.	9/30/2014	53 Nights 8 Children	277 Nights	
	5.2	<b>Shelter Use Age 2-5 Years</b>	The number of child-nights during the past six months involving children age 2 years to 5 years.	9/30/2014	336 Nights 28 Children	2,177 Nights	
	5.3	<b>Shelter Use Age 6-12 Years</b>	The number of child-nights during the past six months involving children age 6 years to 12 years.	9/30/2014	2974 Nights 173 Children	21,598 Nights	
	5.4	<b>Shelter Use Age 13 and Over</b>	The number of child-nights during the past six months involving children age 13 years or older.	9/30/2014	4524 Nights 249 Children	25,181 Nights	
Caseloads	7.1	<b>Worker Caseloads</b>	The percentage of all Child Welfare Workers that meet caseload standards, are close to meeting workload standards, and are over workload standards.	Quarterly Report: 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%
	<b>Context Data</b>	<b>Demographical Information on Children In Care, including age and race</b>			NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only		

1.1: Maltreatment in Care by Resource Caregivers



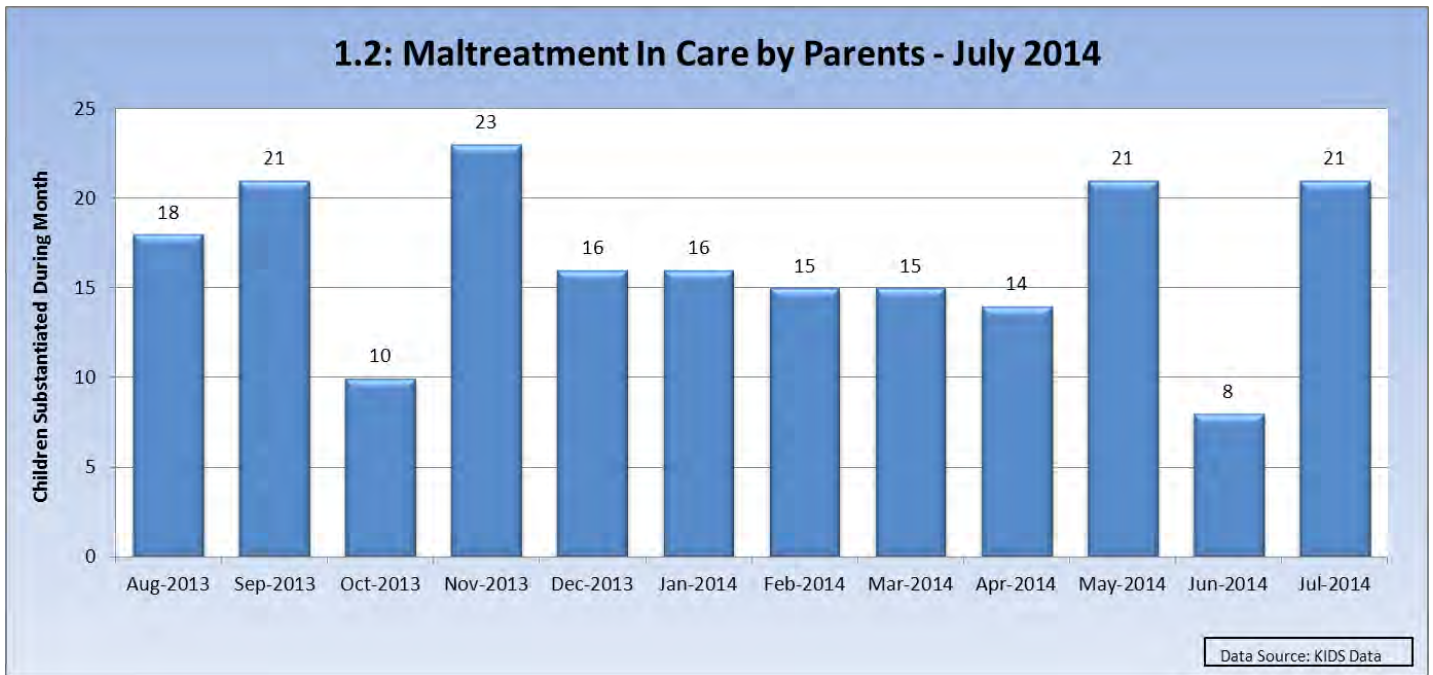
	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014
# of Substantiations	11	10	21	17	35	17	29	14	29	20	25	26

**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 July 2014, there were a total of 26 substantiations of maltreatment while in Out of Home Care. These 26 victims were reported in 12 separate referrals for children in foster care and 3 referrals to OCA. Of the 23 children placed in foster care, 12 children were placed in Kinship Foster Care Homes, 3 children were placed in Tribal Kinship Homes, 5 children were placed in Traditional Foster Care Homes, 2 children were placed in a TFC Home, and 1 child was placed in a Tribal Foster Home. Of the 3 OCA victims, 1 was placed in a Level D Residential Facility, 1 was placed in a Youth Services Shelter, and 1 was placed at an Acute Psychiatric Hospital.

