



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

September 2015

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT –September 2015**

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.

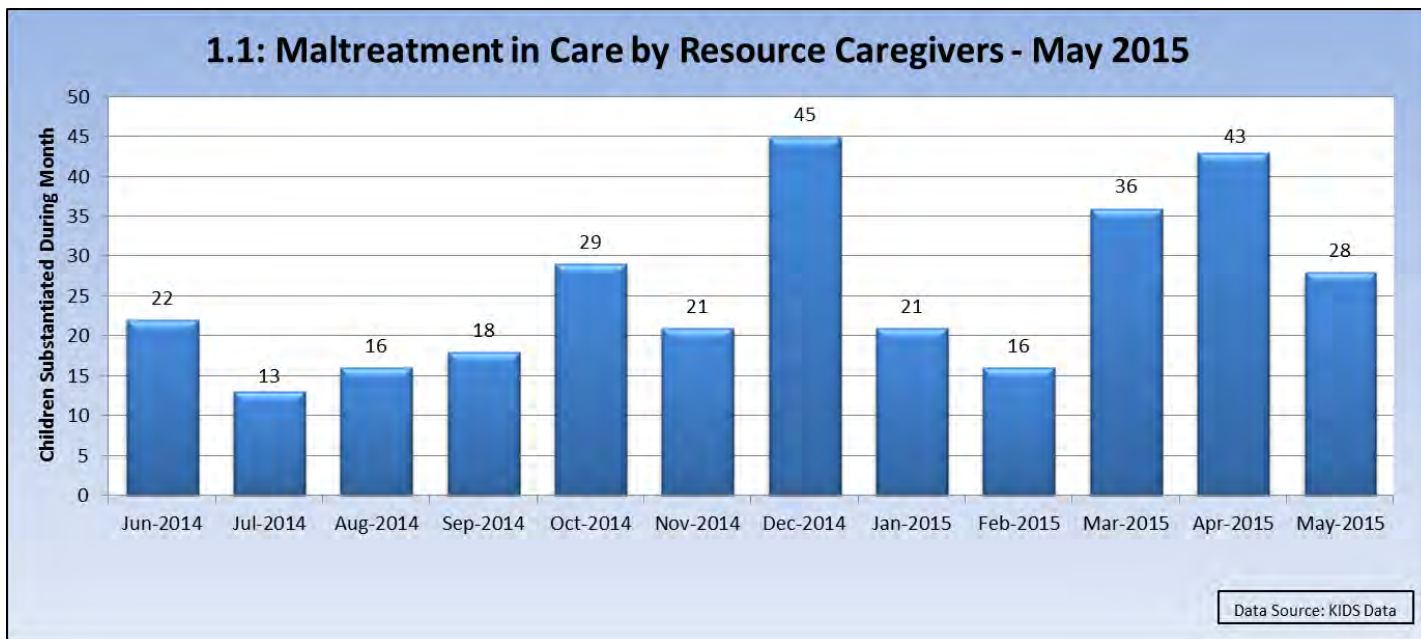
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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](mailto:dhs.childwelfareplan@okdhs.org)

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - Sept 2015					
		Name	Description	Period Ending	Monthly Count		
				<b># of Victims - May</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.	5/31/2015	28 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.	5/31/2015	20 Children		
				<b>July Total</b>	<b>SFY16 Total to Date</b>		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	7/31/2015	43	43 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	7/31/2015	6	6 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.	7/31/2015	9,978	10,366 96.3%	
	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.	7/31/2015	9,122	10,366 88.0%	
				<b>July 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.	7/31/2015	86 Nights 7 Children	652 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.	7/31/2015	431 Nights 30 Children	2,516 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.	7/31/2015	2305 Nights 128 Children	14,020 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.	7/31/2015	4133 Nights 221 Children	24,796 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: 4/1/2015 - 6/30/2015	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					49.0%	10.0%	41.0%
			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
					75.2%	15.1%	9.7%
	<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

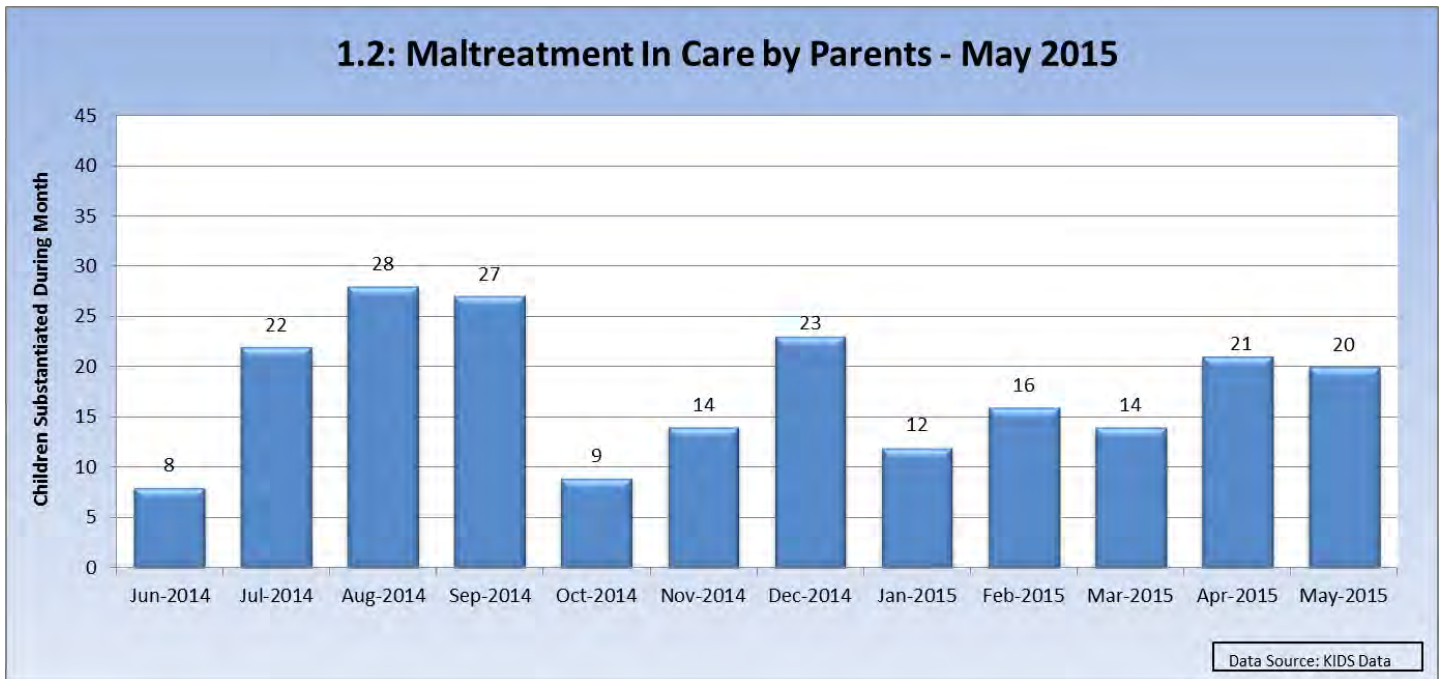


	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015
# of Substantiations	22	13	16	18	29	21	45	21	16	36	43	28

