



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

September 2018

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – September 2018**

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.

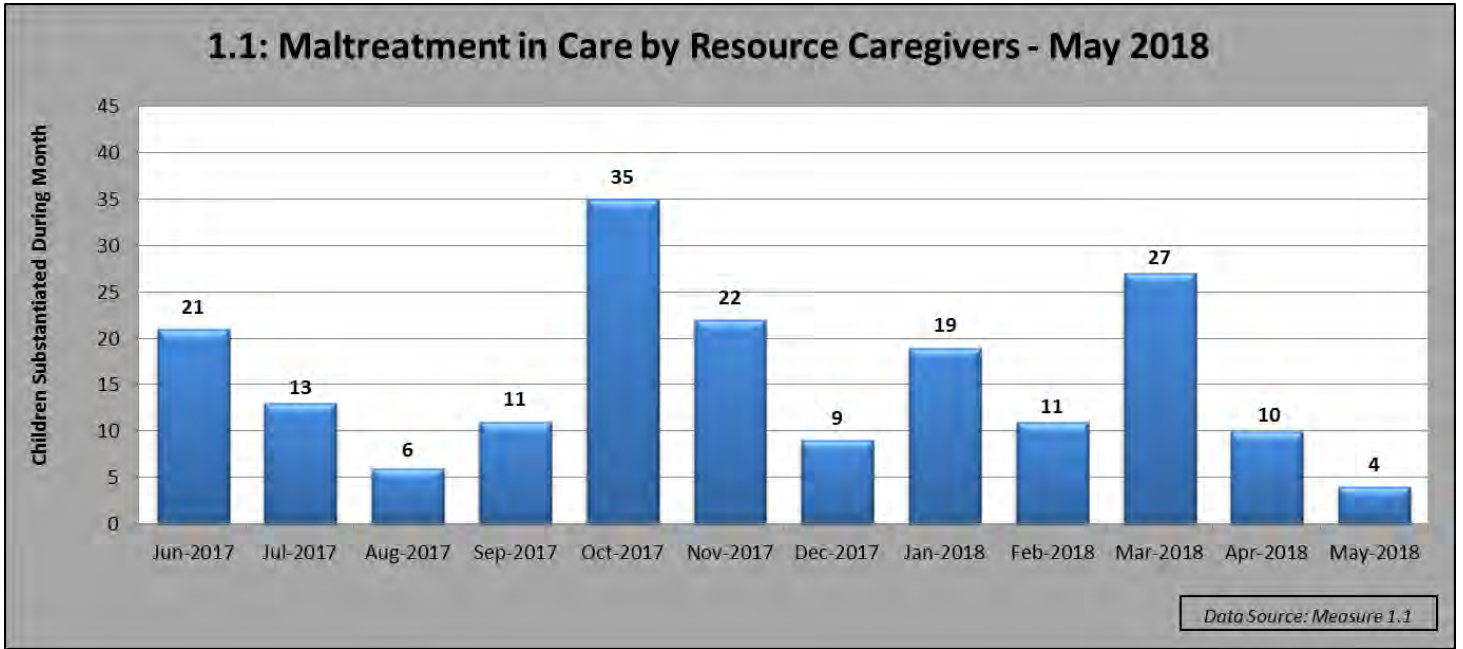
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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 2018						
		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.	5/31/2018	Apr- 10 Children May- 4 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.	5/31/2018	Apr- 11 Children May- 7 Children			
						July Total	SFY19 Total to Date	
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	7/31/2018	36	36 Foster Homes		
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	7/31/2018	2	2 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.	7/31/2018	7,879	8,070	97.6%	
	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.	7/31/2018	7,483	7,851	95.3%	
						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.	7/31/2018	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.	7/31/2018	0 Nights 0 Children	148 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.	7/31/2018	1021 Nights 56 Children	6,759 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.	7/31/2018	1638 Nights 93 Children	11,404 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. (Point in Time as last day of Quarter and Quarterly Total)	Quarterly Report: 1/1/2018-3/31/18	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard	
			71.6%		12.9%	15.5%		
		Supervisor Ratios - Statewide the number of Child Welfare Workers in respect to the number of supervisors.	% of Supervisors that Meet Standard		1-20% Above Standard	>20% Above Standard		
			83.6%		12.6%	3.8%		
Context Data		Demographical Information on Children In Care, including age and race		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only				



