



PINNACLE PLAN MEASURES

MONTHLY SUMMARY REPORT

January 2016

PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT –January 2016

The Department of Human Services (DHS) is committed to improving the safety, permanency, and well-being of children served by the child welfare system. The Pinnacle Plan is the roadmap and public reporting is critical to ensuring transparency and accountability. The [OKDHS Metrics, Baselines, and Targets Agreement -3/7/13](#) outlines how the outcomes and other indicators are to be measured and reported. Monthly, Quarterly, and Semi-Annual Reports will be made available to the public.

Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes, Worker Contacts, and Shelter Usage. In addition to metrics public reporting, OKDHS posts [The Pinnacle Plan - Quarterly Updates](#) which provide valuable information regarding plan initiatives.

Demographics of children are included in monthly and semi-annual reports as context data. This information is helpful in understanding the population being served by the child welfare system.

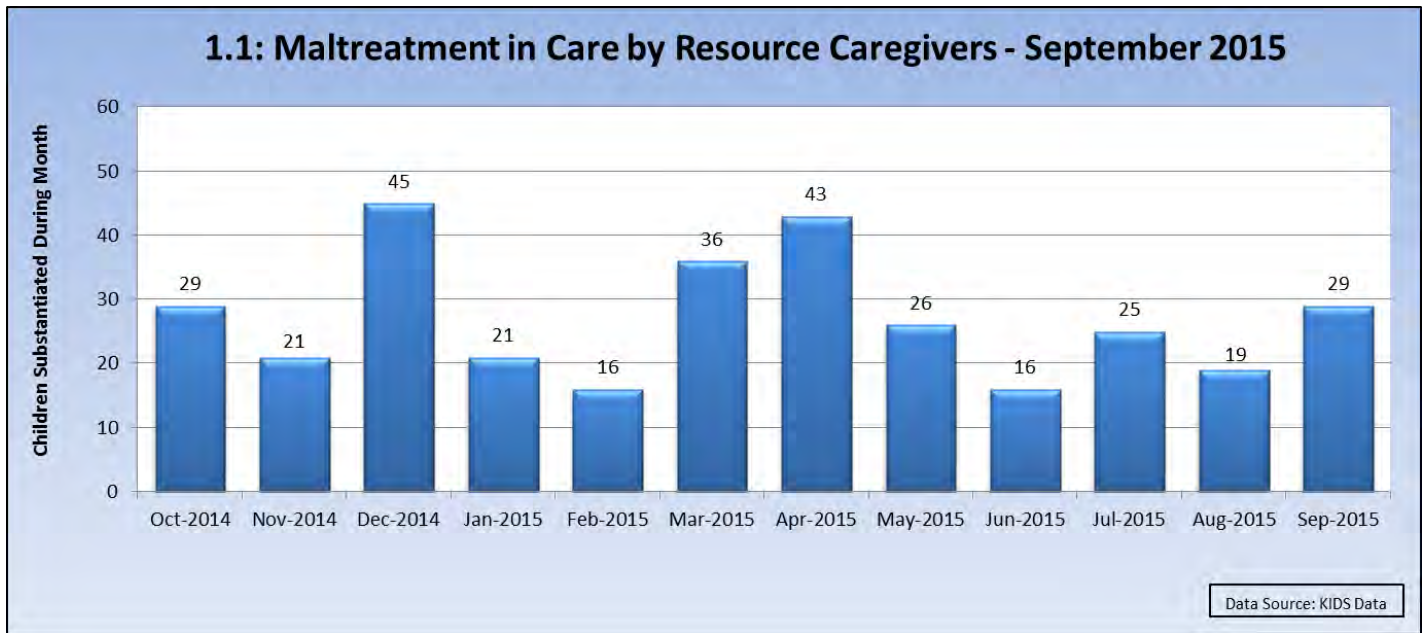
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be a 90-day lag time on Measure 1 – Foster Care Safety to allow time for the Program Review Process to be completed.

OKDHS was the first state agency to have a federally approved Statewide Automated Child Welfare Information System (KIDS System) and continues to strive for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in policy, changes in practice, changes in definitions, and/or data quality issues that may be discovered through the process.**

If you have questions or feedback regarding the Pinnacle Plan, please email us at dhs.childwelfareplan@okdhs.org

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - January 2016					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - September			
Foster Care Safety	1.1	Maltreatment in Care by Resource Caregivers	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.	9/30/2015	29 Children		
	1.2	Maltreatment in Care by Parents	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.	9/30/2015	21 Children		
				Nov Total	SFY16 Total to Date		
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	11/30/2015	70	301 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	11/30/2015	6	40 TFC Homes	
				Contacts Made	Contacts Required	% Contacts Made	
Worker Contacts	3.1	Frequency of Worker Contacts	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.	11/30/2015	10,029	10,360	96.8%
	3.2	Frequency of Primary Worker Contacts	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.	11/30/2015	9,189	10,360	88.7%
				Nov Total	6 Month Total - NIGHTS		
Shelter Use	5.1	Shelter Use Age 0-1 Years	The number of child-nights during the past six months involving children under age 2 years.	11/30/2015	2 Nights 2 Children	281 Nights	
	5.2	Shelter Use Age 2-5 Years	The number of child-nights during the past six months involving children age 2 years to 5 years.	11/30/2015	89 Nights 3 Children	1,777 Nights	
	5.3	Shelter Use Age 6-12 Years	The number of child-nights during the past six months involving children age 6 years to 12 years.	11/30/2015	1213 Nights 70 Children	11,727 Nights	
	5.4	Shelter Use Age 13 and Over	The number of child-nights during the past six months involving children age 13 years or older.	11/30/2015	2338 Nights 132 Children	20,412 Nights	
Caseloads	7.1	Worker Caseloads	The percentage of all Child Welfare Workers that meet caseload standards, are close to meeting workload standards, and are over workload standards.	Quarterly Report: 10/1/2015 - 12/31/2015	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			Supervisor Ratios - Statewide the number of Child Welfare Workers in respect to the number of supervisors.		55.5%	12.1%	32.4%
					% of Supervisors that Meet Standard	1-20% Above Standard	>20% Above Standard
					79.3%	13.2%	7.5%

