

**Year One  
Pinnacle Point 1 – Quarter 1**

<b>Date Submitted:</b> 10/17/12	<b>Pinnacle Point Lead:</b> Deborah Goodman/ Amy White, Bridge Deputy Director
<b>Goal:</b> To expand quality placement options and supports to ensure safety of children in out-of-home care, reduce utilization of shelter care, improve placement stability, and to achieve positive permanency outcomes.	<b>Applicable Performance Areas:</b> 1, 2, 3, 6, 7, 8, 9, 10, 11, 12, 13, 14

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1. OKDHS and its private providers will improve customer service and create a sense of urgency in responding to families interested in becoming resource families. Every day, a child in Oklahoma is waiting to be placed with a family; OKDHS needs to respond to interested families without delay.	Deborah Goodman	Training enrollment records	6/30/13					All CWS staff were required to complete the “Customer Service: Valuing our Resource Families” training in the Learning Management System database. The EOC provides the name and date the training was completed by CW staff. 2663 individuals have completed the training and 208 have begun the training but have not completed. Three Bridge Resource Parent conferences, “Soaring to New Heights”, have been scheduled in the state.
2. OKDHS will implement several short-term solutions to improve the approval process, which will remain in effect approximately one year or less, until longer-term solutions are in place. These include: <ul style="list-style-type: none"> <li>a. specific targets will be established for resource staff regarding the number of resource family assessments to be completed monthly;</li> <li>b. dedicated staff will be approved to work overtime to complete resource family assessments (home studies);</li> <li>c. temporary staff, including OKDHS retirees and former employees, will be hired to complete resource family assessments;</li> <li>d. OKDHS will monitor timely completion of resource family assessments focusing on 30-day completion from the time of application. If delays beyond 60 days are identified, a referral</li> </ul>	Deborah Goodman	Training sign in sheets	6/30/13					All of the short-term solutions have been implemented. Targets were established for resource staff. Overtime was approved to complete resource family assessments for adoption staff and resource staff across the state. 18 temporary staff have been trained and hired to complete home assessments. The time frame for completion has been focused on meeting the 60 day target.

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<p>to the division director or designee will be made and immediately addressed with OKDHS staff and/or private providers; and</p> <p>e. Addressing any barriers to timely completion such as fingerprinting backlogs.</p>								
<p>3. OKDHS will monitor all inquiries to ensure there is a sense of urgency so that potential resource families are moving appropriately through the process. Bridge Support Line staff will conduct “call backs” at 10 days and 30 days to assess the family’s progress and ensure the agency is doing everything possible to move the family forward. Reports garnered from “call backs” are provided monthly to leadership for monitoring and follow-up actions, as needed. This will ensure identification of customer service issues early in the process and will help reduce the number of families dropping out of the approval process.</p>	Audrey “Lyn” Banks	“Call back” Reports	6/30/13					The Bridge Support Center has been monitoring all inquiries to ensure there is a sense of urgency so that potential resource families are moving appropriately through the process through “call backs” at 10 days and 30 days to assess the family’s progress and ensure the agency is doing everything possible to move the family forward. Reports garnered from “call backs” have been provided monthly to leadership for monitoring and follow-up actions, as needed. Performance on timely call backs for adoption has been: July: 80%, August: 81% and September: 97%.
<p>4. OKDHS will increase availability of initial training sessions for new resource families across the state, beginning in regions 3 and 5. This will include options to complete the training during one weekend, weekdays, Saturdays, and/or evening hours.</p>	Beverly Smith	Training Spreadsheet	6/30/13					The National Resource Center for Youth Services (Tulsa, OK) provided information in regards to the attendance versus no-shows at the Resource Family Training workshops in regions 3 (Oklahoma City) and 5 (Tulsa). Data collection encompassed the dates of July 1, 2012 through September 9, 2012. Data collection will provide information utilized in determining the increased number of training sessions that are necessary in those two regions. Spreadsheet is included.
<p>5. OKDHS is partnering with the faith-based community to recruit families through the 111 Project and will designate resource staff to “shepherd” new families through the process, especially in regions 3 and 5. This partnership places OKDHS in a unique situation to recruit and retain resource families who also have the support of the faith community.</p>	Karen Poteet	Number of families recruited at end of year	6/30/13					Region 3 has a designated staff member, Jay Newport, assigned to “shepherd” new families recruited through the 111 Project and Region 5’s designated staff member is Ulysses Allen. In Region 3, monthly orientations have occurred to provide potential resource families with the opportunity to network with one another and ask questions of both private agency and OKDHS “shepherds”. Each month, 10-20 individuals attend and the orientations are now expanding to Region 5. The