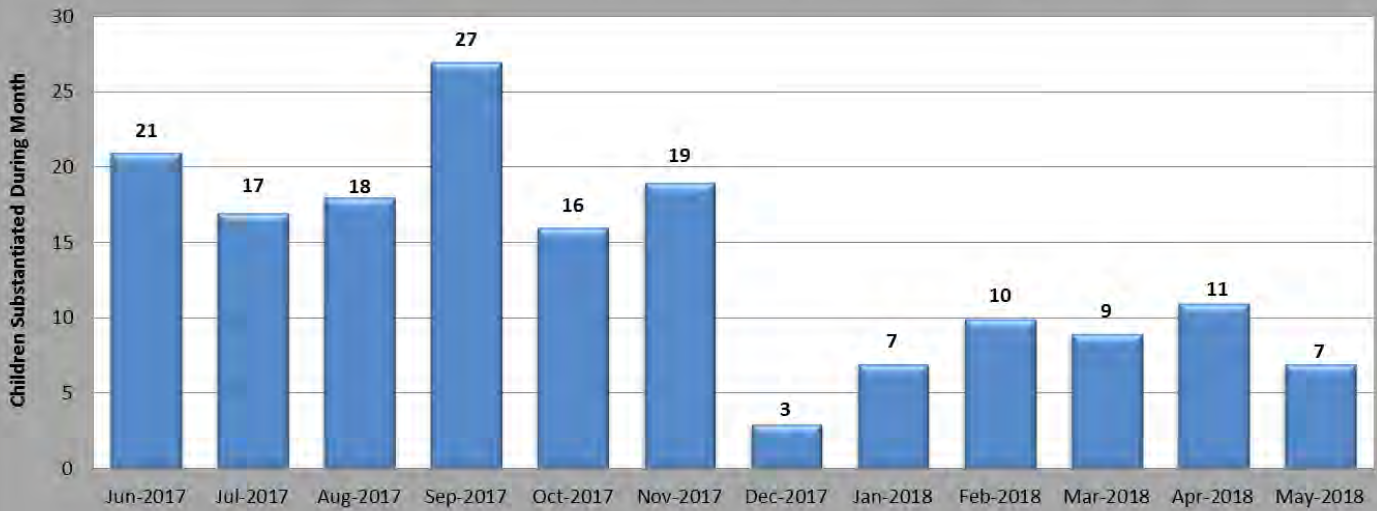
	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018
# of Substantiations	21	13	6	11	35	22	9	19	11	27	10	4

**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 – Sep 2018:** The months of April and May are being reported. For the month of April 2018 there were a total of 10 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 7 separate referrals for children in foster care and 1 referral for children in OCA placements. Of the 9 children placed in foster care, 1 child was placed in a CW Kinship/Relative Home, 1 child was placed in a CW Kinship/Non-Relative Home, 1 child was placed in a CW Foster Care Home, 3 children were placed in a CW Foster Family Care - Supported Home, and 3 children were placed in a Tribal Approved Foster Care Home. There was 1 child involved in the 1 referral for children in OCA placements. The 1 child was placed in an OCA-Shelter-OKDHS.

For the month of May 2018 there were a total of 4 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 3 separate referrals for children in foster care. Of the 4 children placed in foster care, 1 child was in a CW Kinship/Relative Home, 2 children were in a CW Foster Family Care - Supported Home, and 1 child was in a CW Foster Family Care Home.

