



**OKLAHOMA**  
**Human Services**

# **PINNACLE PLAN MEASURES**

# **MONTHLY SUMMARY REPORT**

**March 2024**

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – March 2024**

The Department of Human Services (DHS) is committed to improving the safety, permanency, and well-being of children served by the child welfare system. Public reporting is critical to ensuring transparency and accountability of the current performance on the measures included in the Pinnacle Plan. 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 published on the OKDHS Infonet and made available to the public.

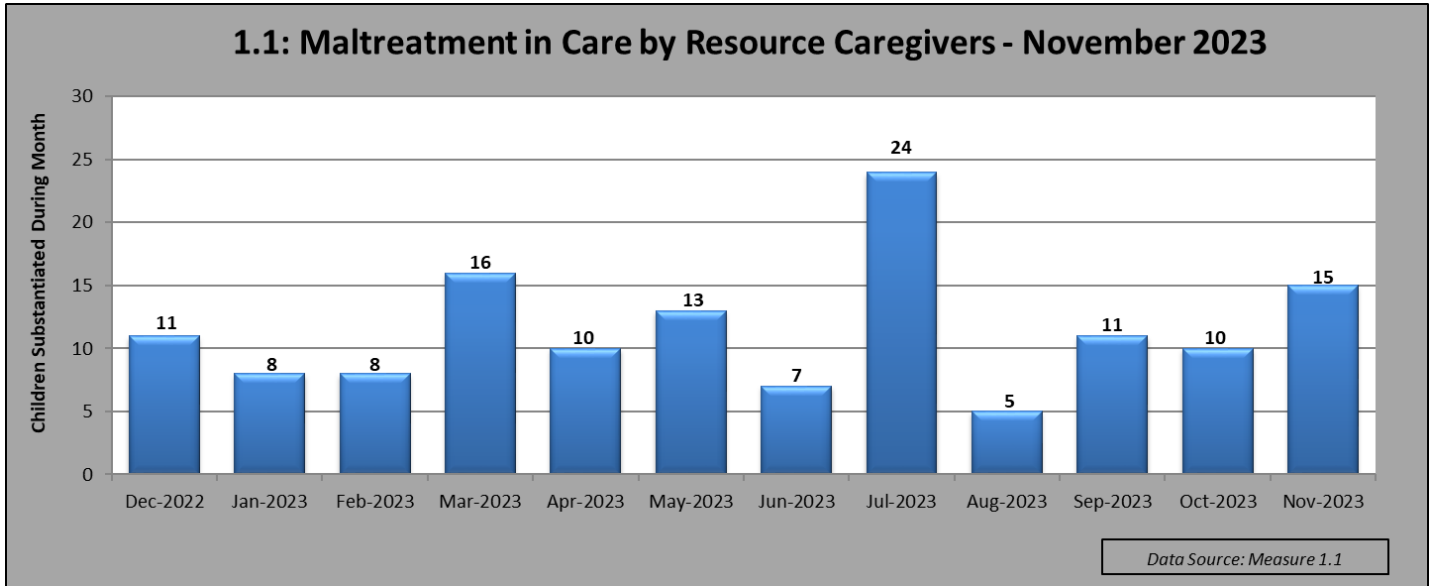
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter Usage. The demographics of children served during the reporting period are included in monthly and semi-annual reports as context data. This information is provided to assist 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 continually strives for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in policy, changes in practice, and 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 - March 2024					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - November		
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.	11/30/2023	15 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.	11/30/2023	4 Children		
					Jan Total	SFY24 Total to Date	
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	1/31/2024	37	256 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC and ITFC)	1/31/2024	2	8 TFC/ ITFC Homes	
					Contacts Made	Contacts Required	% Contacts Made
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.	1/31/2024	5,709	5,768	99.0%
	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.	1/31/2024	5,361	5,611	95.5%
					Jan Total	6 Month Total - NIGHTS	
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.	1/31/2024	0 Nights 0 Children	0 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.	1/31/2024	0 Nights 0 Children	1 Night	
	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.	1/31/2024	669 Nights 33 Children	3,855 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.	1/31/2024	1,820 Nights 99 Children	10,651 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.  (Point in Time as last day of Quarter and Quarterly Total)	Quarterly Report: 10/1/2023- 12/31/2023	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			96.5%		3.5%	0.0%	
		93.2%	6.0%		0.8%		
		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	
					94.9%	3.7%	1.4%
Context Data		<b>Demographical Information on Children In Care, including age and race</b>		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

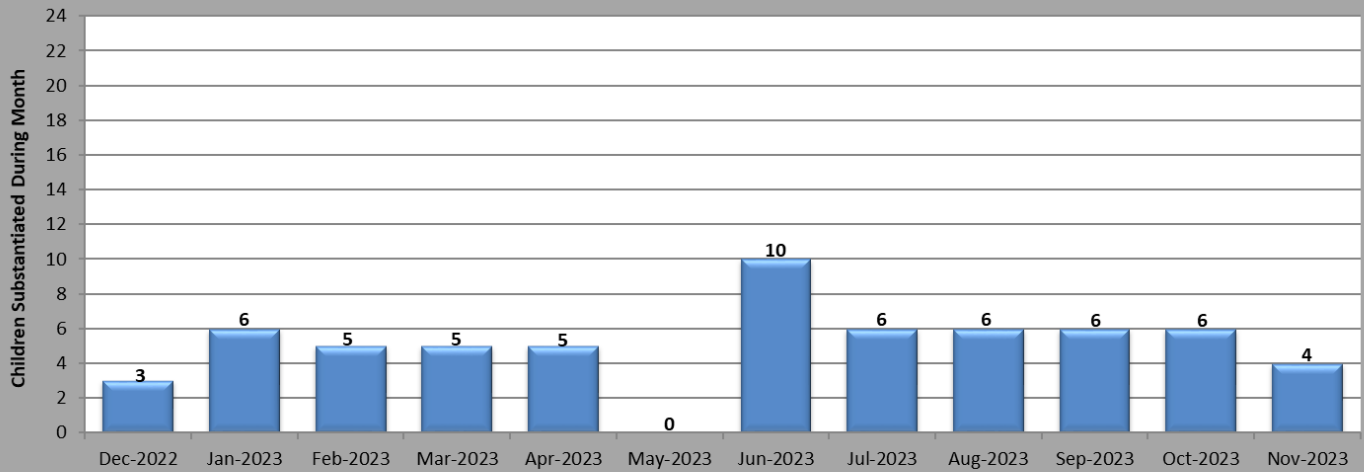


	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023
# of Substantiations	11	8	8	16	10	13	7	24	5	11	10	15