1.2: Maltreatment in Care by Parents



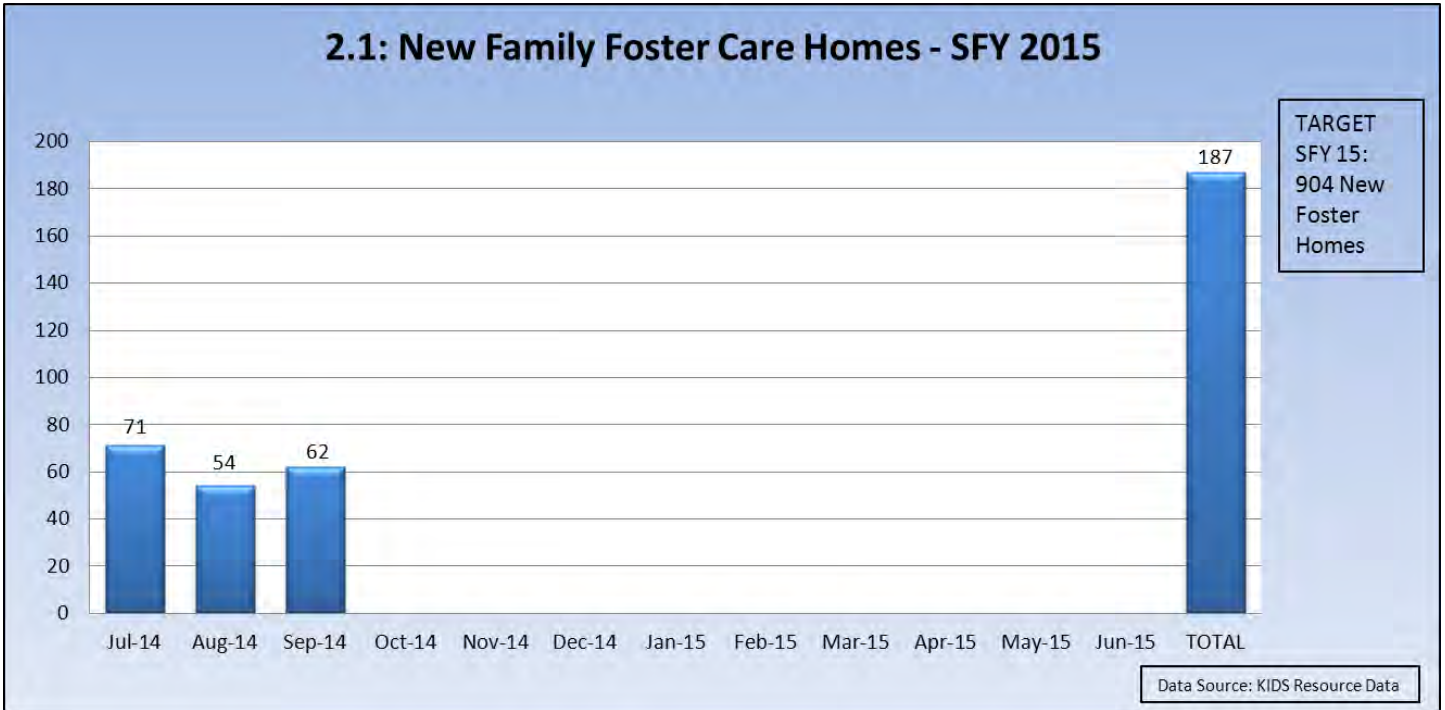
	Aug-2013	Sep-2013	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014
# of Substantiations	18	21	10	23	16	16	15	15	14	21	8	21

**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 July 2014, there were 21 substantiations of abuse by parents of children in out of home care and these 21 victims were reported in 12 separate referrals.

2.1: New Family Foster Care Homes

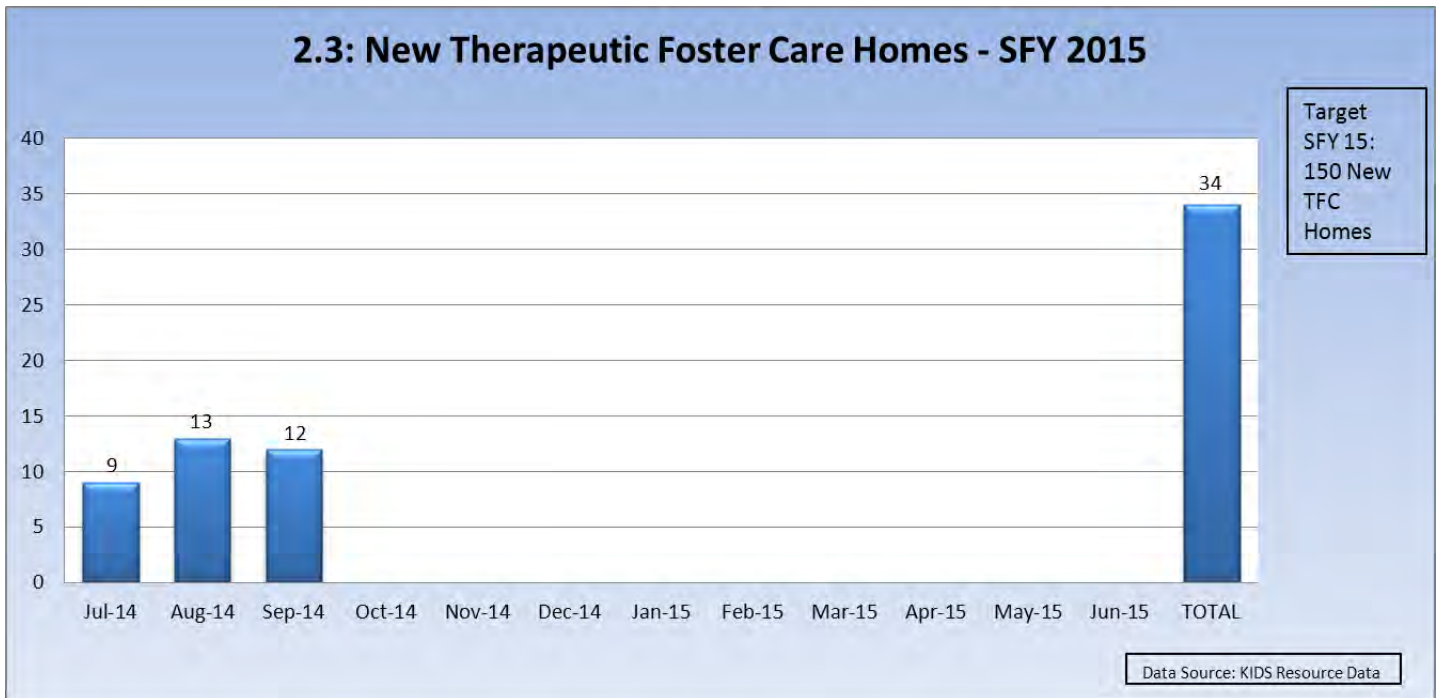


	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
# of New FFC Homes	71	54	62	0	0	0	0	0	0	0	0	0	187

**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 September 2014, there were a total of 62 new foster homes opened.