**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 September 2015:** For this month, both April and May 2015 MIC are being reported. In April 2015, there were a total of 43 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 21 separate referrals for children in foster care and 4 referrals to OCA. Of the 39 children placed in foster care, 4 children were placed in a CW Foster Family Care Home, 3 were placed in a CW Foster Family Care Supported Home, 25 children were placed in a CW Kinship Relative, 2 were placed in a CW Kinship Non-Relative Home, 1 was placed in a Kinship Relative Non-Paid, and 4 children were placed in a Tribal Foster Care Home. Of the 4 OCA victims, 1 child was placed in a Level D Residential Resource Facility, 1 child was placed in an Acute Psychiatric Hospital, and 2 children were placed in a Psychiatric Residential Treatment Center. In May 2015, there were a total of 28 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 13 separate referrals for children in foster care and 1 referral to OCA. Of the 25 children placed in foster care, 6 children were placed in a CW Foster Family Care Home, 4 were placed in a CW Foster Family Care Supported Home, 6 children were placed in a CW Kinship Relative, 2 were placed in a CW Kinship Non-Relative Home, 4 were placed in a Kinship Relative Non-Paid, and 3 children were placed in a Tribal Kinship Relative Foster Care Home. The 3 OCA victims were placed in a Level D Residential Resource Facility.

1.2: Maltreatment in Care by Parents



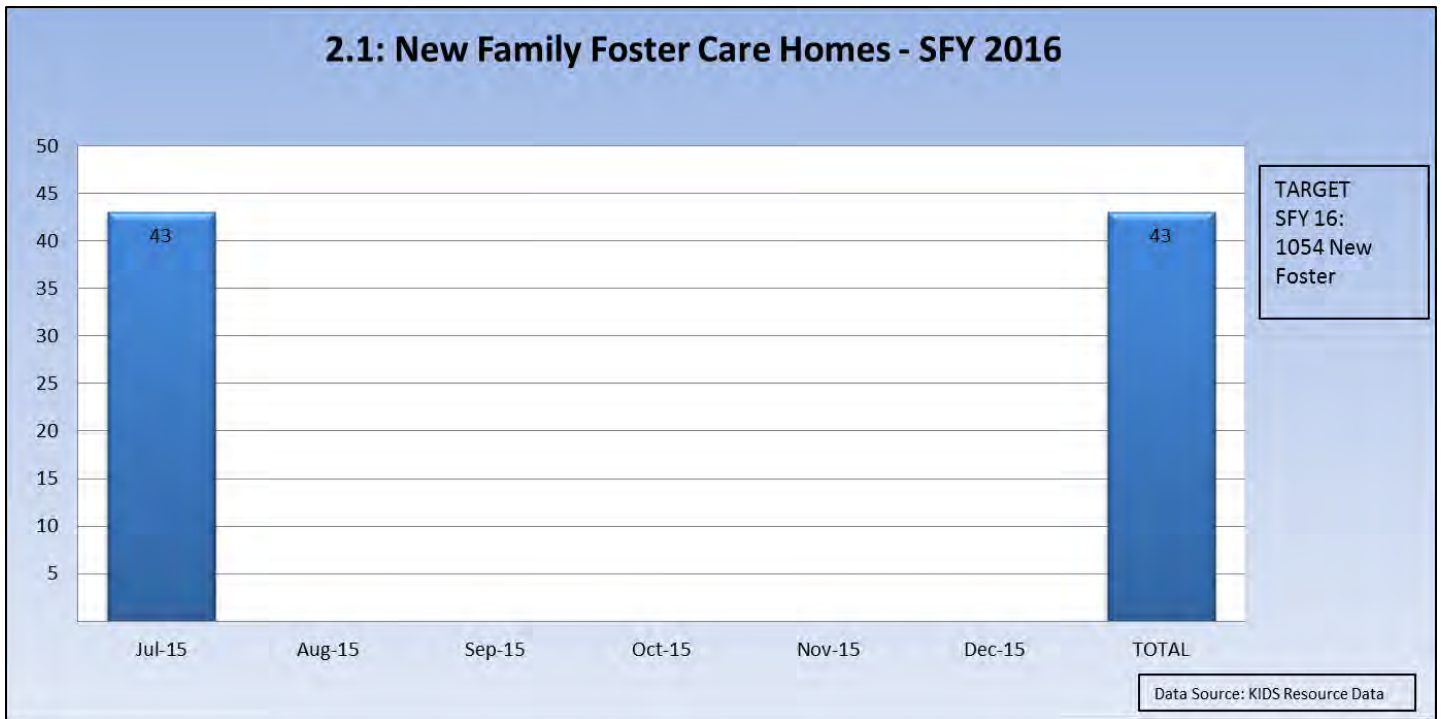
	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015
# of Substantiations	8	22	28	27	9	14	23	12	16	14	21	20

**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 September 2015:** For this month, both April and May 2015 MIC is being reported. In April 2015, there were 21 substantiations of abuse by parents of children in out of home care and these 21 victims were reported in 11 separate referrals. Of these 21 Victims, 13 were placed in Trial Reunification, 1 was placed in a CW Foster Family Care Supported Home, 6 were placed in a CW Kinship Relative Home, and 1 was placed in a Youth Services Shelter. In May 2015, there were 20 substantiations of abuse by parents of children in out of home care and these 20 victims were reported in 13 separate referrals. Of these 20 Victims, 16 were placed in Trial Reunification, 1 was placed in a CW Foster Family Care Home, 1 was placed in a CW Foster Family Care Supported Home, 1 was placed in a CW Kinship Relative Home, and 1 had no documented placement.