**Data:** The Maltreatment in Care Measure by Resource Caregiver incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. All substantiations on children in Out of Home Care will go through an automatic Program Review. The data reported reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred. This measure includes all children placed in traditional foster care homes, kinship homes (relative or non-relative), therapeutic foster care homes, group homes, shelters, and residential facilities. This measure also includes children substantiated of maltreatment by the Office of Client Advocacy while placed in institutional settings. Every time a child is a substantiated as a victim, that child will be counted in the monthly reporting. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year.

**Comments – March 2024:**  
 For the month of November 2023 there were a total of 15 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 6 referrals for children in foster care and 4 referrals for children in OCA placements. Of the 15 children, 1 was placed in CW Foster Family Care, 4 were placed in Kinship/Relative Foster Care home, 5 were placed in Kinship/Non-Relative Foster Care homes, 1 was placed in Kinship/Non-Relative Non-Paid, 2 were placed in an OCA-Level E-Residential Resource facility, 1 was placed in an OCA-Level D+ Residential Resource facility, and 1 was placed in OCA-Detention. Of the 15 substantiated victims in November 2023, nine had a substantiated finding of threat of harm only.

### 1.2: Maltreatment In Care by Parents - November 2023



Data Source: Measure 1.2

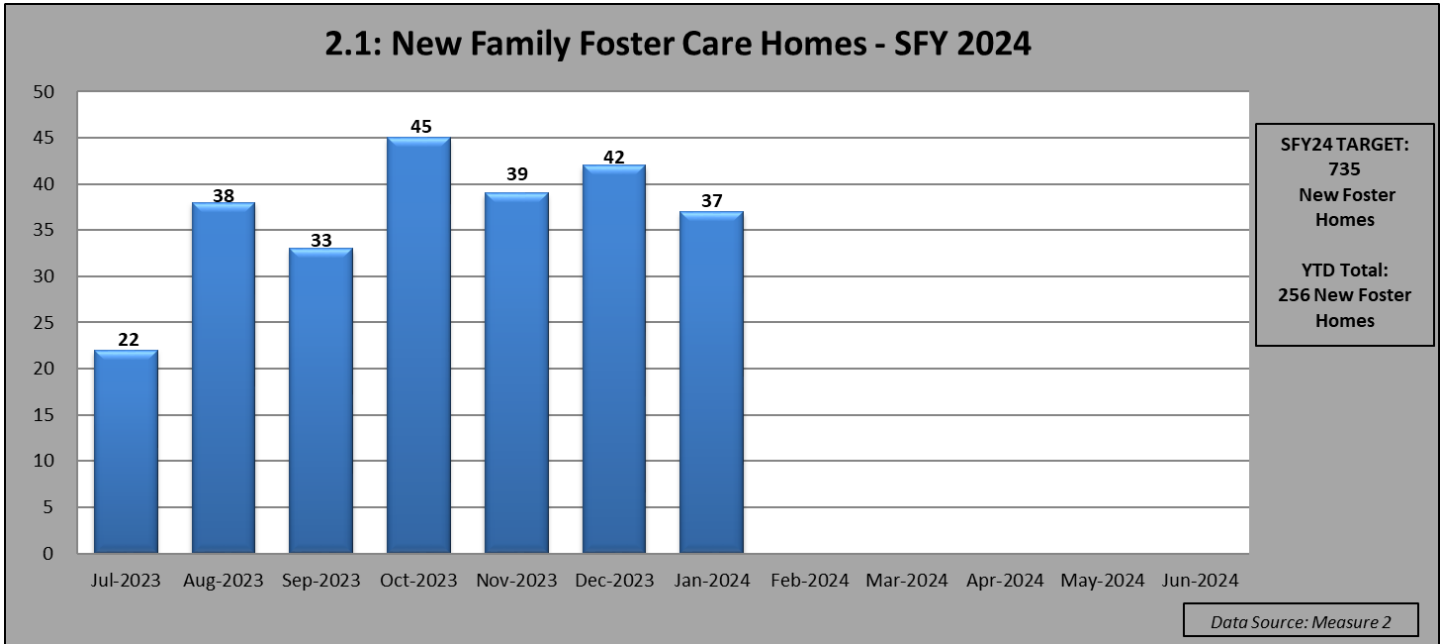
	Dec-2022	Jan-2023	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023
# of Substantiations	3	6	5	5	5	0	10	6	6	6	6	4

**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, children who are disclosing abuse that occurred prior to coming into DHS custody will not be included in the count of monthly victims.

**Comments – March 2024:**

For the month of November 2023, there were 4 substantiations of abuse by parents of children in out of home care. These 4 victims were reported in 3 referrals. Of the 4 children, 1 child was placed in a Kinship/Relative Foster Care home, and 3 children were in Trial Reunification. Of the 4 substantiated victims in November 2023, two had a substantiated finding of threat of harm only.

