



# PINNACLE PLAN MEASURES

# MONTHLY SUMMARY REPORT

June 2019

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – June 2019**

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.

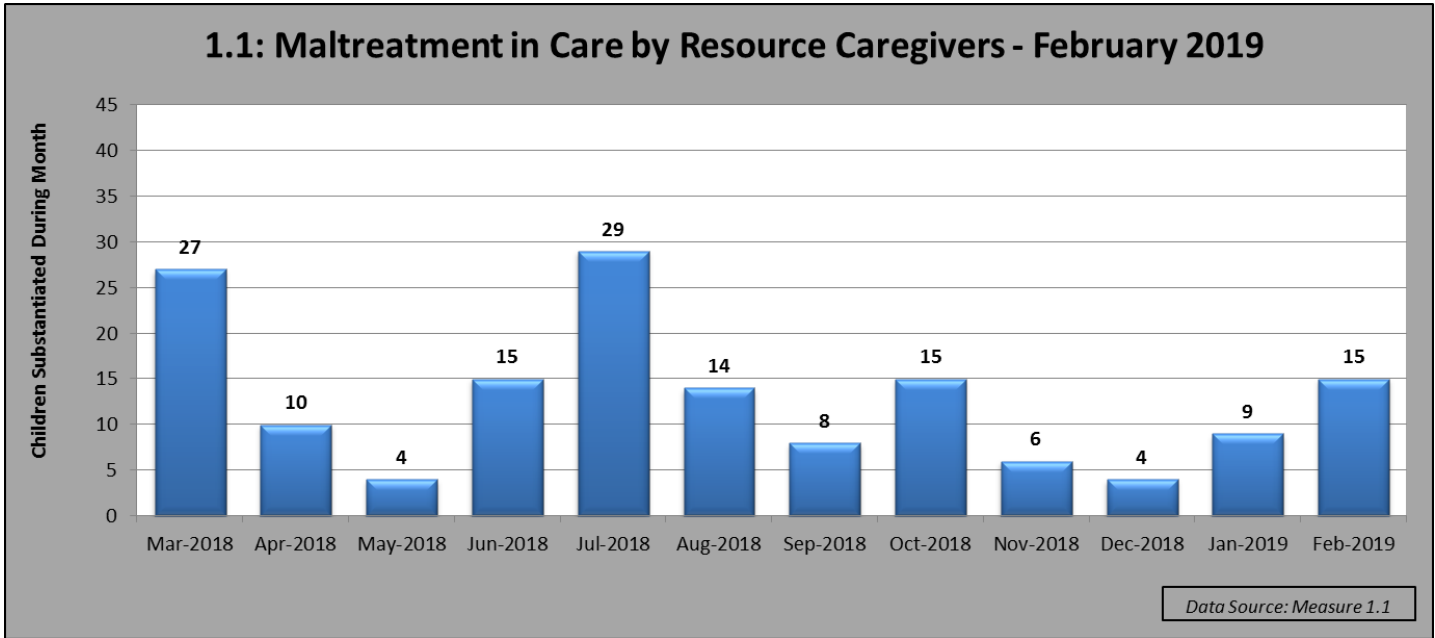
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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 - June 2019					
		Name	Description	Period Ending	Monthly Count		
					<b># of Victims - February</b>		
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.	2/28/2019	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.	2/28/2019	8 Children		
					<b>April Total</b>	<b>SFY19 Total to Date</b>	
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	4/30/2019	84	615 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	4/30/2019	3	14 TFC Homes	
					<b>Contacts Made</b>	<b>Contacts Required</b>	<b>% Contacts Made</b>
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.	4/30/2019	7,338	7,563	97.0%
	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.	4/30/2019	6,917	7,327	94.4%
					<b>April Total</b>	<b>6 Month Total - NIGHTS</b>	
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.	4/30/2019	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.	4/30/2019	16 Nights 2 Children	16 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.	4/30/2019	759 Nights 48 Children	4,643 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.	4/30/2019	1466 Nights 77 Children	9,808 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: 1/1/2019-3/31/19	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					88.2%	4.9%	6.9%
			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
					86.8%	9.6%	3.6%
<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			

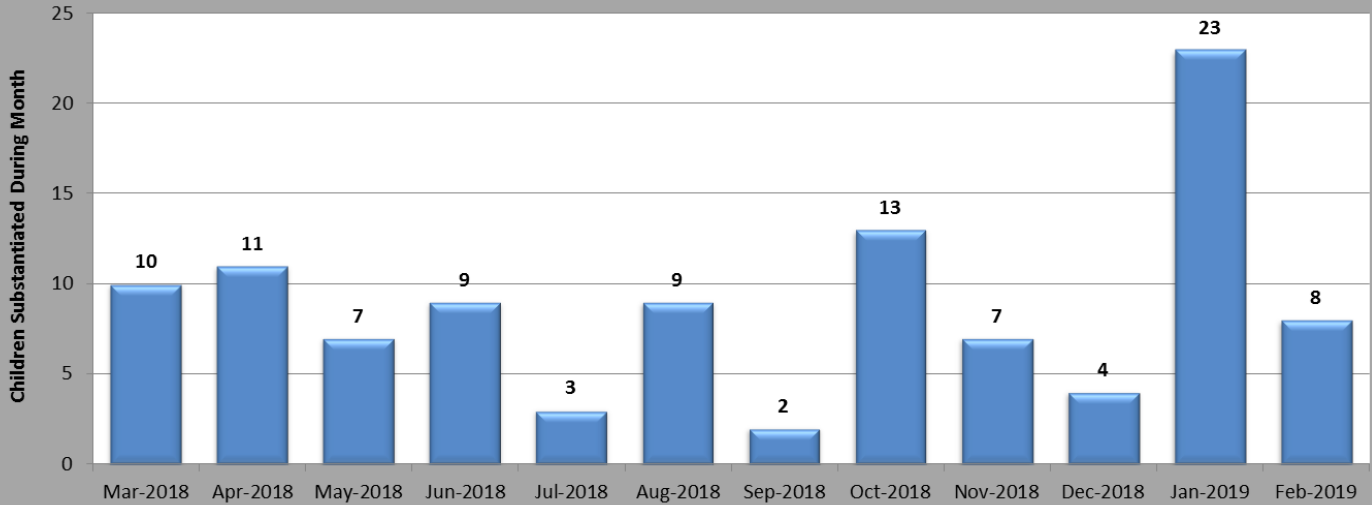


	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019
# of Substantiations	27	10	4	15	29	14	8	15	6	4	9	15

