



**OKLAHOMA**  
**Human Services**

# **PINNACLE PLAN MEASURES**

# **MONTHLY SUMMARY REPORT**

**July 2020**

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – July 2020**

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.

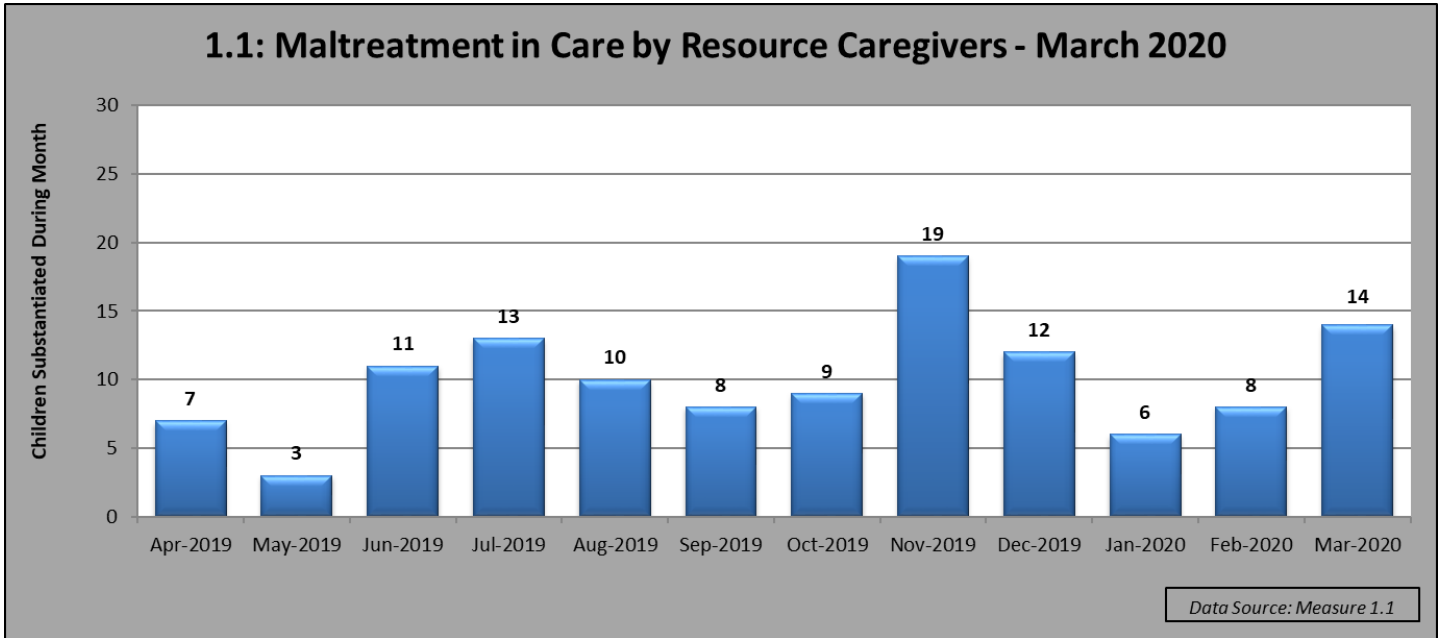
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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)

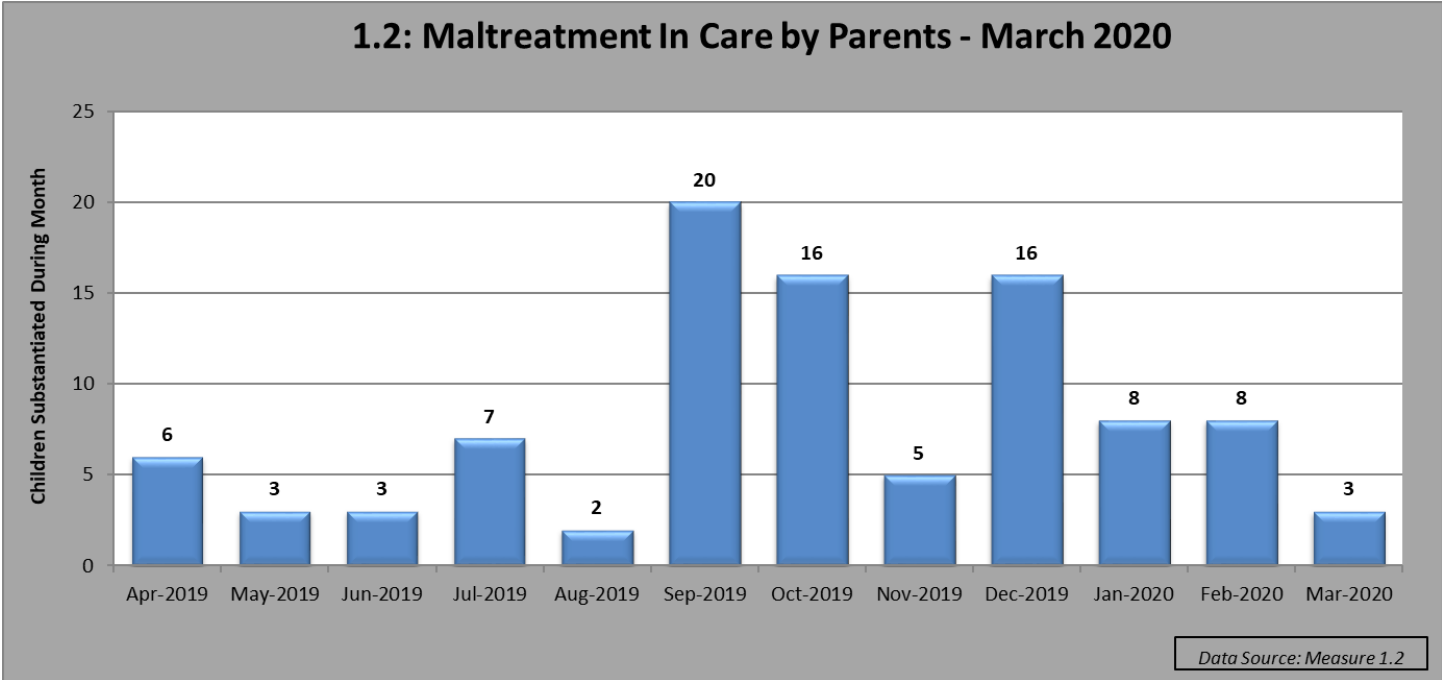
Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - July 2020					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - March		
Foster Care Safety	1.1	<b>Maltreatment in Care by Resource Caregivers</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	3/31/2020	14 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.	3/31/2020	3 Children		
					May Total	SFY20 Total to Date	
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	5/31/2020	61	724 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC and ITFC)	5/31/2020	7	57 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.	5/31/2020	7,134	7,451	95.7%
	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.	5/31/2020	6,630	7,245	91.5%
					May 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.	5/31/2020	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.	5/31/2020	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.	5/31/2020	563 Nights 31 Children	3,994 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.	5/31/2020	1875 Nights 101 Children	11,559 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: 4 /1/2020- 6/30/2020	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					93.8%	4.2%	2.0%
					93.0%	4.7%	2.3%
			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
					89.0%	9.4%	1.6%
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			