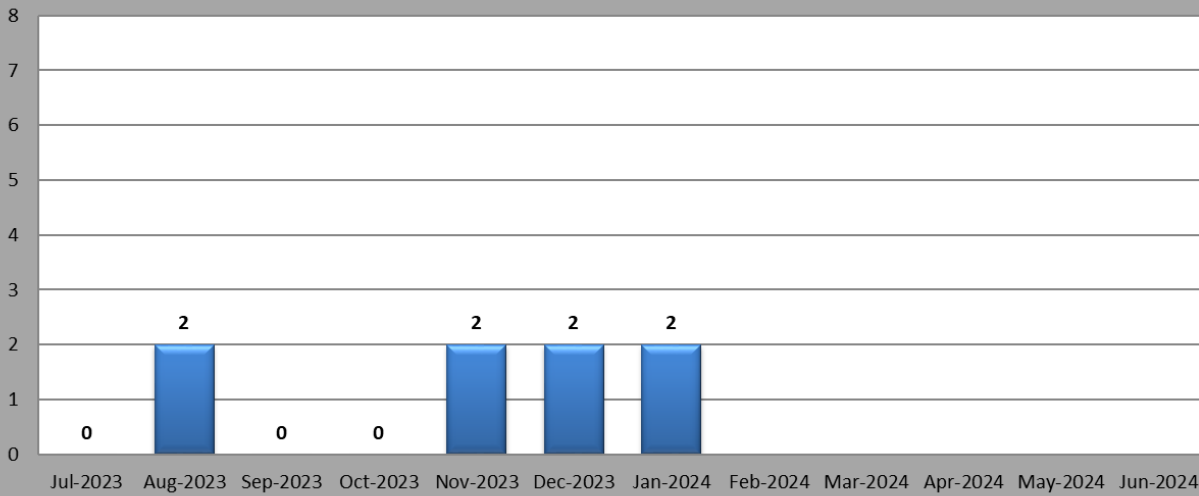


	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024	Feb-2024	Mar-2024	Apr-2024	May-2024	Jun-2024
# of New FFC Homes	22	38	33	45	39	42	37					

**Data:** Total Count of New Foster Homes includes all 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 SFY24 is 735 new foster homes.

**Comments – March 2024:** In January 2024, there were 37 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 1/31/24, there were a total of 256 new homes for SFY24. The Foster Family Care net gain as of 1/31/24 was -103 homes. The net gain target for SFY24 is 19 homes.

### 2.3: New Therapeutic Foster Care Homes - SFY 2024



SFY24 TARGET:  
42

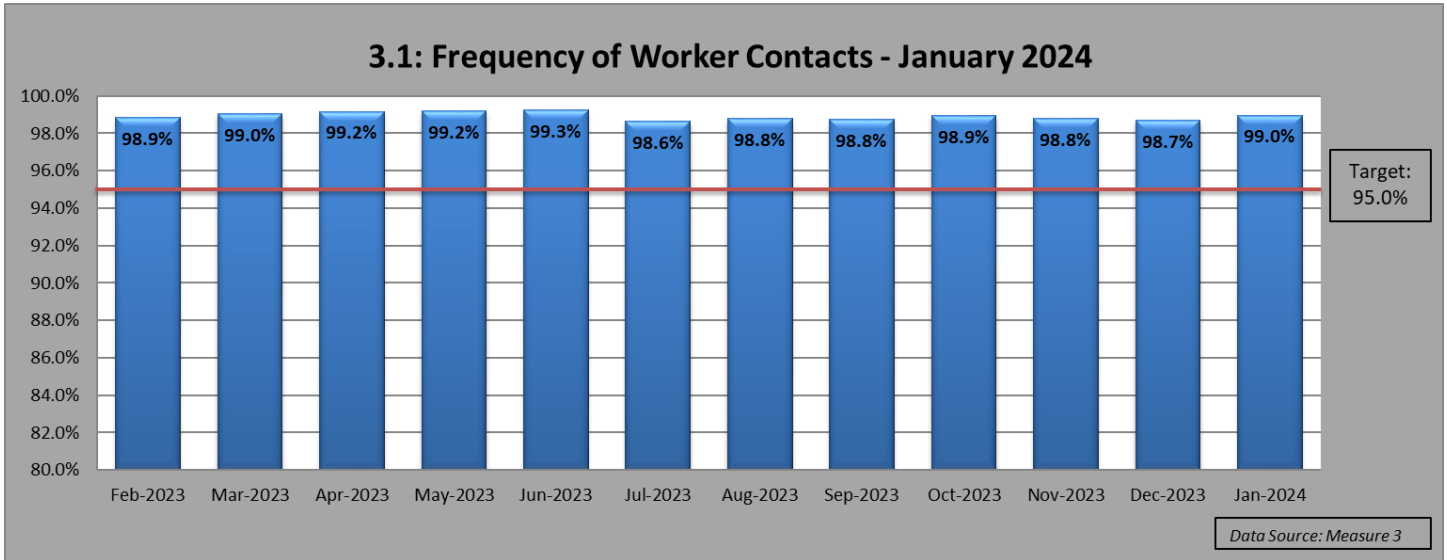
YTD Total:  
8 New  
TFC Homes

Data Source: Measure 2

	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024	Feb-2024	Mar-2024	Apr-2024	May-2024	Jun-2024
# of New TFC Homes	0	2	0	0	2	2	2					

**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 SFY24 is 42 new TFC homes.

**Comments – March 2024:** In January 2024, two new ITFC homes and no new TFC homes were opened for a total of two new therapeutic homes during the month. As of 1/31/24, there were a total of 8 new TFC and ITFC homes for SFY24. The TFC net gain as of 1/31/24 was -14 homes for SFY24. The Net Gain target for SFY24 is 15 homes.