1.1: Maltreatment in Care by Resource Caregivers

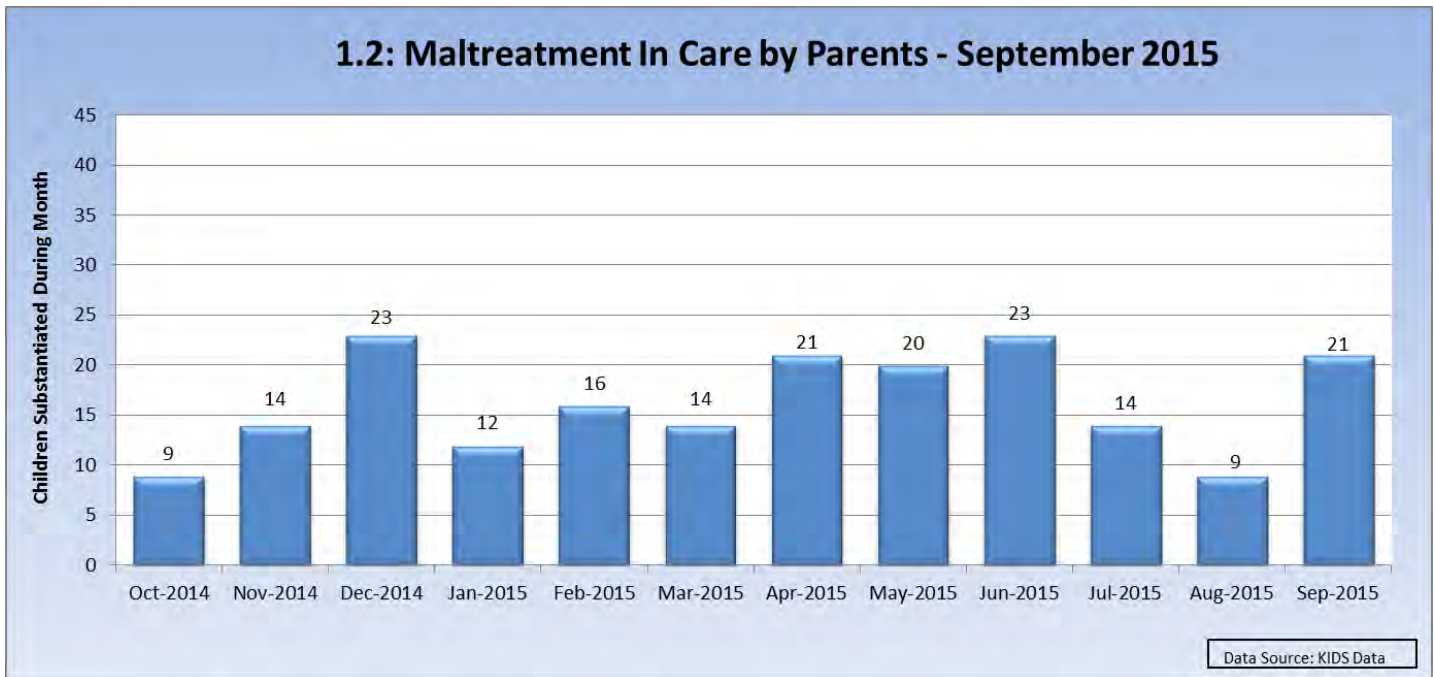


	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015
# of Substantiations	29	21	45	21	16	36	43	26	16	25	19	29

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 – January 2016: In September 2015, there were a total of 29 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 8 separate referrals for children in foster care and 12 referrals to OCA. Of the 15 children placed in foster care, 2 children were placed in a CW Foster Family Care Supported Home, 6 children were placed in a CW Foster Family Care Home, and 7 were placed in a CW Kinship Relative Home. Of the 14 OCA victims 4 children were placed in a Level D Residential Resource Facility, 5 children were placed in a Level E Residential Resource Facility, 3 children were placed in an OKDHS Shelter, 1 child was placed in Detention, and 1 child was placed at a Psychiatric Residential Treatment Center.

1.2: Maltreatment in Care by Parents



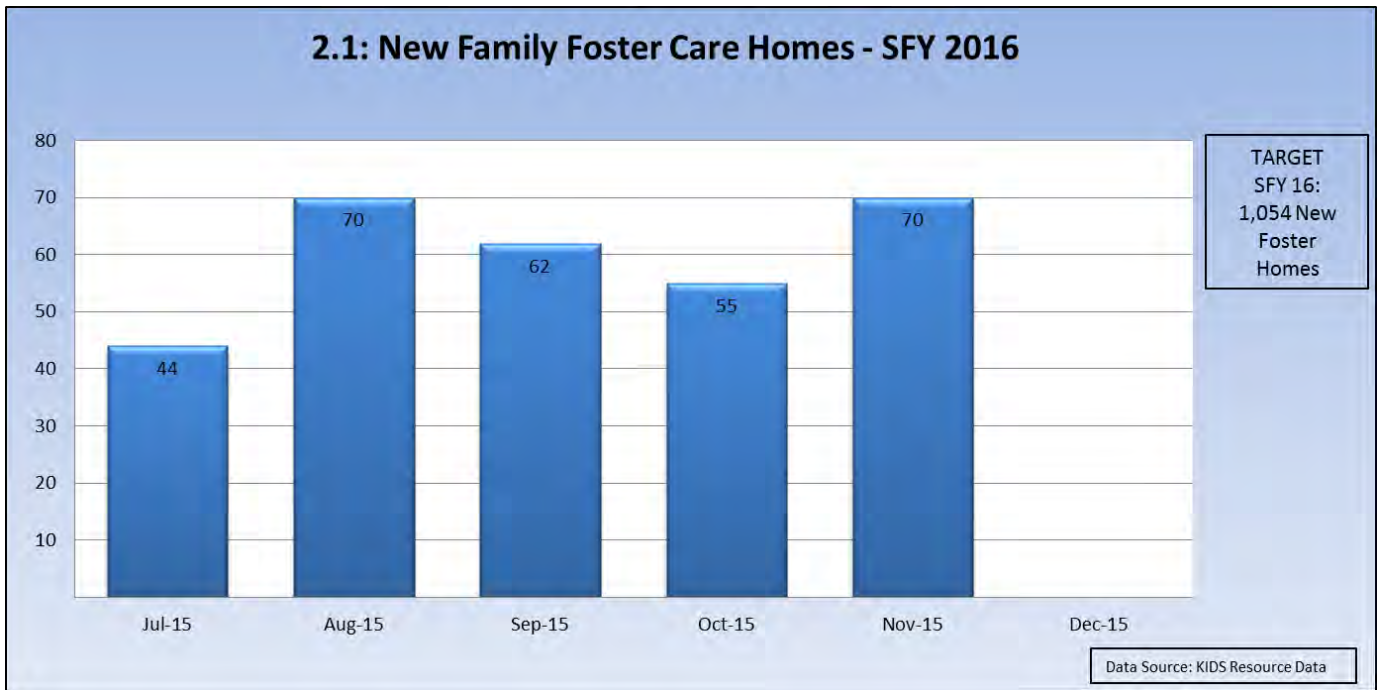
	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015
# of Substantiations	9	14	23	12	16	14	21	20	23	14	9	21

Data: The Maltreatment in Care by Parents measure incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. The data reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred.

Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year. Also, beginning with the November 2013 monthly report, children who are disclosing abuse that occurred prior to coming into DHS custody will not be included in the count of monthly victims.

Comments - January 2016: In September 2015, there were 21 substantiations of abuse by parents of children in out of home care and these 21 victims were reported in 9 separate referrals. Of these 21 Victims, 17 were placed in Trial Reunification and 2 children were placed in a CW Kinship Relative Home.