### 1.2: Maltreatment In Care by Parents - May 2018



Data Source: Measure 1.2

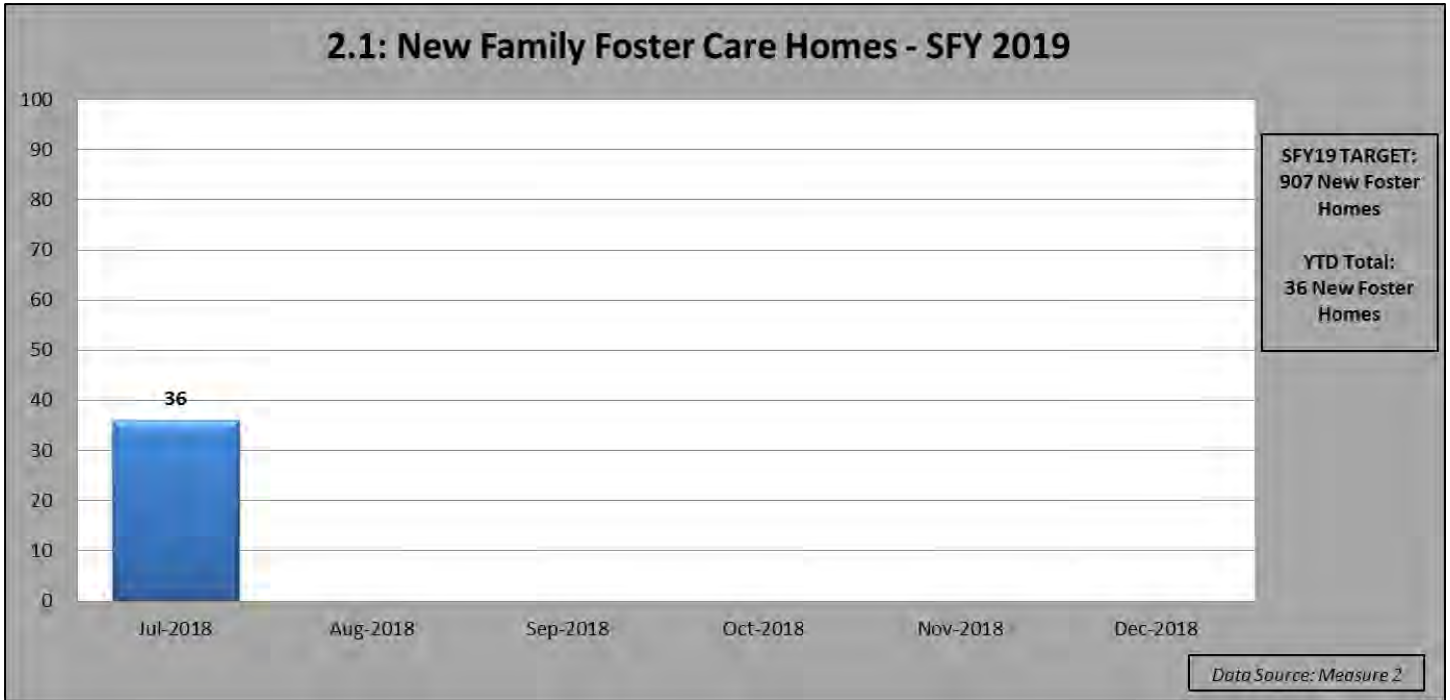
	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018
# of Substantiations	21	17	18	27	16	19	3	7	10	9	11	7

**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 – Sep 2018:** The months of April and May are being reported. For the month of April 2018, there were 11 substantiations of abuse by parents of children in out of home care and these 11 victims were reported in 5 separate referrals. All 11 children were placed in Trial Reunification.