**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 – June 2019:** For the month of February 2019 there were a total of 15 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 3 separate referrals for children in foster care and 7 referrals for children in OCA placements. Of the 6 children placed in foster care, 2 children were placed in a CW Kinship/Non-Relative Home and 4 children were placed in a CW Foster Family Care - Supported Home. Of the 9 children placed in OCA placements, 6 children were placed in an OCA-Level E Res. Facility, 2 were placed in OCA – Res. Individual Therapeutic Service, and 1 was in an OCA Detention facility. Of the 15 substantiated victims in February 2019, 6 victims had a substantiated finding of threat of harm only.

### 1.2: Maltreatment In Care by Parents - February 2019



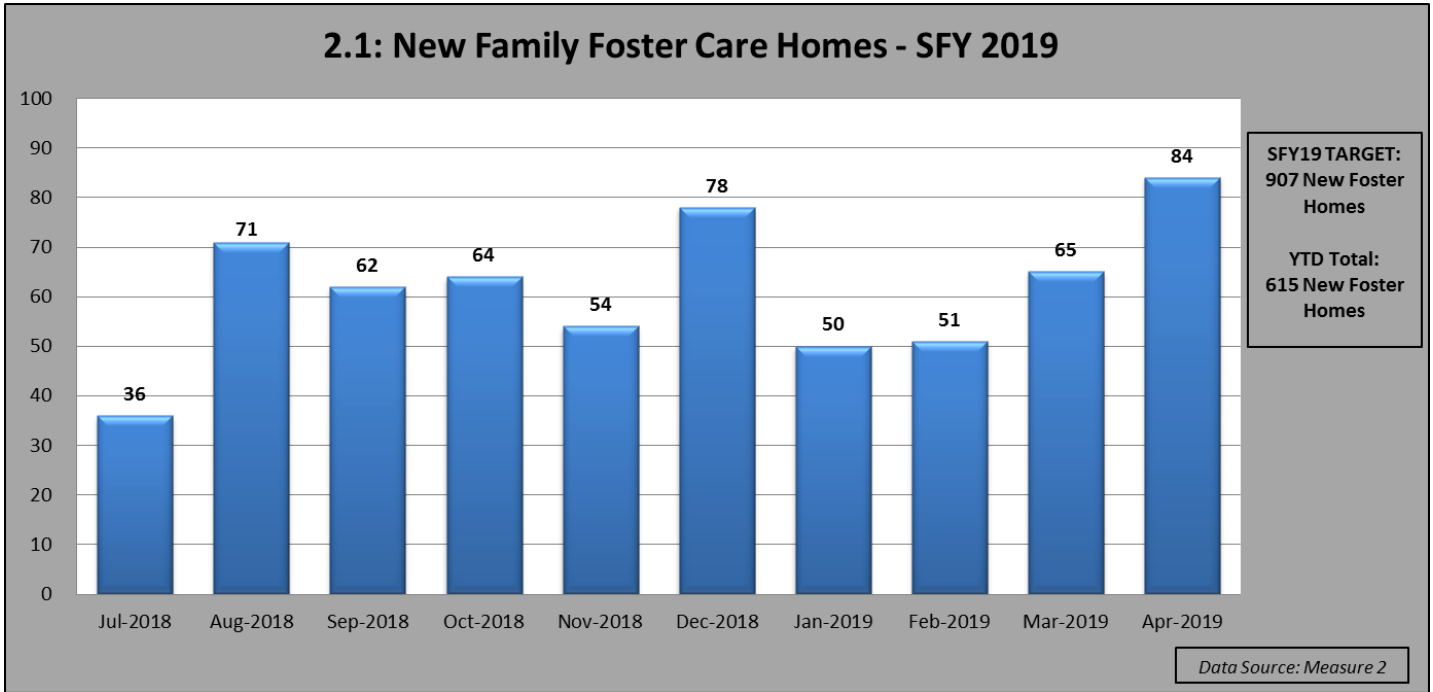
Data Source: Measure 1.2

	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019
# of Substantiations	10	11	7	9	3	9	2	13	7	4	23	8

