



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

September 2016

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

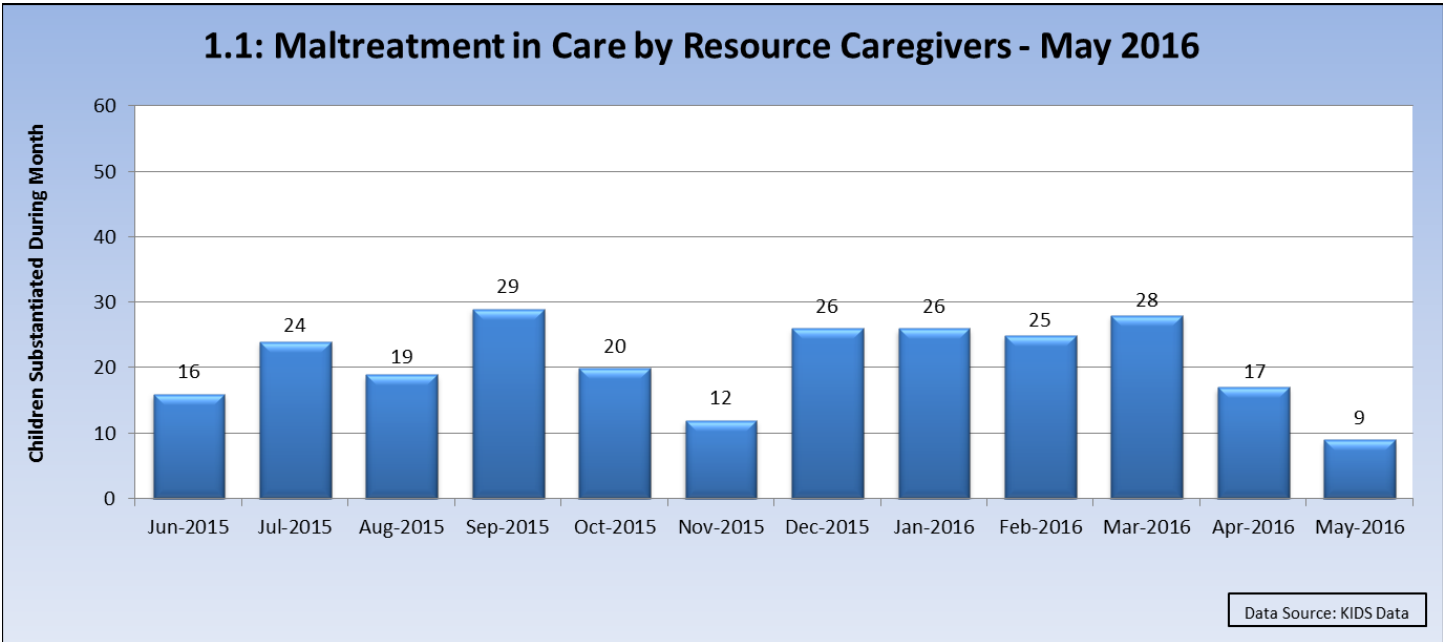
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter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

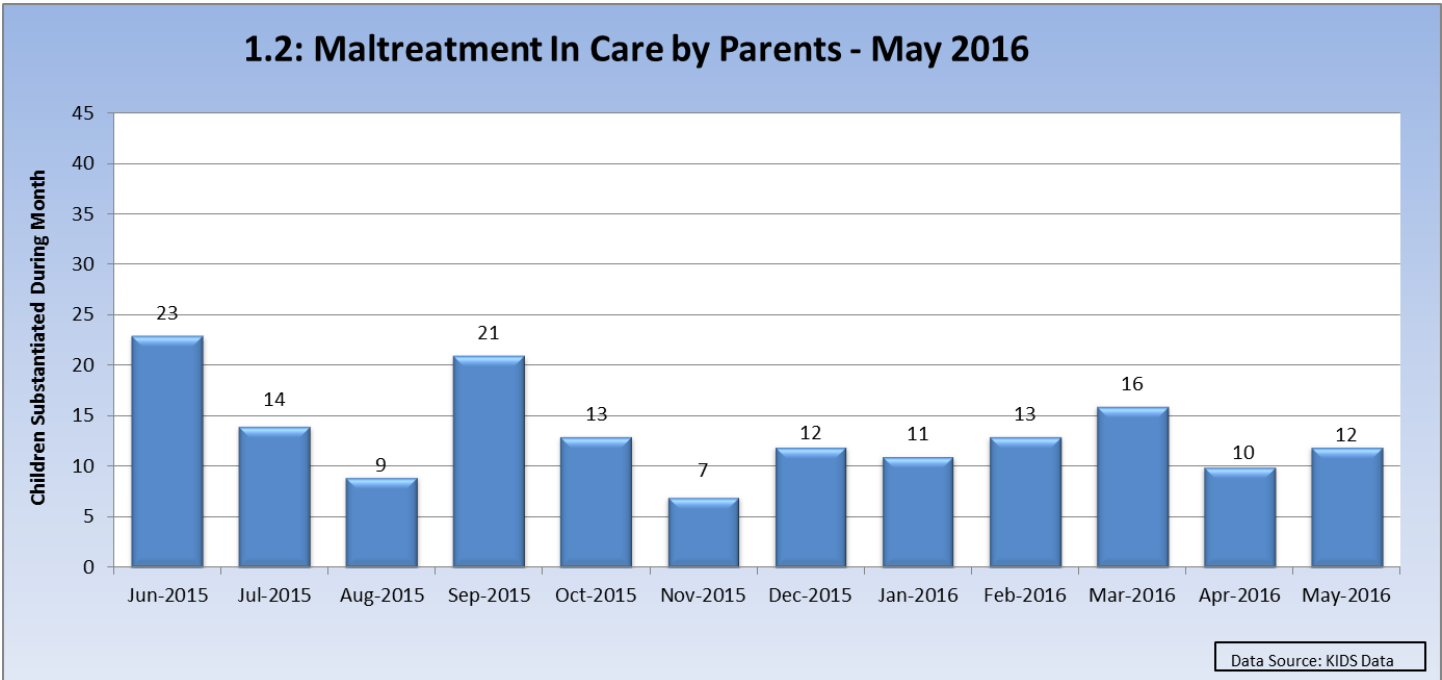
Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - September 2016					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - May		
Foster Care Safety	1.1	Maltreatment in Care by Resource Caregivers	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	5/31/2016	9 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.	5/31/2016	12 Children		
					July Total	SFY17 Total to Date	
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	7/31/2016	93	93 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	7/31/2016	10	10 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.	7/31/2016	9,221	9,481	97.3%
	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.	7/31/2016	8,645	9,188	94.1%
					July 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.	7/31/2016	0 Nights 0 Children	0 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.	7/31/2016	0 Nights 0 Children	132 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.	7/31/2016	824 Nights 41 Children	4,307 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.	7/31/2016	2291 Nights 117 Children	10,988 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: 4/1/2016 - 6/30/2016	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					71.0%	11.4%	17.6%
			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
					81.3%	13.5%	5.3%
Context Data		Demographical Information on Children In Care, including age and race		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			



	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Substantiations	16	24	19	29	20	12	26	26	25	28	17	9

**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 2016:** For this month, both April and May 2016 MIC are being reported. For April there were a total of 17 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 5 separate referrals for children in foster care and 2 referrals to OCA. Of the 15 children placed in foster care, 2 children were placed in a CW Foster Family Care Supported Home, 12 were placed in a CW Kinship Relative Home, and 1 was placed in an Adoptive Non Relative Home. Of the 2 OCA victims, 1 child was placed in a Level E Residential Resource Facility, and 1 child was placed a Psychiatric Residential Treatment Center. For May there were a total of 9 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 6 separate referrals for children in foster care and 0 referrals to OCA. Of the 9 children placed in foster care, 1 child was placed in a CW Foster Family Care Home, 3 children were placed in CW Foster Family Care Supported Home, 2 were placed in a CW Kinship Relative Home, 1 was placed in a CW Kinship Non-Relative Home, 1 was placed in a Contracted Foster Care Home, and 1 was placed in a Therapeutic Foster Care Home.