	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020
# of Substantiations	7	3	11	13	10	8	9	19	12	6	8	14

**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 – July 2020:** For the month of March 2020 there were a total of 14 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 6 separate referrals for children in foster care and 3 referrals for children in OCA placements. Of the 11 children placed in foster care, 4 children were placed in a Kinship/Relative Foster Home, 5 children were placed in a Kinship/Non-Relative Foster Home, and 2 children were placed in CW Foster Family Care. There were 3 children involved in the referrals for OCA placements, 1 child was placed in an OCA Level E Residential Facility, 1 child was placed in an OCA Detention, and 1 child was placed in an OCA Psychiatric Residential Treatment Center. Of the 14 substantiated victims in March 2020, 6 had a substantiated finding of threat of harm only.

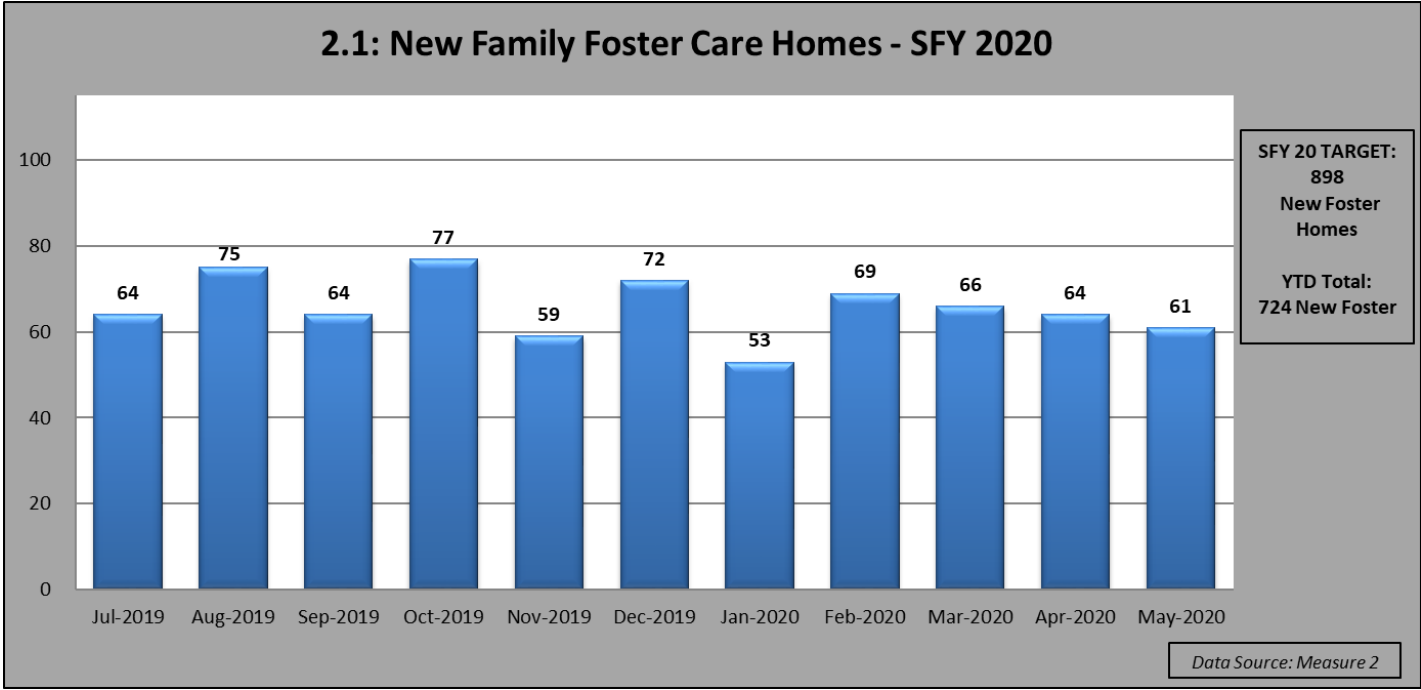


	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020
# of Substantiations	6	3	3	7	2	20	16	5	16	8	8	3