**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.

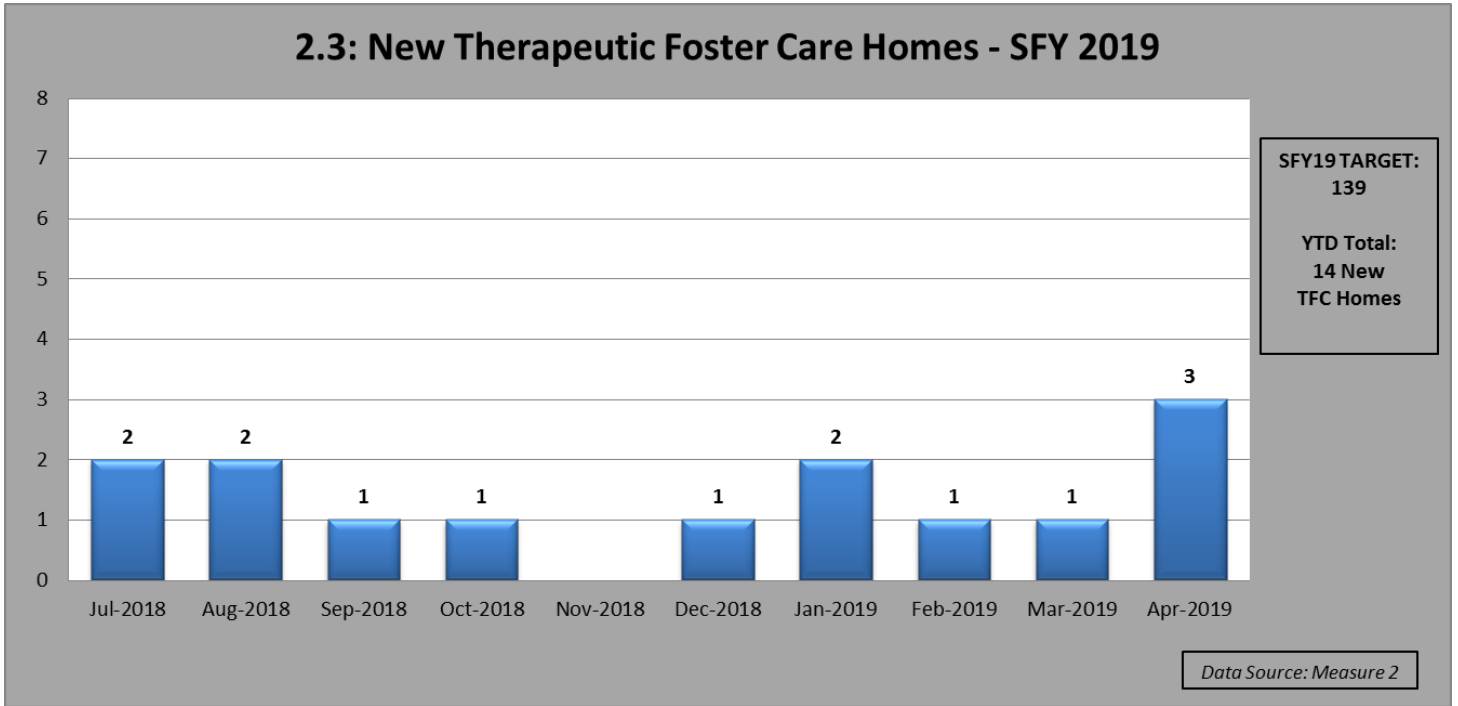
**Comments – June 2019:** For the month of February 2019, there were 8 substantiations of abuse by parents of children in out of home care. These 8 victims were reported in 4 separate referrals. Four children were placed in Trial Reunification and 4 children were placed in a Kinship/Relative Home.



	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Total
# of New FFC Homes	36	71	62	64	54	78	50	51	65	84			615

**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.

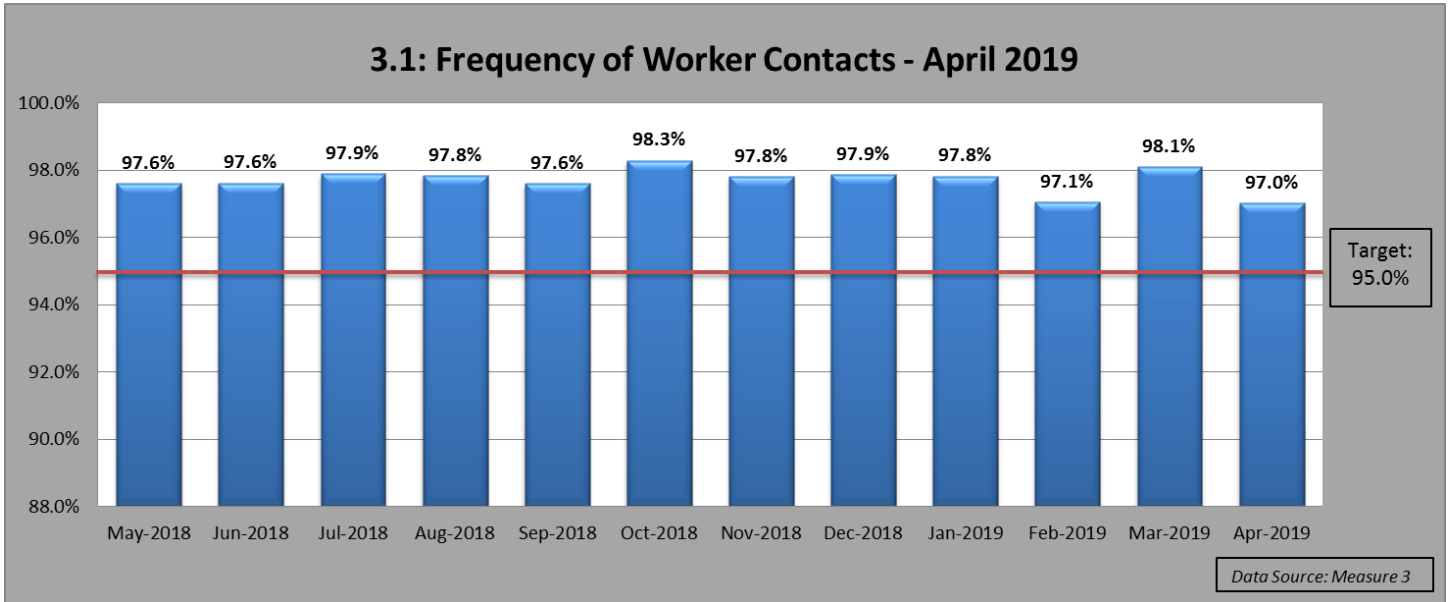
**Comments – June 2019:** In April 2019, there were 84 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 4/30/19, there were a total of 615 new homes for SFY19. The Foster Family Care net gain as of 4/30/19 was -72 homes. The Net gain target for SFY19 is 104 homes.



	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Total
# of New TFC Homes	2	2	1	1		1	2	1	1	3			14

**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 – June 2019:** In April 2019, 3 new TFC homes opened for a total of 14 new TFC homes in SFY19. The TFC net gain as of 4/30/19 was -61 homes for SFY19. The Net Gain target for SFY19 is 22 TFC Homes.