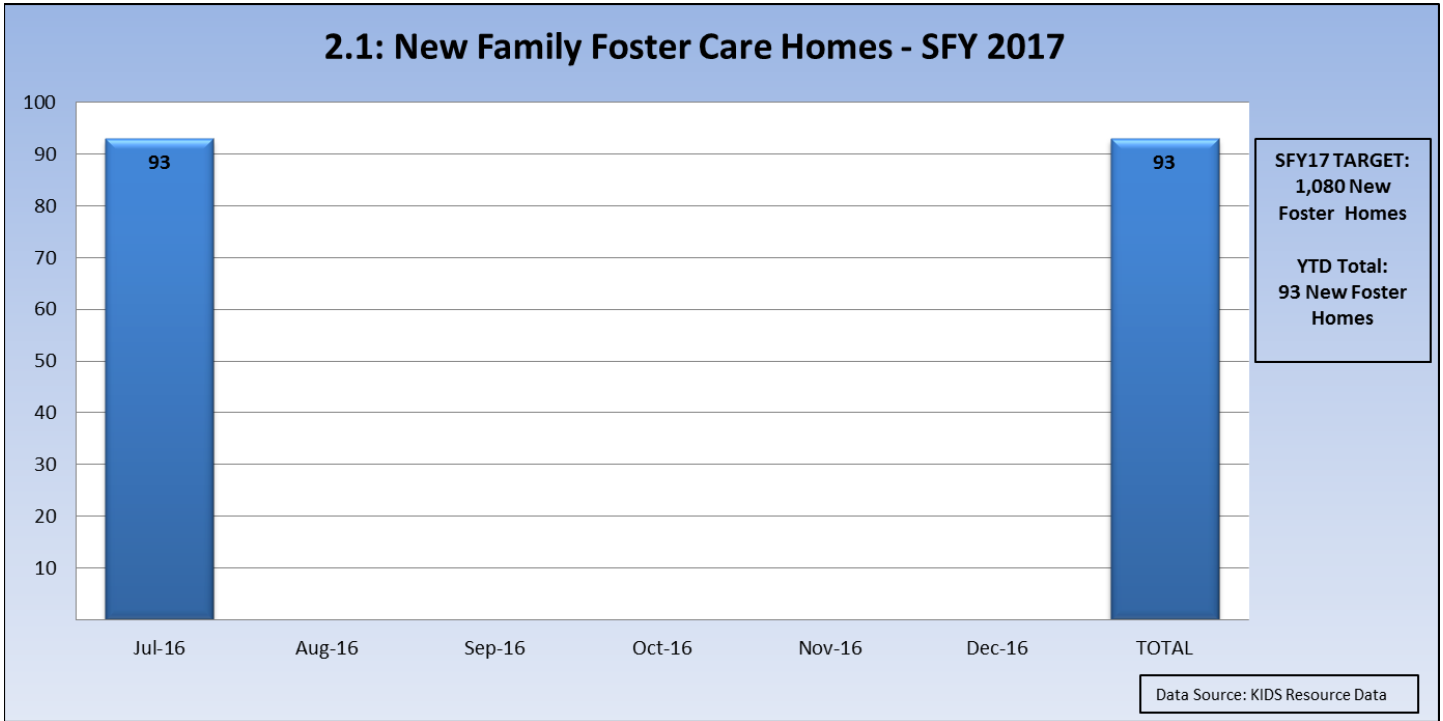


	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Substantiations	23	14	9	21	13	7	12	11	13	16	10	12

**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.

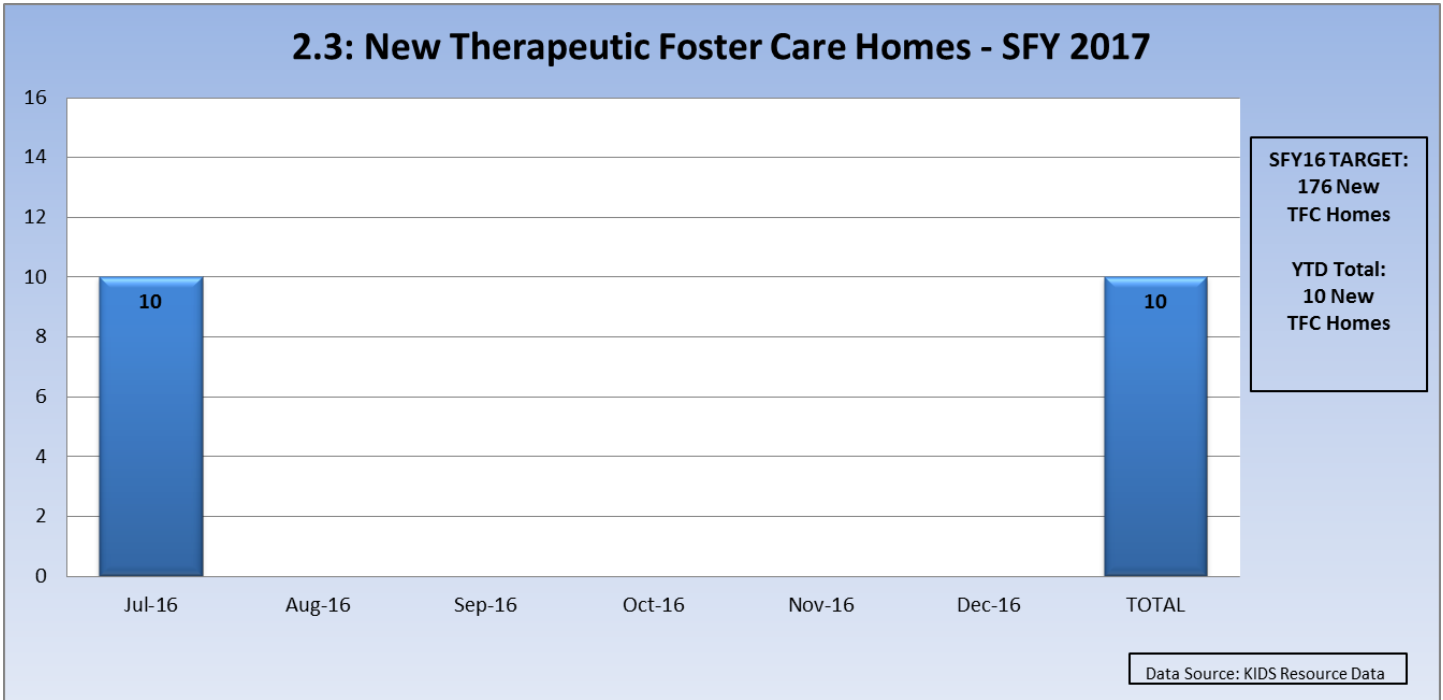
**Comments - September 2016:** For this month, both April and May 2016 MIC are being reported. In April 2016, there were 10 substantiations of abuse by parents of children in out of home care and these 10 victims were reported in 7 separate referrals. Of these 10 Victims, 6 were placed in Trial Reunification, 1 child was placed in a CW Foster Family Care Home, 2 were placed in a Kinship Relative Foster Care Home, and 1 child was placed in a Therapeutic Foster Care Home. In May 2016, there were 12 substantiations of abuse by parents of children in out of home care and these 12 victims were reported in 7 separate referrals. Of these 12 Victims, 10 were placed in Trial Reunification and 2 were placed in a CW Foster Family Care Kinship Relative Home.