**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.

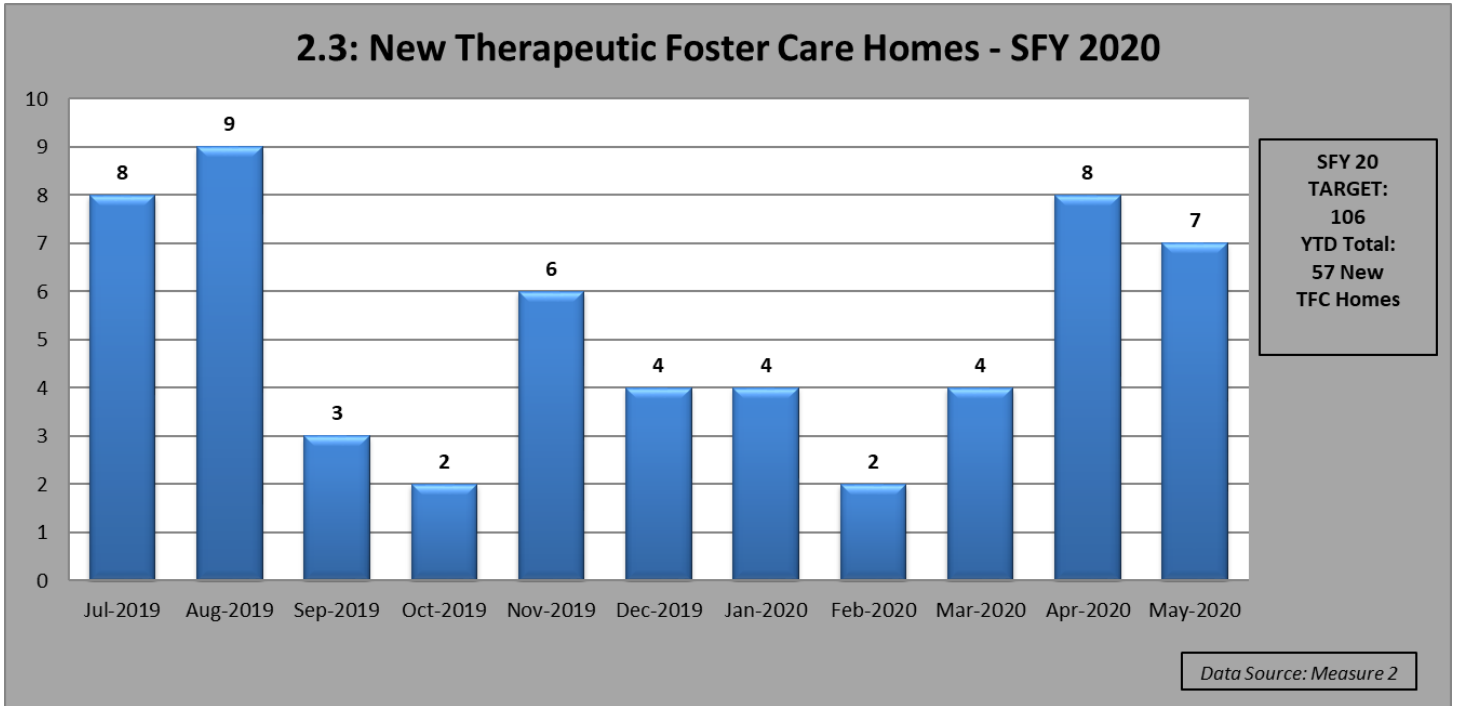
**Comments – July 2020:** For the month of March 2020, there were 3 substantiations of abuse by parents of children in out of home care. These 3 victims were reported in 2 separate referrals. The 3 children substantiated were placed in Trial Reunification.



	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Total
# of New FFC Homes	64	75	64	77	59	72	53	69	66	64	61		724

**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 SFY20 is 898 new foster homes.

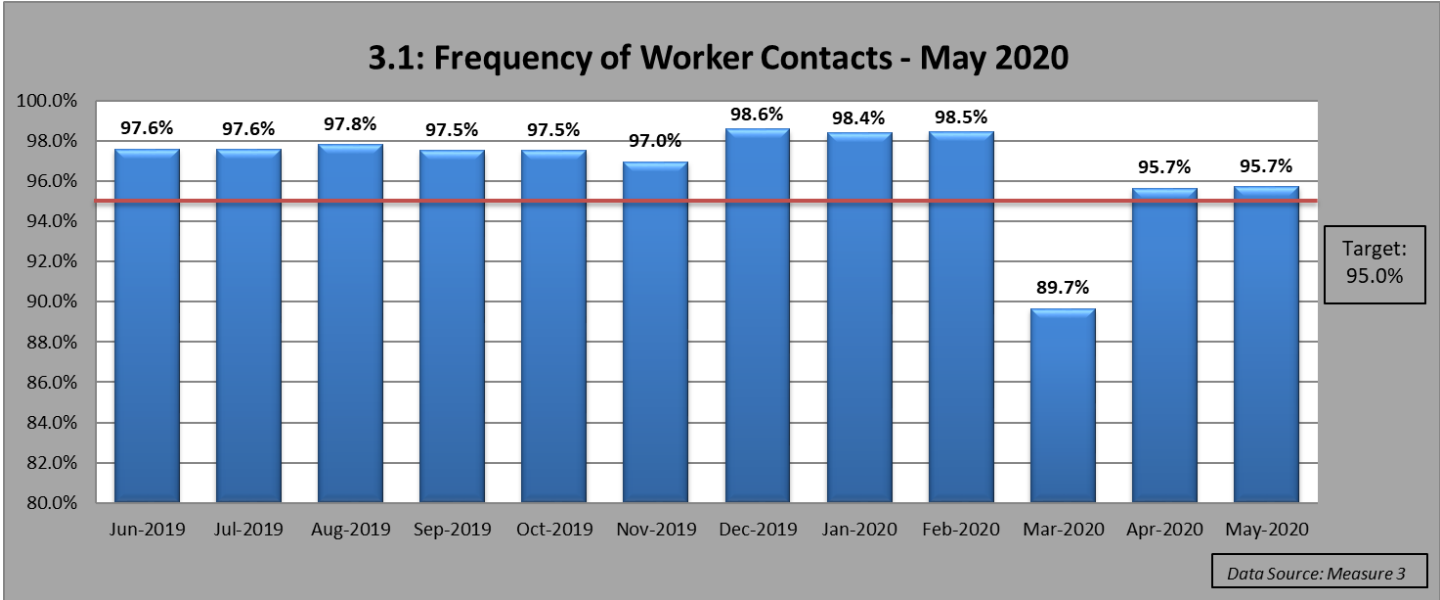
**Comments – July 2020:** In May 2020, there were 61 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 5/31/20, there were a total of 724 new homes for SFY20. The Foster Family Care net gain as of 5/31/20 was 50 homes. The Net gain target for SFY20 is 54 homes.