2.3: New Therapeutic Foster Care Homes



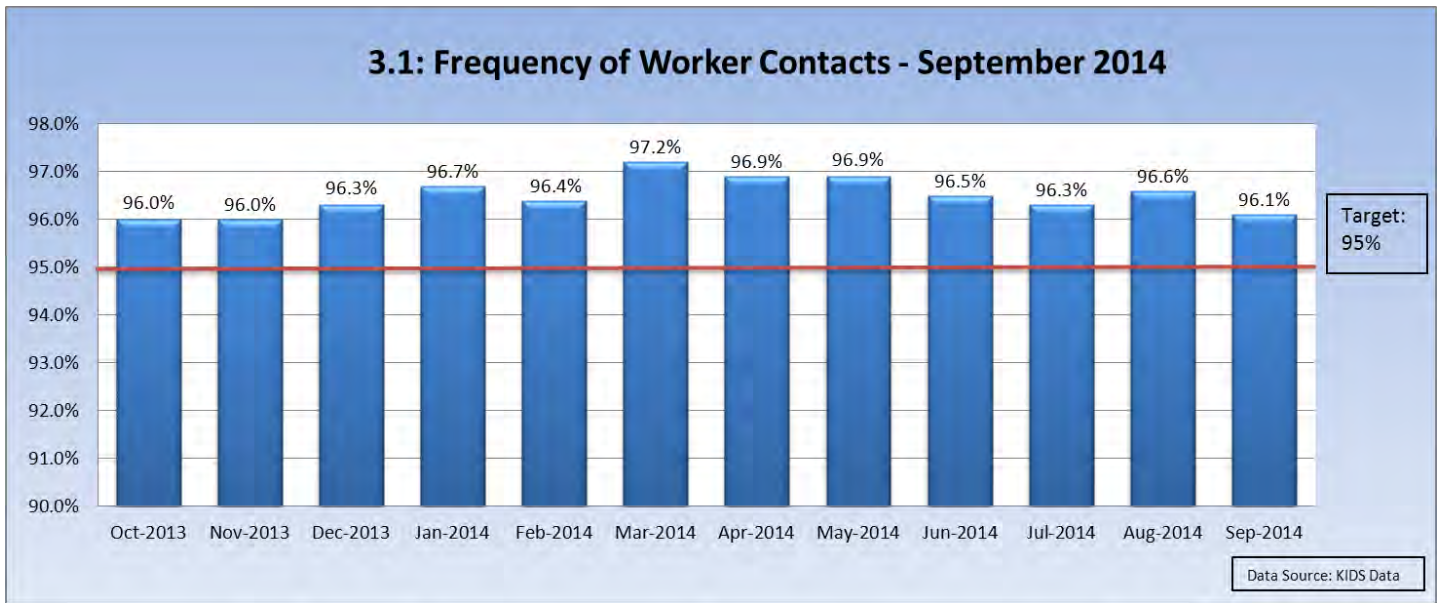
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
# of New TFC Homes	9	13	12	0	0	0	0	0	0	0	0	0	34

**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 September 2014, there were a total of 12 new TFC homes opened.



3.1: Frequency of Worker Contacts



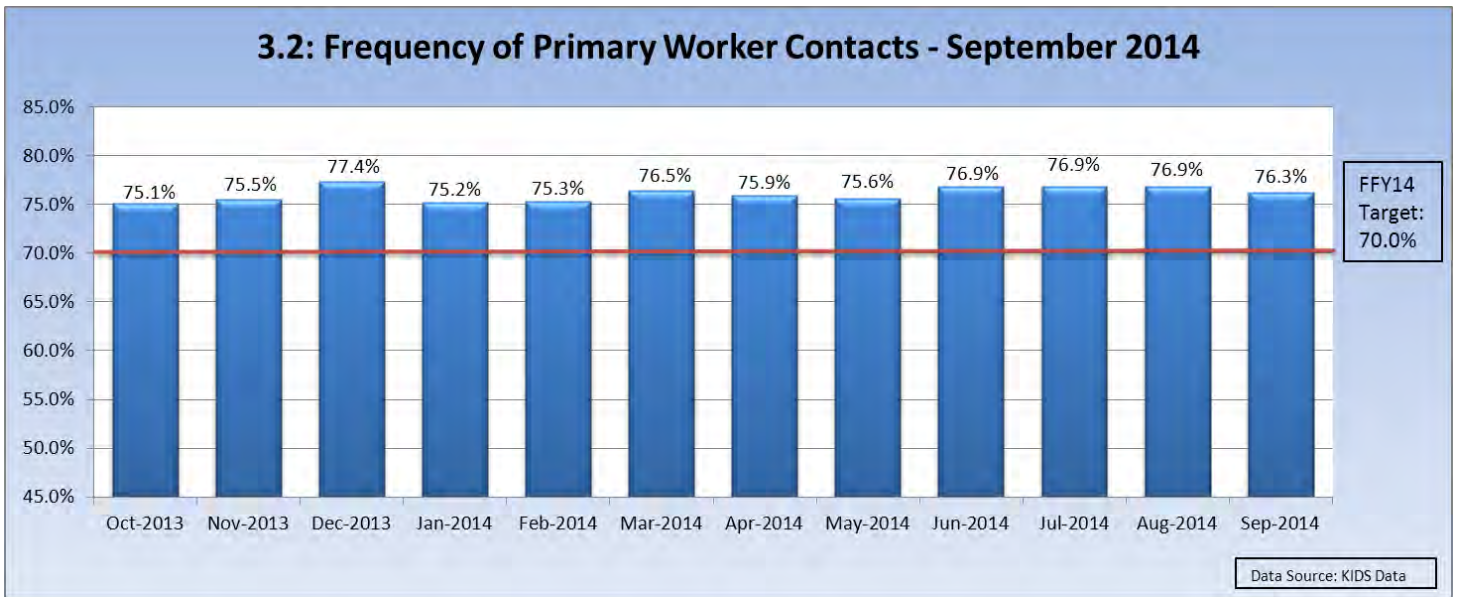
	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014
Contacts Made by Any Worker	9580	9799	9891	10012	10099	10320	10397	10508	10454	10441	10427	10361
Minimum Contacts Required	9978	10208	10271	10351	10478	10622	10727	10846	10835	10842	10796	10781
% Made	96.0%	96.0%	96.3%	96.7%	96.4%	97.2%	96.9%	96.9%	96.5%	96.3%	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 October 2014:** The visitation rate for all worker visits in September 2014 was 96.1%.