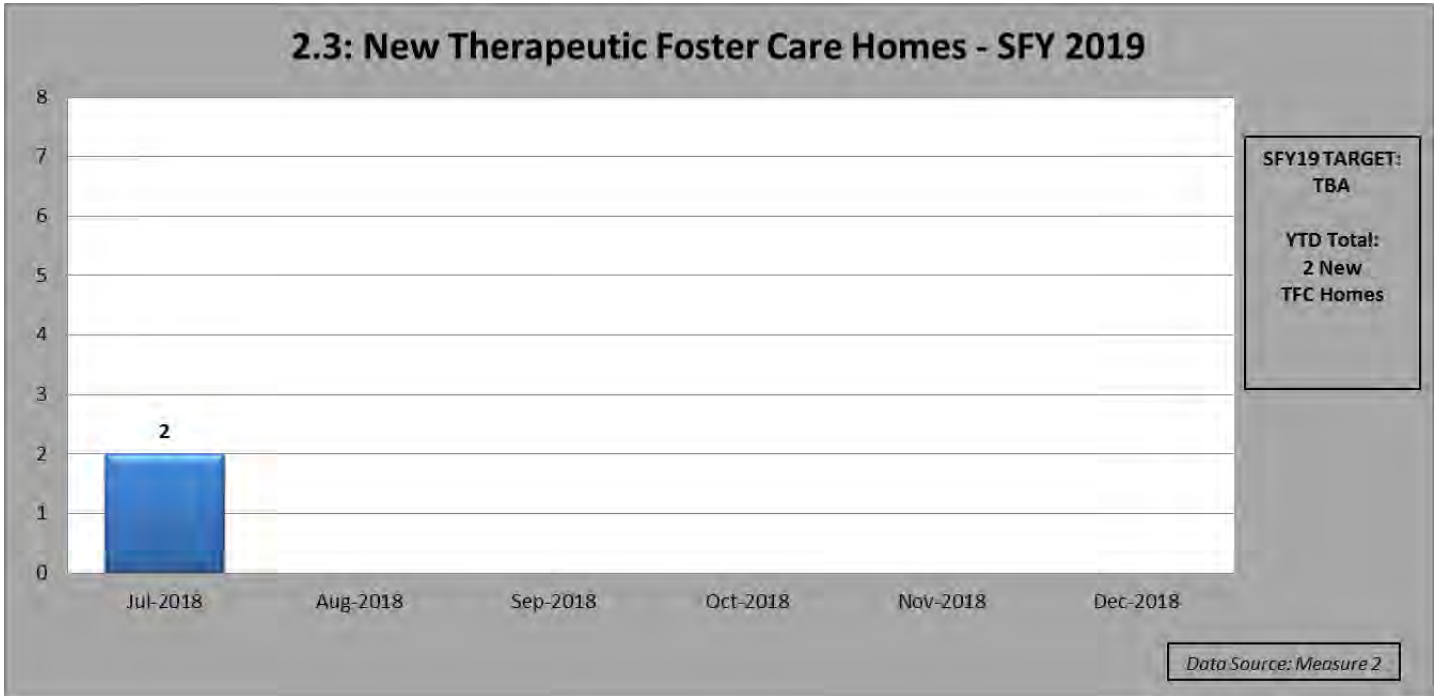
For the month of May, there were 7 substantiations of abuse by parents of children in Out of Home Care. These 7 victims were reported in 4 separate referrals. All 7 children were placed in Trial Reunification.



	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												36

**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 – Sep 2018:** In July 2018, there were 36 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 7/31/18, there were a total of 36 new homes for SFY19. The Foster Family Care net gain as of 7/31/18 was -36 homes. The Net gain target for SFY19 is 104 homes.