2.1: New Family Foster Care Homes



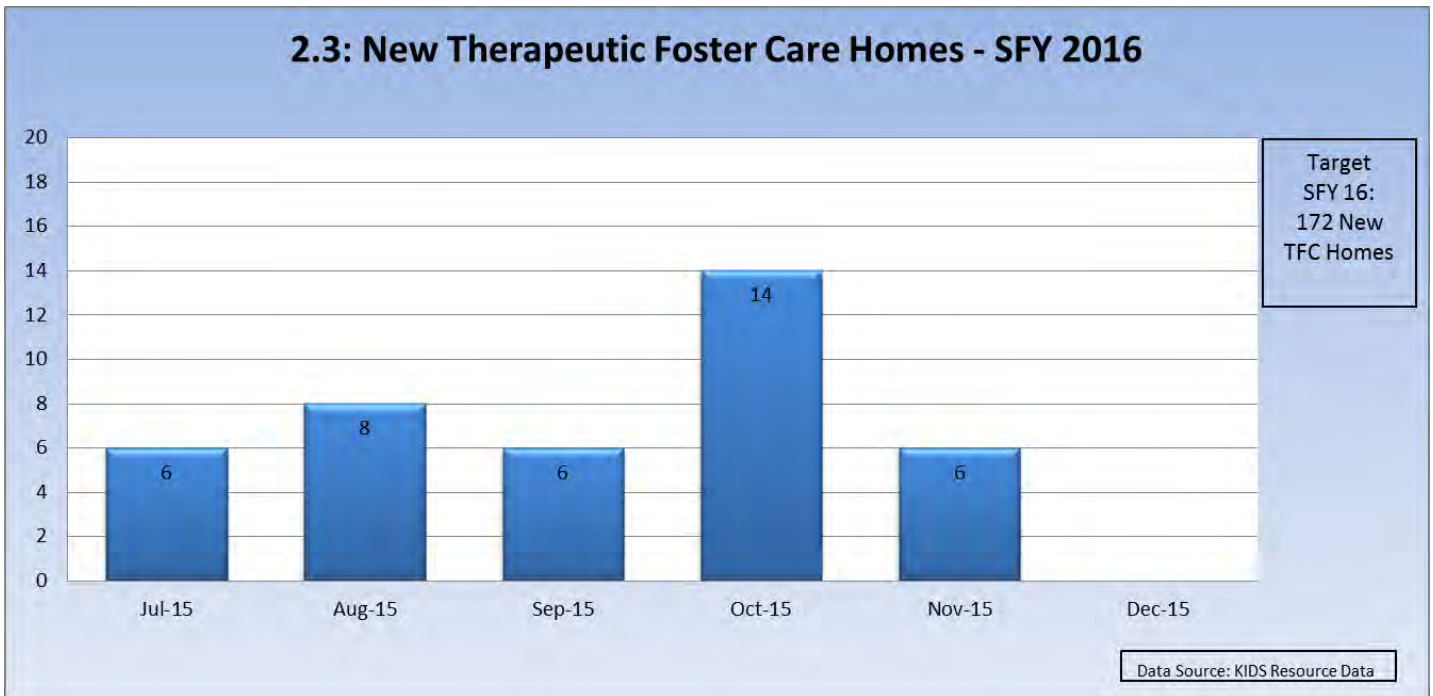
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New FFC Homes	44	70	62	55	70	0	0	0	0	0	0	0	301

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 SFY2016 is 1054 new foster homes.

Comments –January 2016: In November 2015, there were 70 foster homes opened that met the Pinnacle Plan Criteria to be counted as new at the time of reporting. As of 11/30/15, there were a total of 301 new homes for SFY2016. The Foster Family Care net gain as of 11/30/15 was 53 for SFY2016.

****Note** this number is subject to change in prior months as more homes opened in prior months meet Pinnacle Plan criteria.

2.3: New Therapeutic Foster Care Homes



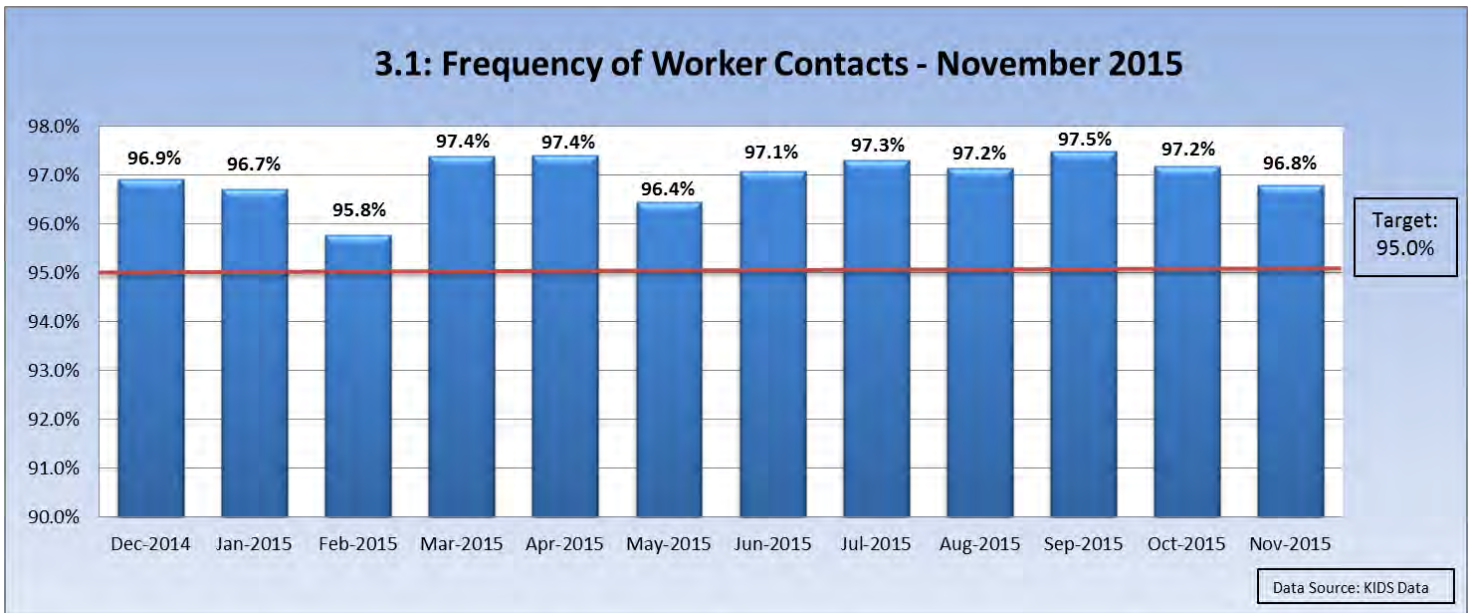
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New TFC Homes	6	8	6	14	6	0	0	0	0	0	0	0	40

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 SFY2016 is 172 new TFC homes.

Comments – January 2016: In November 2015, there were a total of 6 new TFC homes opened for a total of 40 new TFC homes in SFY2016. TFC Net Gain was -15 as of 11/30/15 for SFY2016.

**Note this number is subject to change in prior months as more homes opened in prior months meet Pinnacle Plan criteria.