3.2: Frequency of Primary Worker Contacts

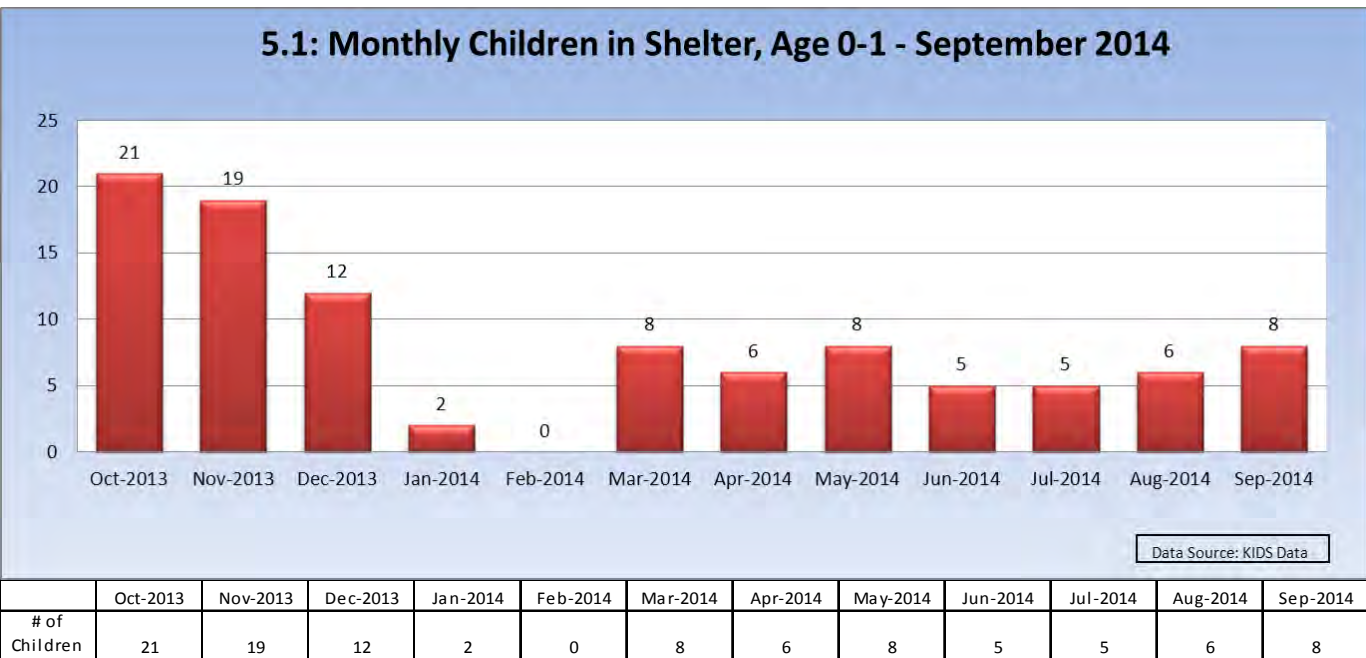
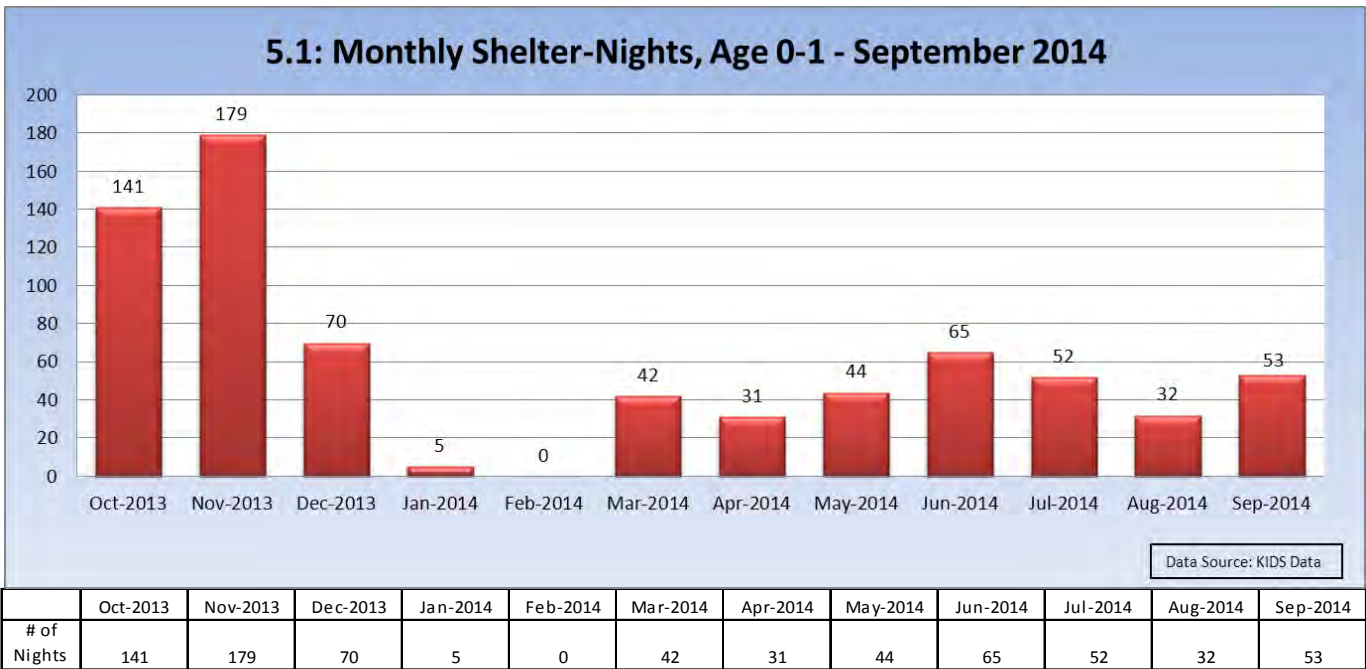


	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014
Contacts Made by Primary Worker	7491	7703	7947	7779	7888	8124	8146	8201	8334	8337	8298	8222
Minimum Contacts Required	9978	10208	10271	10351	10478	10622	10727	10846	10835	10842	10796	10781
% Made	75.1%	75.5%	77.4%	75.2%	75.3%	76.5%	75.9%	75.6%	76.9%	76.9%	76.9%	76.3%

**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 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 September 2014 was 76.3%.