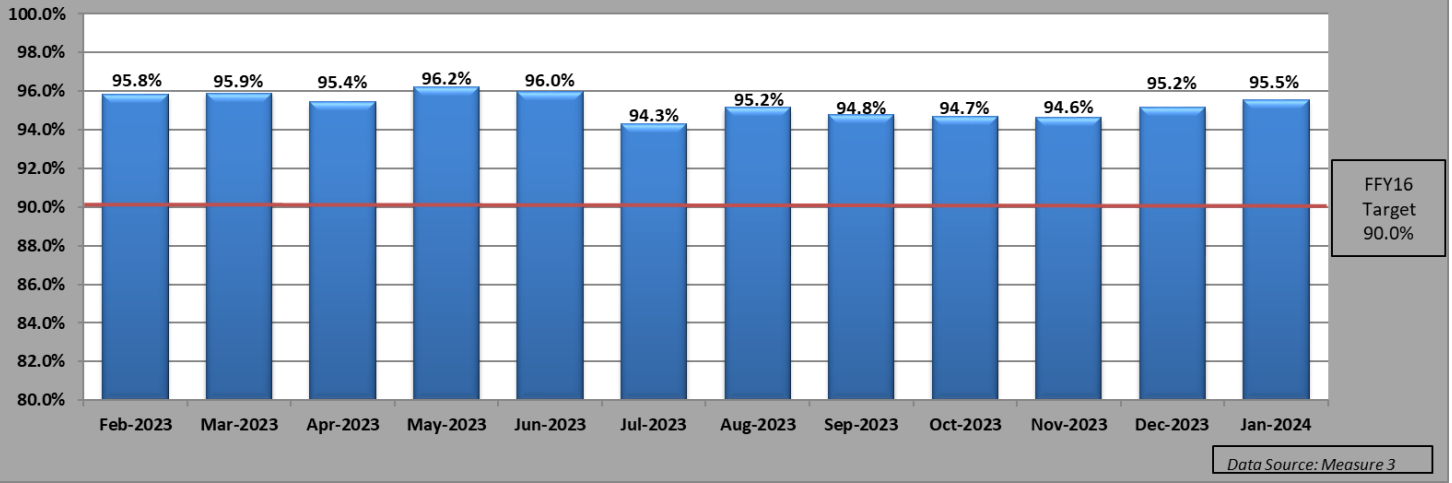
	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
Contacts Made by Any Worker	6224	6209	6157	6058	5984	5878	5839	5836	5872	5818	5694	5709
Minimum Contacts Required	6296	6269	6208	6107	6029	5959	5911	5909	5935	5888	5769	5768
% Made	98.9%	99.0%	99.2%	99.2%	99.3%	98.6%	98.8%	98.8%	98.9%	98.8%	98.7%	99.0%

**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.

**Comments – March 2024:** The visitation rate for all worker visits in January 2024 was 99.0%.



### 3.2: Frequency of Primary Worker Contacts - January 2024

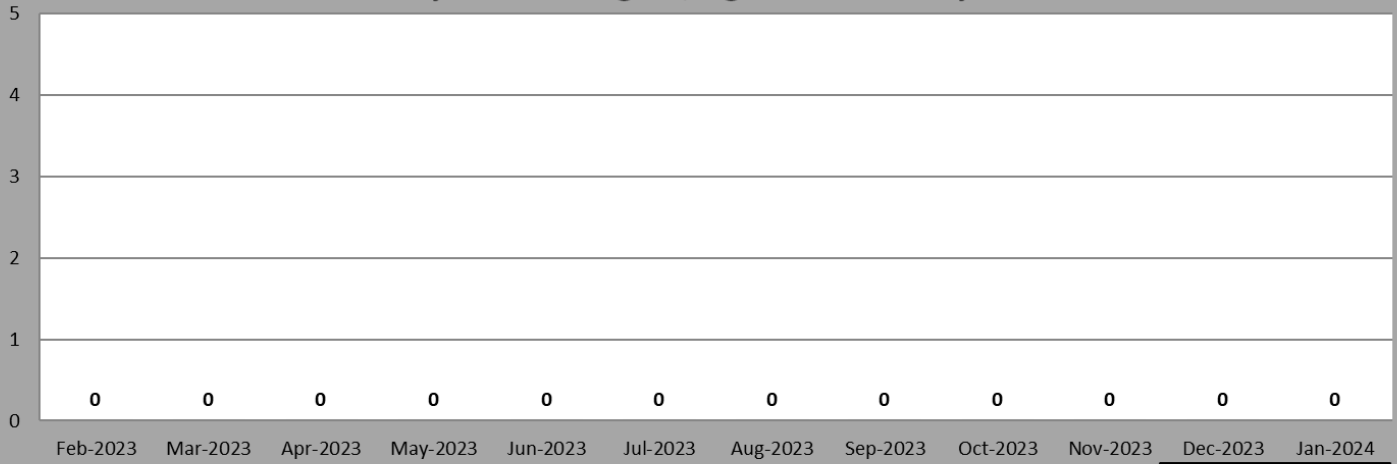


	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
Contacts Made by Primary Worker	5855	5840	5768	5724	5631	5463	5458	5444	5461	5411	5333	5361
Minimum Contacts Required	6110	6089	6043	5949	5868	5793	5736	5742	5766	5718	5603	5611
% Made	95.8%	95.9%	95.4%	96.2%	96.0%	94.3%	95.2%	94.8%	94.7%	94.6%	95.2%	95.5%

**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 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. Beginning in October 2015, the target for FFY16 is 90.0%.

**Comments – March 2024:** The worker visitation rate for primary workers in January 2024 was 95.5%.

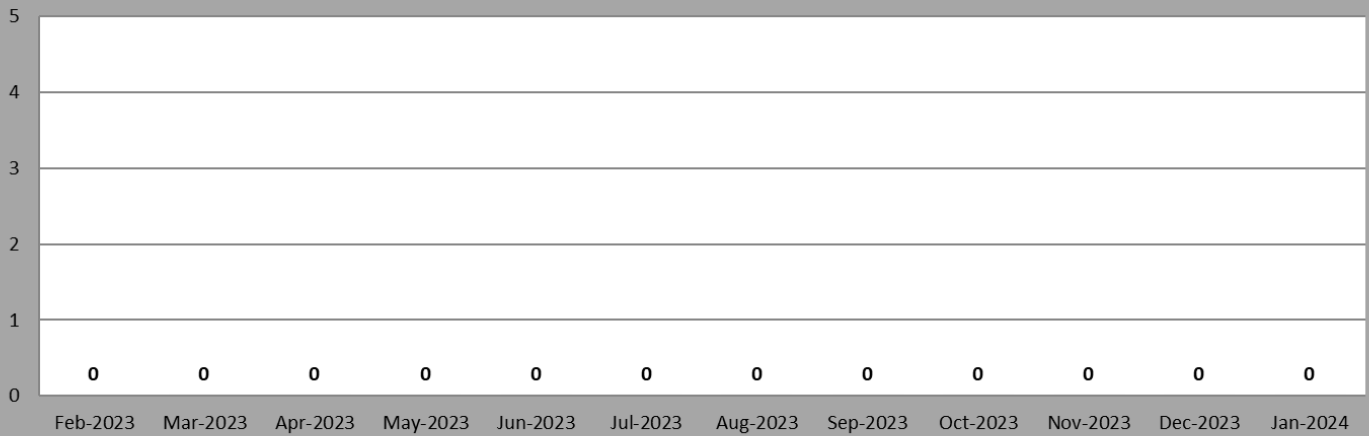
### 5.1: Monthly Shelter-Nights, Age 0-1 - January 2024



