



# PINNACLE PLAN MEASURES

# MONTHLY SUMMARY REPORT

Sept 2017

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – Sept 2017**

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.

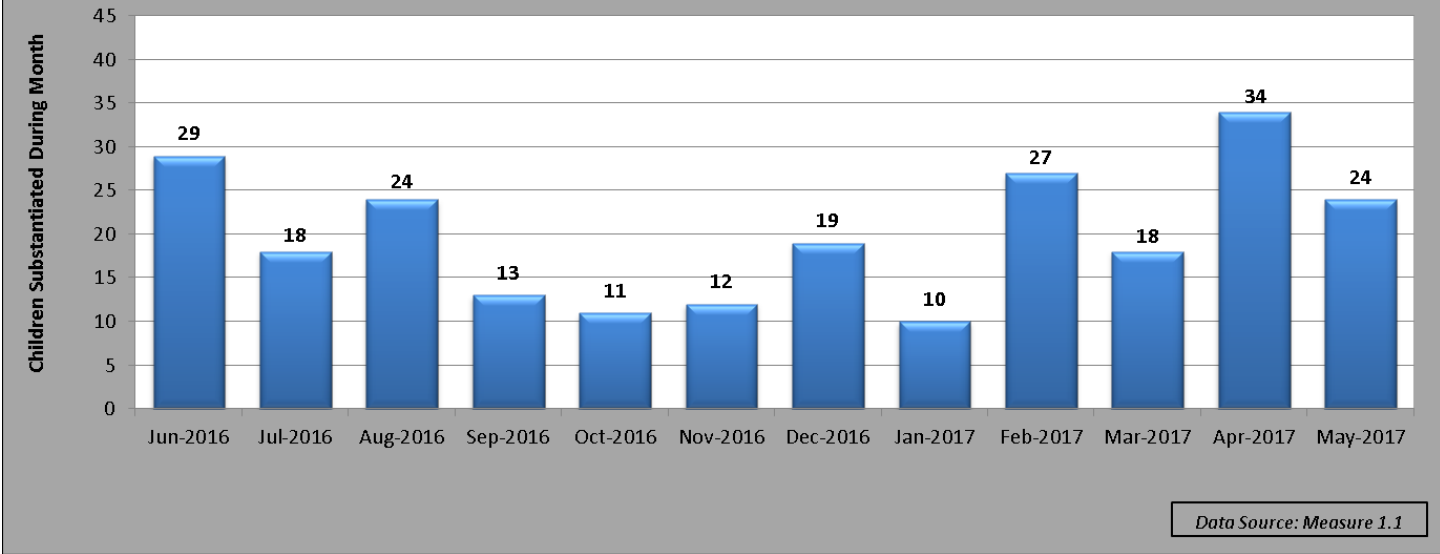
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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 -Sept 2017					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - May			
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.	5/31/2017	Apr- 34 Children May- 24 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.	5/31/2017	Apr- 17 Children May- 9 Children		
				July Total	SFY18 Total to Date		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	7/31/2017	53	53 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	7/31/2017	4	4 TFC 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.	7/31/2017	8,419	8,652	97.3%
	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.	7/31/2017	7,947	8,419	94.4%
				July 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.	7/31/2017	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.	7/31/2017	0 Nights 0 Children	63 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.	7/31/2017	1635 Nights 81 Children	7,173 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.	7/31/2017	2668 Nights 134 Children	15,342 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: 4/1/17- 6/30/17	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					80.1%	8.5%	11.4%
			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
					83.7%	12.0%	4.3%
<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 - May 2017

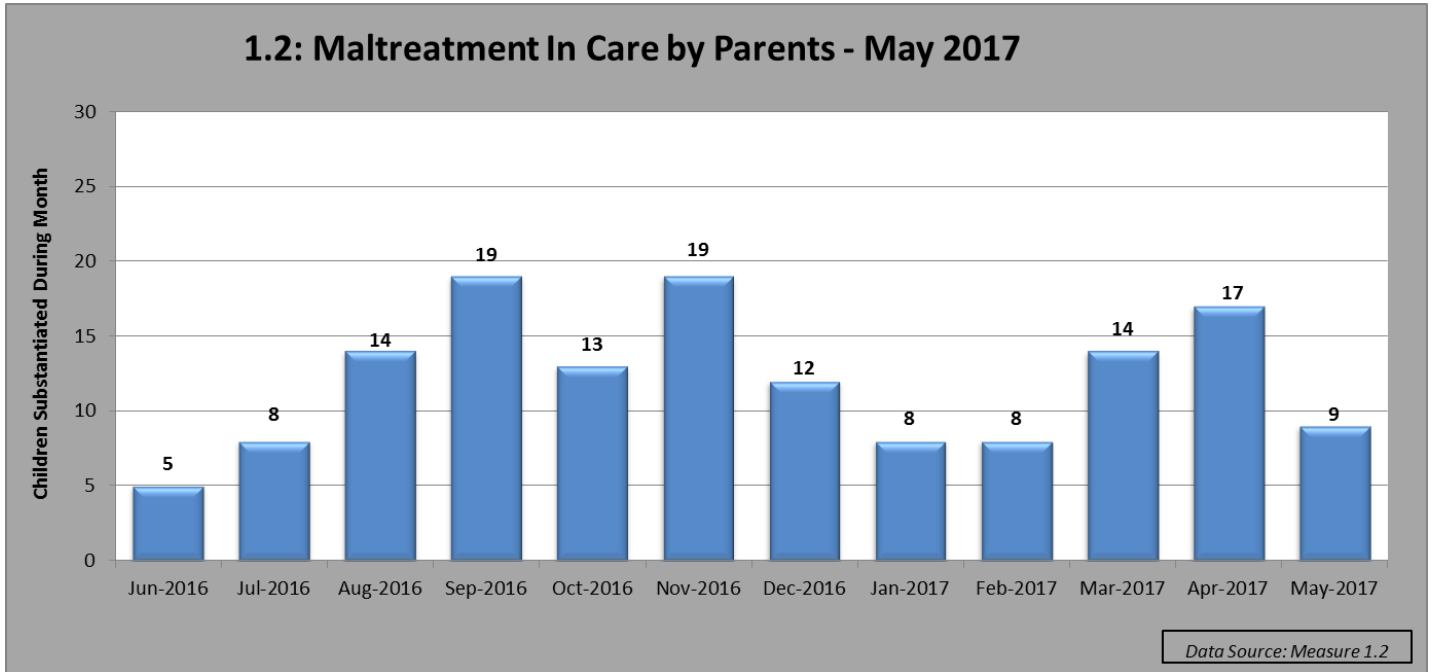


	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017
# of Substantiations	29	18	24	13	11	12	19	10	27	18	34	24