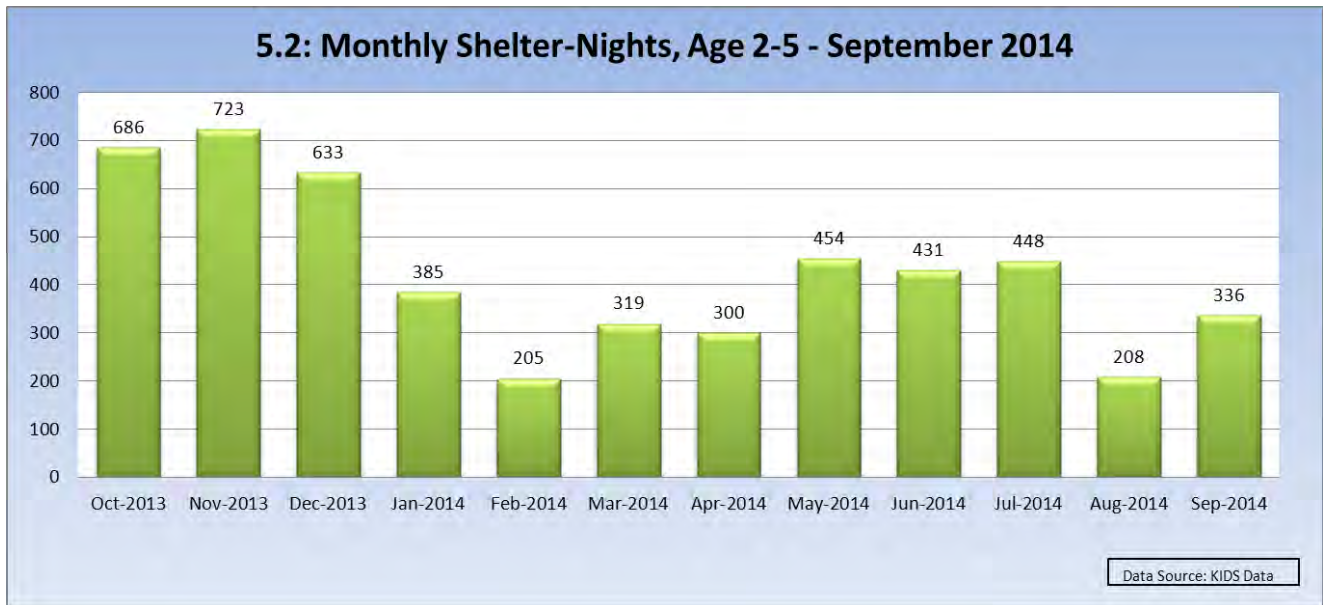
5.1: Shelter Use – Age 0-1 Years



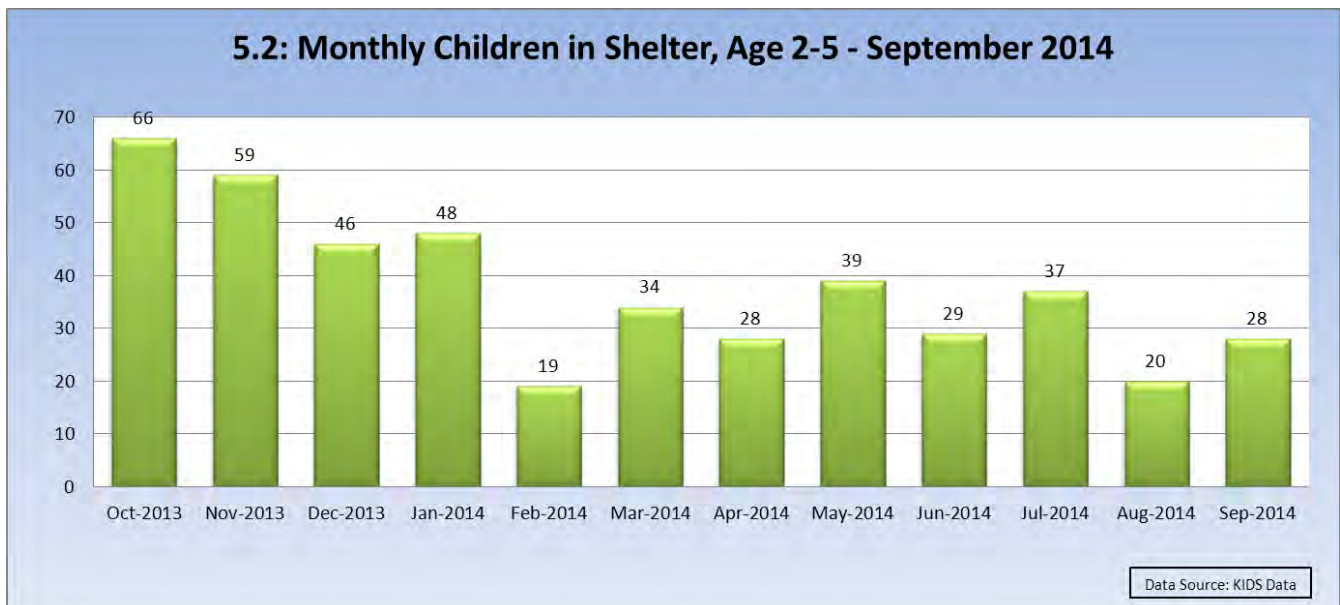
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part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

**Comments October 2014:** In September 2014, 8 children age 0-1 year spent a total of 53 nights in the shelter. Of those 8 children, 7 were automatic exceptions as part of a sibling set of four or more. There were 2,084 children under the age of 2 in Out of Home Care in September 2014. Of those, 2,076 children did not spend a night in the shelter (99.6% of children in care age 0-1 year). There were 152 children age 0-1 year removed during the month of September and 146 of those children did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Years



	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014
# of Nights	686	723	633	385	205	319	300	454	431	448	208	336