Data Source: Measure 5

	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - January 2024



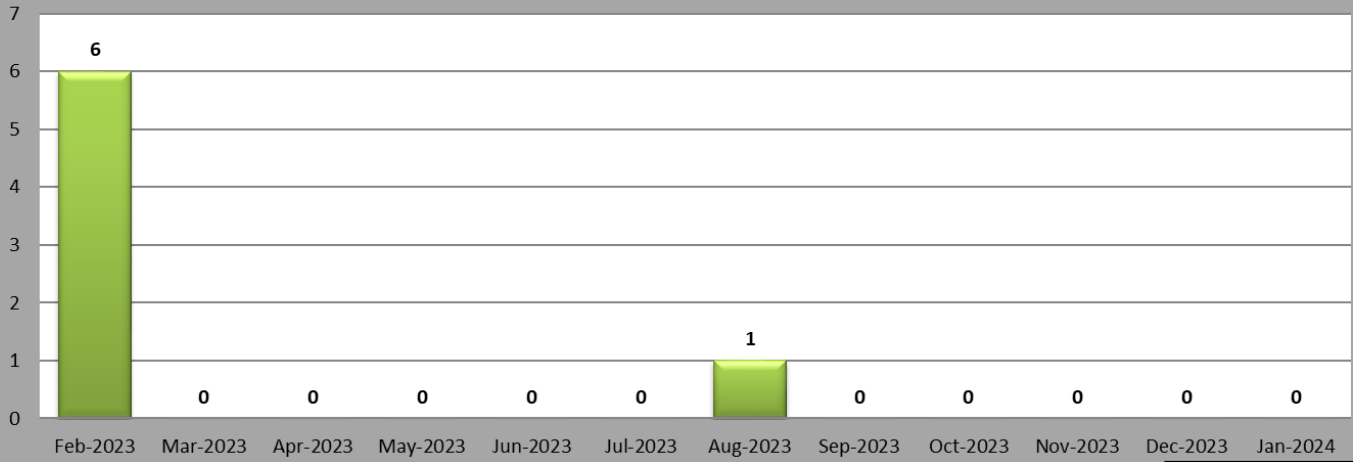
Data Source: Measure 5

	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Children	0	0	0	0	0	0	0	0	0	0	0	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 – March 2024:** In January 2024, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,237 children age 0-1 year in care in January 2024 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 70 children age 0-1 year removed during the month of January and none of the children had a shelter stay (100% of children in care age 0-1 year).

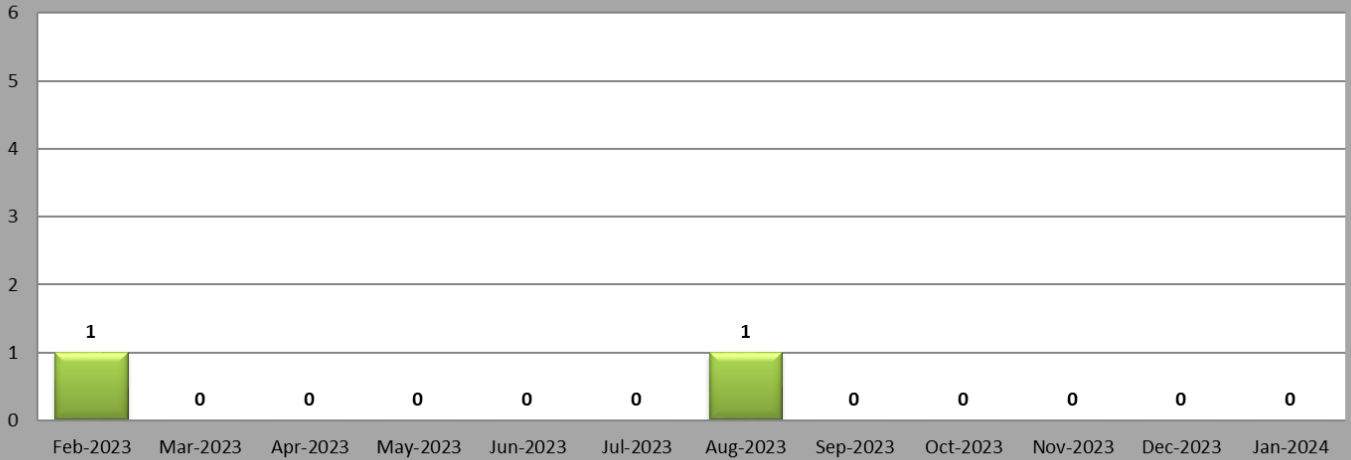
### 5.2: Monthly Shelter-Nights, Age 2-5 - January 2024



Data Source: Measure 5

	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Nights	6	0	0	0	0	0	1	0	0	0	0	0