**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 – Sept 2017:** The months of April and May are being reported. For the month of Apr 2017 there were a total of 34 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 7 separate referrals for children in foster care and 7 separate referrals for children in OCA Placements. Of the 19 children placed in foster care, 13 children were placed in a CW Kinship Relative Home, 5 children were placed in a CW Foster Care Home, and 1 child was placed in a Contracted Foster Care Home. Of the 15 children placed in an OCA Placement, 5 children were placed in a Level E Residential Facility, 8 child was placed in a Level D+ Residential Facility, and 2 children were placed in a Youth Shelter.

For the month of May 2017 there were a total of 24 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 9 separate referrals for children in foster care and 6 separate referrals for children in OCA Placements. Of the 15 children placed in foster care, 11 children were placed in a CW Kinship Relative Home, 2 children were placed in a CW Foster Care Home, 1 child was placed in a Therapeutic Foster Care Home, and 1 child was placed in a Tribal Kinship Relative Home. Of the 9 children placed in an OCA Placement, 4 children were placed in a Level E Residential Facility, 3 children were placed in a Youth Shelter, and 2 children were placed in a Psychiatric Residential Treatment Center.



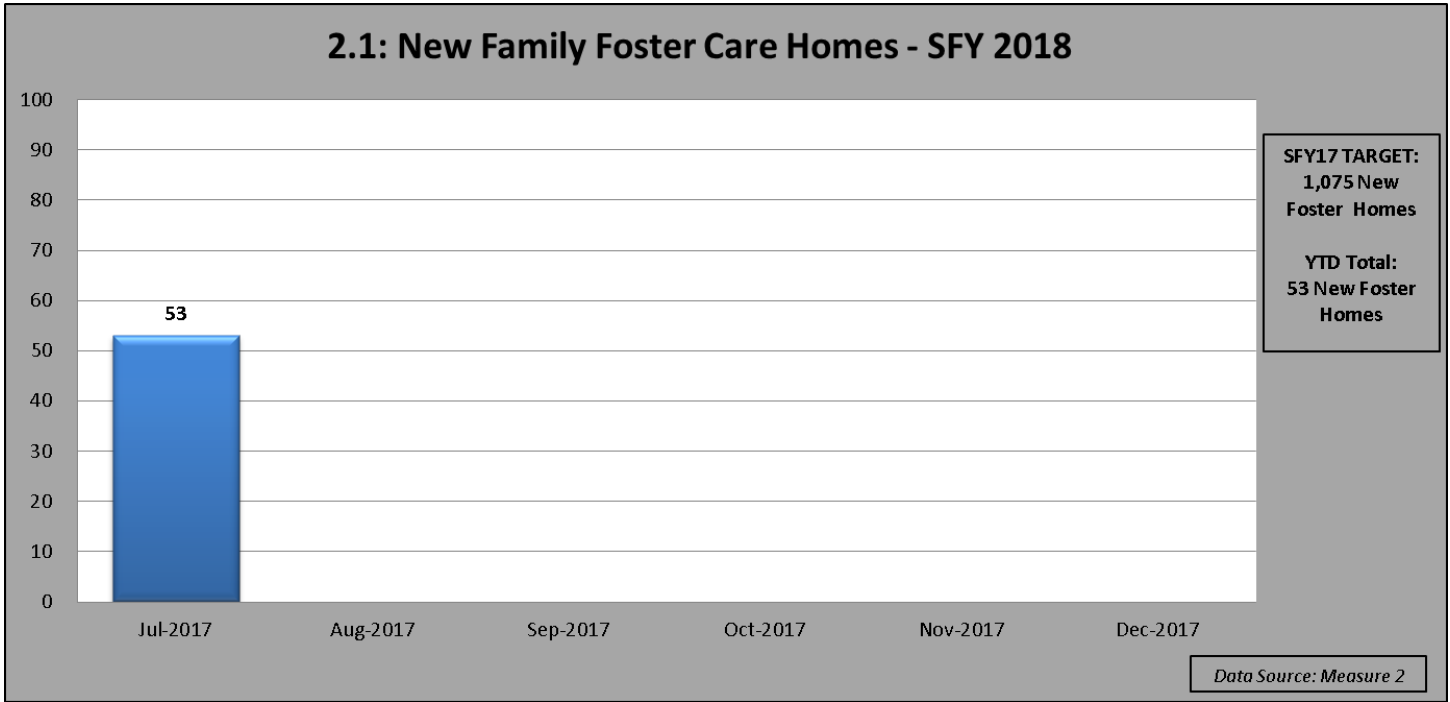
	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017
# of Substantiations	5	8	14	19	13	19	12	8	8	14	18	10

**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 – Sept 2017:** The months of April and May are being reported. For the month of April 2017, there were 17 substantiations of abuse by parents of children in out of home care and these 17 victims were reported in 9 separate referrals. Of these 17 victims, 16 were placed in Trial Reunification, and 1 child was placed in CWF Foster Care Home.