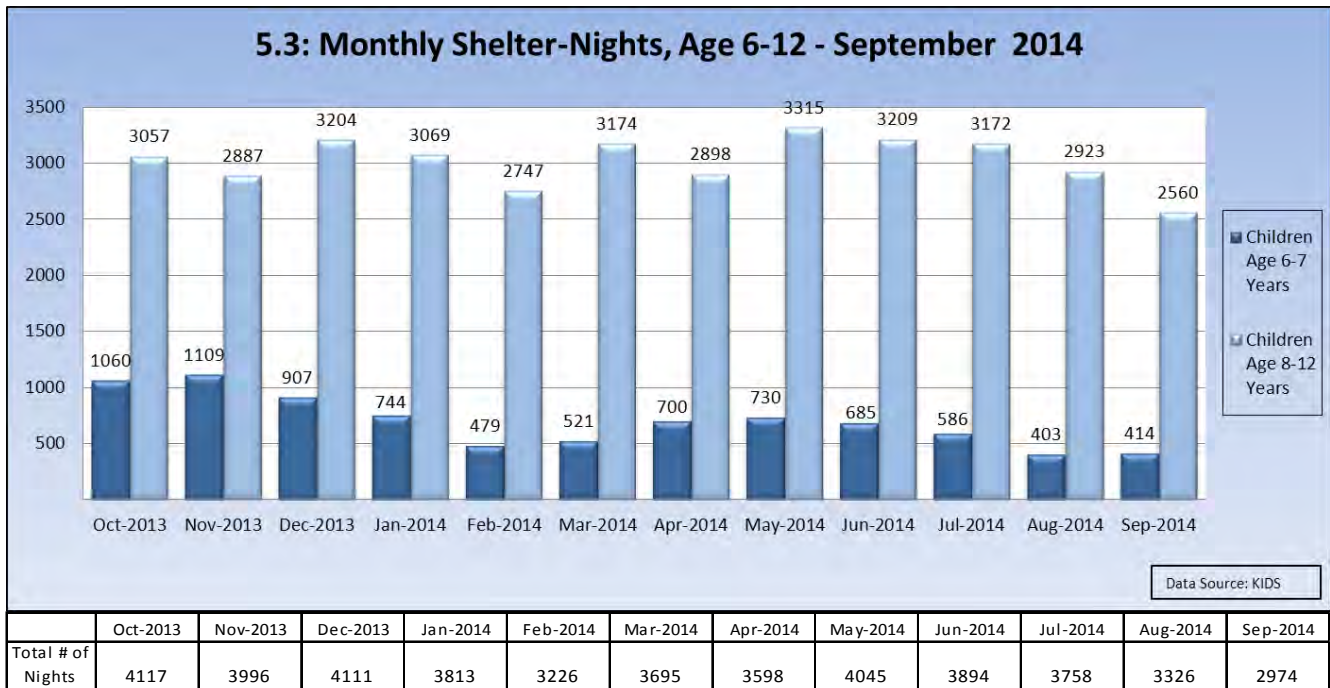
	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014
# of Children	66	59	46	48	19	34	28	39	29	37	20	28

**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 September 2014, 28 children age 2-5 years spent a total of 336 nights in the shelter. Of these, 9 children met the automatic exception as part of a sibling set of 4 or more. There were 3,595 children age 2-5 years in care in September 2014. Of those, 3,567 children did not spend a night in the shelter (99.2% of children in care age 2-5 years). There were 107 children age 2-5 years removed during the month of July and 90 of these children did not have a shelter stay.