### 5.2: Monthly Children in Shelter, Age 2-5 - January 2024

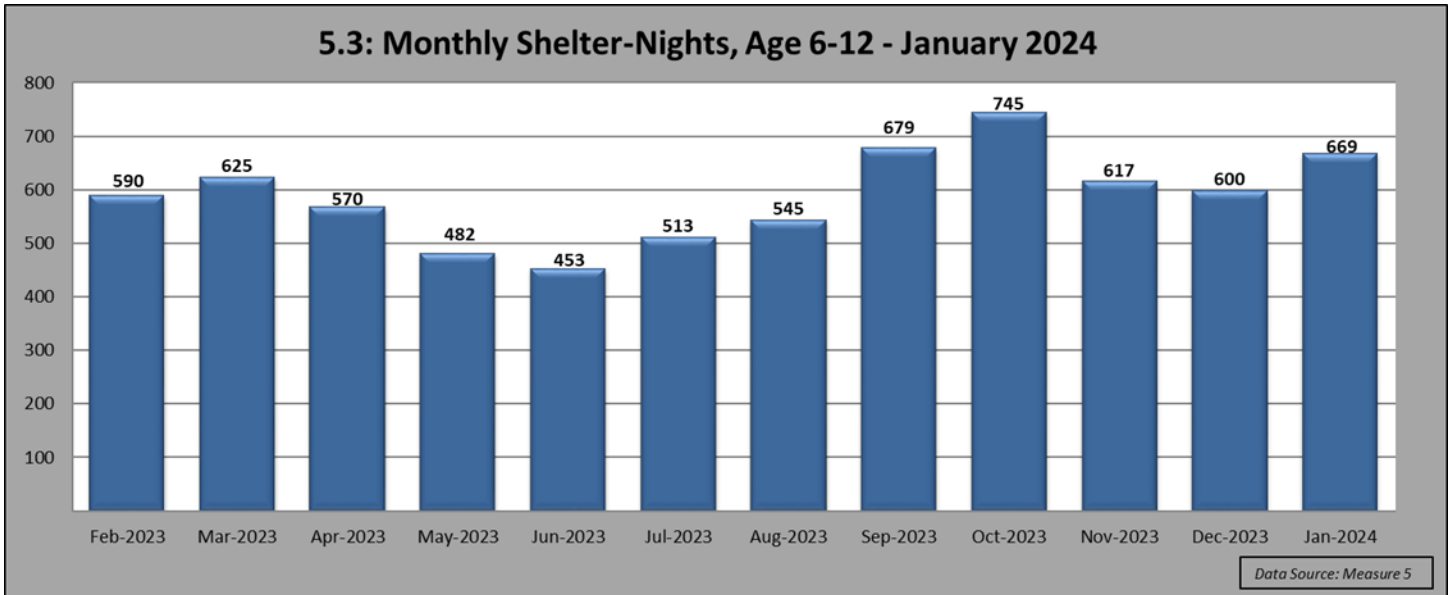


Data Source: Measure 5

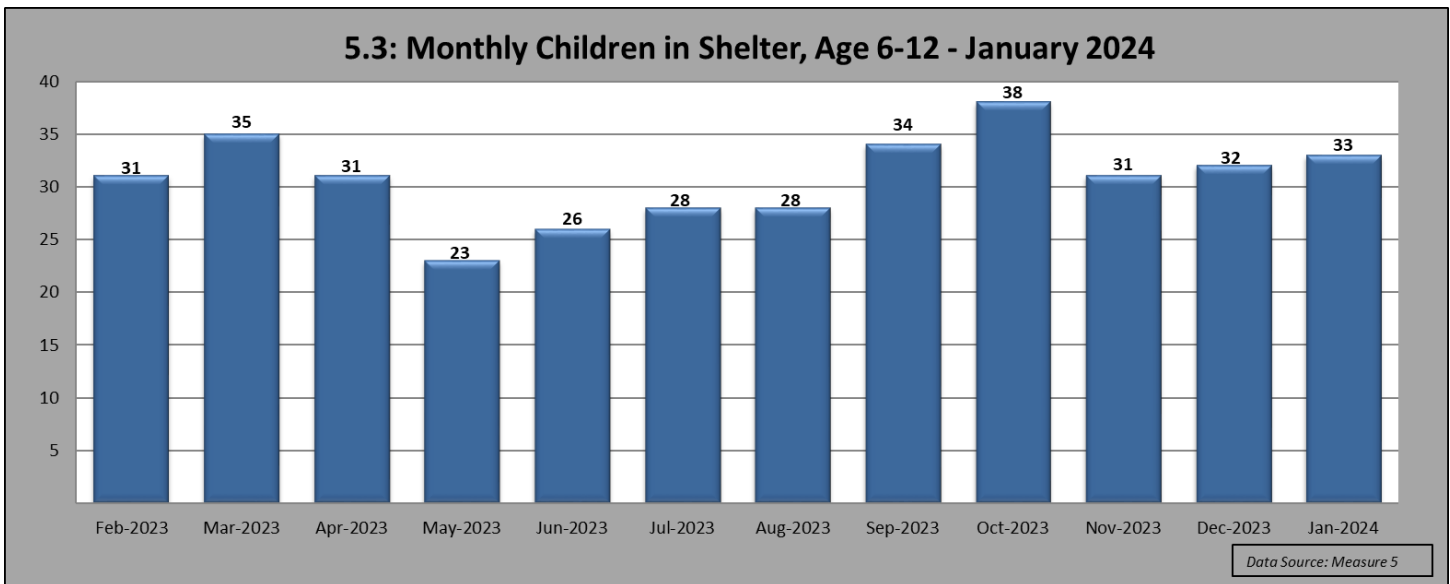
	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Children	1	0	0	0	0	0	1	0	0	0	0	0

**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. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

**Comments – March 2024:** In January 2024, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 1,844 children age 2-5 years in care in January 2024 and 1,844 of those children did not spend a night in the shelter (100.0% of children age 2-5 years). There were 46 children age 2-5 years removed during the month of January and none of those children had a shelter stay (100% of children in care age 2-5 years).