3.1: Frequency of Worker Contacts

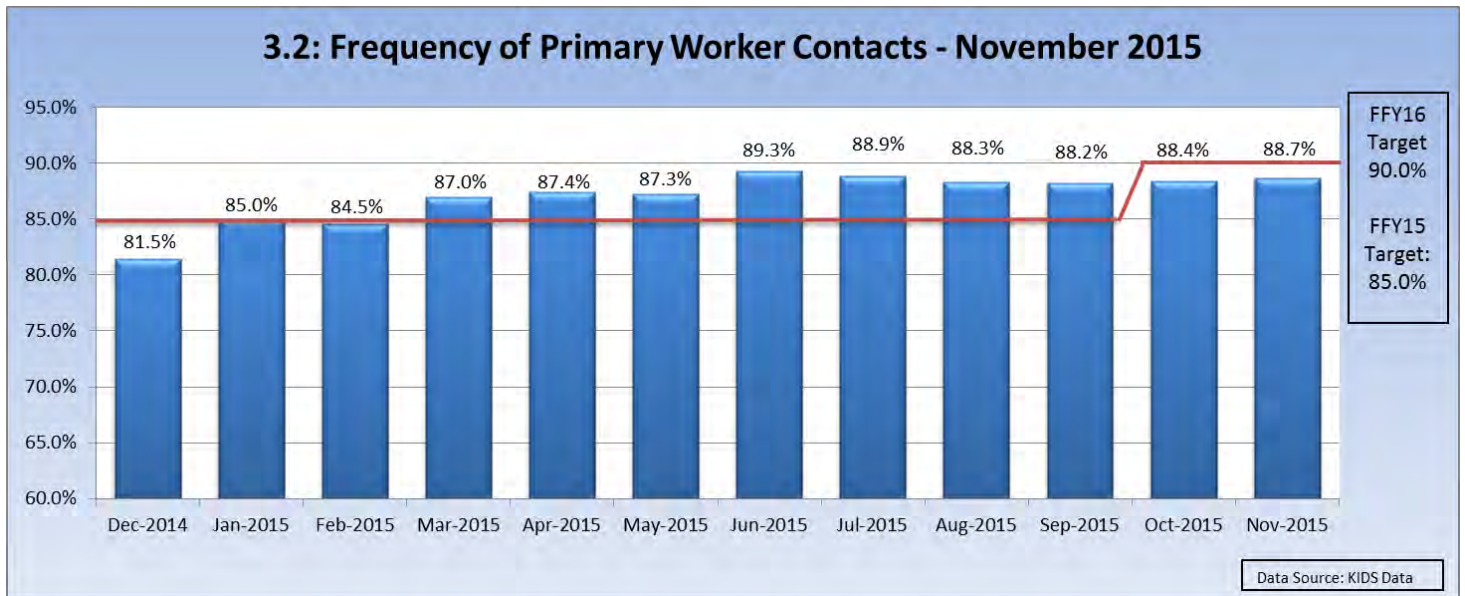


	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
Contacts Made by Any Worker	10376	10356	10192	10316	10245	10215	10048	10080	10080	10191	10159	10029
Minimum Contacts Required	10706	10708	10642	10592	10517	10591	10350	10358	10375	10452	10452	10360
% Made	96.9%	96.7%	95.8%	97.4%	97.4%	96.4%	97.1%	97.3%	97.2%	97.5%	97.2%	96.8%

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 – January 2016: The visitation rate for all worker visits in November 2015 was 96.8%.

3.2: Frequency of Primary Worker Contacts



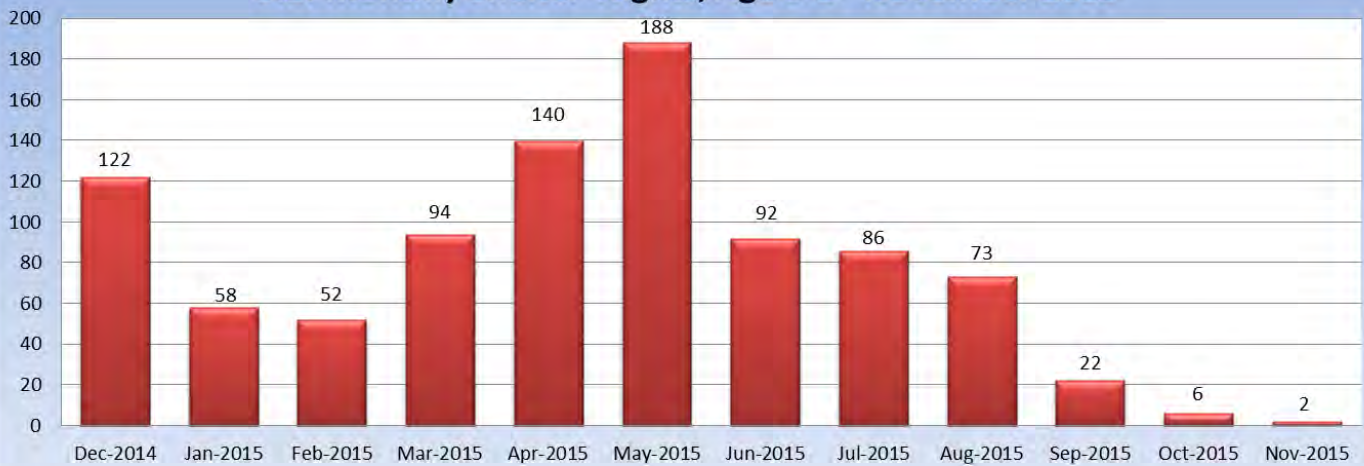
	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
Contacts Made by Primary Worker	8723	9099	8997	9217	9191	9241	9239	9204	9162	9219	9240	9189
Minimum Contacts Required	10706	10708	10642	10592	10517	10591	10350	10358	10375	10452	10452	10360
% Made	81.5%	85.0%	84.5%	87.0%	87.4%	87.3%	89.3%	88.9%	88.3%	88.2%	88.4%	88.7%

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 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 - January 2016: The worker visitation rate for primary workers in November 2015 was 88.7%.

5.1: Shelter Use – Age 0-1 Years

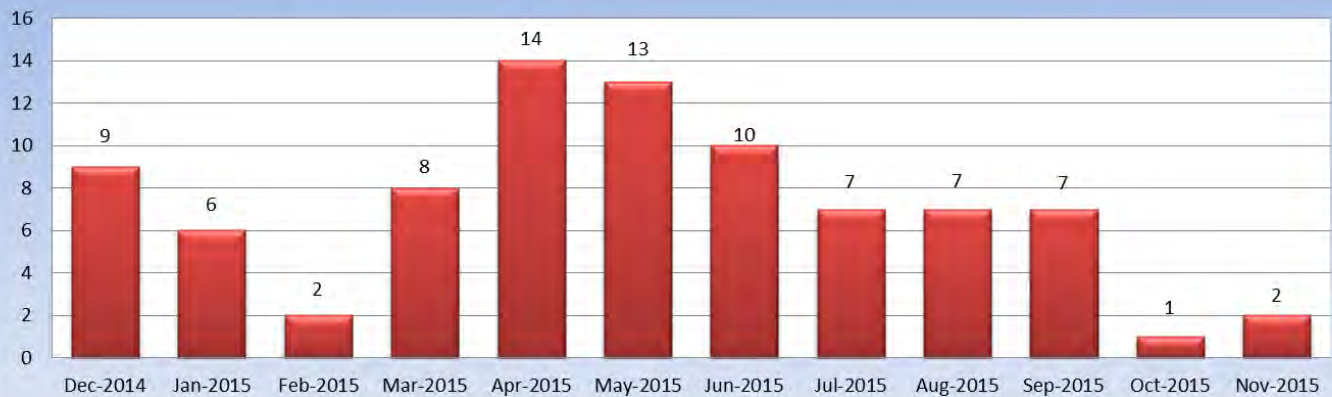
5.1: Monthly Shelter-Nights, Age 0-1 - November 2015