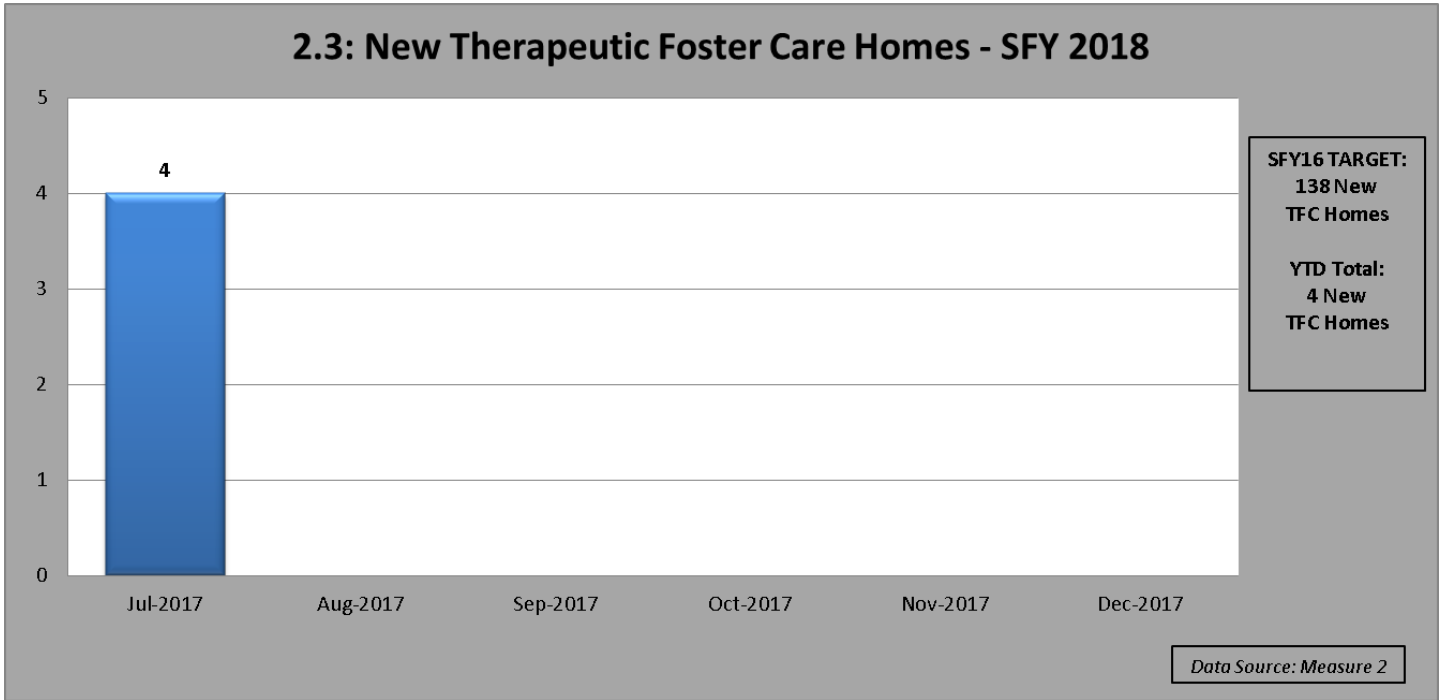
For the month of May 2017, there were 9 substantiations of abuse by parents of children in out of home care and these 9 victims were reported in 7 separate referrals. Of these 9 victims, 4 were placed in Trial Reunification, 3 children were placed in Kinship Relative Care, and 2 children were placed in Kinship Non Relative Care.



	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Total
# of New FFC Homes	53												53

**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 SFY17 is 1080 new foster homes.

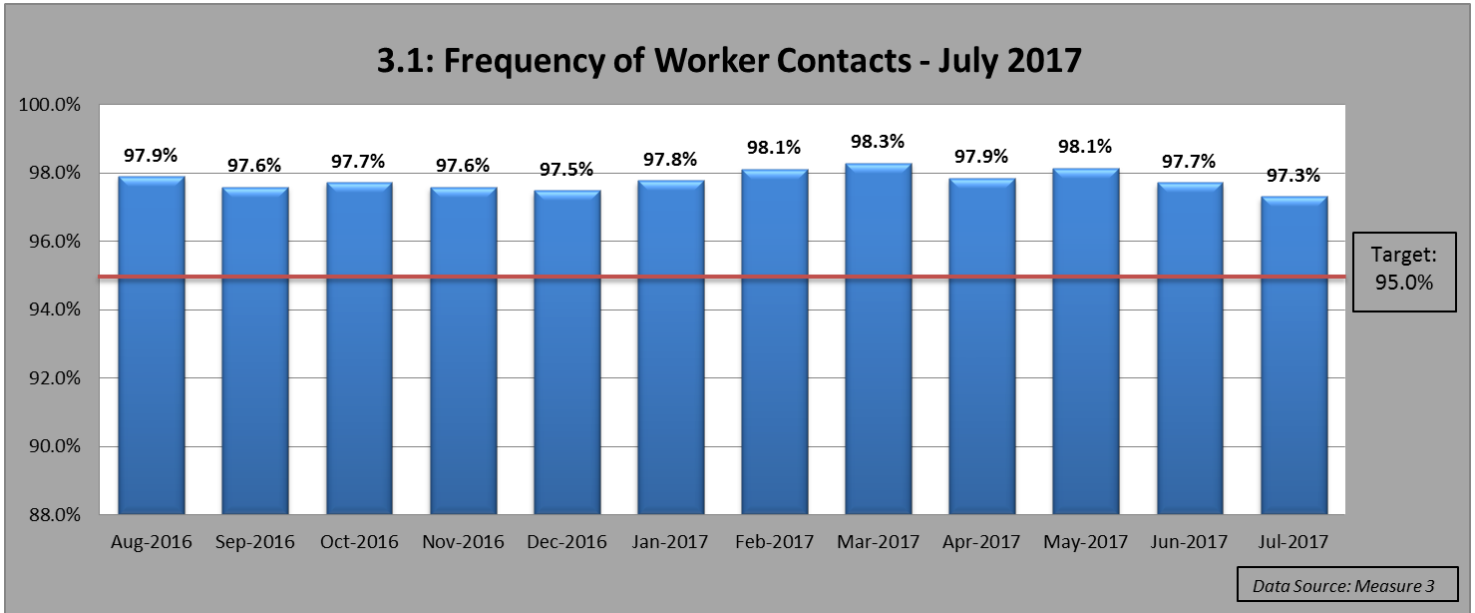
**Comments – Sept 2017:** In July 2017, there were 53 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 7/31/17, there were a total of 53 new homes for SFY18. The Foster Family Care net gain as of 7/31/2017 was -12 homes. The Net gain target for SFY18 is 206 homes.



	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Total
# of New TFC Homes	4												4

**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 SFY17 is 176 new TFC homes.

**Comments – July 2017:** In July 2017, there were a total of 4 new TFC homes opened for a total of 4 new TFC homes in SFY18. The TFC net gain as of 7/31/17 was -10 homes for SFY18. The Net Gain target for SFY18 is 20 TFC homes.