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								shepherds also provide a weekly report with all of their inquiries and the families with whom they are working so that progress can be tracked. OKDHS, through the Bridge to the Future Diligent Recruitment Grant, has provided resources (flash drives and folders) to the 111 Project to assist with an upcoming 8308 recruitment conference in Tulsa. OKDHS has expanded the partnership with the 111 project through more comprehensive data sharing.
6. In region 3, OKDHS will expand its partnership with the Oklahoma Lawyers for Children (OLFC) volunteer program. OLFC volunteers will be trained to support families moving through the process by assisting them with gathering necessary documents for the resource family assessment. This addresses part of the "pipeline issue." OKDHS will replicate this in region 5 and other regions of the state where possible.	Gretchen Sullins	Training sign in sheets	6/30/13					Region 3 has partnered with OLFC and provided training on April 25, 2012 and June 8, 2012 to these volunteers on how to assist resource families in gathering necessary documentation.
7. Beginning July 1, 2012, OKDHS will send resource family assessments for both foster care and adoption to private providers for completion. This will enable agency staff to conduct other activities, such as conduct reassessments and improve support to families while speeding up the approval process. In the event a private provider is not able to accept resource family assessments for completion due to capacity limitations, OKDHS will work closely with the provider to recruit and train subcontractors.	Deborah Goodman	Training sign in sheets	7/01/12					Resource family assessments are now being sent to private providers for completion. OKDHS has been providing support to the private agencies by providing training on conducting resource family assessments to their sub-contractors. Seven update trainings and two complete training on the resource family assessment process were provided
8. Complete the bidding process to obtain an adequate number of private partnerships for the recruitment, support, and retention of non-relative resource parents and treatment foster homes. OKDHS will provide directly or through its private providers a seamless customer service experience for families by providing one point of contact for the entire onboarding process, including recruitment, resource family assessment, training, and ongoing support. The point of contact will	Margaret Linneman	Finalized Request for Proposal	9/30/12					The Request for Proposal (RFP) is in draft form and has been through one review by the Contracts and Legal Division. Revisions were made and the RFP is going through the second review. The RFP is anticipated to be released for proposals by October 31, 2012.

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support families as they interact with OKDHS throughout the approval process, during placement and care of children in their homes, and in understanding the child welfare system. The goal is to have one contact helping the family throughout the process.									
<p>9. If a private provider is not selected for a particular district, OKDHS will ensure the district is allocated adequate OKDHS staff and support for recruiting and retaining resource families. Program staff will ease the burden and support recruitment staff by:</p> <ol style="list-style-type: none"> <li>providing data analysis to determine the number of homes needed to care for the specific population of children entering care in that district;</li> <li>providing technical assistance in crafting recruitment and retention plans;</li> <li>assisting new inquiries through the Bridge Support Line, including answering basic questions, explaining the application packet, completing 10-day and 30-day follow-up calls to check progress, and reporting to leadership the status of the 10-day and 30-day follow-up calls;</li> <li>ensuring providers are available for home studies;</li> <li>providing recruitment tools such as resource parent handbooks, recruitment brochures and posters, public service announcements (PSAs), information booklets and updated information on the website, <a href="http://www.okbridgefamilies.com">www.okbridgefamilies.com</a>; and</li> <li>assisting with community connections as outlined in Pinnacle Point 7.</li> </ol>	Jami Ledoux		6/30/13					This initiative will not be needed until after the Request for Proposal is complete. This initiative will only be necessary if there is not a private provider selected for a district.	
10. Shorten the length of time expected to complete resource family assessments to 30 days from application and shorten the length of time from application to approval to no more than 60 days, unless the family	Deborah Goodman		12/31/12						The time frame for completion has already been shortened to a goal of time to approval in 60 days. Staff has been focused on meeting the 60 day target.

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chooses to extend the process. This will assist with the delay in providing kinship families financial support needed to care for children. It also ensures non-relative resource families make it timely through the process and addresses another "pipeline issue."								
11. Develop an online application process for individuals interested in becoming resource parents.	Carol Clabo	On-line application	6/30/13		X	X	X	Meetings were held May 29, 2012; May 31, 2012; and September 13, 2012 to gather requirements. Requirements now complete. Meeting set for September 27, 2012 with Web department to address changes to Internet pages needed to accomplish this initiative. Stacey Bates is leading the KIDS piece of this initiative
12. Over a five-year period, beginning in SFY 2013, OKDHS will incrementally increase reimbursement rates for resource parents to more closely align with the "Hitting the MARC" standards as published in 2007 and as set forth in the chart below. In addition, OKDHS will make legislative requests to increase reimbursement rates above the 2007 "Hitting the MARC" standards as resources permit, based on cost of living adjustments. Monthly reimbursement rates cover the cost of caring for a child, including food, clothing, shelter, daily supervision, school supplies, and personal incidentals. OKDHS realizes a rate increase alone is not likely to improve the recruitment or retention of families; however, it will demonstrate Oklahoma's commitment to its most vulnerable children and the families who care for them. It is the right thing to do.	Kevin Haddock	Child Welfare Services Rates Schedule	6/30/13 (first increase)					The first increase of reimbursement rates was effective August 1, 2012.
13. Significantly increase the number of resource parents who access Child's Passport, a web-based program allowing access to children's records. This passport is critical to ensure resource families have medical and other child-specific information for the child in their care. Through Child's Passport, resource families can access information for any child placed in their home 24 hours a day, seven days a week. Information contained in the passport includes Medicaid billing records,	Amy White	Finalized Child's Passport Brochure	6/30/13					A Child's Passport brochure is nearly in final form. This brochure will be provided to resource parents. The form that is used to document that a resource parent is provided policy, etc. is being modified to include requiring resource staff to provide the Child's Passport brochure.