	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Total
# of New TFC Homes	8	9	3	2	6	4	4	2	4	8	7		57

**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 SFY20 is 108 new TFC homes.

**Comments – July 2020:** In May 2020, 5 new TFC homes and 2 new ITFC homes opened for a total of 7 new therapeutic homes during the month. There are a total of 57 new TFC and ITFC homes for SFY20. The TFC net gain as of 5/31/20 was 7 homes for SFY20. The Net Gain target for SFY20 is 58 homes

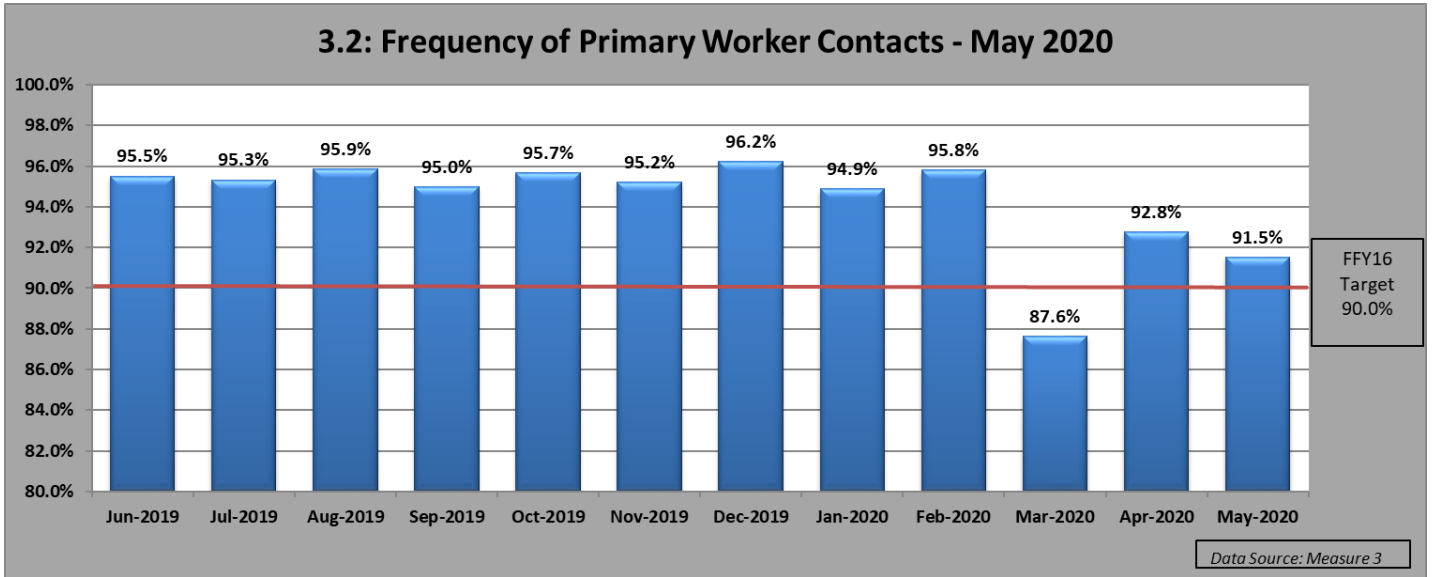


	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
Contacts Made by Any Worker	7385	7442	7384	7433	7419	7340	7307	7299	7312	6710	7204	7134
Minimum Contacts Required	7566	7627	7548	7622	7606	7569	7410	7417	7425	7483	7531	7451
% Made	97.6%	97.6%	97.8%	97.5%	97.5%	97.0%	98.6%	98.4%	98.5%	89.7%	95.7%	95.7%

**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 – July 2020:** The visitation rate for all worker visits in May 2020 was 95.7%. Due to Covid-19, some children cannot be seen face to face. Of the 317 children that did not have a monthly contact (face to face or through video conference), 238 children did have a telephone monthly contact.



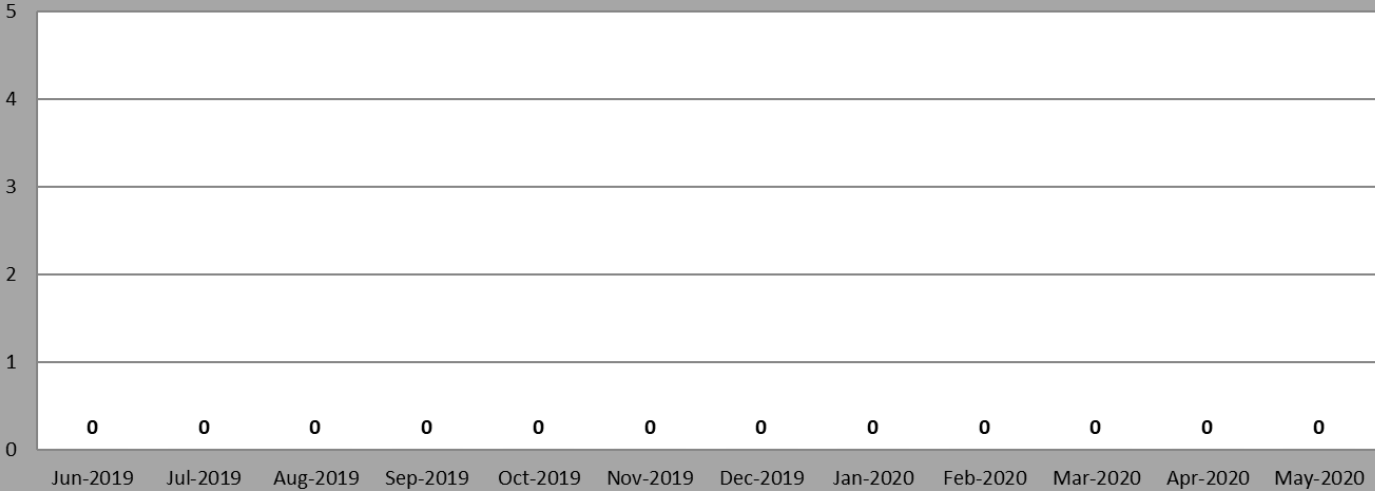


	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
Contacts Made by Primary Worker	6976	7018	6989	7002	7046	6990	6918	6832	6916	6361	6785	6630
Contacts Required	7304	7362	7291	7372	7364	7341	7189	7201	7219	7260	7314	7245
% Made	95.5%	95.3%	95.9%	95.0%	95.7%	95.2%	96.2%	94.9%	95.8%	87.6%	92.8%	91.5%

**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 – July 2020:** The worker visitation rate for primary workers in May 2020 was 91.5%. Due to Covid-19, some children are unable to be seen face to face by their primary worker, although some of these children may have been seen during the month by another worker. Of the 615 children that were not seen by their primary worker, 209 children did have a telephone contact during the month by their primary worker.