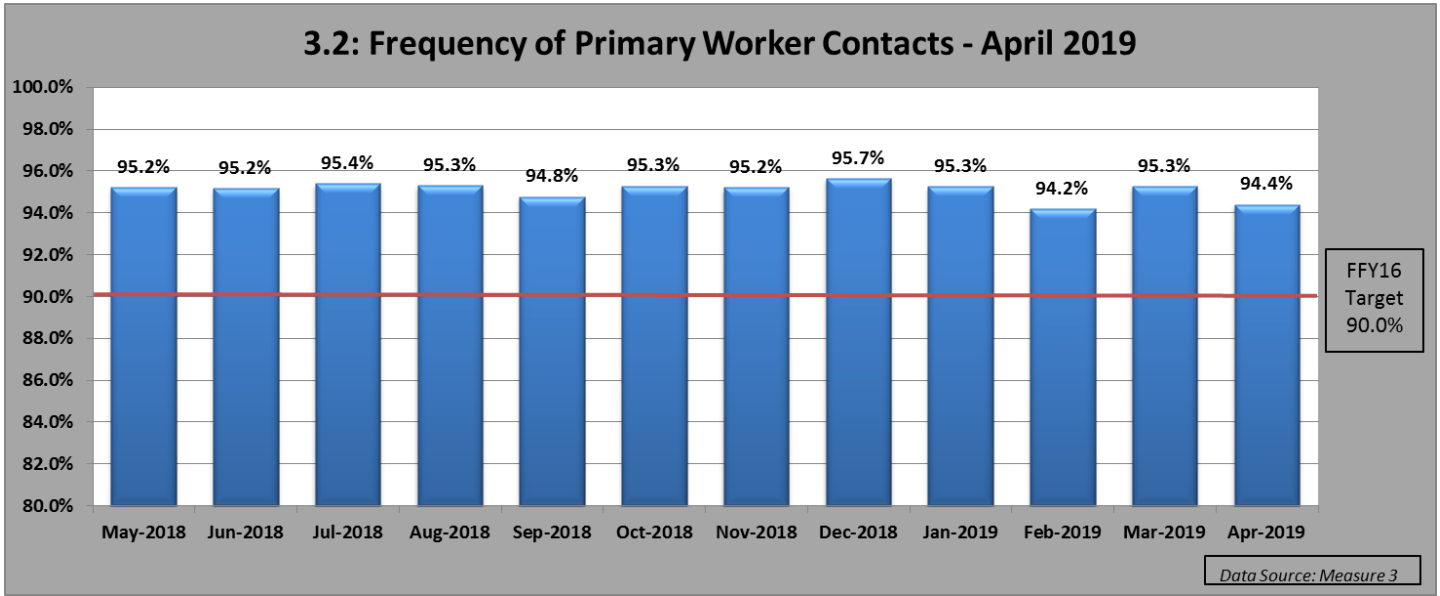


	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
Contacts Made by Any Worker	7956	7887	7896	7727	7789	7809	7622	7473	7453	7389	7480	7338
Minimum Contacts Required	8152	8079	8066	7897	7980	7945	7793	7635	7619	7613	7625	7563
% Made	97.6%	97.6%	97.9%	97.8%	97.6%	98.3%	97.8%	97.9%	97.8%	97.1%	98.1%	97.0%

**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 – June 2019:** The visitation rate for all worker visits in April 2019 was 97.0%.



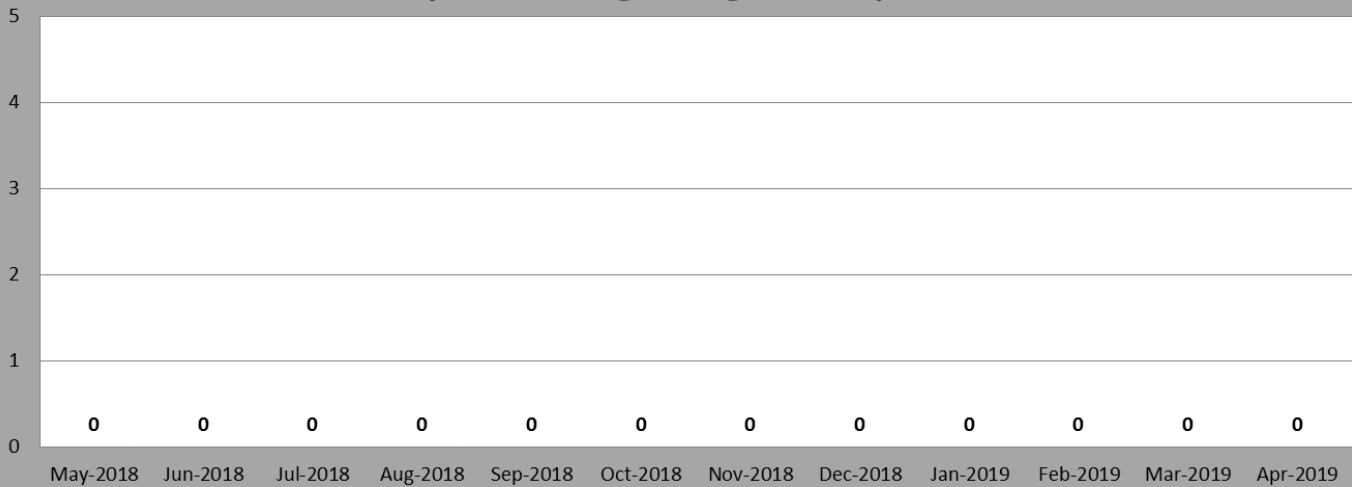


	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
Contacts Made by Primary Worker	7509	7436	7462	7288	7328	7336	7189	7060	7028	6948	7031	6917
Minimum Contacts Required	7886	7813	7821	7646	7732	7699	7550	7381	7377	7377	7379	7327
% Made	95.2%	95.2%	95.4%	95.3%	94.8%	95.3%	95.2%	95.7%	95.3%	94.2%	95.3%	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 – June 2019:** The worker visitation rate for primary workers in April 2019 was 94.4%.