Data Source: KIDS

	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Nights	122	58	52	94	140	188	92	86	73	22	6	2

5.1: Monthly Children in Shelter, Age 0-1 - November 2015



Data Source: KIDS

	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Children	9	6	2	8	14	13	10	7	7	7	1	2

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 - January 2016: In November 2015, 2 children age 0-1 year spent a total of 2 nights in the shelter. Neither child was an automatic exception as part of a sibling set of four or more or placed with a minor parent. There were 1,990 children under the age of 2 in Out of Home Care in November 2015. Of those, 1,988 children did not spend a night in the shelter (99.8% of children in care age 0-1 year). There were 121 children age 0-1 year removed during the month of November and 119 of those children did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Year

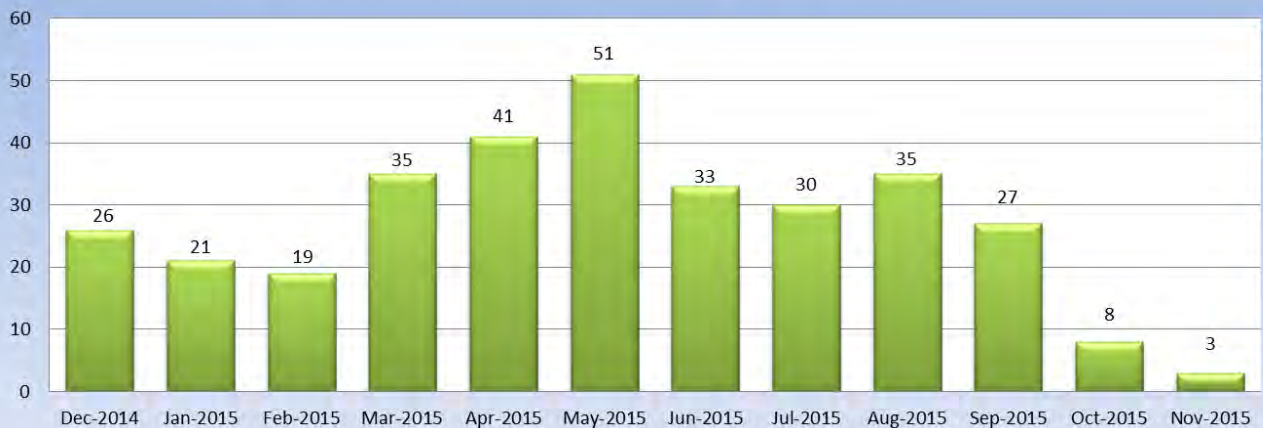
5.2: Monthly Shelter-Nights, Age 2-5 - November 2015



Data Source: KIDS Data

	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Nights	394	191	189	279	410	731	476	431	353	288	140	89

5.2: Monthly Children in Shelter, Age 2-5 - November 2015



Data Source: KIDS Data

	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Children	26	21	19	35	41	51	33	30	35	27	8	3

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 - January 2016: In November 2015, 3 children age 2-5 years spent a total of 89 nights in the shelter. None of these children met the automatic exception as part of a sibling set of four or more. There were 3,344 children age 2-5 years in care in November 2015. Of those, 3,341 children did not spend a night in the shelter (99.9% of children in care age 2-5 years). There were 96 children age 2-5 years removed during the month of November and 96 of these children did not have a shelter stay.

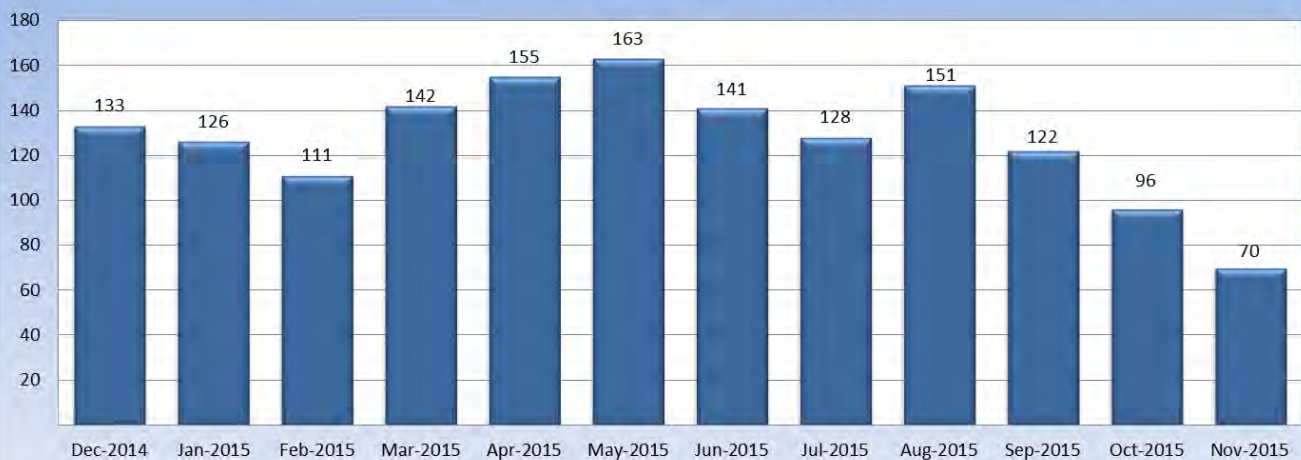
5.3: Monthly Shelter-Nights, Age 6-12 - November 2015



Data Source: KIDS Data

	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Nights	2411	2152	1872	2242	2512	2772	2317	2297	2401	1928	1571	1213