2.1: New Family Foster Care Homes

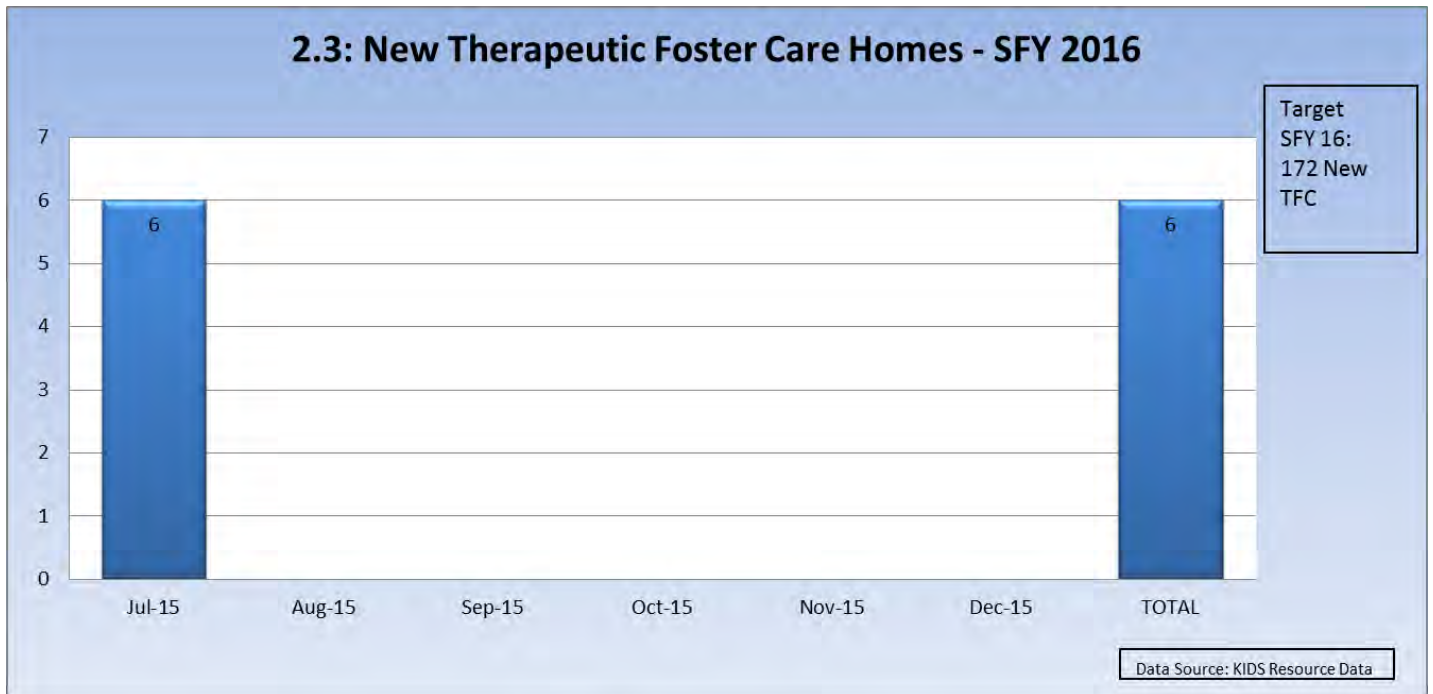


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New FFC Homes	43	0	0	0	0	0	0	0	0	0	0	0	43

**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 September 2015:** In July 2015, there were a total of 43 new foster homes opened. There was a net gain of 5 Foster Family Care homes in July for SFY2016.

2.3: New Therapeutic Foster Care Homes



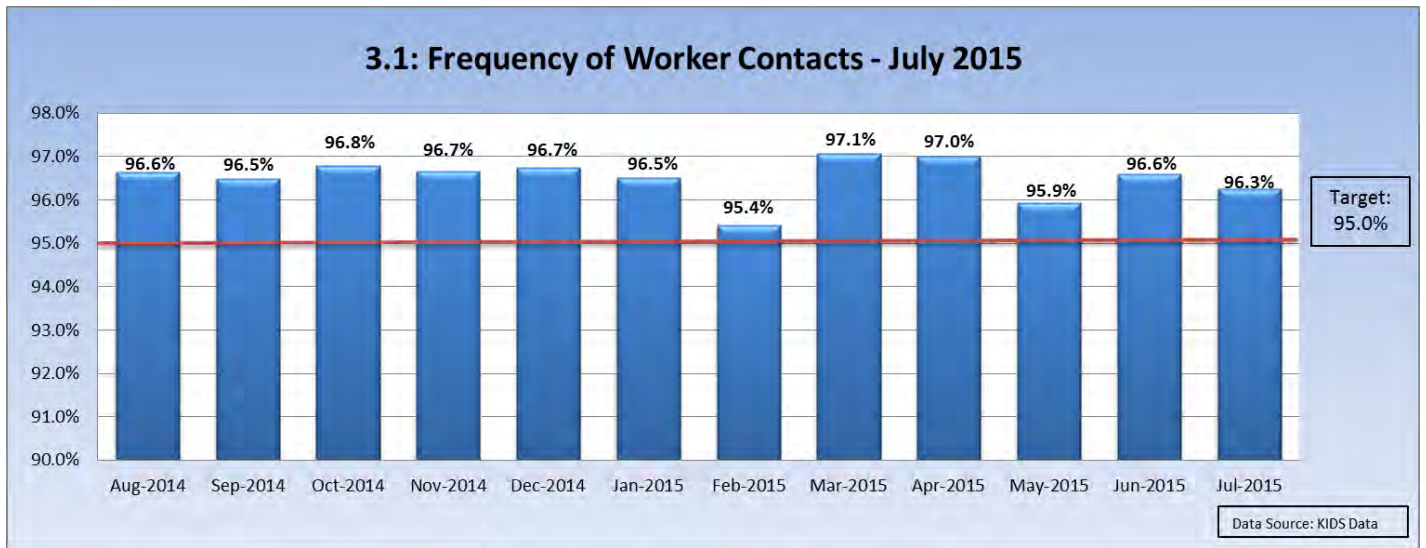
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New TFC Homes	6	0	0	0	0	0	0	0	0	0	0	0	6

**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 September 2015:** In July 2015, there were a total of 6 new TFC homes opened. TFC Net Gain was -4 for July in SFY2016.



3.1: Frequency of Worker Contacts



	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
Contacts Made by Any Worker	10427	10386	10461	10526	10356	10331	10152	10278	10201	10161	10004	9978
Minimum Contacts Required	10790	10765	10809	10890	10705	10705	10640	10589	10515	10592	10357	10366
% Made	96.6%	96.5%	96.8%	96.7%	96.7%	96.5%	95.4%	97.1%	97.0%	95.9%	96.6%	96.3%

**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- September 2015:** The visitation rate for all worker visits in July 2015 was 96.3%.