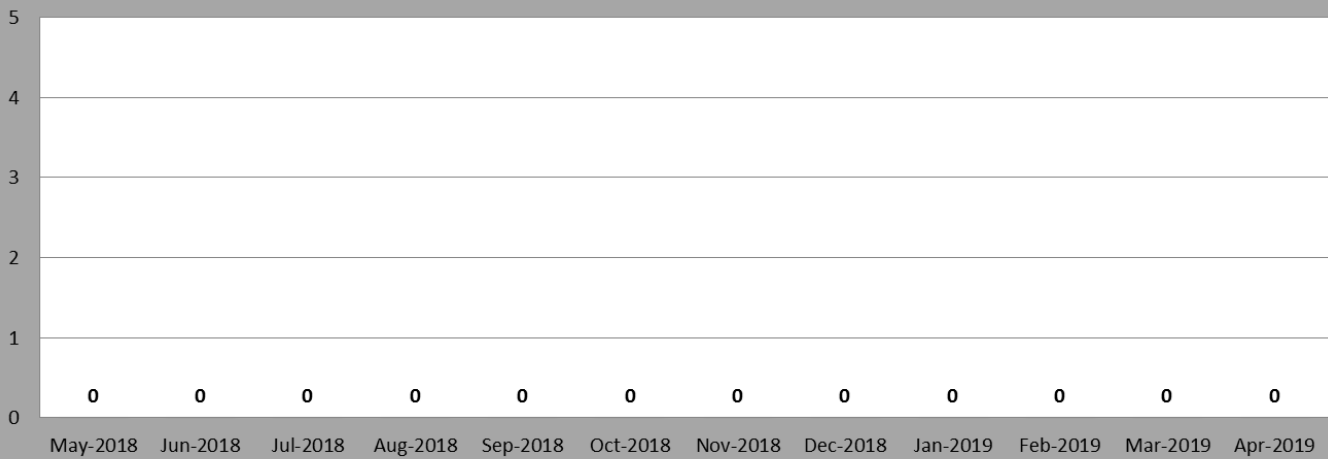
### 5.1: Monthly Shelter-Nights, Age 0-1 - April 2019



Data Source: Measure 5

	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - April 2019



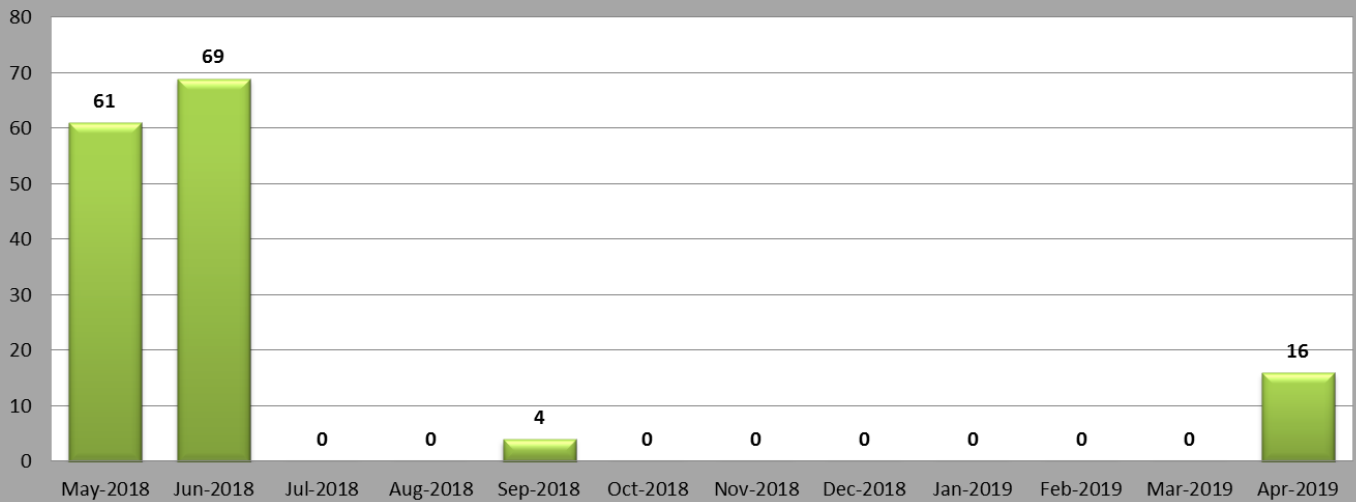
Data Source: Measure 5

	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Jan-2020	Mar-2019	Apr-2019
# 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 – June 2019:** In April 2019, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,838 children age 0-1 year in Out of Home Care in April 2019 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 139 children age 0-1 year removed during the month of April and none of the children had a shelter stay (100% of children in care age 0-1 year).

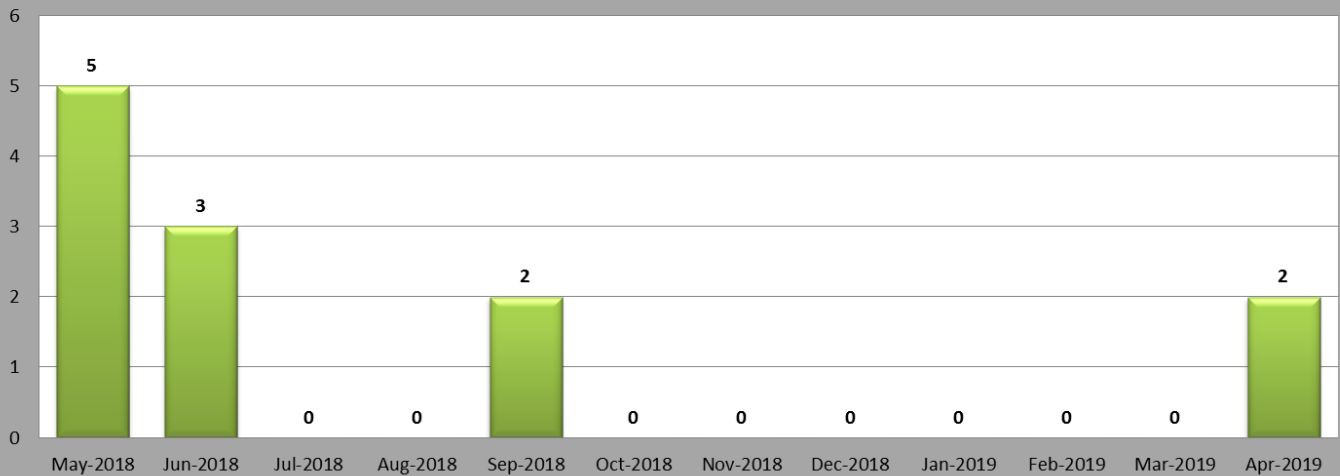
### 5.2: Monthly Shelter-Nights, Age 2-5 - April 2019



Data Source: Measure 5

	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
# of Nights	61	69	0	0	4	0	0	0	0	0	0	16