	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
# of New FFC Homes	93	0	0	0	0	0	0	0	0	0	0	0	93

**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.

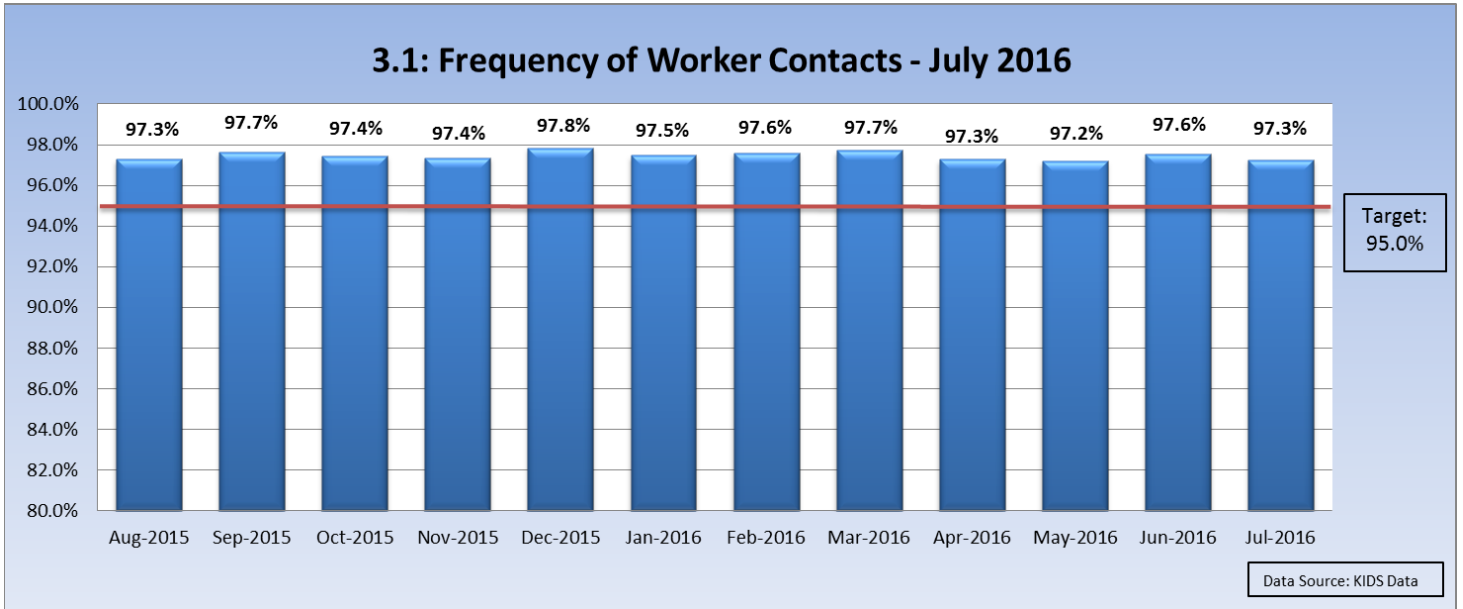
**Comments – September 2016:** In June 2016, there were 93 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 7/31/16, there were a total of 93 new homes for SFY17. The Foster Family Care net gain as of 8/1/16 was 22 homes for the first month of SFY17, which is 6.5% of the yearly target. The Net gain target for SFY17 is 325 homes.



	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Total
# of New TFC Homes	10	0	0	0	0	0	0	0	0	0	0	0	10

**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 – September 2016:** In June 2017, there were a total of 10 new TFC homes opened for a total of 10 new TFC homes in SFY17. The TFC net gain as of 8/1/16 was 2 homes for SFY17. The Net Gain target for SFY17 is 55 TFC homes.

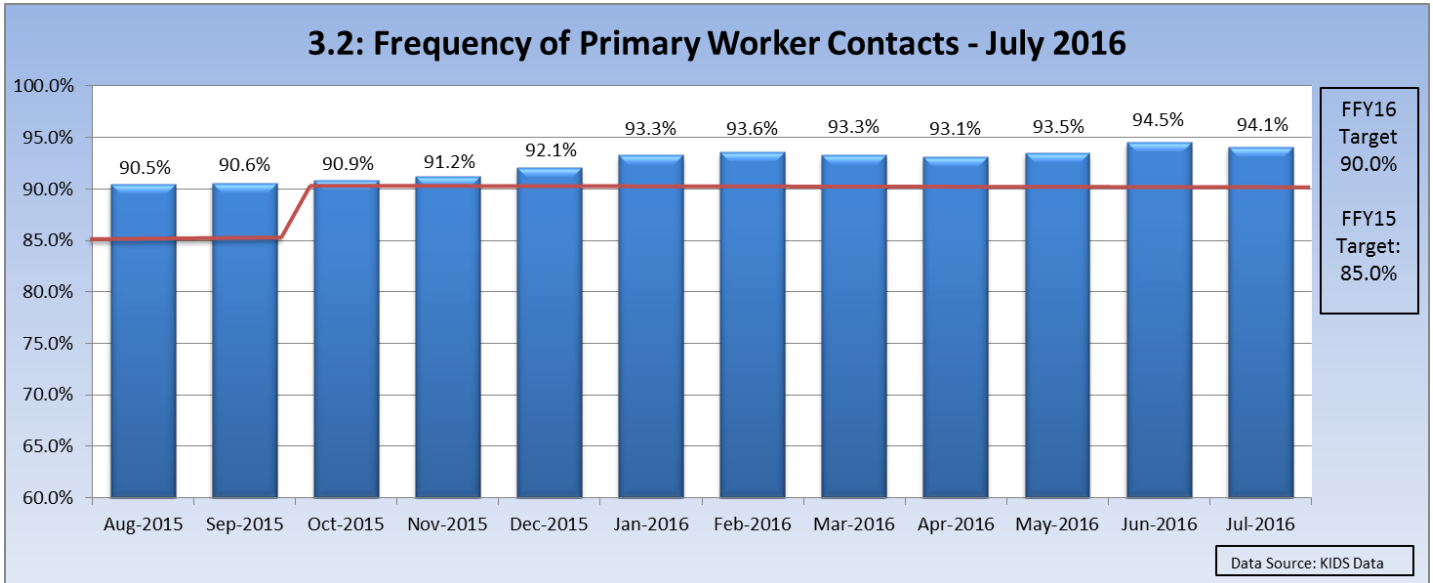


	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
Contacts Made by Any Worker	10092	10207	10189	10094	9802	9708	9607	9652	9572	9569	9331	9221
Minimum Contacts Required	10374	10452	10456	10368	10018	9960	9843	9877	9839	9846	9565	9481
% Made	97.3%	97.7%	97.4%	97.4%	97.8%	97.5%	97.6%	97.7%	97.3%	97.2%	97.6%	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 – September 2016:** The visitation rate for all worker visits in July 2016 was 97.3%.