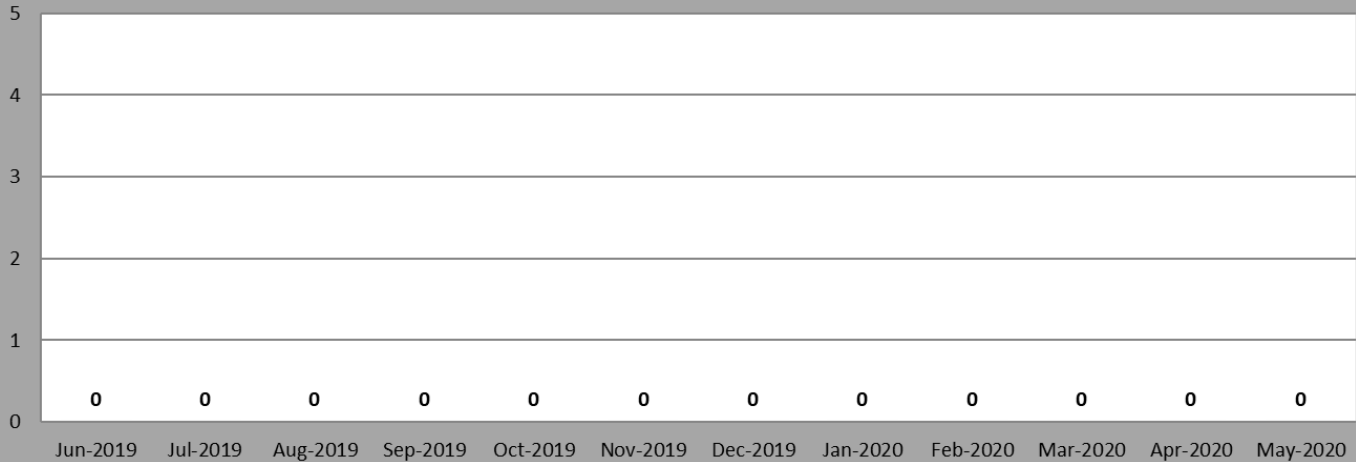
**5.1: Monthly Shelter-Nights, Age 0-1 - May 2020**



Data Source: Measure 5

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

**5.1: Monthly Children in Shelter, Age 0-1 - May 2020**



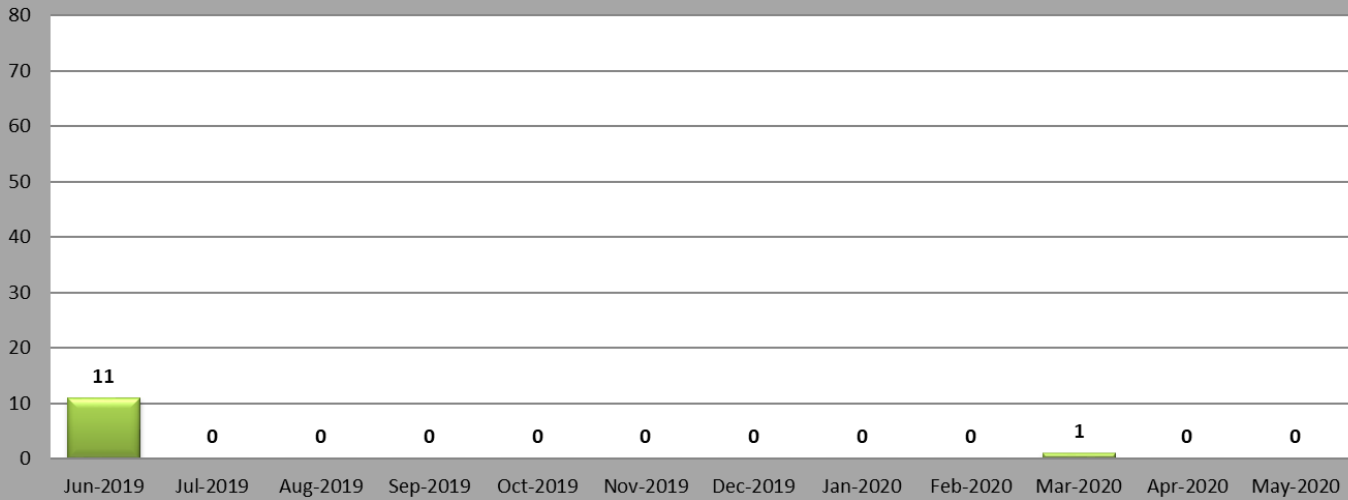
Data Source: Measure 5

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Jan-1900	Jan-1900	Apr-2020	May-2020
# 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 – July 2020:** In May 2020, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,777 children age 0-1 year in Out of Home Care in May 2020 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 117 children age 0-1 year removed during the month of May and none of the children had a shelter stay (100% of children in care age 0-1 year).

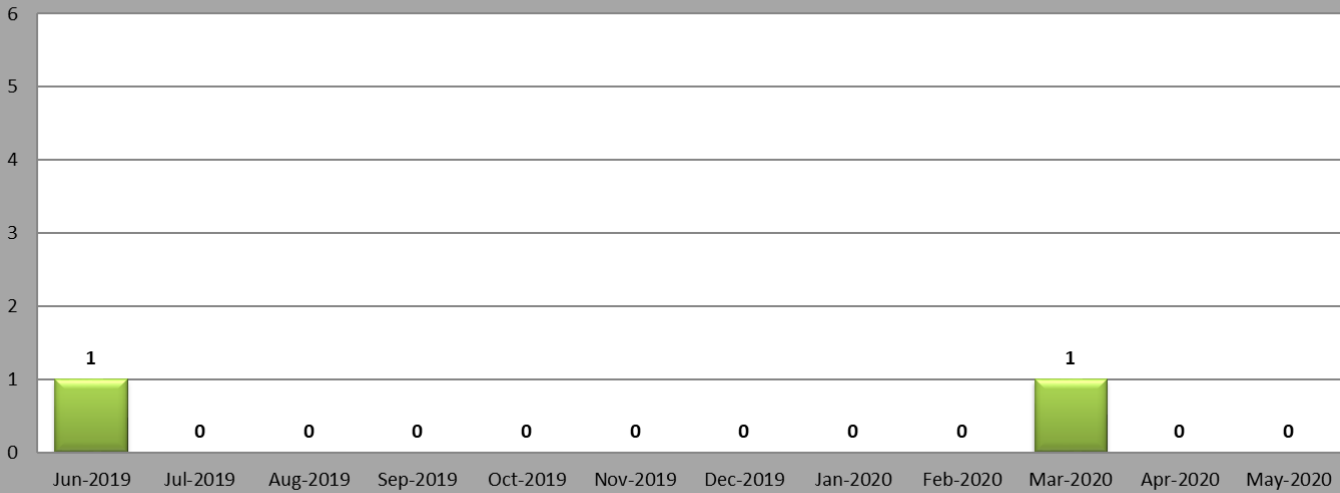
### 5.2: Monthly Shelter-Nights, Age 2-5 - May 2020