5.3: Monthly Children in Shelter, Age 6-12 - November 2015



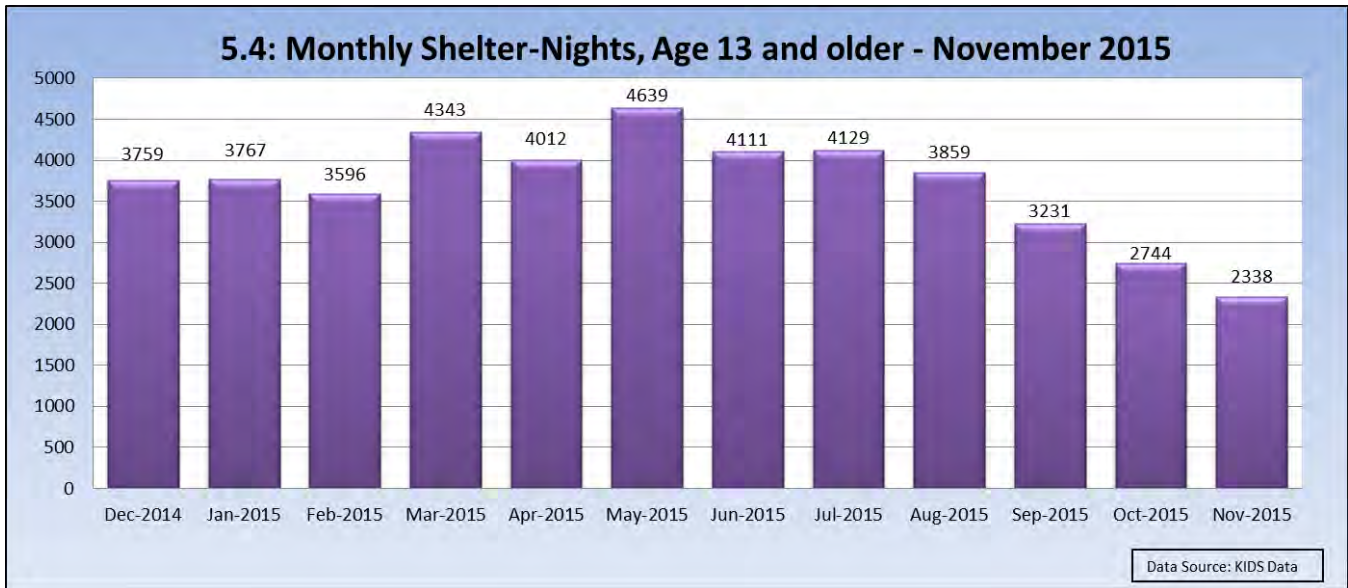
Data Source: KIDS Data

	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Children	133	126	111	142	155	163	141	128	151	122	96	70

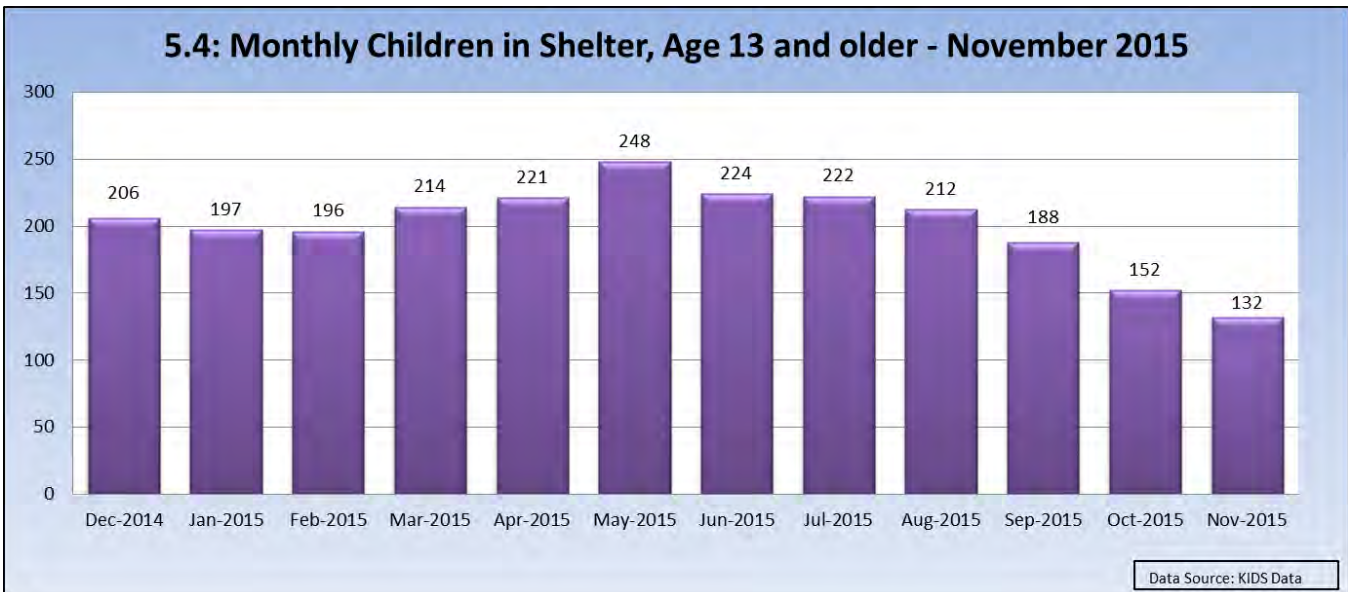
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-7 years was implemented 7/1/2014, children age 8-9 years was implemented 10/1/14, and children age 10-12 years was implemented 1/1/15.

Comments - January 2016: In November 2015, 70 children age 6-12 years spent a total of 1,213 nights in the shelter. None of these children met the automatic exception as part of a sibling set of four or more. There were 3,991 children age 6-12 years in care in November 2015 and 3,921 of those did not spend a night in the shelter (98.2% of children age 6-12 years). There were 80 children age 6-12 years removed in November and 73 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older



	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Nights	3759	3767	3596	4343	4012	4639	4111	4129	3859	3231	2744	2338



	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015
# of Children	206	197	196	214	221	248	224	222	212	188	152	132

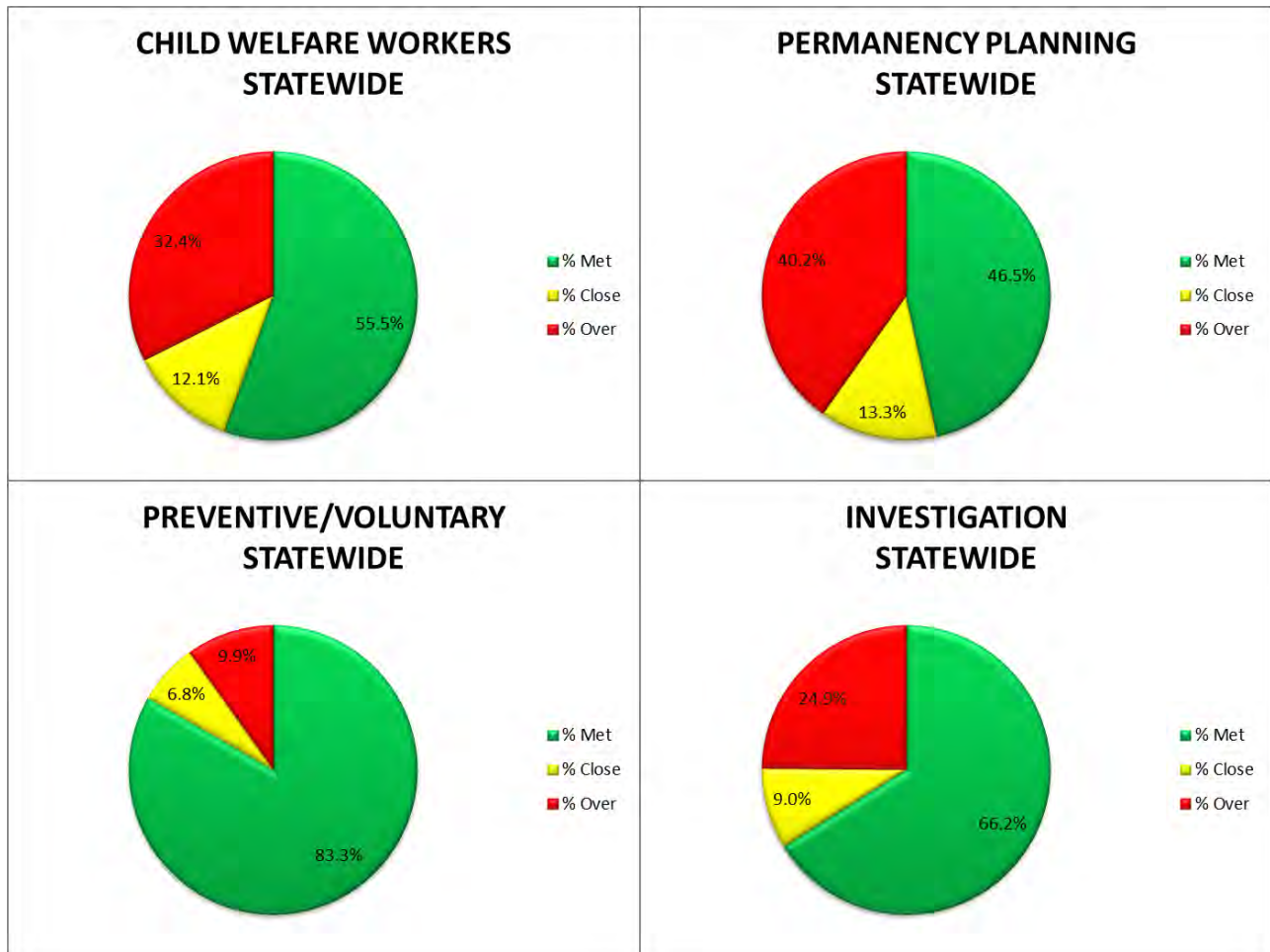
Data: Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