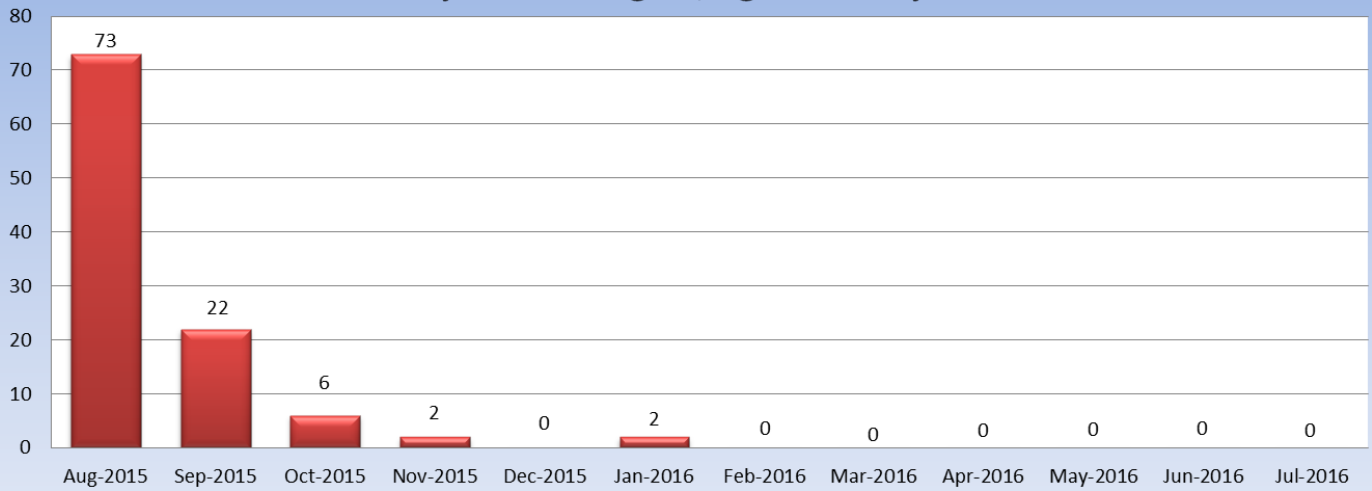


	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
Contacts Made by Primary Worker	9037	9110	9148	9102	8889	8957	8890	8904	8863	8900	8748	8645
Minimum Contacts Required	9991	10058	10066	9981	9649	9600	9499	9546	9521	9520	9253	9188
% Made	90.5%	90.6%	90.9%	91.2%	92.1%	93.3%	93.6%	93.3%	93.1%	93.5%	94.5%	94.1%

**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 - September 2016:** The worker visitation rate for primary workers in July 2016 was 94.1%.

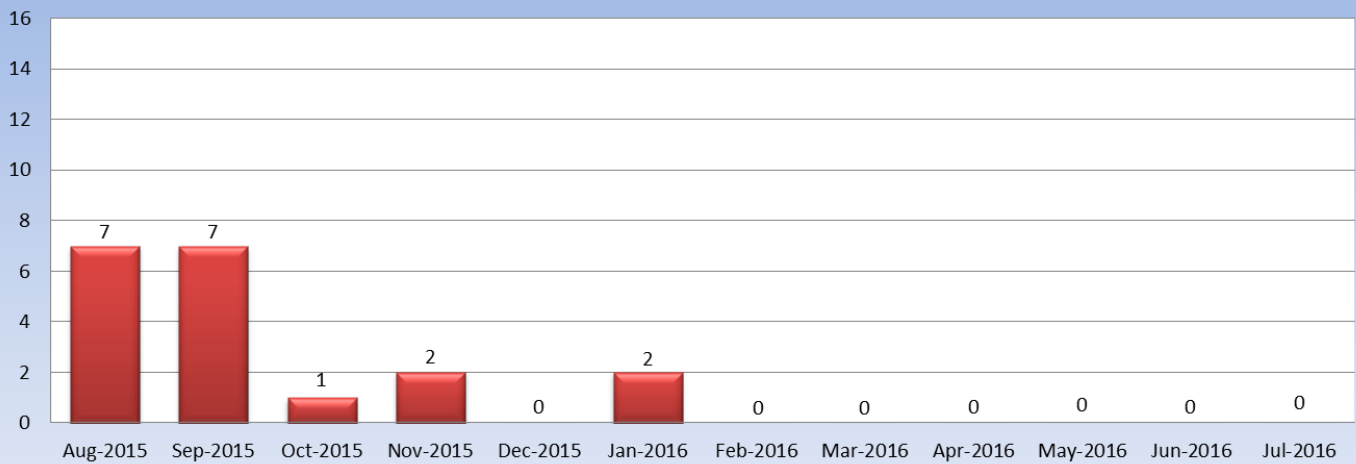
### 5.1: Monthly Shelter-Nights, Age 0-1 - July 2016



Data Source: KIDS Data

	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Nights	73	22	6	2	0	2	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - July 2016



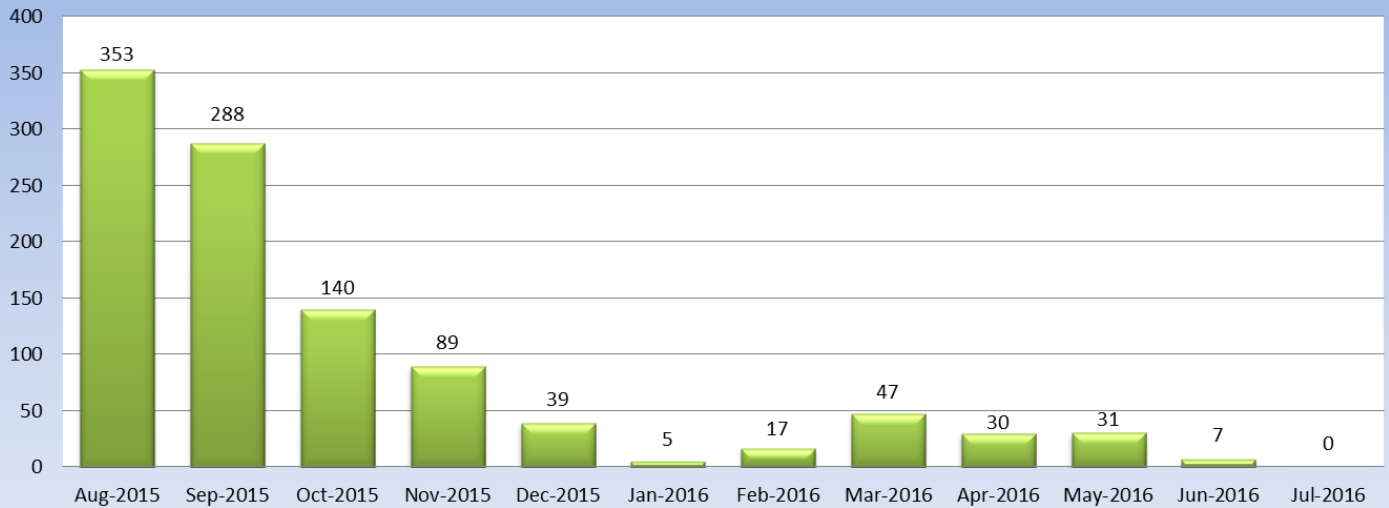
Data Source: KIDS Data

	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Children	7	7	1	2	0	2	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 - September 2016:** In July 2016, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,919 children under the age of 2 in Out of Home Care in July 2016 and there were 116 children age 0-1 year removed during the month of July.