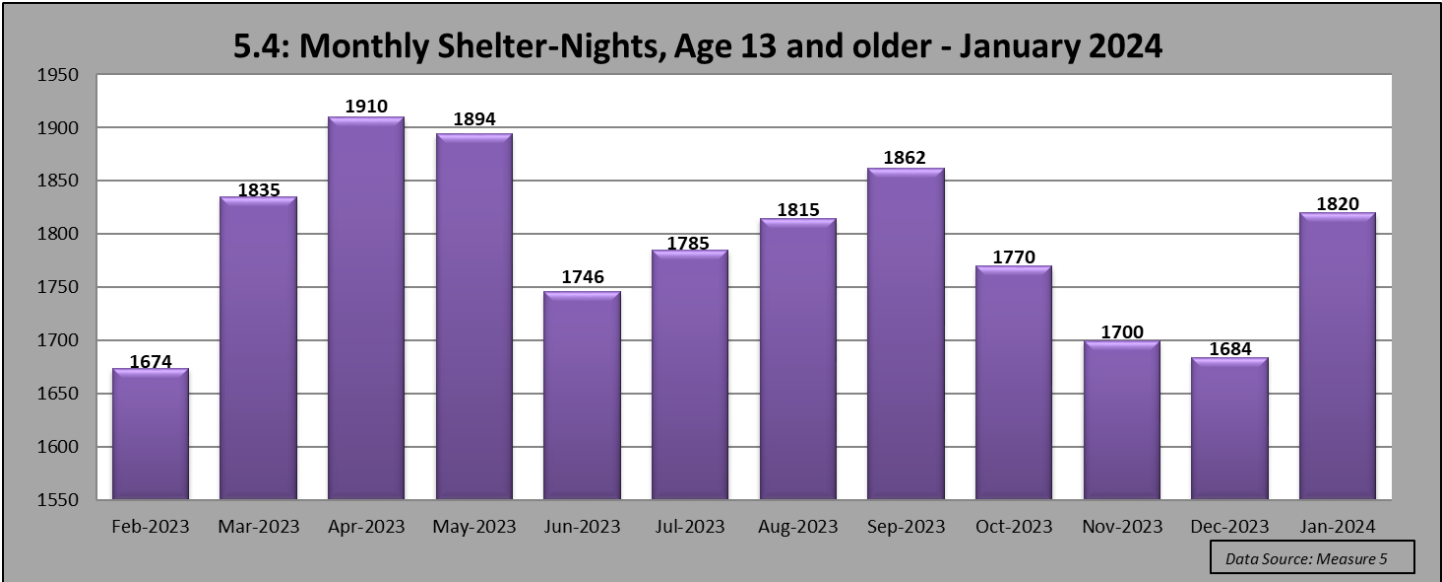
	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Nights	590	625	570	482	453	513	545	679	745	617	600	669



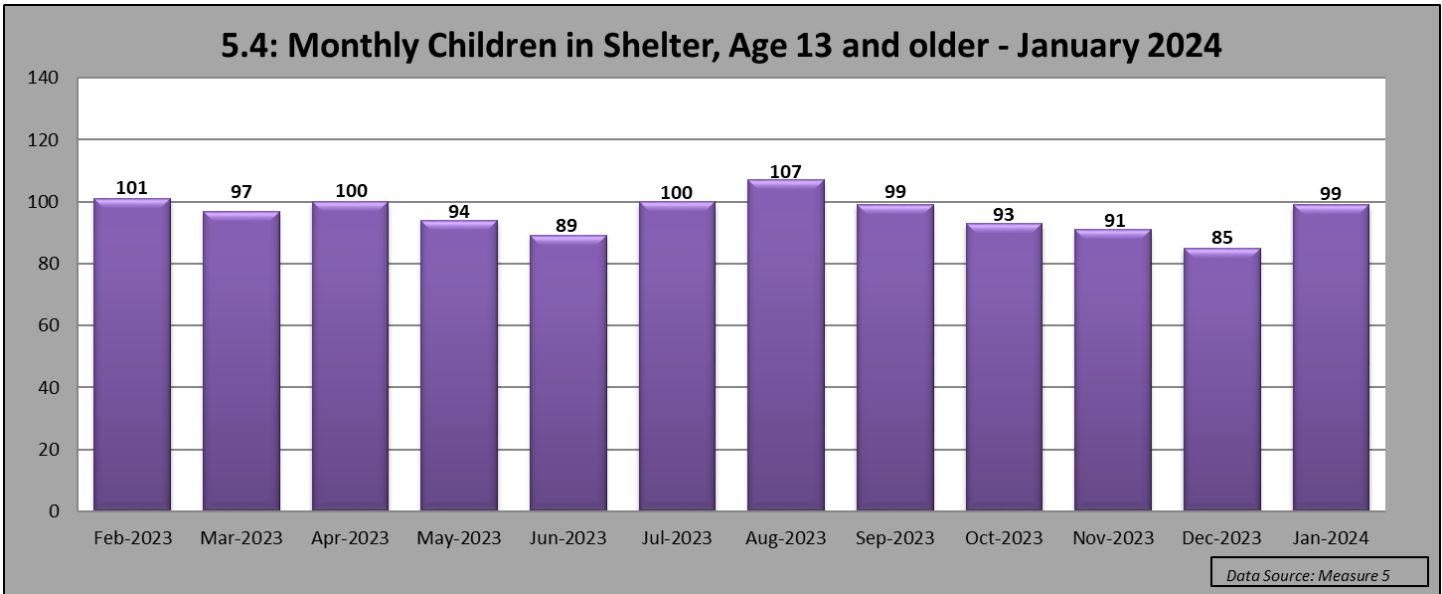
	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Children	31	35	31	23	26	28	28	34	38	31	32	33

**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 fully implemented by 1/1/15.

**Comments – March 2024:** In January 2024, 33 children age 6-12 years spent a total of 669 nights in the shelter. There were 1,966 children age 6-12 years in care in January 2024 and 1,933 of those did not spend a night in the shelter (98.3% of children age 6-12 years). There were 46 children age 6-12 years removed during the month of January and 45 of those children did not have a shelter stay (97.8% of children in care age 6-12 years).



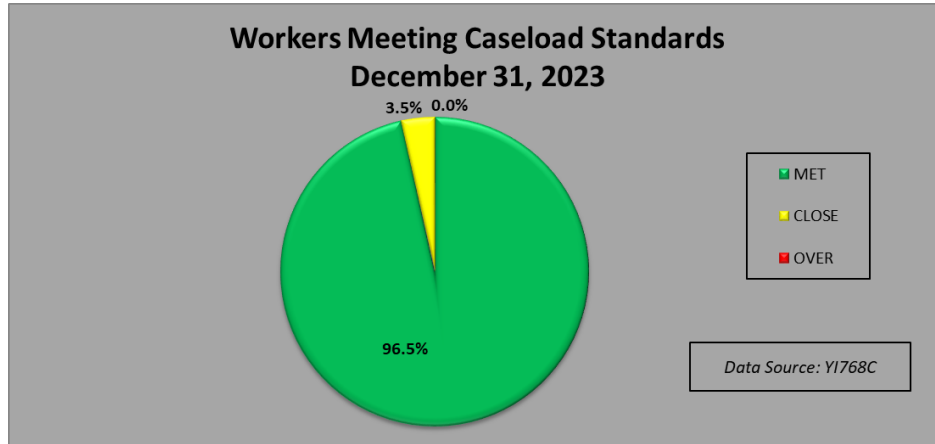
	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Nights	1674	1835	1910	1894	1746	1785	1815	1862	1770	1700	1684	1820