### 3.2: Frequency of Primary Worker Contacts - July 2015

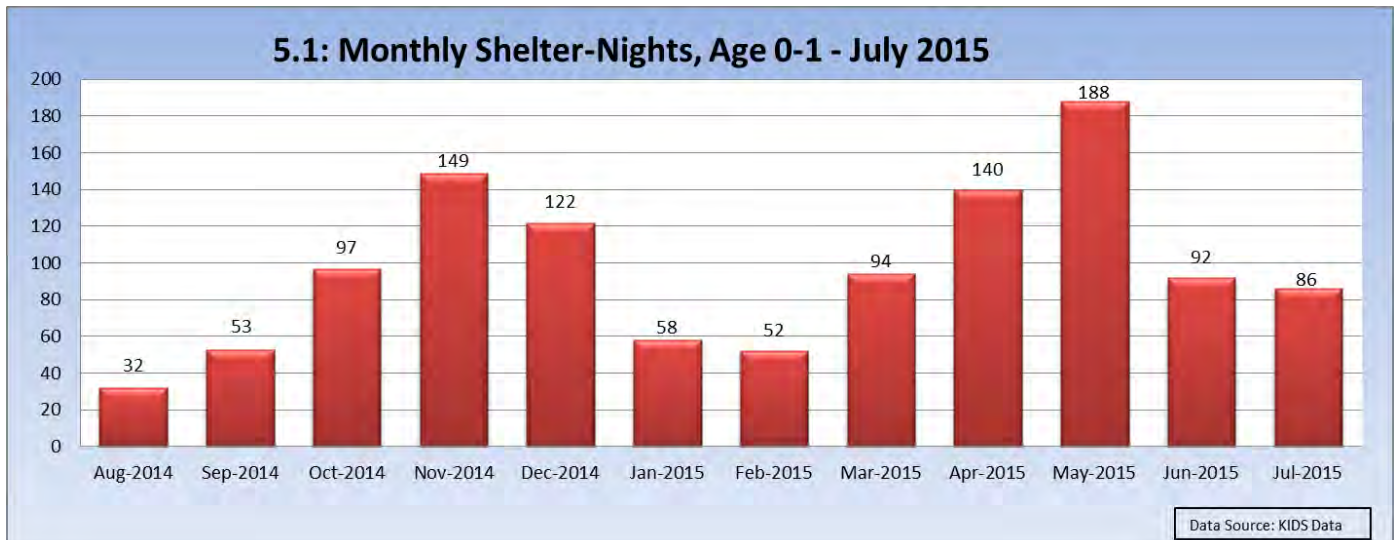


	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
Contacts Made by Primary Worker	8310	8239	8713	8649	8716	9081	8982	9206	9174	9215	9223	9122
Minimum Contacts Required	10790	10765	10809	10890	10705	10705	10640	10589	10515	10592	10357	10366
% Made	77.0%	76.5%	80.6%	79.4%	81.4%	84.8%	84.4%	86.9%	87.2%	87.0%	89.1%	88.0%

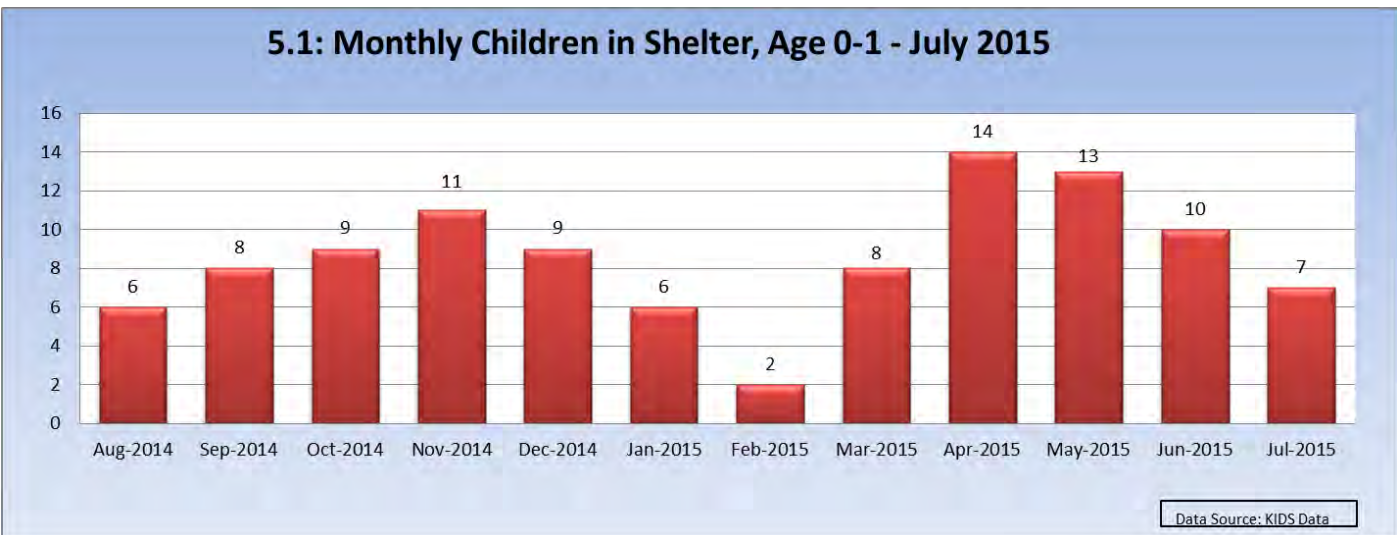
**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made by the primary assigned worker for a given month. Only one visit per month by the primary worker is counted even though multiple visits may have been made by multiple workers during the month. For FFY15, the interim target is 80%.

**Comments- September 2015:** The worker visitation rate for primary workers in July 2015 was 88.0%.

5.1: Shelter Use – Age 0-1 Years



	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
# of Nights	32	53	97	149	122	58	52	94	140	188	92	86