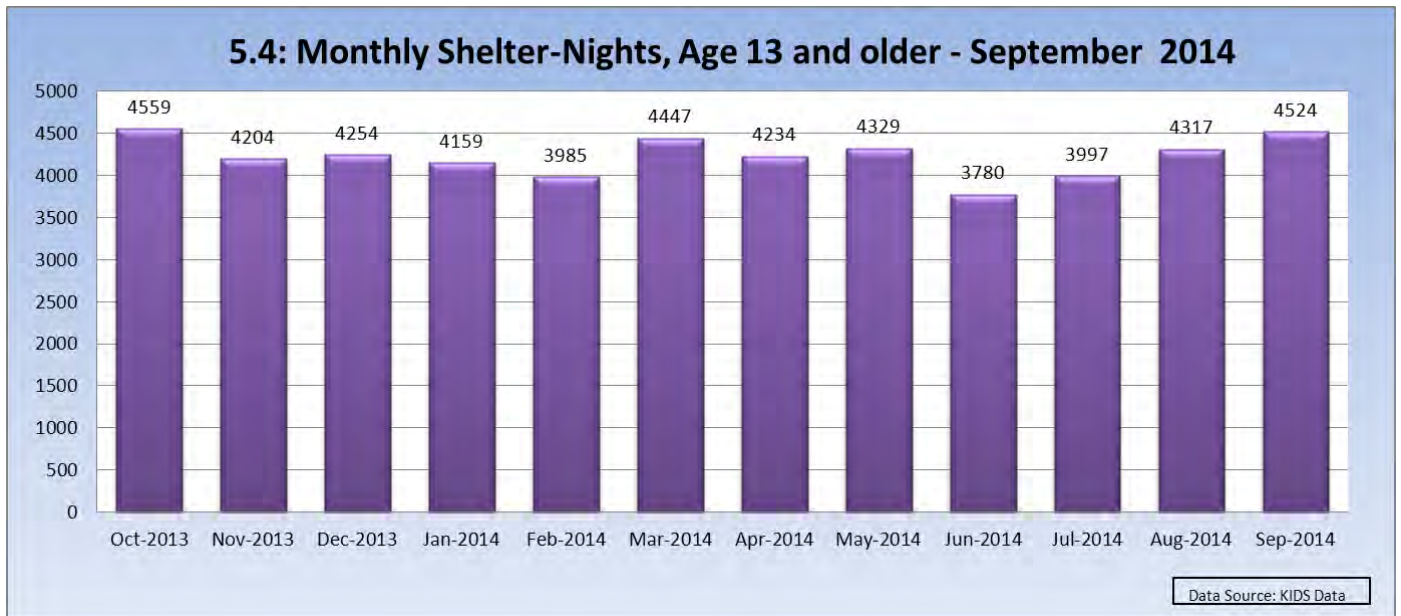
5.3: Shelter Use – Age 6-12 Years



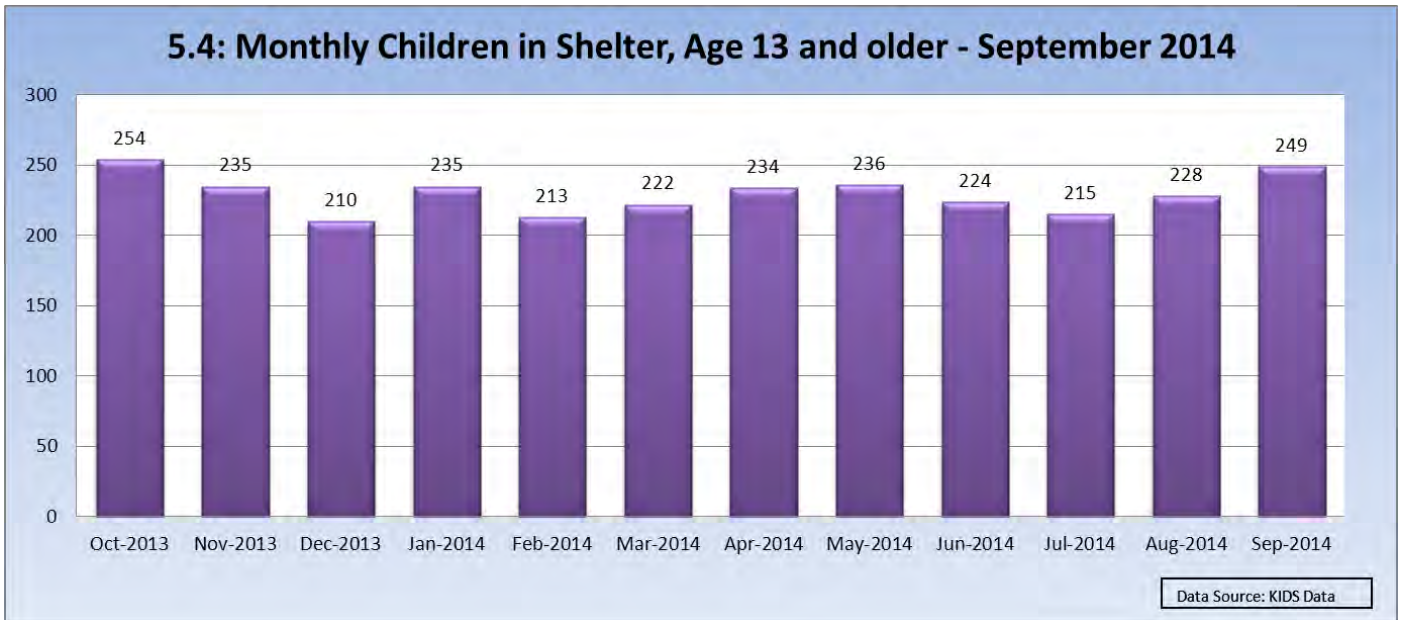
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years was implemented 7/1/2014.

**Comments October 2014:** In September 2014, 26 children age 6-7 years spent a total of 414 nights in the shelter and 147 children age 8-12 years spent 2,560 nights in the shelter. Of these 173 children, 32 met the automatic exception as part of a sibling set. There were 1,444 children age 6-7 years in care in September 2014 and 1,418 of those did not spend a night in the shelter (98.2% of children age 6-7 years). There were 2,606 children age 8-12 years in care in September 2014 and 2,459 of those did not spend a night in the shelter (94.4% of children age 8-12 years). There were 129 children age 6-12 years removed in September and 91 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older



	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014
# of Nights	4559	4204	4254	4159	3985	4447	4234	4329	3780	3997	4317	4524



	Oct-2013	Nov-2013	Dec-2013	Jan-2014	Feb-2014	Mar-2014	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014
# of Children	254	235	210	235	213	222	234	236	224	215	228	249

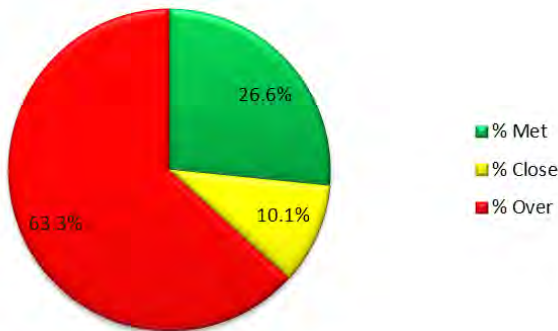
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

**Comments October 2014:** In September 2014, 249 children age 13 and older spent a total of 4,524 nights in the shelter. Of these 249 children, 16 met the automatic exception as part of a sibling set of 3 or more. There were 1,858 children age 13-18 years in care in September 2014. Of those, 1,609 children did not spend a night in the shelter (86.6% of children in care age 13-18 years). There were 60 children age 13-18 years removed during the month of September and 27 of these children did not have a shelter stay.

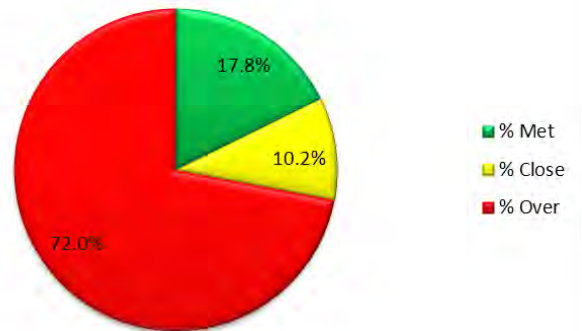
### Workers Meeting Caseload Standards

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%
<b>STATEWIDE TOTAL</b>	<b>105965</b>	<b>26.6%</b>	<b>10.1%</b>	<b>63.3%</b>