Data Source: Measure 5

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Nights	11	0	0	0	0	0	0	0	0	1	0	0

### 5.2: Monthly Children in Shelter, Age 2-5 - May 2020

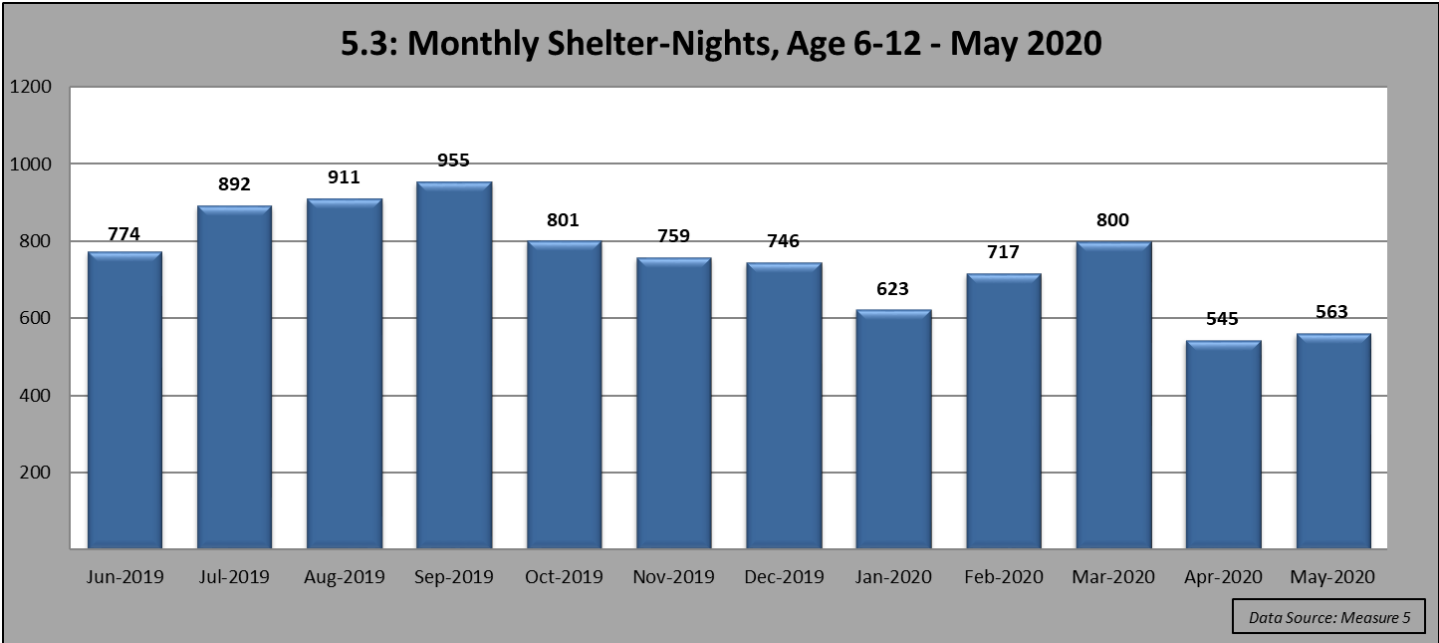


Data Source: Measure 5

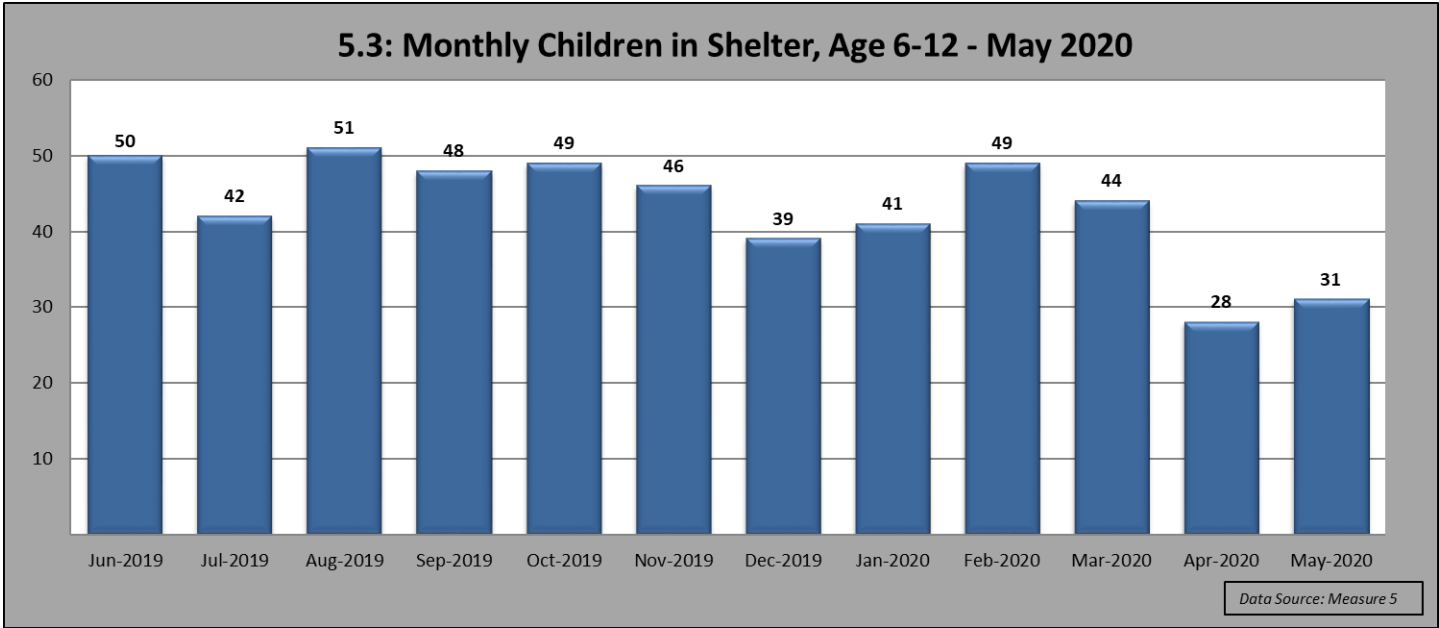
	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Children	1	0	0	0	0	0	0	0	0	1	0	0