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immunizations, and information documented within the KIDS system related to education, health, assessments, strengths, and needs. To increase the number of resource parents who access Child's Passport, OKDHS will require resource staff, including OKDHS staff and private providers, to discuss the passport during home visits (bringing printed copies if needed), update the resource parent handbook and website to contain more detailed information about access, include information in the quarterly newsletter at least once per year, and remind resource parents via email notification.								
14. Develop and implement a placement process that ensures resource parents receive adequate information at placement. Along with Child's Passport access information, OKDHS staff will provide resource parents with a printed copy of the child's Placement Provider Information Report. This report contains information documented within the KIDS system related to education, health, assessments, strengths, and needs. Although little information may be known at intake, the child welfare specialist will include, at a minimum, information related to any drug allergies, medication, school information, and recent illnesses or critical health information. The Placement Provider Information Report is dynamic and will change as information is added or modified within KIDS. Reprinting of the report for the provider is currently recommended every six months. OKDHS will modify policy from "recommended" to "required."	Amy White	Finalized Instructions to Staff	6/30/13					The instructions to staff have been written and are included in the revisions that will be finalized by the effective date.
15. OKDHS will make family placement the presumptive placement for all children in 2012 and in addition, meet the following timelines over the next two years: by December 31, 2012, all children under two years of age will be placed in family-like settings; by June 30, 2013, all children six years of age will be placed in family-like settings; by June 30, 2014, all children under 13 years of	Casey Family Programs	Data reports on shelter stays	12/31/12 (under 2) 6/30/13 (under 6) 6/30/14					Efforts are being made to increase the number of available resource families but at this time there is no data to report as the start date of this initiative is in the future.

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age will be placed in family-like settings. Acceptable family-like settings include non-relative foster care, tribal foster care, kinship foster care, and TFC. During SFY 13, the Co-Neutrals will evaluate all levels of group home and congregate care, including a review of permanency outcomes for children in these settings, and make a determination whether any will be deemed family-like settings for the purposes of this Plan. Exceptions to placement in a family-like setting may be granted only for the following: sibling groups of four or more children who cannot otherwise be placed together, children whose needs require inpatient psychiatric hospitalization, or young children who are placed with their minor parent in a group home.			(under 13)					
16. Effective June 30, 2013, no child shall be placed in an unapproved, non-relative placement.	Casey Family Programs		6/30/13	X				OKDHS procedure is that no child shall be placed in an unapproved, non-relative placement. Technical assistance from Casey will be used to assure that procedures are in place to assure this initiative is met.
17. By June 30, 2014, children ages 13 years of age and older may be placed in a shelter, only if a family-like setting is unavailable to meet their needs. Children shall not be placed in a shelter more than one time within a 12-month period and for no more than 30 days in any 12-month period. Exceptions must be rare and must be approved by the deputy director for the respective region, documented in the child's case file, reported to the division director no later than the following business day, and reported to the OKDHS Director and the Co-Neutrals monthly.	Casey Family Programs	Data reports on shelter stays	6/30/14					Efforts are being made to increase the number of available resource families but at this time there is no data to report, as this initiative has not begun.
18. Develop and implement a system to match children's needs with the capacities of families to meet those needs. By no later than April 1, 2014, OKDHS will submit to the Co-Neutrals for their approval a process to be used by OKDHS that matches children 13 years of age and older to a level of care other than an acceptable family-like setting, which OKDHS will implement within	Casey Family Programs	Finalized matching system	6/30/13 (matching system) 4/01/14 (process for 13+ in		Large enhancement needed.		Needed	Conference call was held September 11, 2012 with Sue Steib (Casey); Carol Clabo; Amy White; & Marvin Smith to define direction for "matching". Will convene work group to define requirements.

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90 days of approval. OKDHS will incorporate a trauma assessment and other screening tools, such as the Child Behavior Checklist, for youth entering higher levels of care.			congregate care)					