	Feb-2023	Mar-2023	Apr-2023	May-2023	Jun-2023	Jul-2023	Aug-2023	Sep-2023	Oct-2023	Nov-2023	Dec-2023	Jan-2024
# of Children	101	97	100	94	89	100	107	99	93	91	85	99

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

**Comments – March 2024:** In January 2024, 99 children age 13 and older spent a total of 1,820 nights in the shelter. There were 1,188 children age 13-18 years in care in January 2024. Of those, 1,089 children did not spend a night in the shelter (91.7% of children in care age 13-18 years). There were 51 children age 13-18 years removed during the month of January and 41 of these children did not have a shelter stay (80.4% of children in care age 13-18 years).

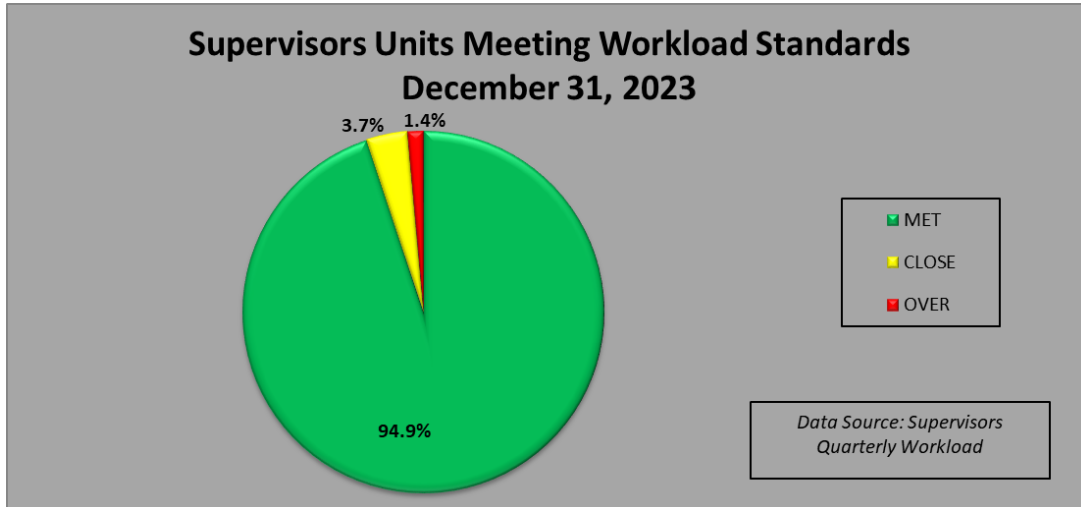


Quarterly Workload Standards Report				
October 1, 2023 - December 31, 2023				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	3475	100.0%	.0%	.0%
RESOURCE FAMILY SPECIALIST	15904	98.3%	1.6%	.1%
COMPREHENSIVE	5160	95.6%	4.1%	.3%
PERMANENCY PLANNING	46461	95.1%	4.8%	.2%
PREVENTIVE/VOLUNTARY	4441	96.8%	3.2%	.0%
INVESTIGATION	31171	84.7%	12.6%	2.7%
RECRUITMENT	2880	100.0%	.0%	.0%
YTS	3516	99.7%	.3%	.0%
<b>TOTAL</b>	<b>113008</b>	<b>93.2%</b>	<b>6.0%</b>	<b>.8%</b>

Data Source: Quarterly Workload Summary, Run Date 01/01/24

**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.” 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 Permanency Planning, Preventive/Voluntary, Investigation, Adoption, Resource Family Specialist, Recruitment, and Adoption Transition Unit Workers. For reporting purposes, the Quarterly totals will be included, as well as a point in time percentage of the number of workers “meeting,” “close,” and “over” workload standards on the last day of the reporting period.

**Comments – January 2024:** As of 12/31/23, using the point in time YI768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 96.5%, with 3.5% being “Close”, and 0.0% being “Over Standard”. Of the 1,233 workers, 1,190 workers were meeting workload standards, 43 workers were close, and 0 workers were over the standard. For the period of Oct 1, 2023 – Dec 31, 2023, the quarterly data shows that the percentage of Child Welfare Workers “Met” the standard is 93.2%, with 6.0% being “Close,” and 0.8% “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. Initially a supervisor was allowed to carry up to two case assignments, and those case assignments would not be calculated into the total workload. Any additional assignments on a supervisor's caseload would then be calculated at the same case type weight as on the worker's caseload and then combined with the supervisor capacity, which includes the number of workers supervised. Beginning with the reporting period ending December 2019, supervisors were no longer allotted the one or two assignments that did not add to the overall workload total. All assigned, countable work is now calculated into the supervisor’s workload. 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 – January 2024:** As of 12/31/23, the total number of Child Welfare Supervisor Units “Meeting the Standard” is 94.9%, with 3.7% being “Close,” and 1.4% “Over Standard.” There are 353 supervisor units with 335 units meeting the standard, 13 units close and 5 units over the standard.

Context Data		
Children in Out of Home Care Population Served January 2024 - 6,235 Children		
Age	# of Children	% of Total
0-1 Years	1237	19.8%
2-5 Years	1844	29.6%
6-12 Years	1966	31.5%
Over 13 Years	1188	19.1%
<b>TOTAL</b>	<b>6235</b>	<b>100.0%</b>
Race	# of Children	% of Total
White	2745	44.0%
African American	600	9.6%
Multi Race	2354	37.8%
Native American	506	8.1%
Pacific Islander / Asian	30	0.5%
<b>TOTAL</b>	<b>6235</b>	<b>100.00%</b>
<i>Hispanic</i>	<i>1027</i>	<i>16.5%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