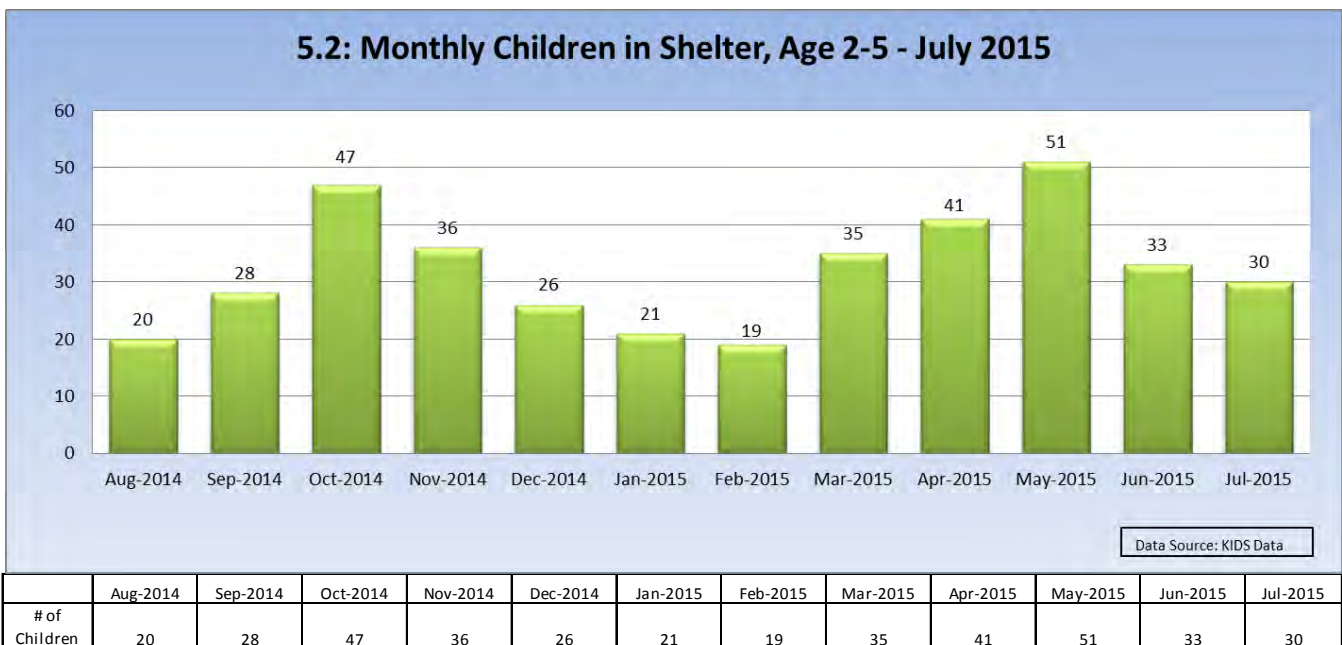
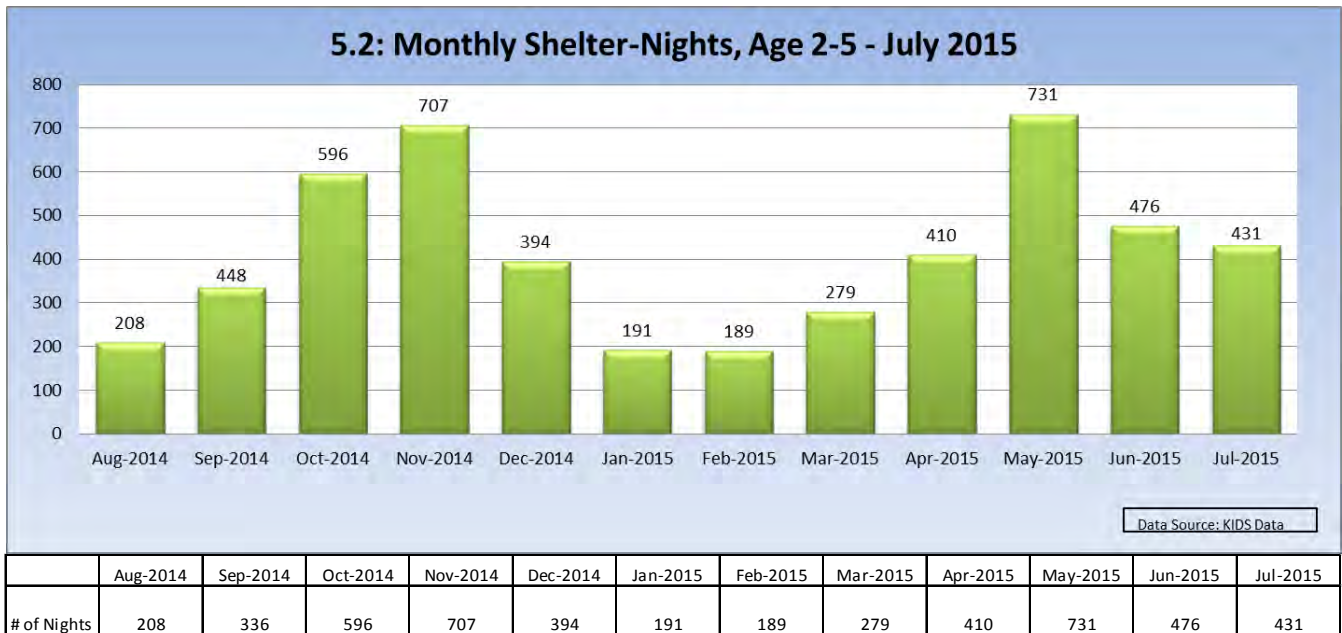


	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
# of Children	6	8	9	11	9	6	2	8	14	13	10	7

**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 -September 2015:** In July 2015, 7 children age 0-1 year spent a total of 86 nights in the shelter. Of those 7 children, 3 were an automatic exception as part of a sibling set of four or more and 3 child was placed with a parent. There were 2,083 children under the age of 2 in Out of Home Care in July 2015. Of those, 2,076 children did not spend a night in the shelter (99.6% of children in care age 0-1 year). There were 172 children age 0-1 year removed during the month of July and 170 of those children did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Years