### 5.2: Monthly Children in Shelter, Age 2-5 - April 2019



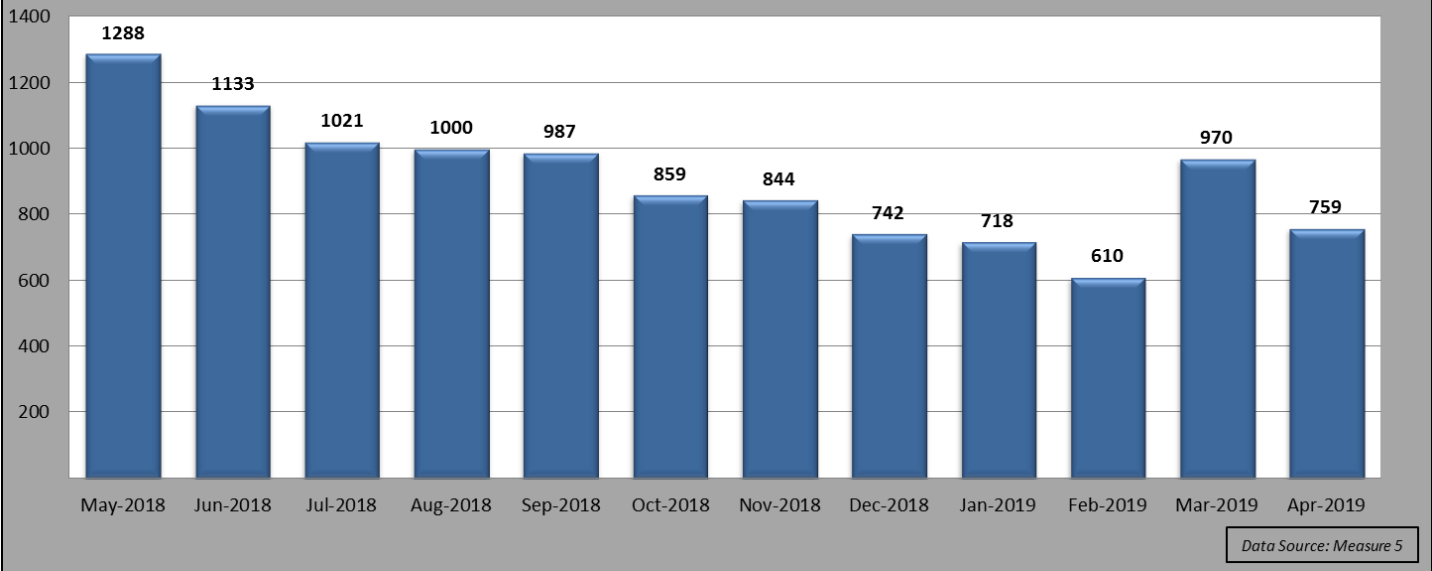
Data Source: Measure 5

	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
# of Children	5	3	0	0	2	0	0	0	0	0	0	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. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

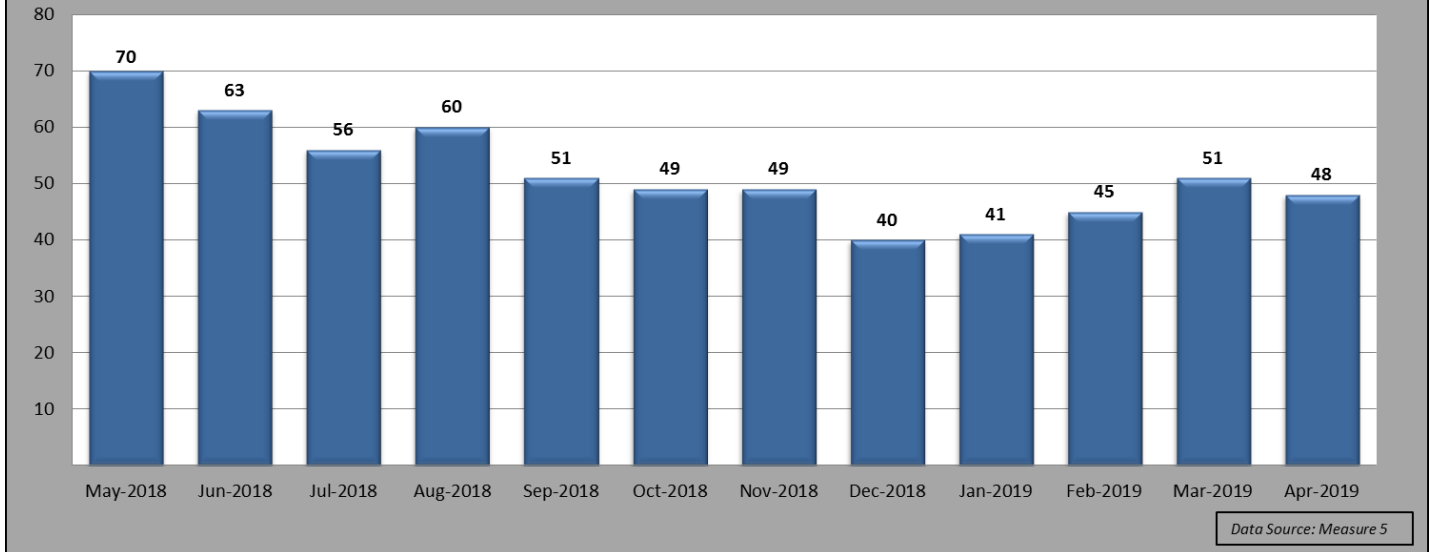
**Comments – June 2019:** In April 2019, 2 children age 2-5 years spent a total of 16 nights in the shelter. There were 2,578 children age 2-5 years in care in April 2019 and 2,576 of those children did not spend a night in the shelter (99.9% of children age 2- 5 years). There were 115 children age 2-5 years removed during the month of April and 114 of those children did not have a shelter stay (99.1% of children in care age 2-5 years).