Comments - January 2016: In November 2015, 132 children age 13 and older spent a total of 2,338 nights in the shelter. None of these children met the automatic exception as part of a sibling set of four or more. There were 1,848 children age 13-18 years in care in November 2015. Of those, 1,716 children did not spend a night in the shelter (92.8% of children in care age 13-18 years). There were 43 children age 13-18 years removed during the month of November and 26 of these children did not have a shelter stay.

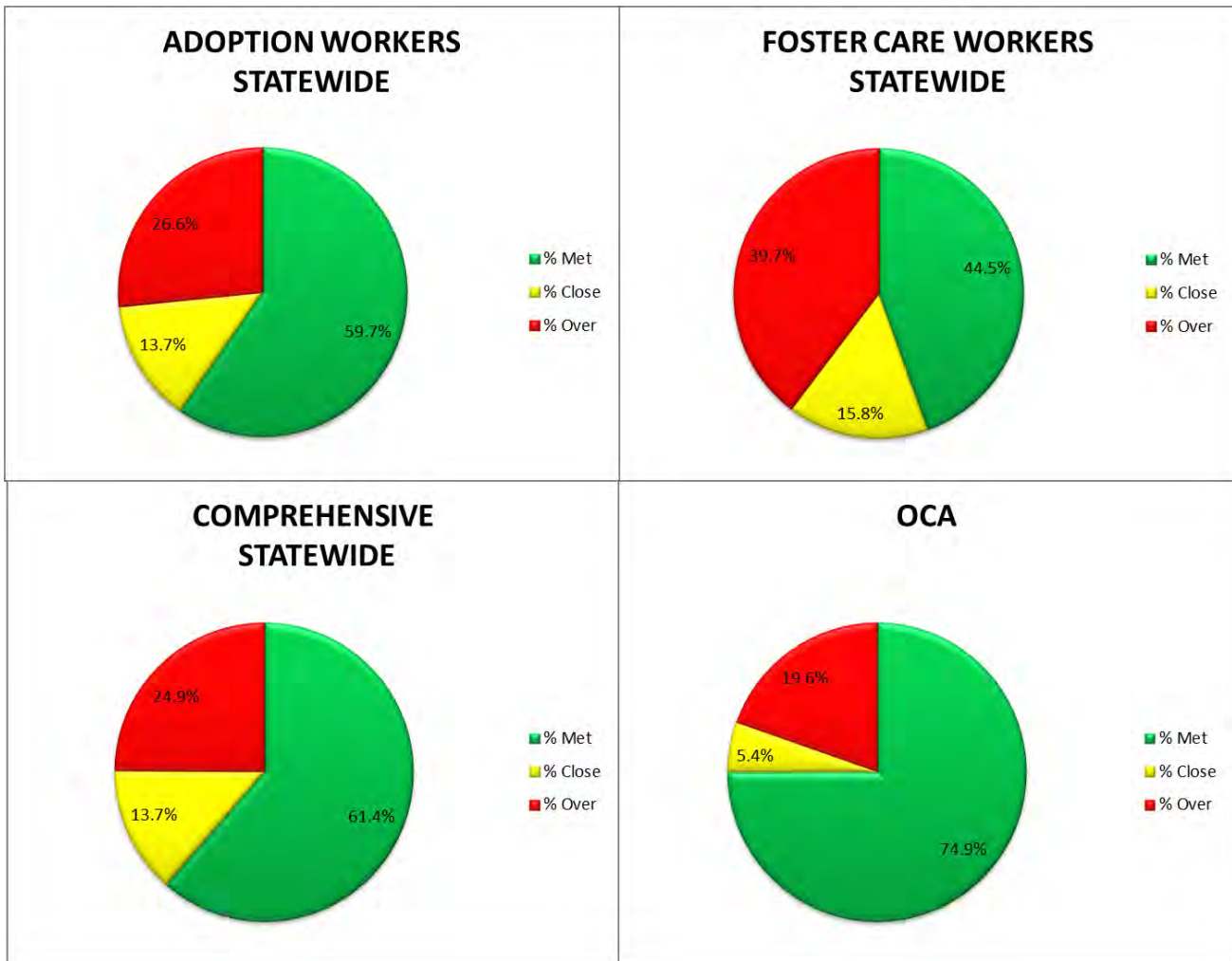
7.1 Worker Caseloads

Workers Meeting Workload Standards Oct 1, 2015 - Dec 31, 2015				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	8076	59.7%	13.7%	26.6%
BRIDGE - FOSTER CARE	14580	44.5%	15.8%	39.7%
COMPREHENSIVE	9826	61.4%	13.7%	24.9%
PERMANENCY PLANNING	58551	46.5%	13.3%	40.2%
PREVENTIVE/VOLUNTARY	5975	83.3%	6.8%	9.9%
INVESTIGATION	38671	66.2%	9.0%	24.9%
OCA	978	74.9%	5.4%	19.6%
STATEWIDE TOTAL	136657	55.5%	12.1%	32.4%