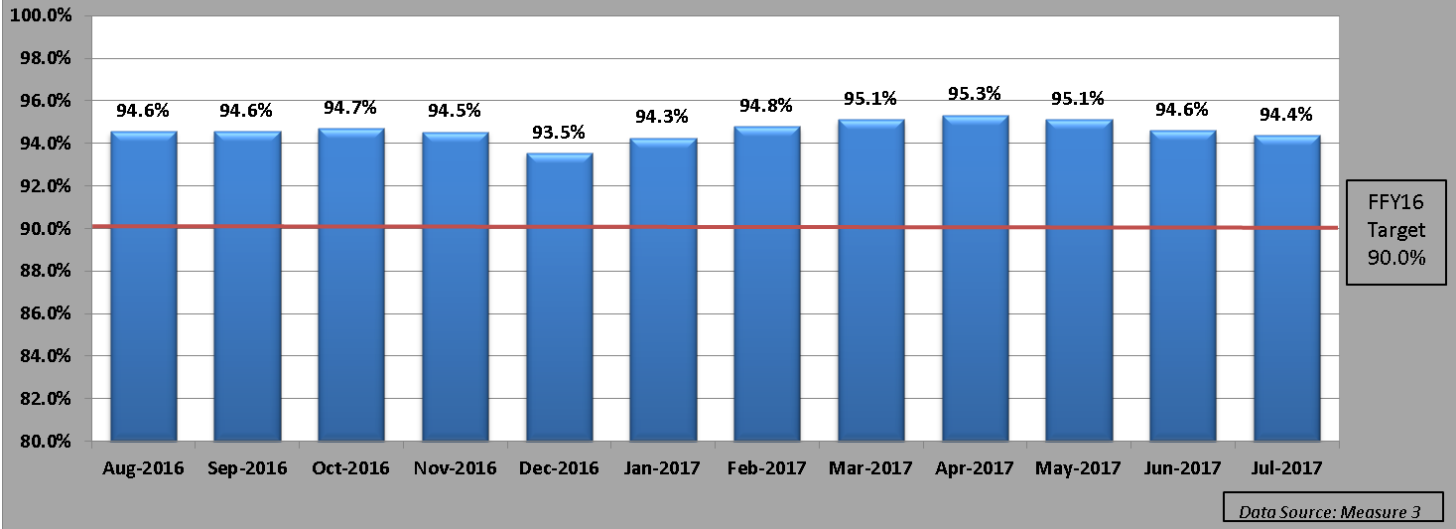
	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
Contacts Made by Any Worker	9063	9080	9119	9004	8787	8789	8797	8737	8677	8613	8416	8419
Minimum Contacts Required	9257	9304	9331	9226	9014	8989	8966	8889	8867	8776	8612	8652
% Made	97.9%	97.6%	97.7%	97.6%	97.5%	97.8%	98.1%	98.3%	97.9%	98.1%	97.7%	97.3%

**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 for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

**Comments – Sept 2017:** The visitation rate for all worker visits in July 2017 was 97.3%.



### 3.2: Frequency of Primary Worker Contacts - July 2017

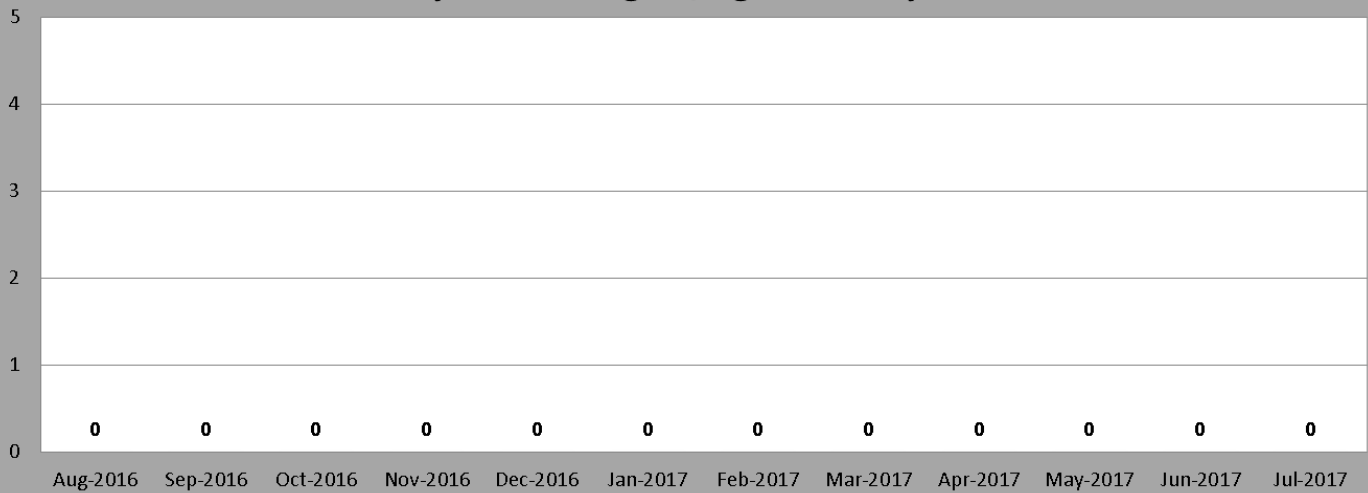


	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
Contacts Made by Primary Worker	8461	8513	8563	8449	8149	8196	8231	8208	8229	8132	7930	7947
Minimum Contacts Required	8947	9003	9043	8937	8711	8695	8683	8628	8631	8548	8382	8419
% Made	94.6%	94.6%	94.7%	94.5%	93.5%	94.3%	94.8%	95.1%	95.3%	95.1%	94.6%	94.4%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made 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 – Sept 2017:** The worker visitation rate for primary workers in July 2017 was 94.4%.