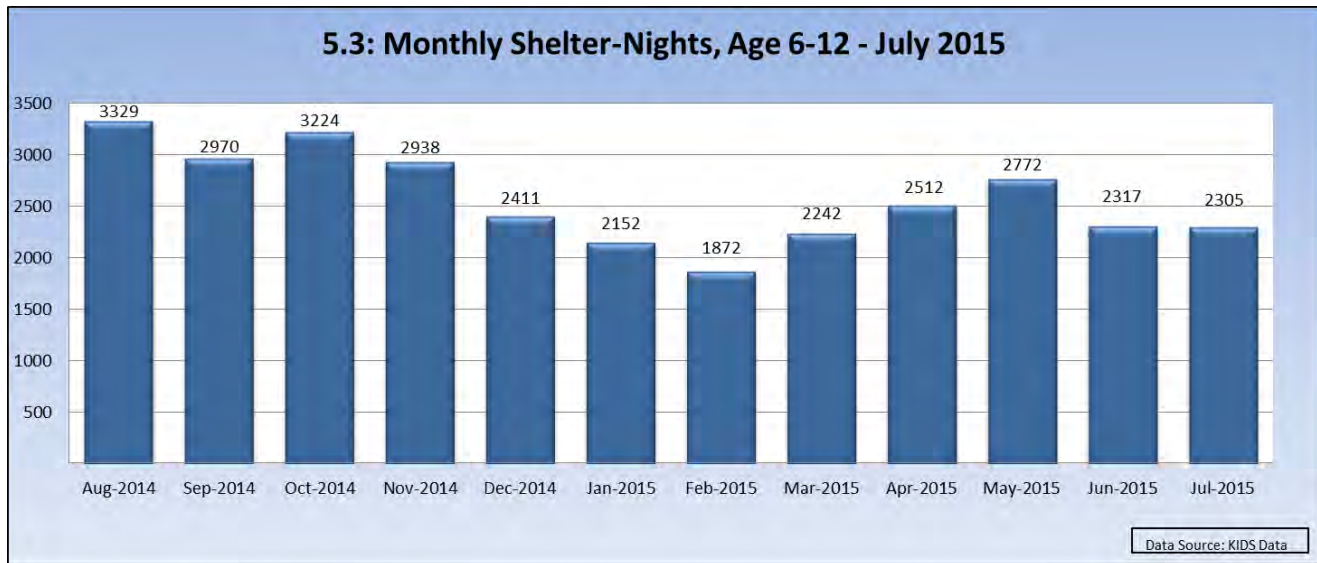


**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

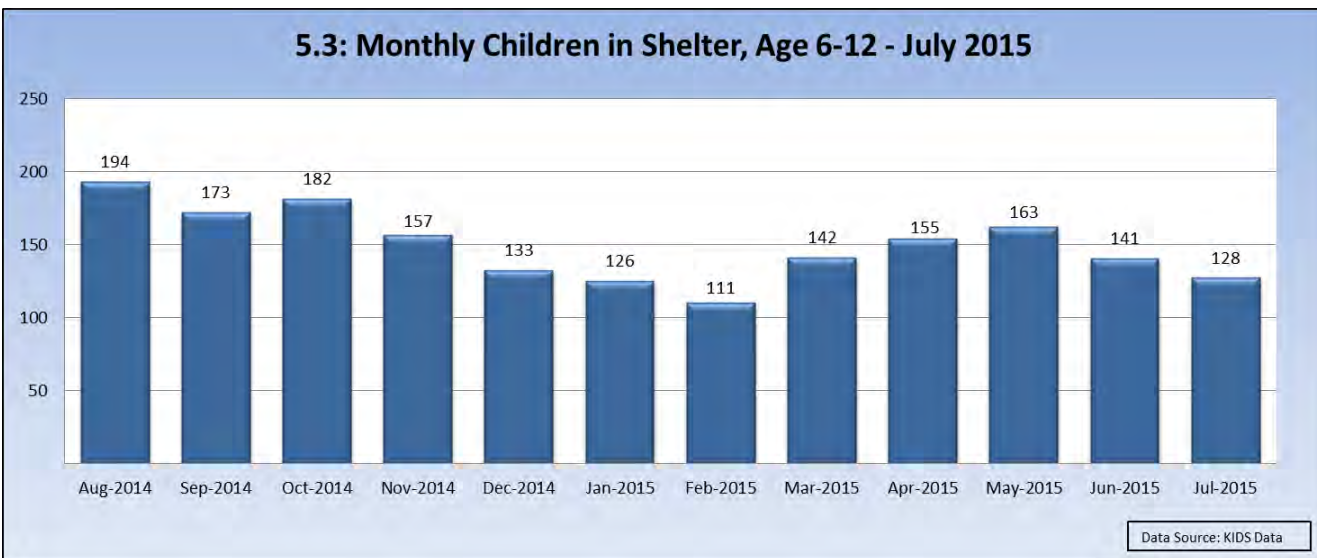
**Comments - September 2015:** In July 2015, 30 children age 2-5 years spent a total of 431 nights in the shelter. Of these, 10 children met the automatic exception as part of a sibling set of four or more. There were 3,389 children age 2-5 years in care in July 2015. Of those, 3,359 children did not spend a night in the shelter (99.1% of children in care age 2-5 years). There were 117 children age 2-5 years removed during the month of July and 107 of these children did not have a shelter stay.



5.3: Shelter Use – Age 6-12 Years



	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
# of Nights	3329	2970	3224	2938	2411	2152	1872	2242	2512	2772	2317	2305

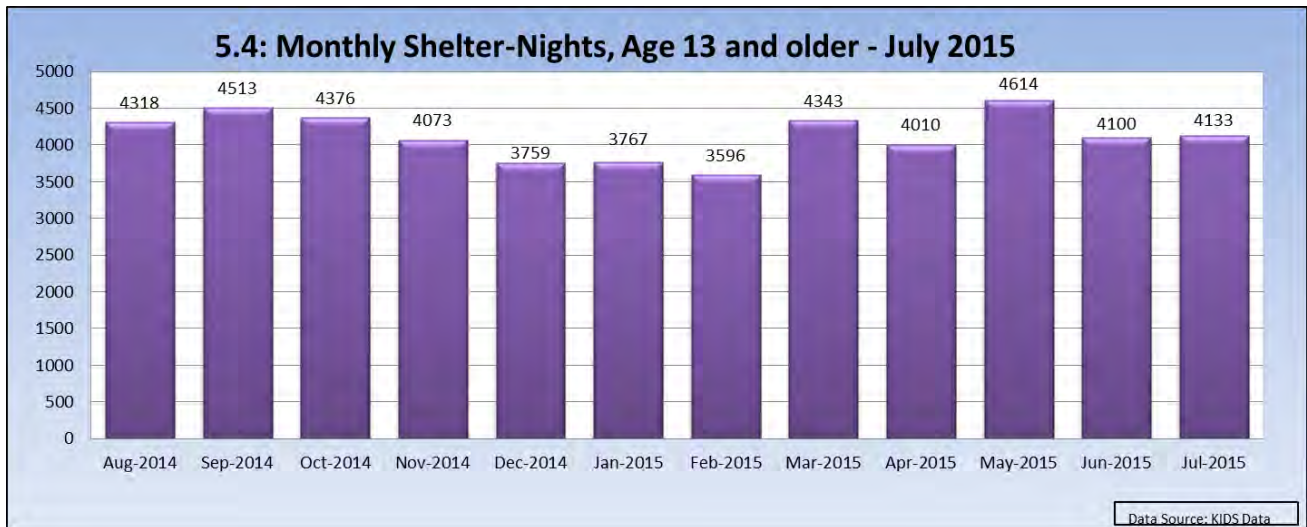


	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
# of Children	194	173	182	157	133	126	111	142	155	163	141	128