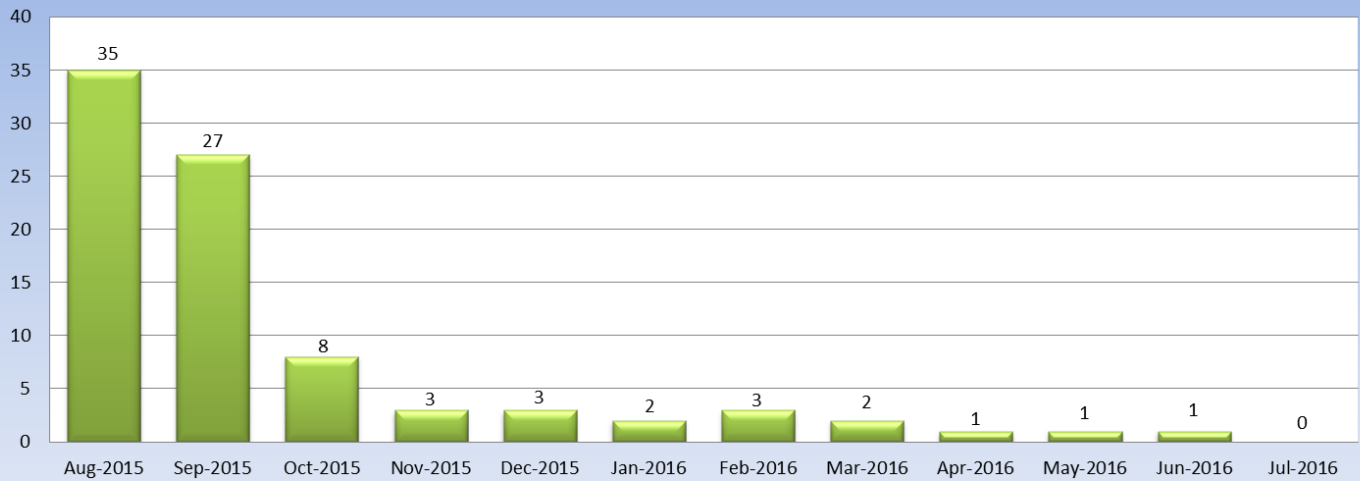
### 5.2: Monthly Shelter-Nights, Age 2-5 - July 2016



Data Source: KIDS Data

	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Nights	353	288	140	89	39	5	17	47	30	31	7	0

### 5.2: Monthly Children in Shelter, Age 2-5 - July 2016

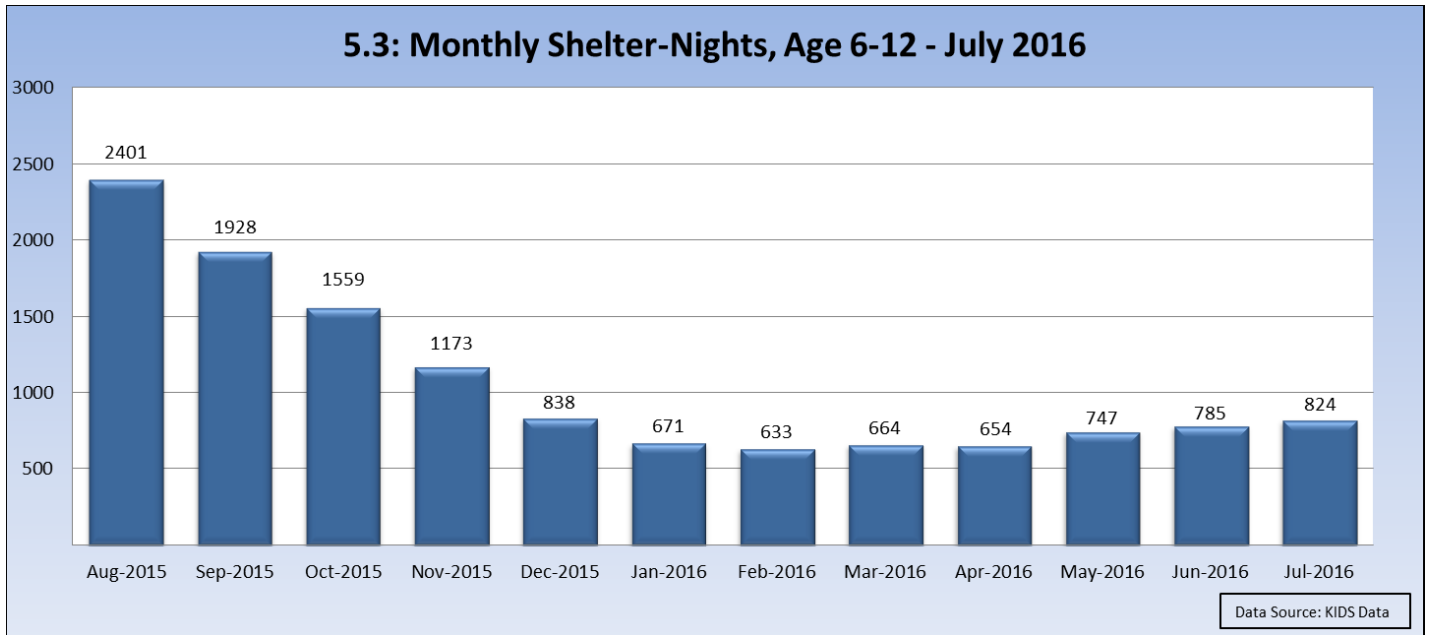


Data Source: KIDS Data

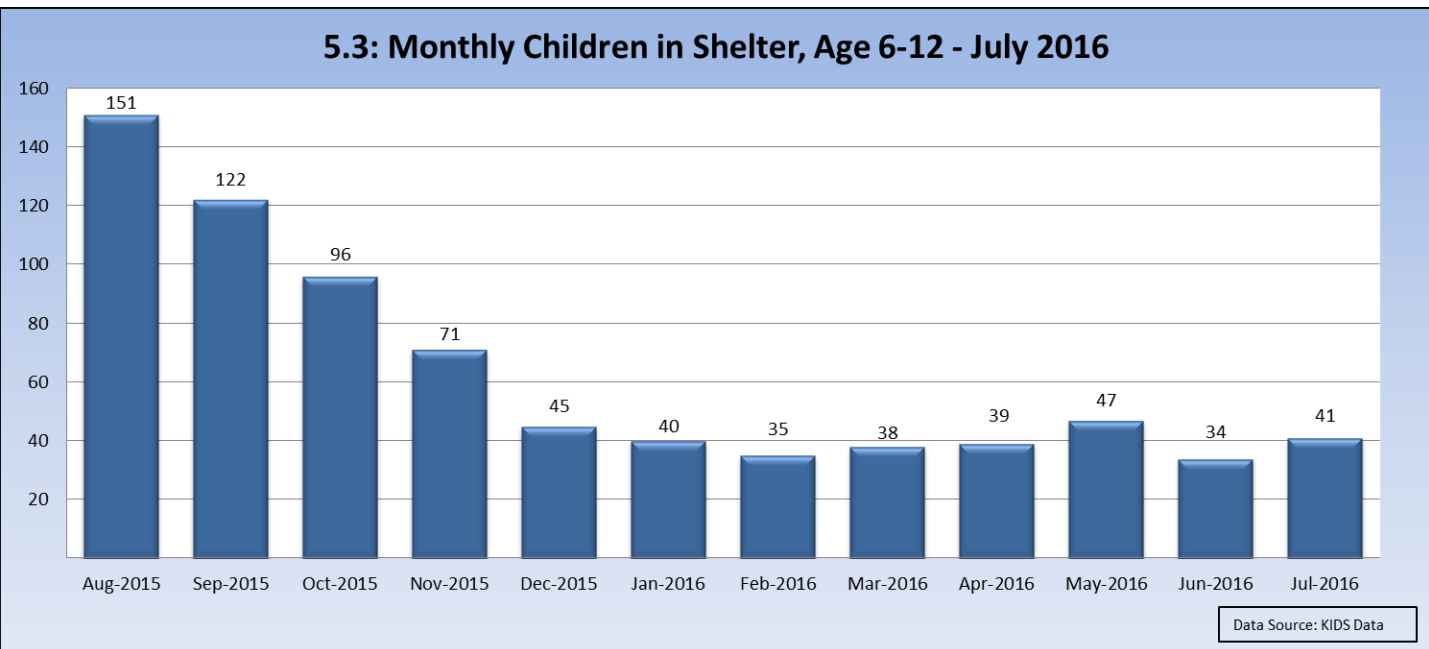
	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Children	35	27	8	3	3	2	3	2	1	1	1	0

**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 - September 2016:** In July 2016, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 3,100 children age 2-5 years in care in July 2016 and there were 110 children age 2-5 years removed during the month of July.