### 5.3: Monthly Shelter-Nights, Age 6-12 - April 2019



	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
# of Nights	1288	1133	1021	1000	987	859	844	742	718	610	970	759

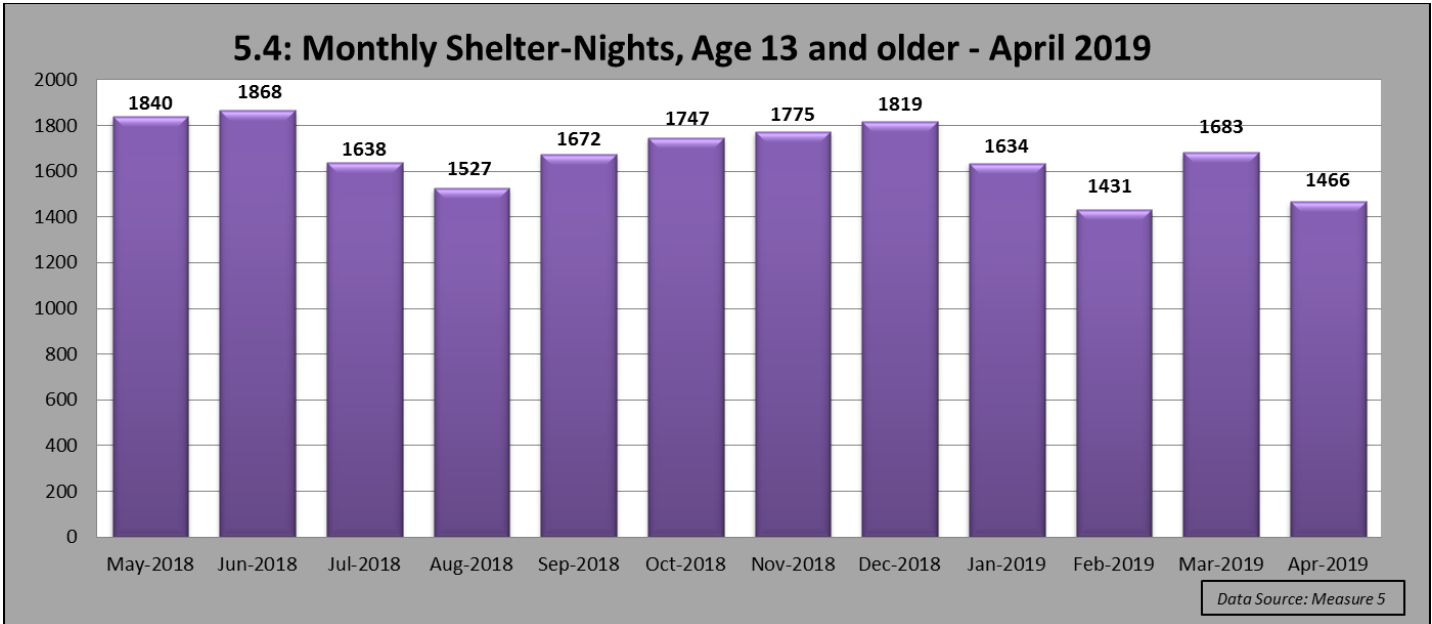
### 5.3: Monthly Children in Shelter, Age 6-12 - April 2019



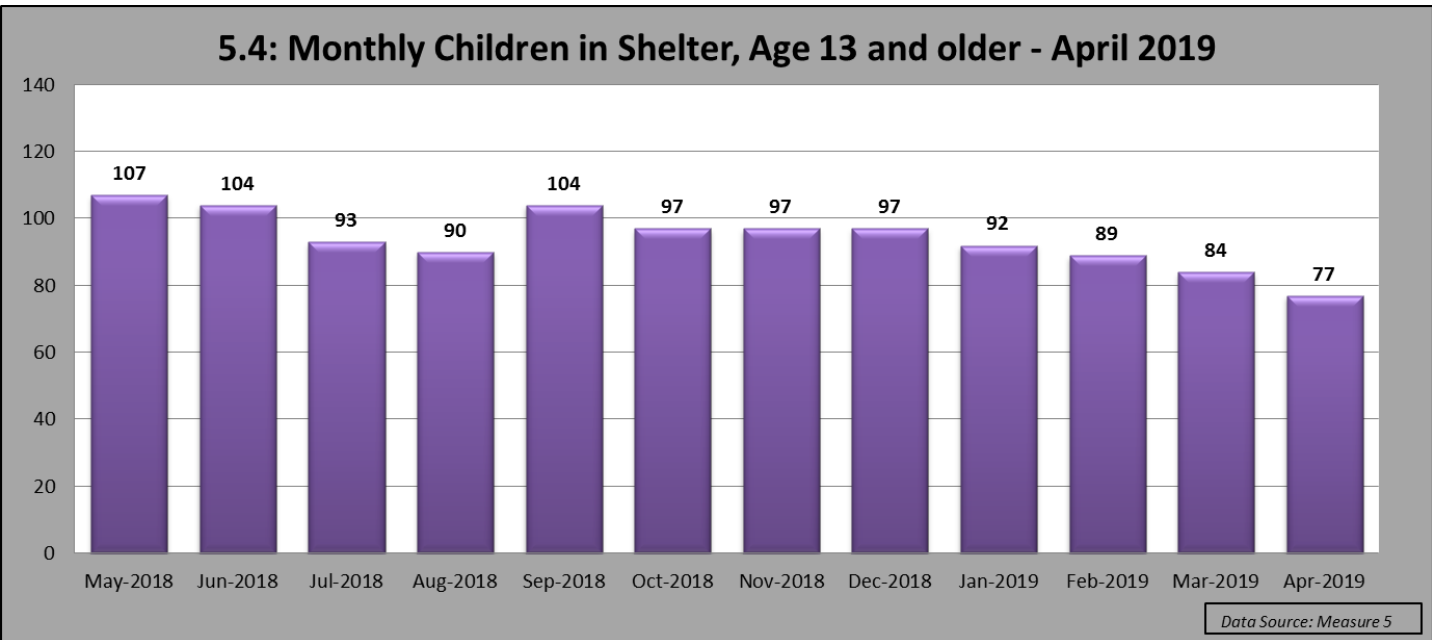
	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
# of Children	70	63	56	60	51	49	49	40	41	45	51	48

**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 – June 2019:** In April 2019, 48 children age 6-12 years spent a total of 759 nights in the shelter. There were 2,700 children age 6-12 years in care in April 2019 and 2,652 of those did not spend a night in the shelter (98.2% of children age 6-12 years). There were 96 children age 6-12 years removed in April and 88 of those children did not have a shelter stay (91.7% of children in care age 6-12 years).