**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 – July 2020:** In May 2020, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,481 children age 2-5 years in care in May 2020 and none of those children spent a night in the shelter (100% of children age 2- 5 years). There were 87 children age 2-5 years removed during the month of May and none of those children had a shelter stay (100% of children in care age 2-5 years).



	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Nights	774	892	911	955	801	759	746	623	717	800	545	563

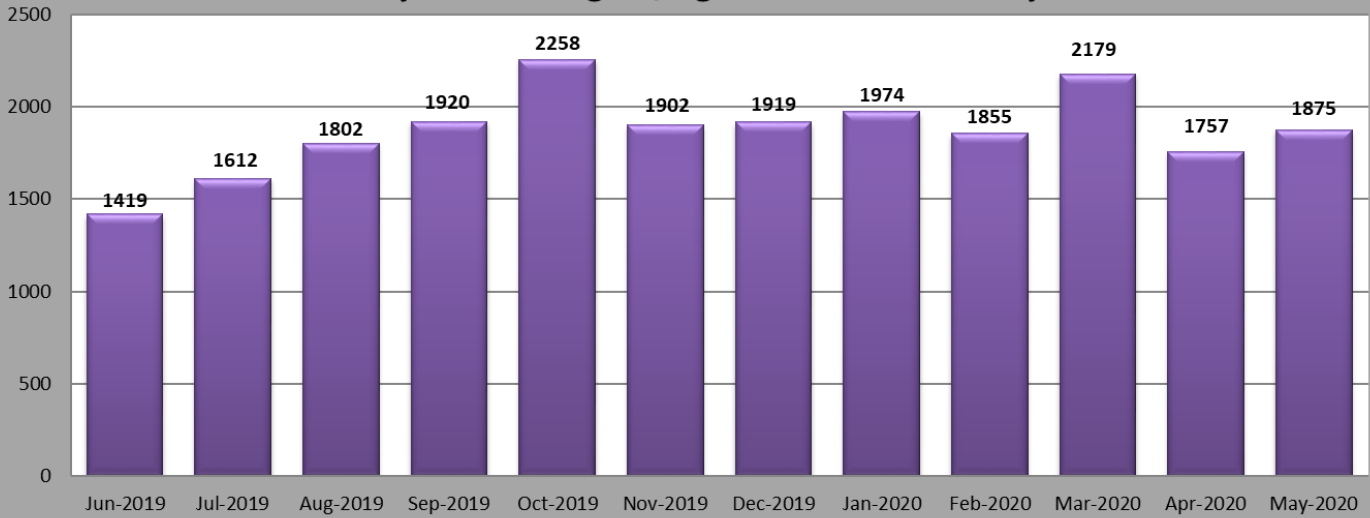


	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Children	50	42	51	48	49	46	39	41	49	44	28	31

**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 – July 2020:** In May 2020, 31 children age 6-12 years spent a total of 563 nights in the shelter. There were 2,576 children age 6-12 years in care in May 2020 and 2,545 of those did not spend a night in the shelter (98.8% of children age 6-12 years). There were 86 children age 6-12 years removed in May and 84 of those children did not have a shelter stay (97.7% of children in care age 6-12 years).

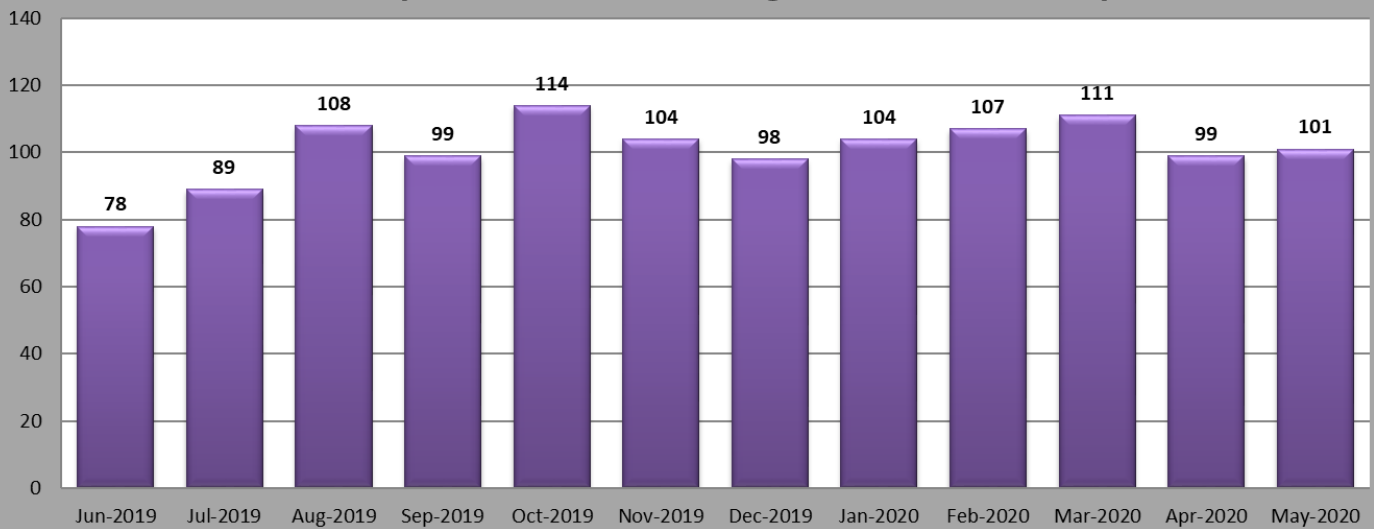
### 5.4: Monthly Shelter-Nights, Age 13 and older - May 2020