	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Nights	2401	1928	1559	1173	838	671	633	664	654	747	785	824

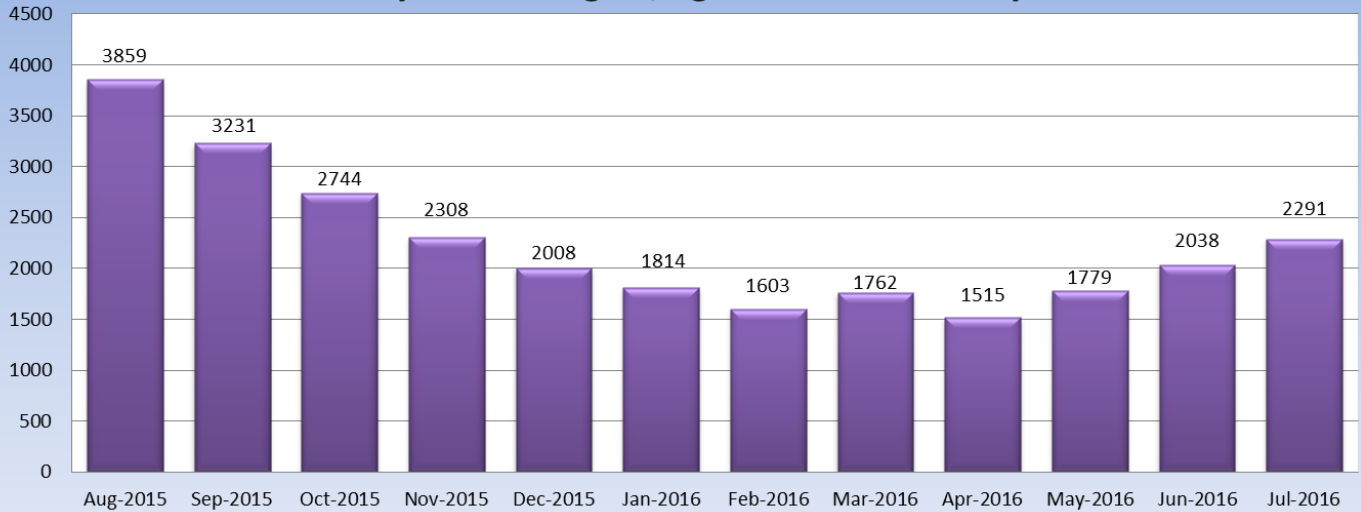


	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Children	151	122	96	71	45	40	35	38	39	47	34	41

**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 - September 2016:** In July 2016, 41 children age 6-12 years spent a total of 824 nights in the shelter. There were 3,614 children age 6-12 years in care in July 2016 and 3,573 of those did not spend a night in the shelter (98.8% of children age 6-12 years). There were 124 children age 6-12 years removed in July and 117 those children did not have a shelter stay.

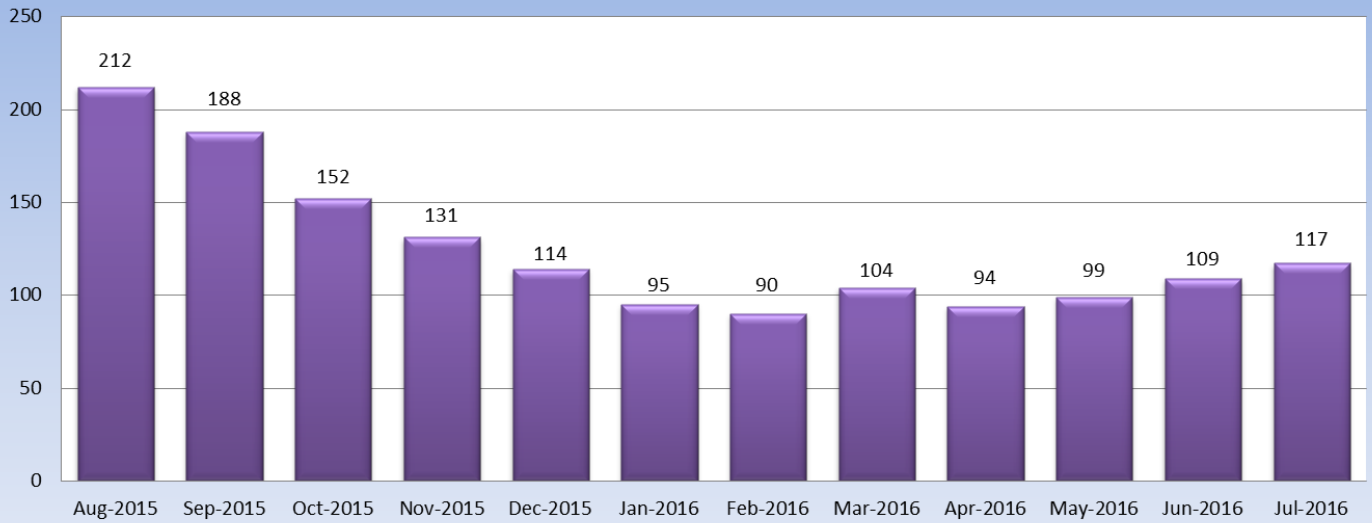
### 5.4: Monthly Shelter-Nights, Age 13 and older - July 2016



Data Source: KIDS Data

	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Nights	3859	3231	2744	2308	2008	1814	1603	1762	1515	1779	2038	2291