**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.

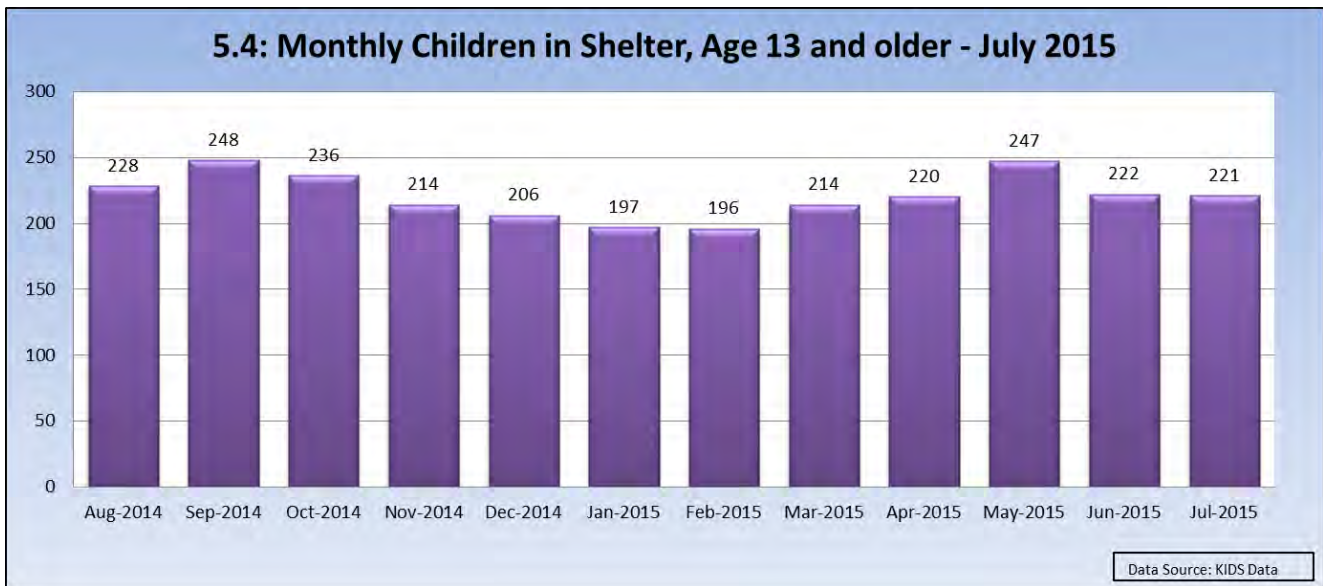
**Comments -September 2015:** In July 2015, 128 children age 6-12 years spent a total of 2,305 nights in the shelter. Of these, 18 children met the automatic exception as part of a sibling set of three or more. There were 3,952 children age 6-12 years in care in July 2015 and 3,824 of those did not spend a night in the shelter (96.7% of children age 6-12 years). There were 152 children age 6-12 years removed in July and 123 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older



Data Source: KIDS Data

	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
# of Nights	4318	4513	4376	4073	3759	3767	3596	4343	4010	4614	4100	4133



Data Source: KIDS Data

	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015
# of Children	228	248	236	214	206	197	196	214	220	247	222	221

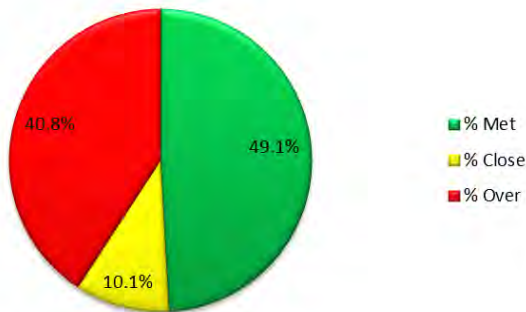
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

**Comments -September 2015:** In July 2015, 221 children age 13 and older spent a total of 4,133 nights in the shelter. Of these, 5 children met the automatic exception as part of a sibling set of three or more and 3 children were a minor parent placed with their child. There were 1,819 children age 13-18 years in care in July 2015. Of those, 1,598 children did not spend a night in the shelter (87.8% of children in care age 13-18 years). There were 49 children age 13-18 years removed during the month of July and 25 of these children did not have a shelter stay.

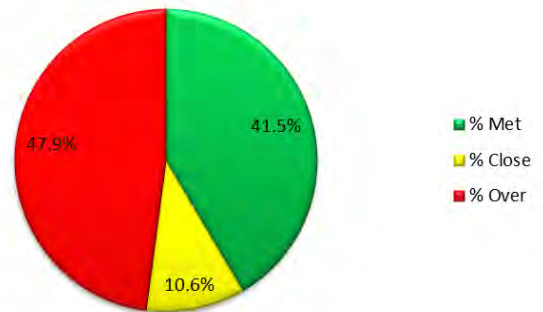
### Workers Meeting Caseload Standards

Workers Meeting Workload Standards Apr 1, 2015 - Jun 30, 2015				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	6993	30.6%	9.3%	60.1%
BRIDGE - FOSTER CARE	14264	32.5%	13.5%	54.0%
COMPREHENSIVE	9554	54.4%	13.9%	31.6%
PERMANENCY PLANNING	55653	41.5%	10.6%	47.9%
PREVENTIVE/VOLUNTARY	5985	84.7%	6.3%	9.1%
INVESTIGATION	37612	62.7%	8.2%	29.1%
OCA	1205	62.2%	.0%	37.8%
<b>STATEWIDE TOTAL</b>	<b>131266</b>	<b>49.1%</b>	<b>10.1%</b>	<b>40.8%</b>