Data Source: KIDS Data, Quarterly Workload Summary Report



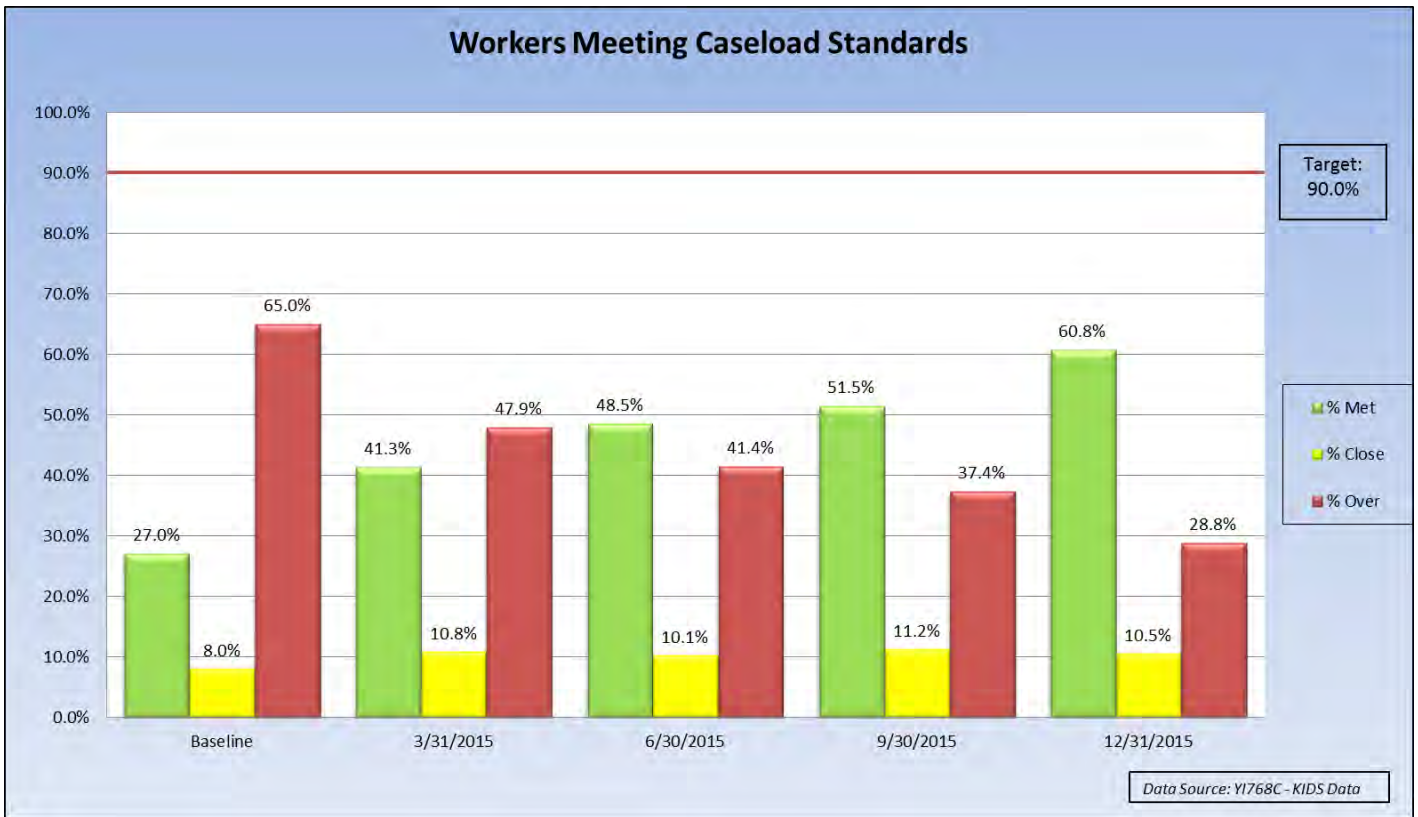
7.1 Worker Caseloads Continued



Data: Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” The charts represent the consolidated workload tracking process. A snapshot is taken every morning at 12:00 am of the workload of all Child Welfare workers. The entire workload of workers with a qualifying assignment to a case (CPS, PP, FCS, Adoption, and Resource) are calculated and compared against the caseload standards. The workload is classified as meeting standards if it is 100% or below a caseload. If the workload is over 100% but less than 120% of a caseload, it is considered to be “over but close”, otherwise the workload is considered to be over the standard. The measure tracks each worker - each day to determine if they meet the standard, and this is called a “worker day”. Work performed by Child Welfare Specialists, is broken into multiple categories. This measure will look specifically at all Child Welfare Workers (Total), Permanency Planning, Preventive/Voluntary, Investigation, Adoption, Bridge, and Comprehensive Workers. The data on Supervisors meeting unit ratio standards is still pending.

Comments – January 2016: For the period of October 1, 2015 – December 31, 2015, The total number of Child Welfare Workers meeting the standard is 55.5%, with 12.1% being “Close”, and 32.4% “Over Standard”. As of 1-4-16, according to the point in time YI768C Workload report, there were 60.8% of workers meeting workload standards. Of the 1501 workers, 912 workers were meeting workload standards.

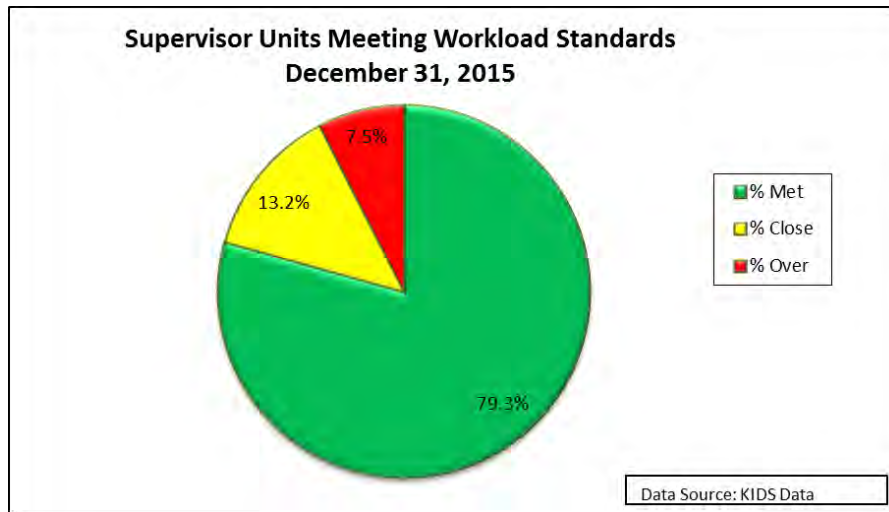
7.1 Worker Caseloads Continued



Data: The above chart represents a one day snapshot of the quarterly workload data during the quarter.

Comments – January 2016: As of 1/4/16, using the point in time Y1768C Workload data report, the total number of Child Welfare Workers meeting the standard is 60.8%, with 10.5% being “Close”, and 28.8% “Over Standard”. Of the 1501 workers, 912 workers were meeting workload standards, 157 workers were close, and 432 workers were over the standard.

7.1 Worker Caseloads Continued



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 – January 2016: The total number of Child Welfare Supervisor Units “Meeting the Standard” is 79.3%, with 13.2% being “Close”, and 7.5% “Over Standard”. There are 372 supervisor units with 295 units meeting the standard, 49 units close and 28 units over the standard.

Context Data		
Children in Out of Home Care Population Served Nov 2015 - 11,173 Children		
Age	# of Children	% of Total
0-1 Years	1990	17.8%
2-5 Years	3344	29.9%
6-12 Years	3991	35.7%
Over 13 Years	1848	16.5%
Race	# of Children	% of Total
White	4238	37.9%
African American	987	8.8%
Multi Race	3167	28.3%
Native American	758	6.8%
Hispanic*	1997	17.9%
Pacific Islander	15	0.1%
Asian	11	0.1%
TOTAL	11173	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