### 5.4: Monthly Children in Shelter, Age 13 and older - July 2016



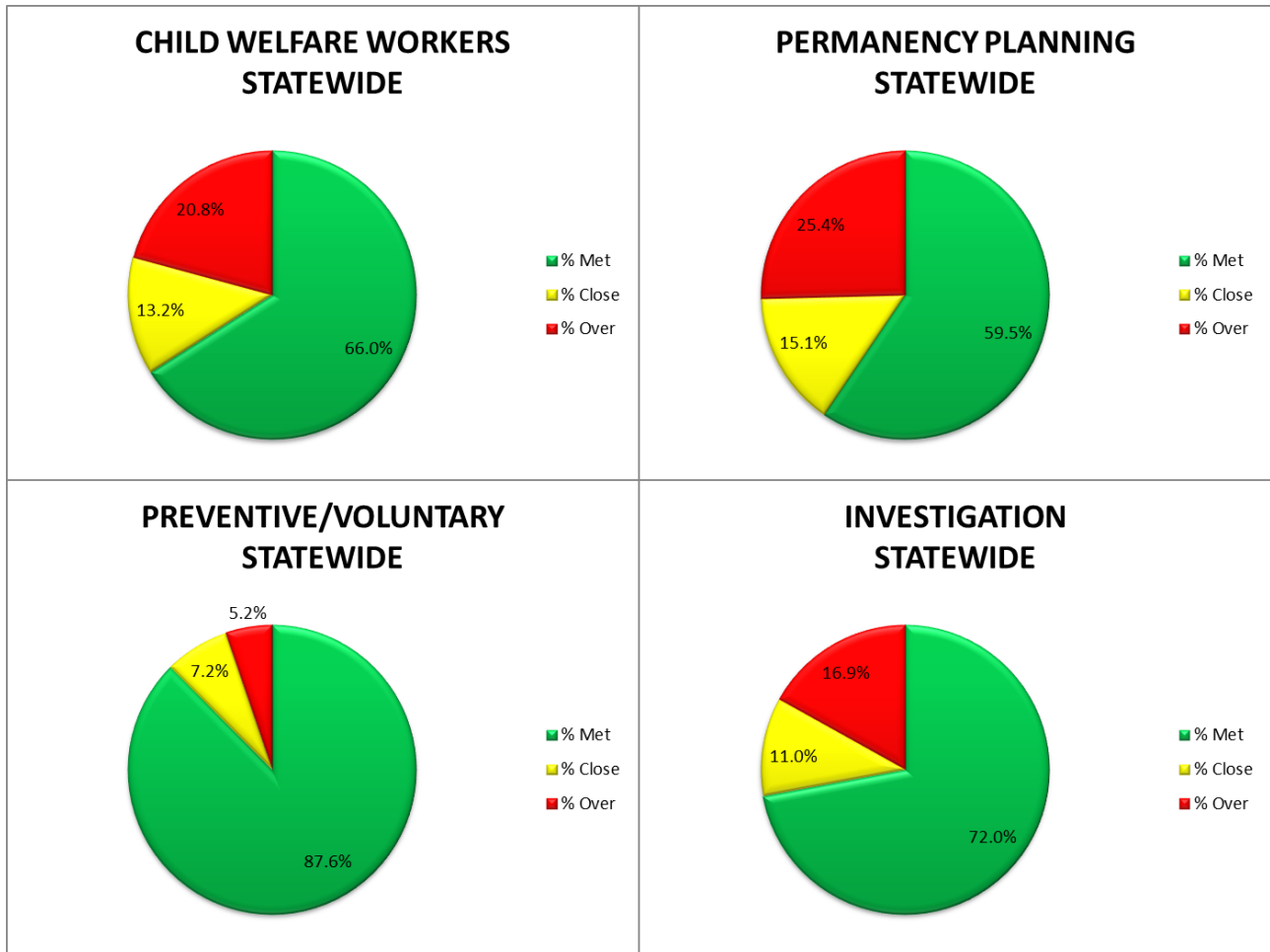
Data Source: KIDS Data

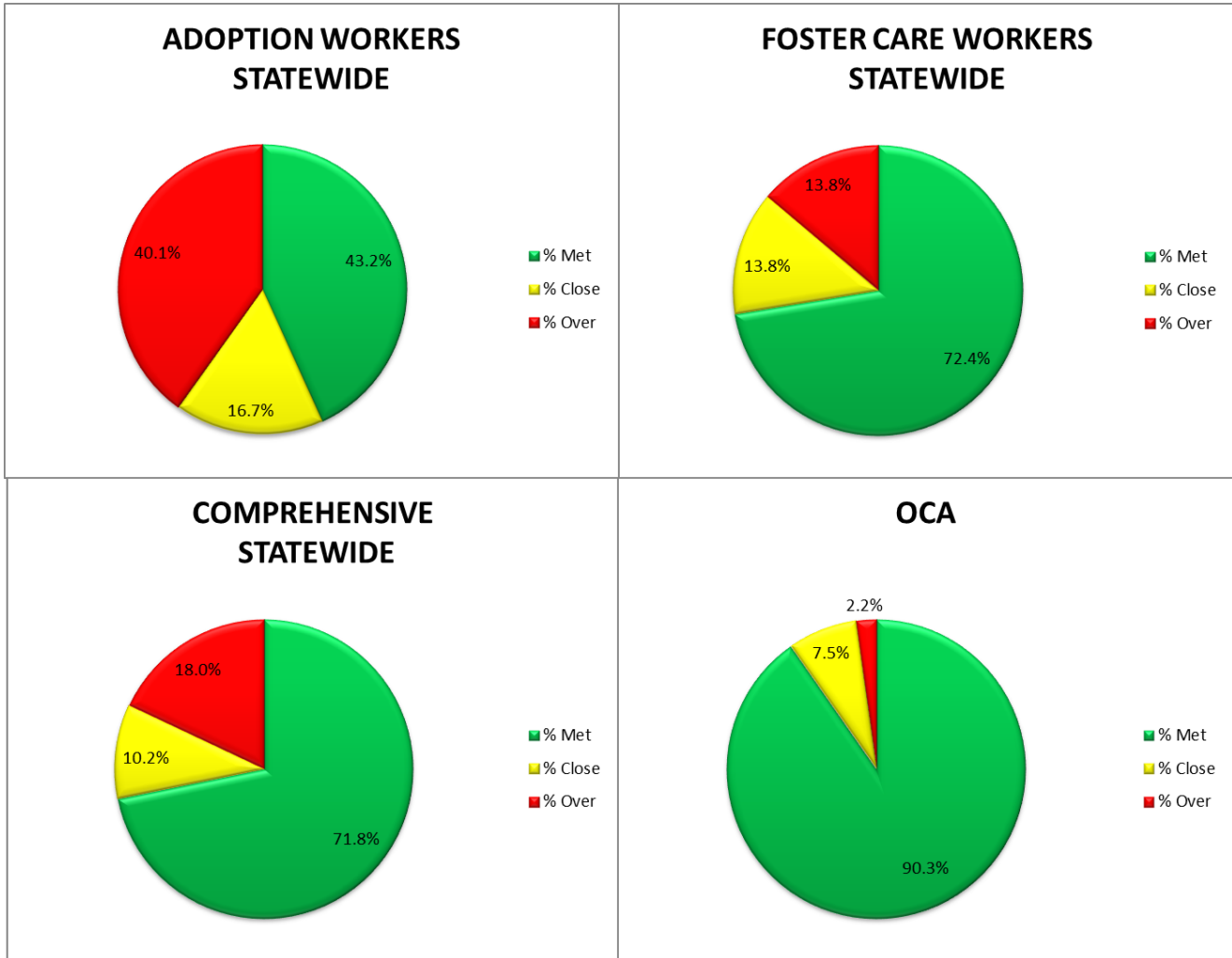
	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016
# of Children	212	188	152	131	114	95	90	104	94	99	109	117

**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 2016:** In July 2016, 117 children age 13 and older spent a total of 2,291 nights in the shelter. There were 1,650 children age 13-18 years in care in July 2016. Of those, 1,533 children did not spend a night in the shelter (92.9% of children in care age 13-18 years). There were 33 children age 13-18 years removed during the month of July and 23 of these children did not have a shelter stay.