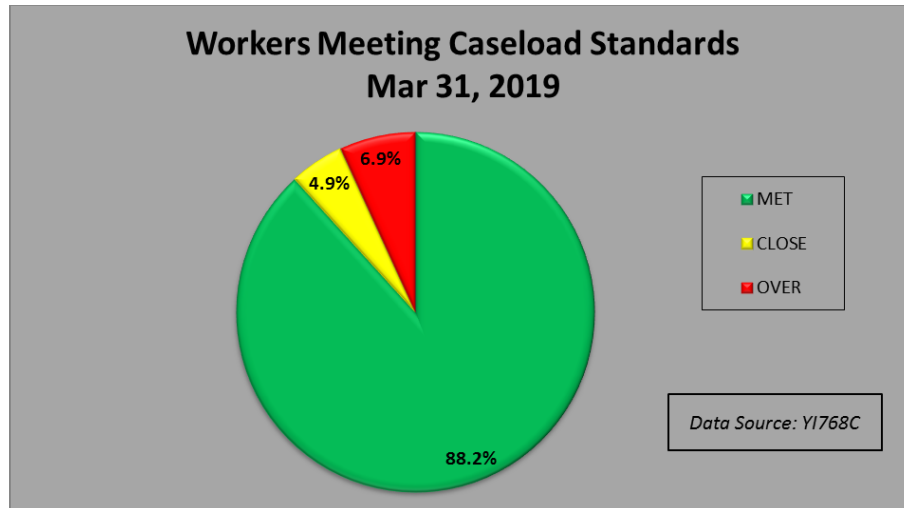
	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
<b># of Nights</b>	1840	1868	1638	1527	1672	1747	1775	1819	1634	1431	1683	1466



	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019
<b># of Children</b>	107	104	93	90	104	97	97	97	92	89	84	77

**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 – June 2019:** In April 2019, 77 children age 13 and older spent a total of 1,466 nights in the shelter. There were 1,220 children age 13-18 years in care in April 2019. Of those, 1,143 children did not spend a night in the shelter (93.7% of children in care age 13-18 years). There were 26 children age 13-18 years removed during the month of April and 19 of these children did not have a shelter stay (73.1% of children in care age 13-18 years).



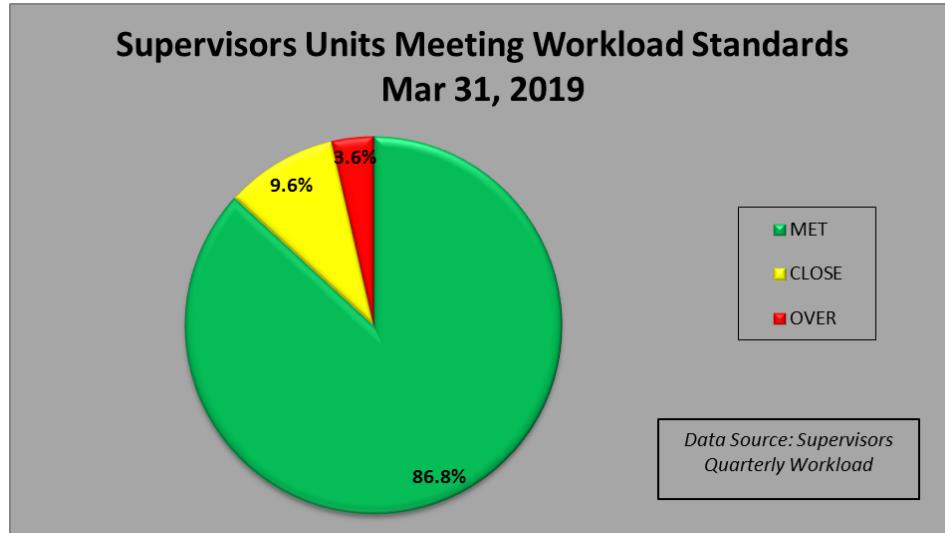
### Quarterly Workload Standards Report Jan 1, 2019 - Mar 31, 2019

Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4644	93.3%	4.7%	2.1%
RESOURCE FAMILY SPECIALIST	17918	84.0%	12.9%	3.1%
COMPREHENSIVE	7562	91.8%	6.7%	1.4%
PERMANENCY PLANNING	52490	81.0%	8.7%	10.3%
PREVENTIVE/VOLUNTARY	6735	84.4%	7.6%	8.0%
INVESTIGATION	36167	74.0%	10.2%	15.8%
RECRUITMENT	3620	100.0%	.0%	.0%
SPECIALIST ATU	3793	88.0%	11.7%	.2%
<b>STATEWIDE TOTAL</b>	<b>132929</b>	<b>81.4%</b>	<b>9.2%</b>	<b>9.4%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 3/31/18*

**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 – Apr 2019:** As of 3/31/19, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 88.2%, with 4.9% being “Close”, and 6.9% “Over Standard”. Of the 1487 workers, 1312 workers were meeting workload standards, 73 workers were close, and 102 workers were over the standard. For the period of Jan 1, 2019 – Mar 31, 2019, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 81.4%, with 9.2% being “Close”, and 9.4% “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 – Apr 2019:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 86.8%, with 9.6% being “Close”, and 3.6% “Over Standard”. There are 364 supervisor units with 316 units meeting the standard, 35 units close and 13 units over the standard.

Context Data		
Children in Out of Home Care Population Served April 2019 - 8,336 Children		
Age	# of Children	% of Total
0-1 Years	1838	22.0%
2-5 Years	2578	30.9%
6-12 Years	2700	32.4%
Over 13 Years	1220	14.6%
<b>TOTAL</b>	<b>8336</b>	<b>100.0%</b>
Race	# of Children	% of Total
White	4032	48.4%
African American	779	9.3%
Multi Race	2761	33.1%
Native American	755	9.1%
Pacific Islander / Asian	9	0.1%
<b>TOTAL</b>	<b>8336</b>	<b>100.00%</b>
<i>Hispanic</i>	<i>1540</i>	<i>18.5%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