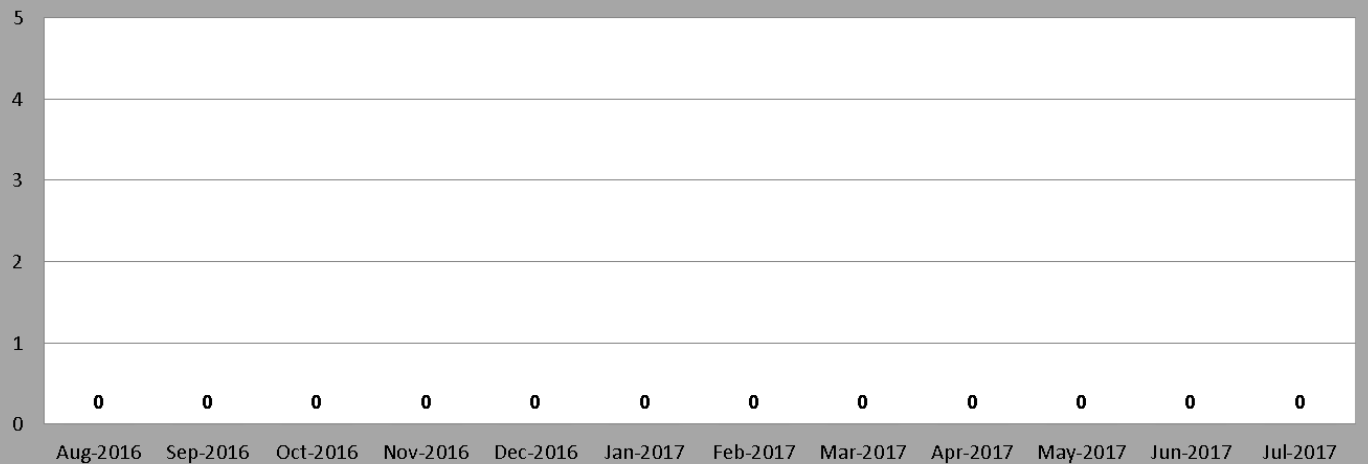
### 5.1: Monthly Shelter-Nights, Age 0-1 - July 2017



Data Source: Measure 5

	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - July 2017



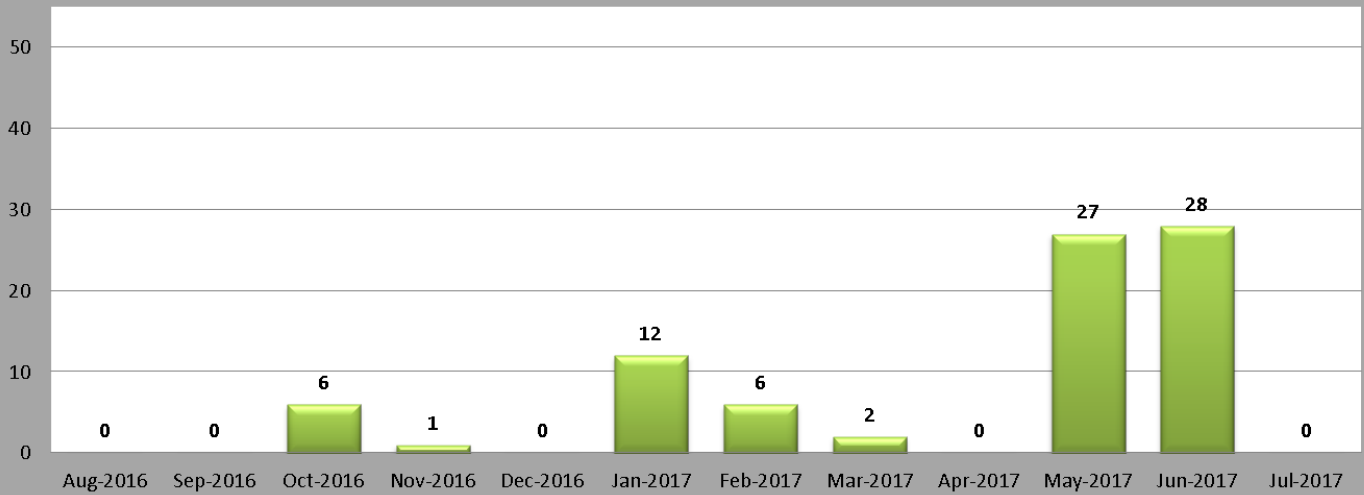
Data Source: Measure 5

	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Jan-1900	Jan-1900	Jun-2017	Jul-2017
# 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 – Sept 2017:** In July 2017, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,971 children age 0-1 year in Out of Home Care in July 2017 and there were 155 children age 0-1 year removed during the month of July and 100% of the children did not have a shelter stay.

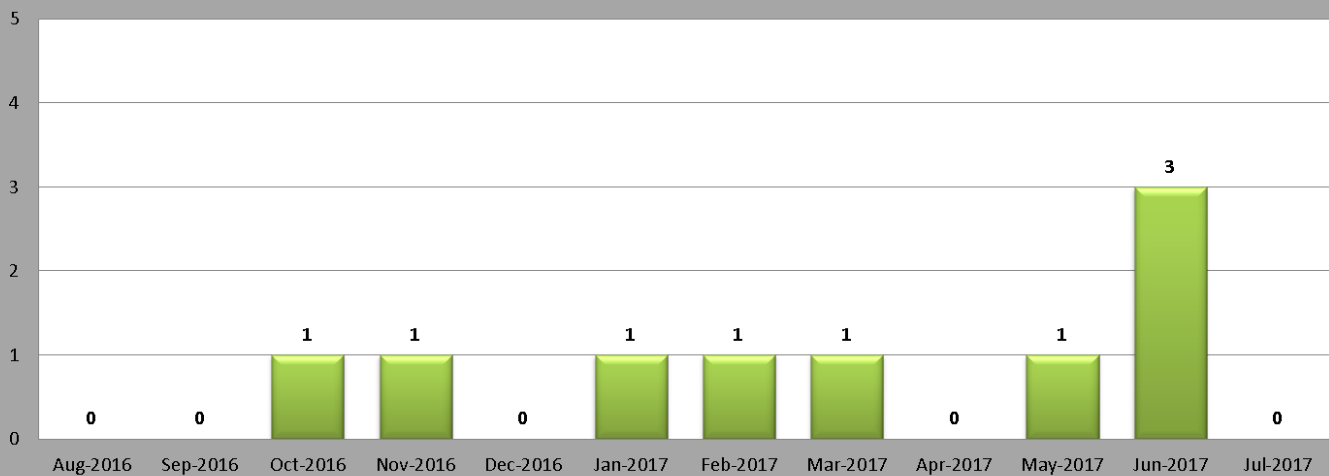
### 5.2: Monthly Shelter-Nights, Age 2-5 - July 2017



Data Source: Measure 5

	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Nights	0	0	6	1	0	12	6	2	0	27	28	0