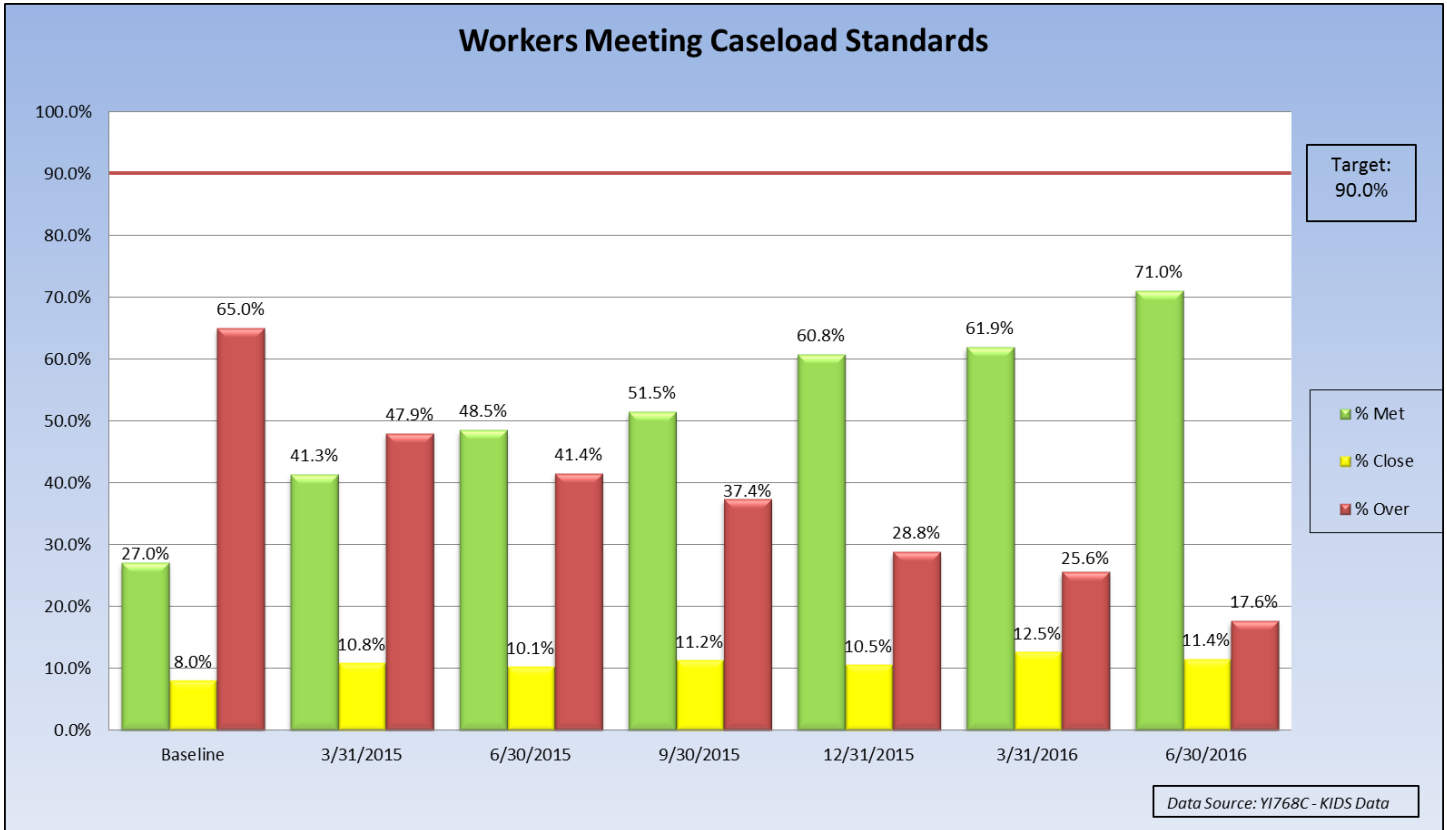
Workers Meeting Workload Standards April 1, 2016 - June 30, 2016				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	7662	43.2%	16.7%	40.1%
BRIDGE - FOSTER CARE	18238	72.4%	13.8%	13.8%
COMPREHENSIVE	10253	71.8%	10.2%	18.0%
PERMANENCY PLANNING	63180	59.5%	15.1%	25.4%
PREVENTIVE/VOLUNTARY	6856	87.6%	7.2%	5.2%
INVESTIGATION	39843	72.0%	11.0%	16.9%
OCA	641	90.3%	7.5%	2.2%
<b>STATEWIDE TOTAL</b>	<b>146673</b>	<b>66.0%</b>	<b>13.2%</b>	<b>20.8%</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.” 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.

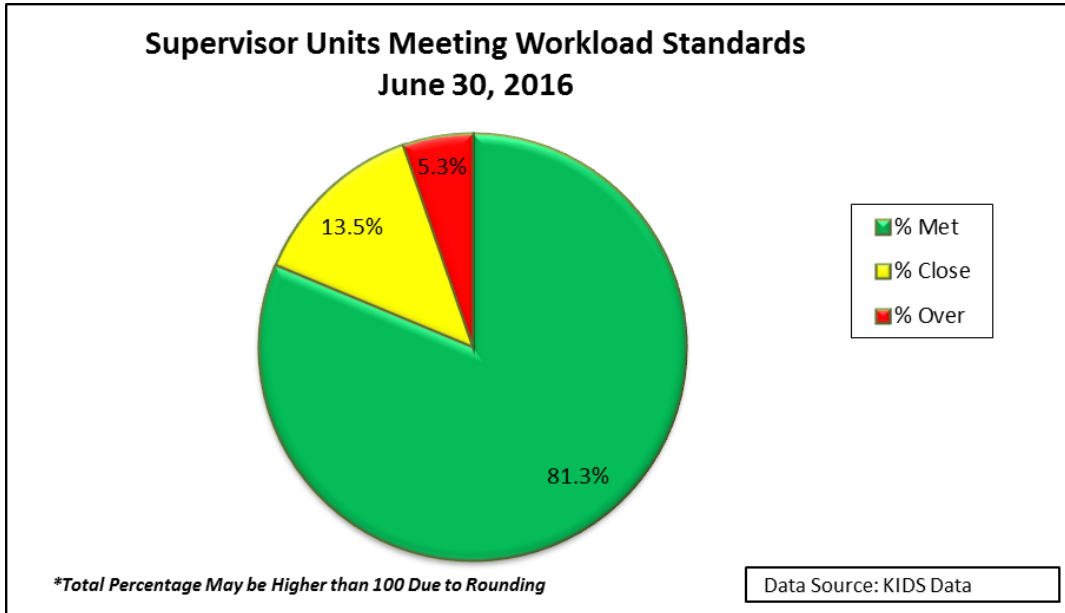
**Comments – September 2016:** For the period of April 1, 2016 – June 30, 2016, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 66.0%, with 13.2% being “Close”, and 20.8% “Over Standard.”



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

**Comments – September 2016:** As of 7/1/16, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 71.0%, with 11.4% being “Close”, and 17.6% “Over Standard”. Of the 1656 workers, 1176 workers were meeting workload standards, 189 workers were close, and 291 workers were over the 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 – September 2016:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 81.27%, with 13.46% being “Close”, and 5.28% “Over Standard”. There are 379 supervisor units with 308 units meeting the standard, 51 units close and 20 units over the standard.

Context Data		
Children in Out of Home Care Population Served July 2016 - 10,283 Children		
Age	# of Children	% of Total
0-1 Years	1919	18.7%
2-5 Years	3100	30.1%
6-12 Years	3614	35.1%
Over 13 Years	1650	16.0%
	10283	100.0%
Race	# of Children	% of Total
White	3771	36.7%
African American	881	8.6%
Multi Race	3079	29.9%
Native American	667	6.5%
Hispanic*	1872	18.2%
Pacific Islander	6	0.1%
Asian	7	0.1%
TOTAL	10283	100.00%

\*Note: Hispanic or Latino origin is not counted as a primary race