Data Source: Measure 5

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Nights	1419	1612	1802	1920	2258	1902	1919	1974	1855	2179	1757	1875

### 5.4: Monthly Children in Shelter, Age 13 and older - May 2020

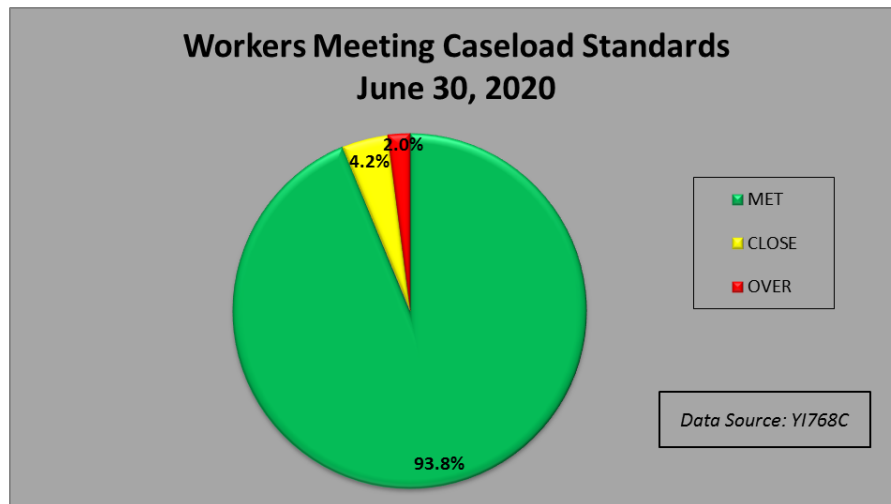


Data Source: Measure 5

	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020
# of Children	78	89	108	99	114	104	98	104	107	111	99	101

**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 – July 2020:** In May 2020, 101 children age 13 and older spent a total of 1,875 nights in the shelter. There were 1,238 children age 13-18 years in care in May 2020. Of those, 1,137 children did not spend a night in the shelter (91.8% of children in care age 13-18 years). There were 30 children age 13-18 years removed during the month of May and 21 of these children did not have a shelter stay (70.0% of children in care age 13-18 years).



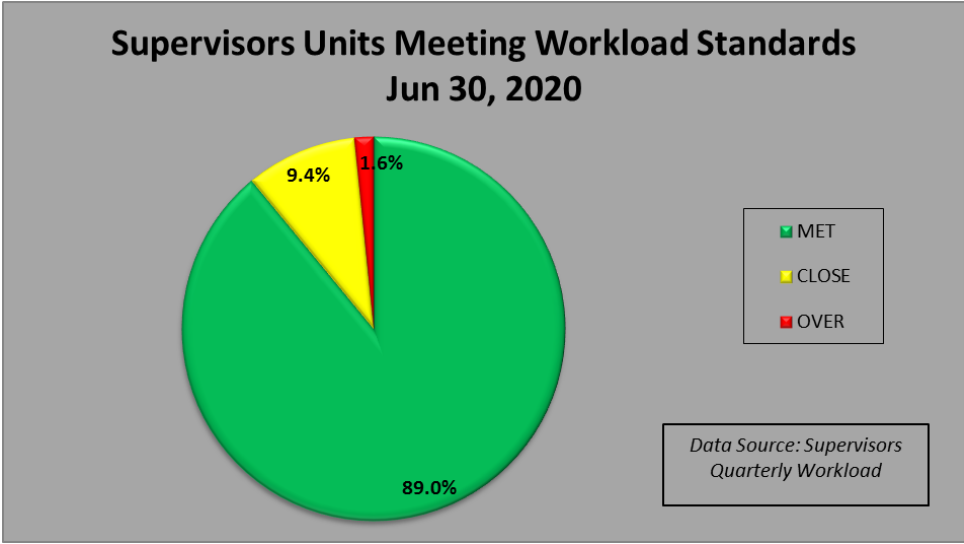
### Quarterly Workload Standards Report April 1, 2020 - June 30, 2020

Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4864	92.0%	4.9%	3.1%
RESOURCE FAMILY SPECIALIST	18520	88.9%	10.6%	.6%
COMPREHENSIVE	5562	88.6%	7.9%	3.6%
PERMANENCY PLANNING	57581	90.9%	5.2%	3.8%
PREVENTIVE/VOLUNTARY	6644	95.1%	3.5%	1.4%
INVESTIGATION	42998	96.8%	2.0%	1.1%
RECRUITMENT	3412	99.9%	.1%	.0%
ATU	4067	99.2%	.8%	.0%
<b>STATEWIDE TOTAL</b>	<b>143648</b>	<b>93.0%</b>	<b>4.7%</b>	<b>2.3%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 6/30/20*

**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 – July 2020:** As of 6/30/20, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 93.8%, with 4.2% being “Close”, and 2.0% “Over Standard”. Of the 1570 workers, 1473 workers were meeting workload standards, 66 workers were close, and 31 workers were over the standard. For the period of Apr 1, 2020 – Jun 30, 2020, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 93.0%, with 4.7% being “Close”, and 2.3% “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. 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 – May 2020:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 89.0%, with 9.4% being “Close”, and 1.6% “Over Standard”. There are 383 supervisor units with 341 units meeting the standard, 36 units close and 6 units over the standard.

Context Data		
Children in Out of Home Care Population Served May 2020 - 8,072 Children		
Age	# of Children	% of Total
0-1 Years	1777	22.0%
2-5 Years	2481	30.7%
6-12 Years	2576	31.9%
Over 13 Years	1238	15.3%
<b>TOTAL</b>	<b>8072</b>	<b>100.0%</b>
Race	# of Children	% of Total
White	3785	46.9%
African American	811	10.0%
Multi Race	2786	34.5%
Native American	674	8.3%
Pacific Islander / Asian	16	0.1%
<b>TOTAL</b>	<b>8072</b>	<b>100.00%</b>
<i>Hispanic</i>	<i>1467</i>	<i>18.2%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