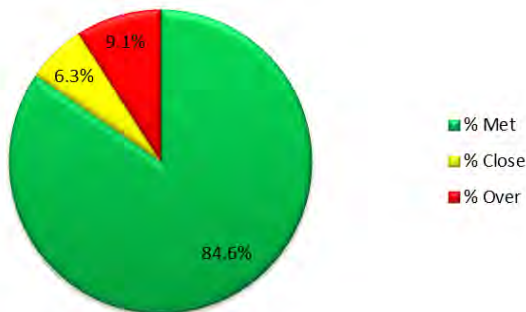
**CHILD WELFARE WORKERS STATEWIDE**



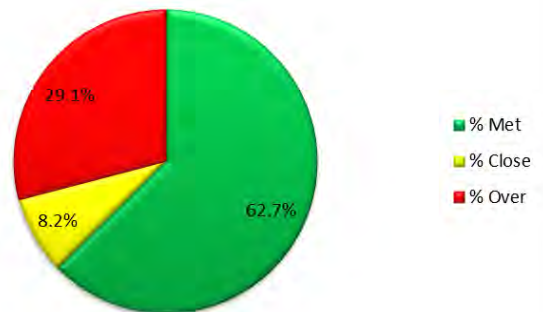
**PERMANENCY PLANNING STATEWIDE**



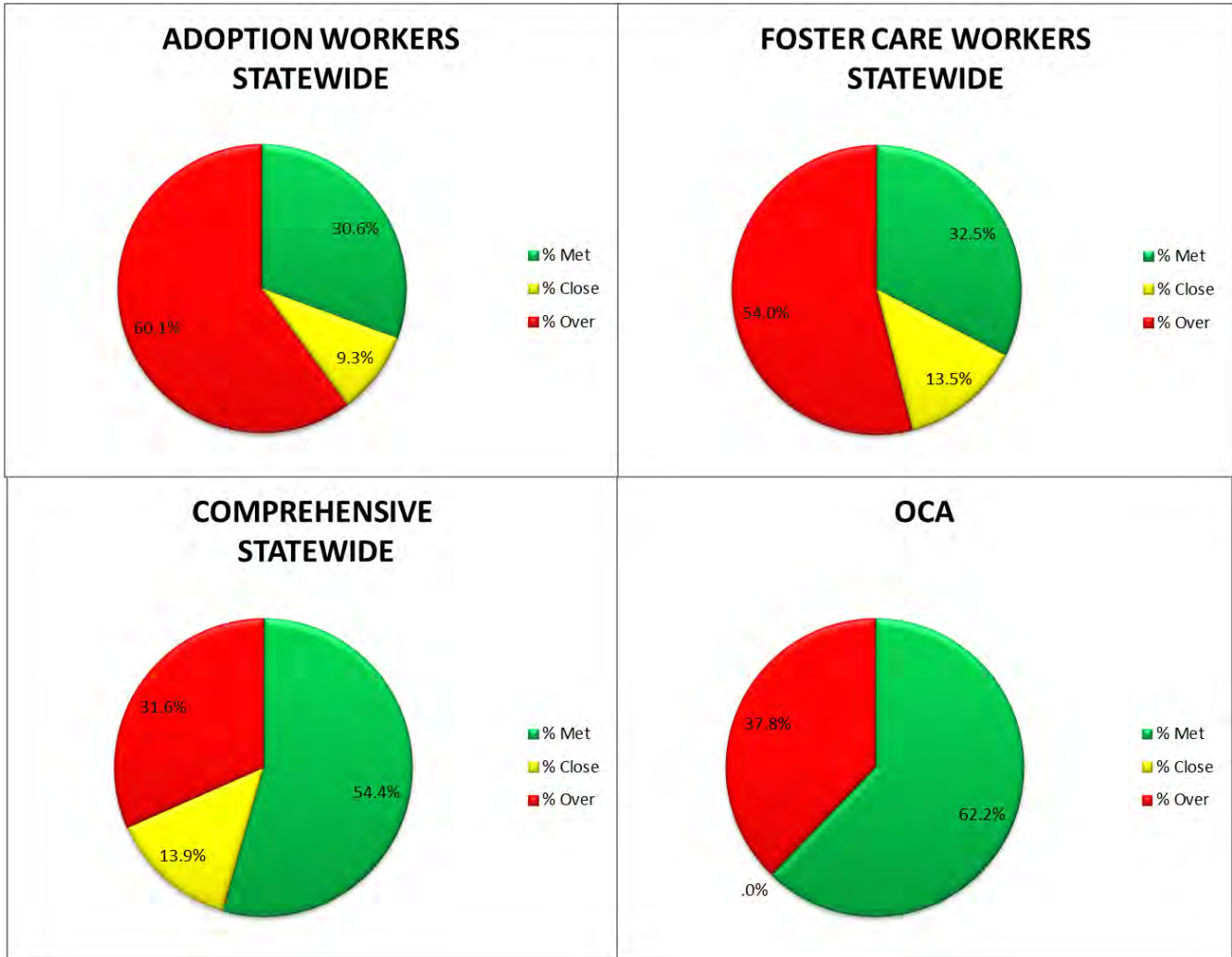
**PREVENTIVE/VOLUNTARY STATEWIDE**



**INVESTIGATION STATEWIDE**





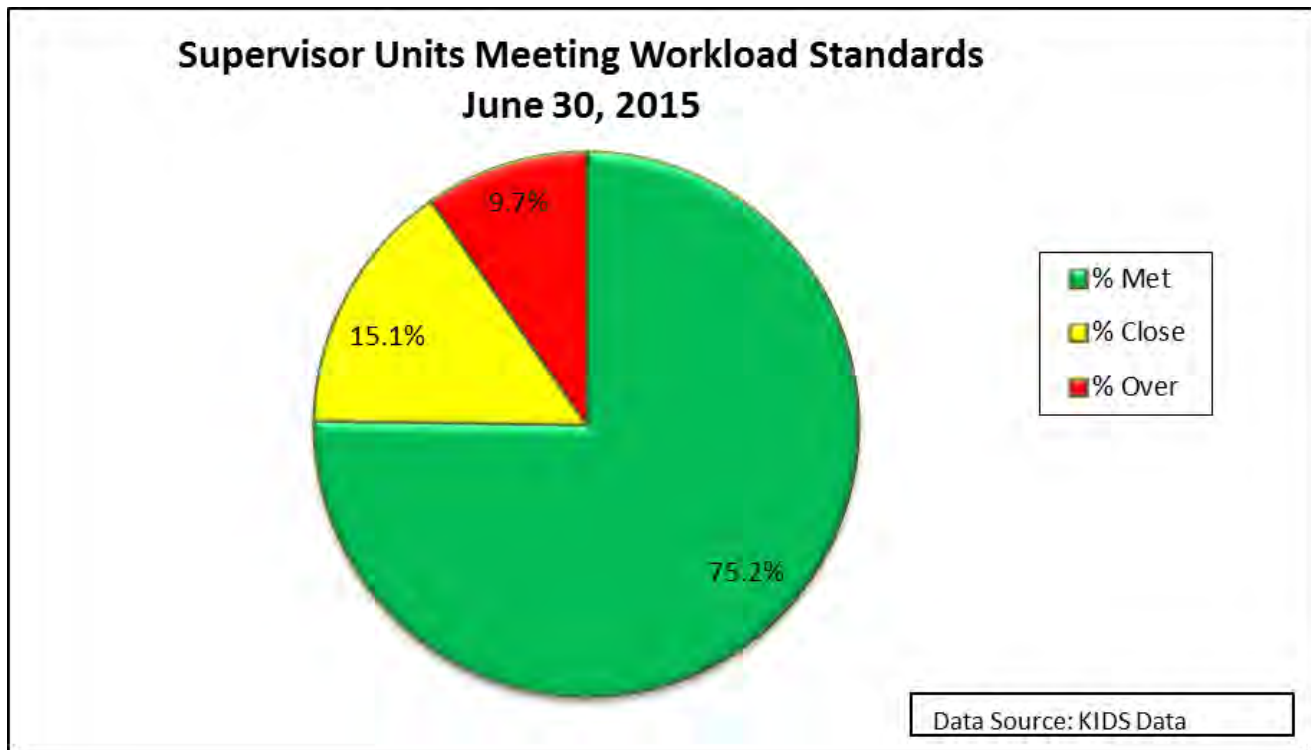


7.1 Worker Caseloads Continued

**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 September 2015:** For the period of April 1, 2015 – June 30, 2015, The total number of Child Welfare Workers meeting the standard is 49.1%, with 10.1% being “Close”, and 40.8% “Over 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 September 2015:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 75.2%, with 15.1% being “Close”, and 9.7% “Over Standard”. There are 351 supervisor units with 264 units meeting the standard, 53 units close and 34 units over the standard.

Context Data		
Children in Out of Home Care - in DHS Custody		
July 2015 - 11,243 Children		
Age	# of Children	% of Total
0-1 Years	2083	18.5%
2-5 Years	3389	30.1%
6-12 Years	3952	35.2%
Over 13 Years	1819	16.2%
Race	# of Children	% of Total
White	4285	38.1%
African American	1001	8.9%
Multi Race	3157	28.1%
Native American	740	6.6%
Hispanic*	2036	18.1%
Pacific Islander	14	0.1%
Asian	10	0.1%
TOTAL	11243	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