### 5.2: Monthly Children in Shelter, Age 2-5 - July 2017

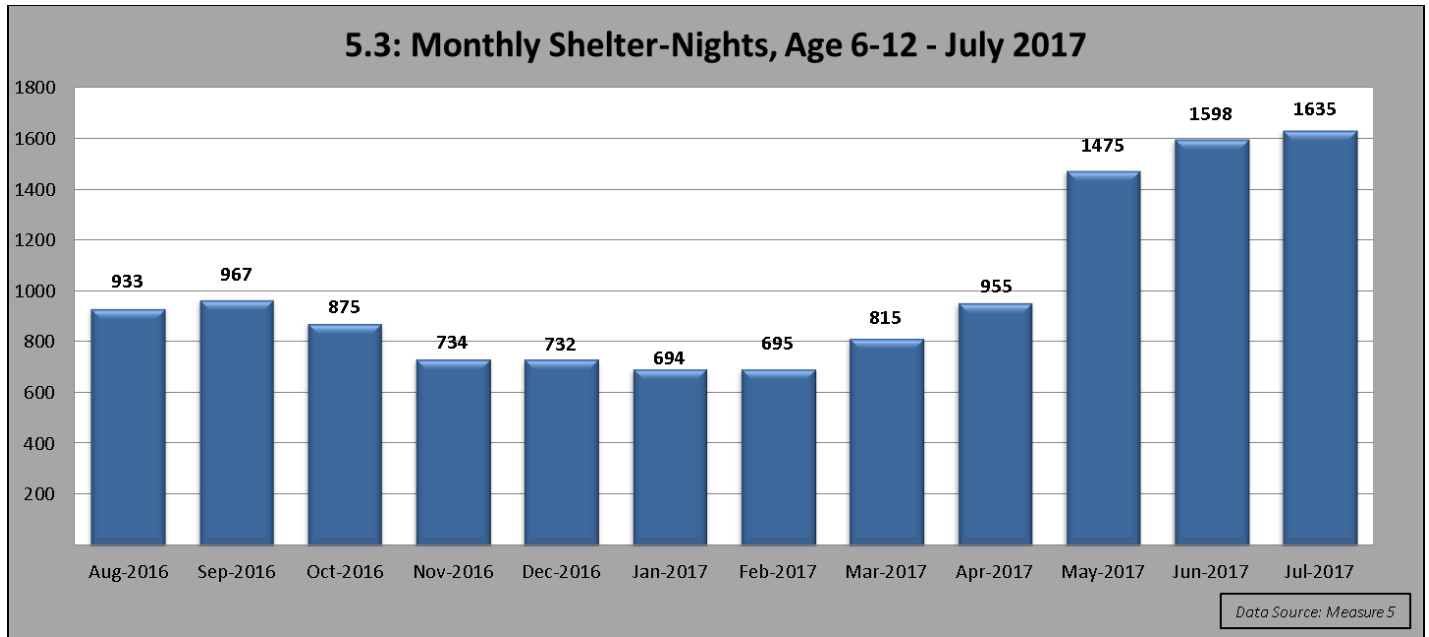


Data Source: Measure 5

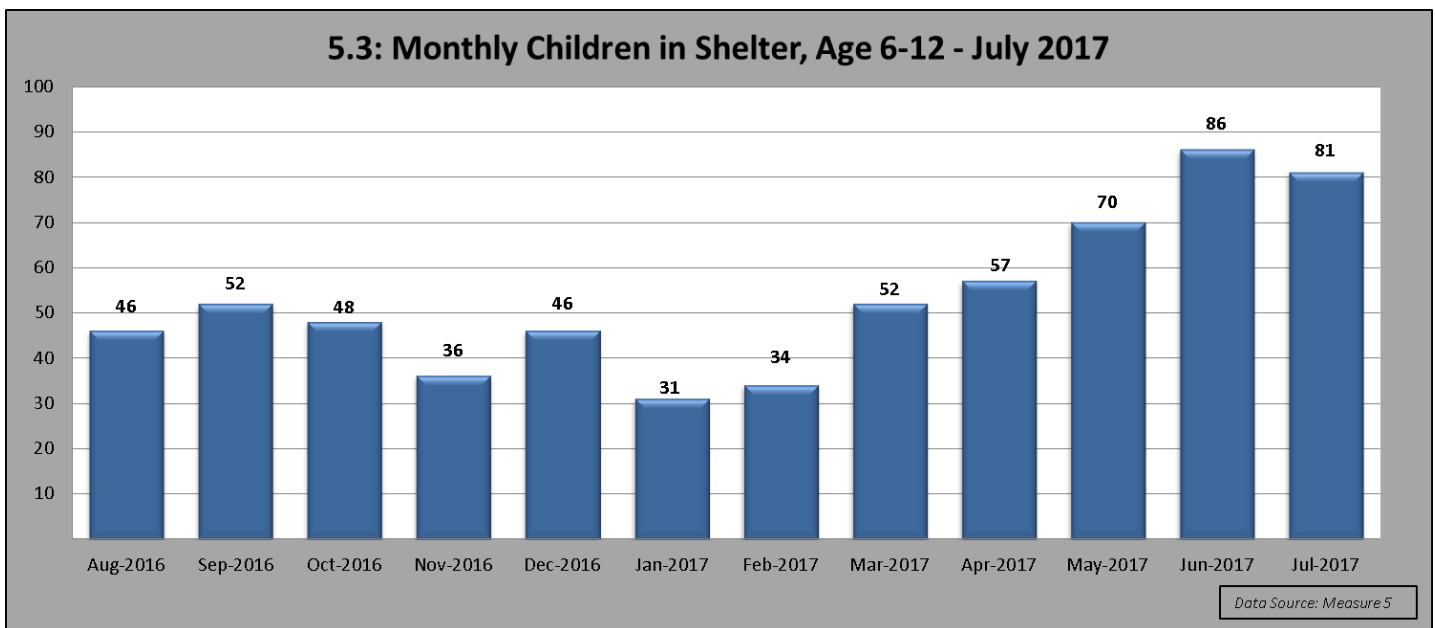
	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Children	0	0	1	1	0	1	1	1	0	1	3	0

**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 – Sept 2017:** In July 2017, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,799 children age 2-5 years in Out of Home Care in July 2017 and there were 111 children age 2-5 years removed during the month of July and 100% of the children did not have a shelter stay.