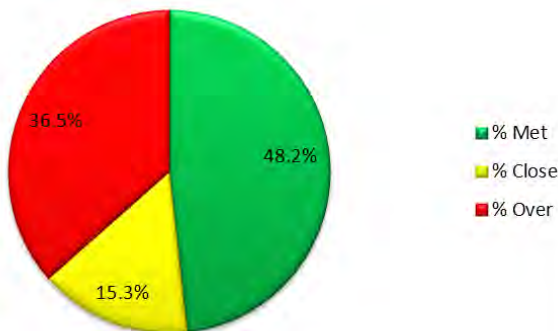
**CHILD WELFARE WORKERS STATEWIDE**



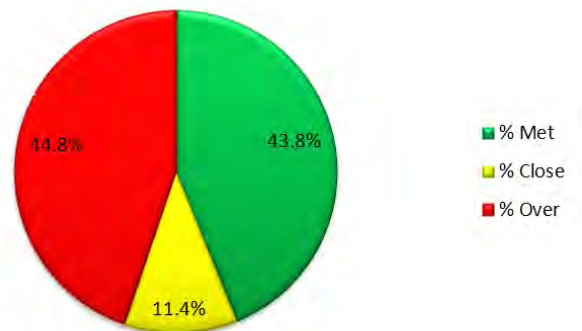
**PERMANENCY PLANNING STATEWIDE**



**PREVENTIVE/VOLUNTARY STATEWIDE**

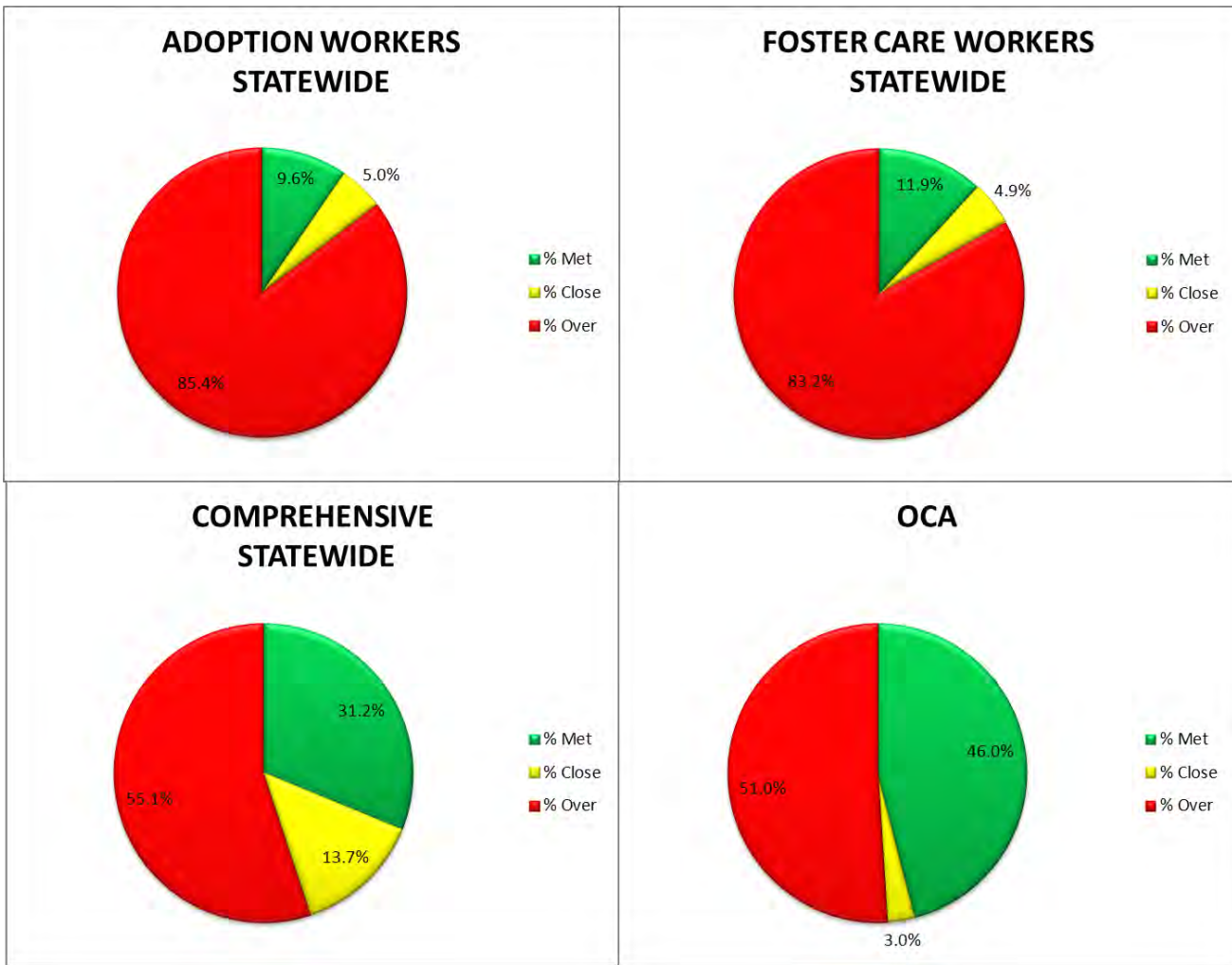


**INVESTIGATION STATEWIDE**



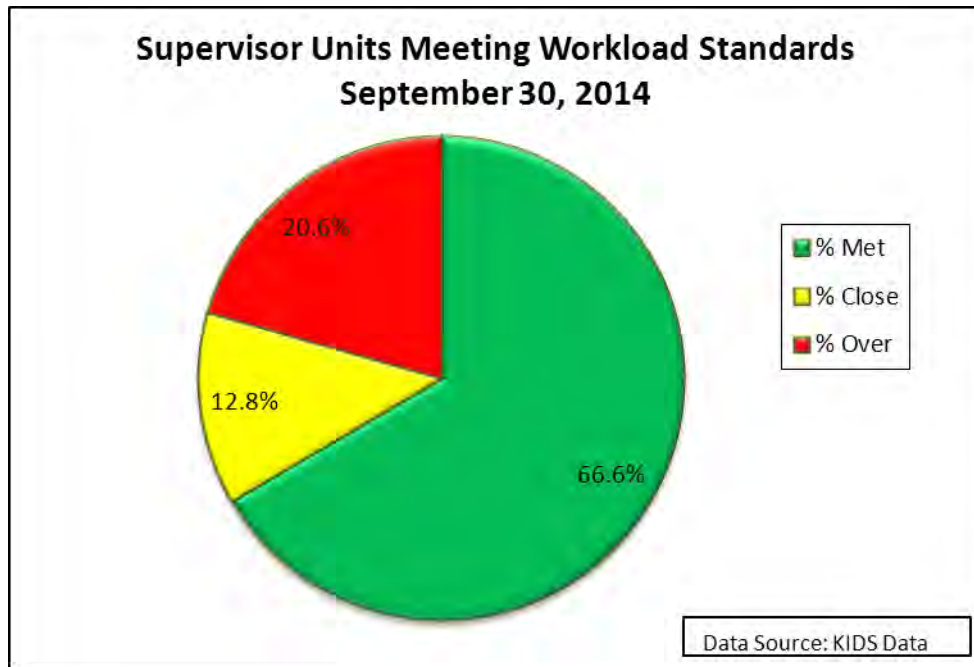


7.1 Worker Caseloads Continued



**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.

Context Data		
Children in Out of Home Care - in DHS Custody September 2014 - 11,587 Children		
Age	# of Children	% of Total
0-1 Years	2084	18.0%
2-5 Years	3595	31.0%
6-12 Years	4050	35.0%
Over 13 Years	1858	16.0%
Race	# of Children	% of Total
White	4539	39.2%
African American	1076	9.3%
Multi Race	3190	27.5%
Native American	763	6.6%
Hispanic*	1996	17.2%
Pacific Islander	14	0.1%
Asian	9	0.1%
TOTAL	11587	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