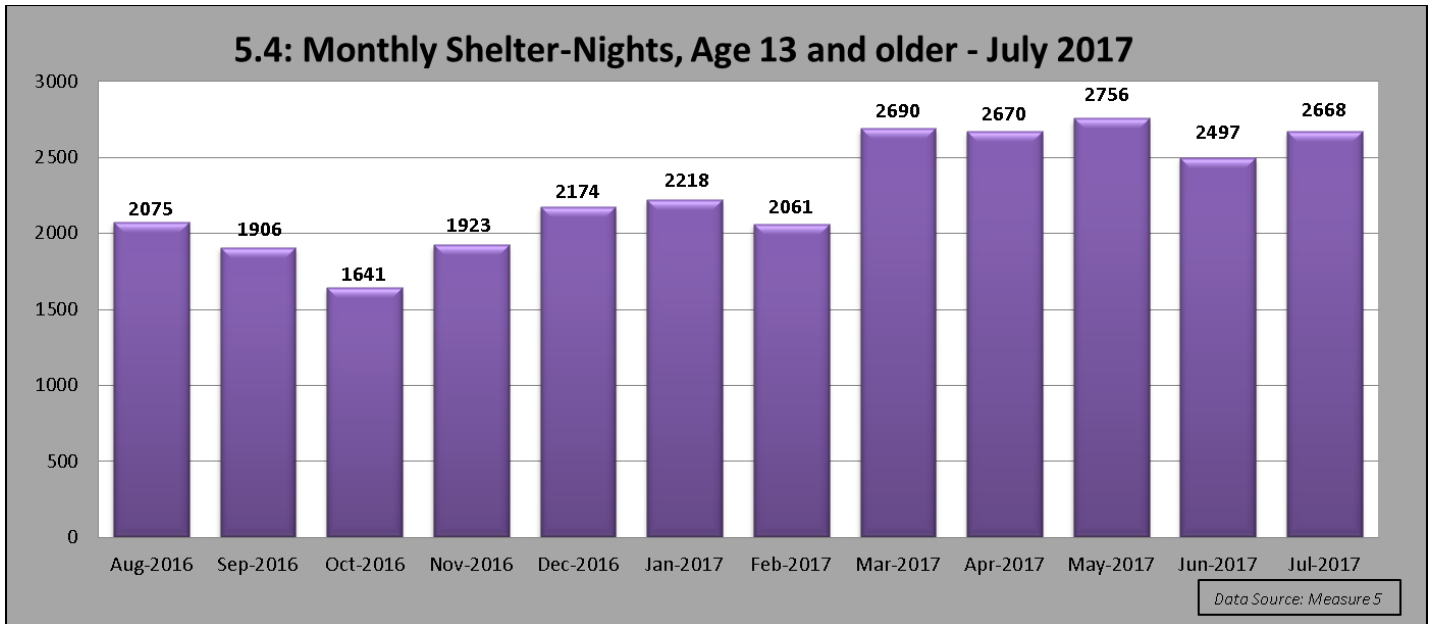
	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Nights	933	967	875	734	732	694	695	815	955	1475	1598	1635



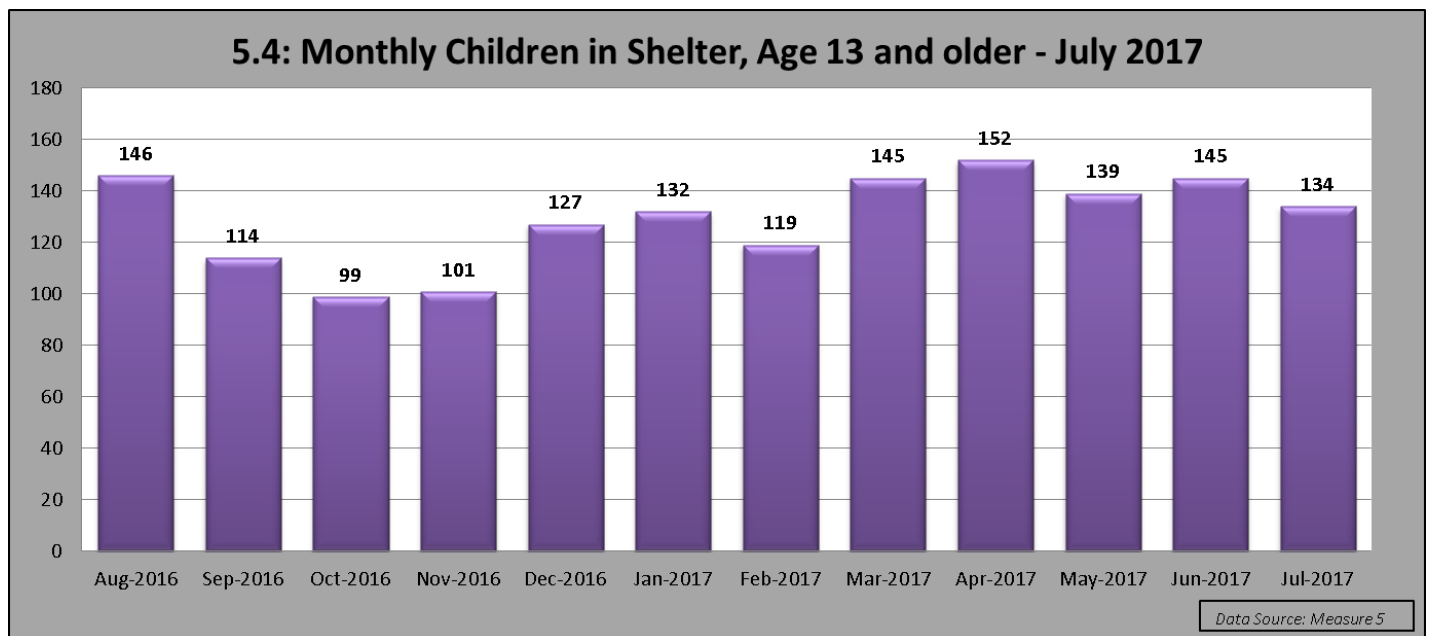
	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Children	46	52	48	36	46	31	34	52	57	70	86	81

**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 – Sept 2017:** In July 2017, 81 children age 6-12 years spent a total of 1,635 nights in the shelter. There were 3,228 children age 6-12 years in care in July 2017 and 3,147 of those did not spend a night in the shelter (97.5% of children age 6-12 years). There were 100 children age 6-12 years removed in July and 96 of those children did not have a shelter stay (96.0% of children in care age 6-12 years).



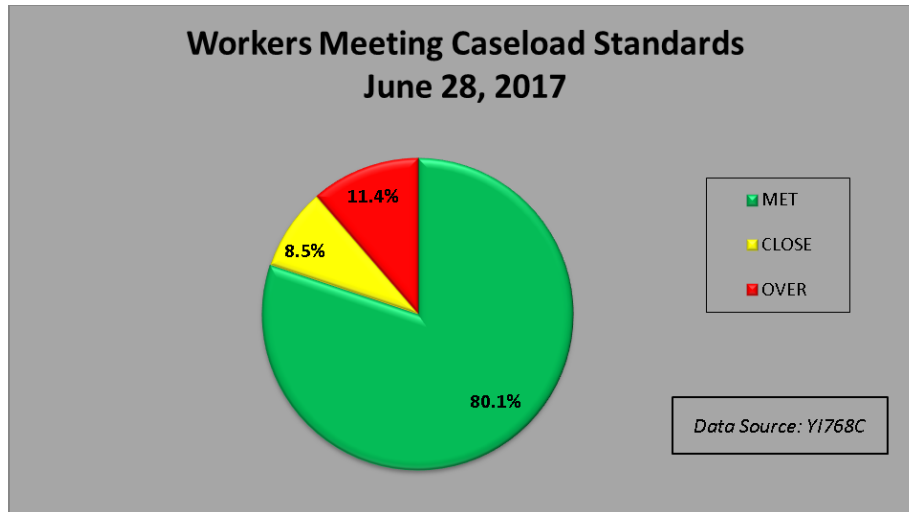
	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Nights	2075	1906	1641	1923	2174	2218	2061	2690	2670	2756	2497	2668



	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Children	146	114	99	101	127	132	119	145	152	139	145	134

**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.

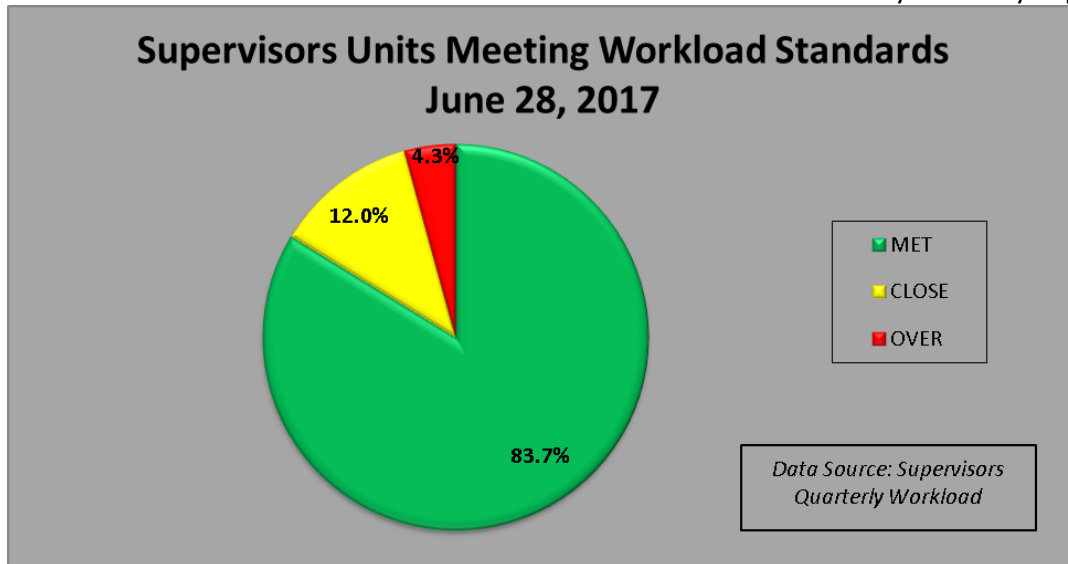
**Comments - Sept 2017:** In July 2017, 134 children age 13 and older spent a total of 2,668 nights in the shelter. There were 1,398 children age 13-18 years in care in July 2017. Of those, 1,264 children did not spend a night in the shelter (90.4% of children in care age 13-18 years). There were 31 children age 13-18 years removed during the month of July and 24 of these children did not have a shelter stay (77.4% of children in care age 13-18 years).



Workers Meeting Workload Standards Apr 1, 2017- Jun 30, 2017				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	5618	82.2%	10.6%	7.2%
RESOURCE FAMILY SPECIALIST	17556	69.6%	17.4%	13.0%
COMPREHENSIVE	11894	70.9%	12.3%	16.8%
PERMANENCY PLANNING	62166	75.8%	12.8%	11.4%
PREVENTIVE/VOLUNTARY	6549	91.6%	4.4%	4.0%
INVESTIGATION	37905	61.0%	13.9%	25.0%
CLIENT ADVOCACY	709	51.5%	9.6%	38.9%
RECRUITMENT	3887	99.0%	1.0%	.0%
ATU	2430	18.9%	11.3%	69.8%
<b>STATEWIDE TOTAL</b>	<b>148714</b>	<b>71.4%</b>	<b>12.8%</b>	<b>15.8%</b>

**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 – Sept 2017:** As of 6/28/17, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 80.1%, with 8.5% being “Close”, and 11.4% “Over Standard”. Of the 1621 workers, 1299 workers were meeting workload standards, 138 workers were close, and 184 workers were over the standard. For the period of April 1, 2017-June 30, 2017, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 71.4%, with 12.8% being “Close”, and 15.8% “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. 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 – July 2017:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 83.7%, with 12.0% being “Close”, and 4.3% “Over Standard”. There are 375 supervisor units with 314 units meeting the standard, 45 units close and 16 units over the standard.

Context Data		
Children in Out of Home Care Population Served July 2017 -9,396 Children		
Age	# of Children	% of Total
0-1 Years	1971	21.0%
2-5 Years	2799	29.8%
6-12 Years	3228	34.4%
Over 13 Years	1398	14.9%
	9396	100.0%
Race	# of Children	% of Total
White	3310	35.2%
African American	794	8.5%
Multi Race	2873	30.6%
Native American	642	6.8%
Hispanic*	1766	18.8%
Pacific Islander	3	0.0%
Asian	8	0.1%
TOTAL	9396	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