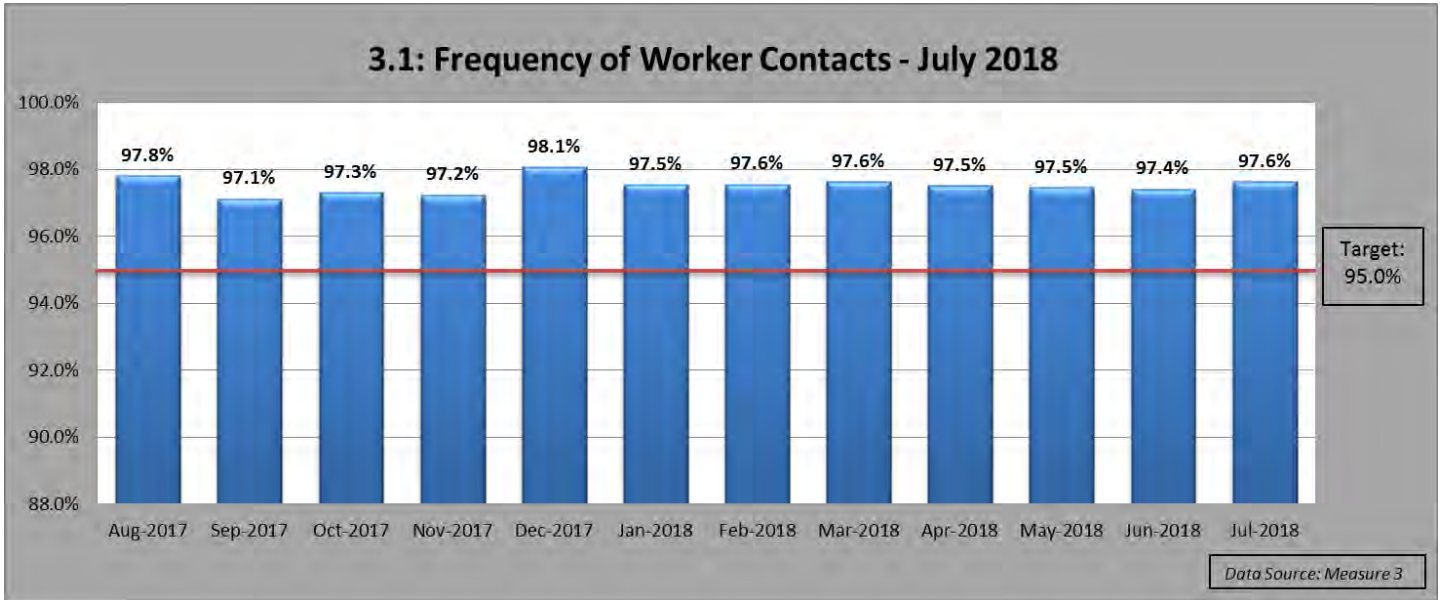


	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Total
# of New TFC Homes	2												2

**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 – Sep 2018:** In July 2018, 2 new TFC home opened for a total of 2 new TFC homes in SFY19. The TFC net gain as of 7/31/18 was -5 homes for SFY19. The Net Gain target for SFY19 is still pending approval.



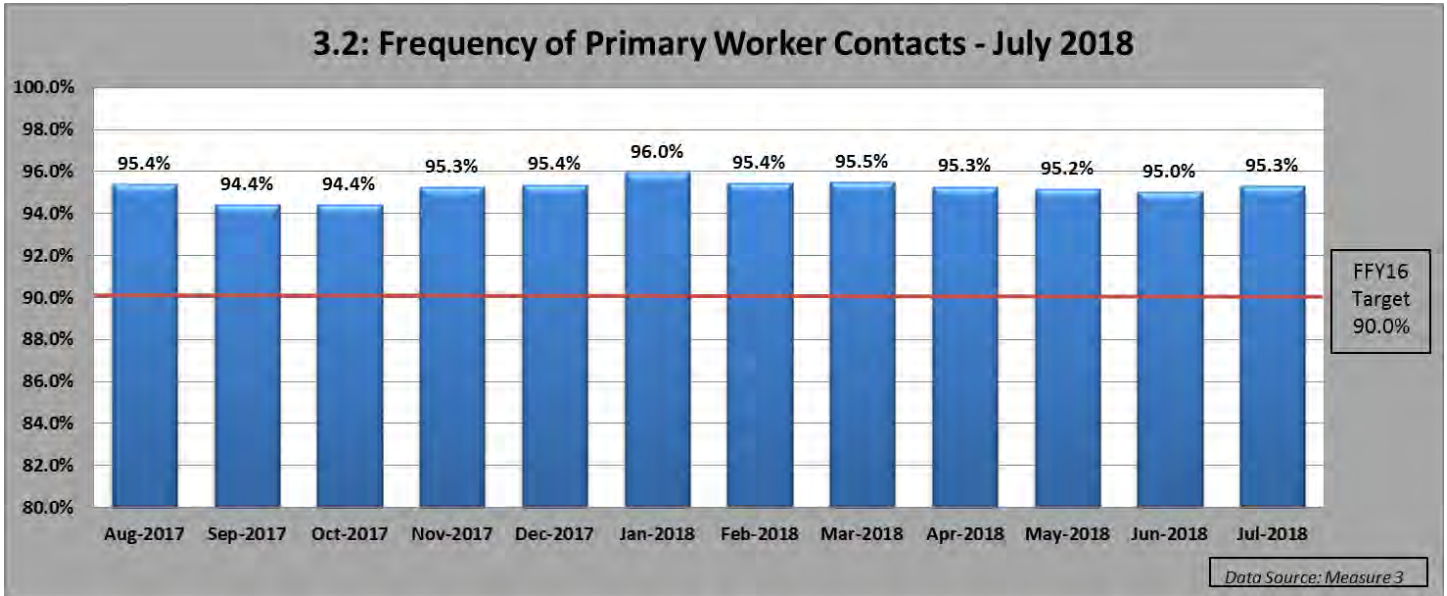


	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
Contacts Made by Any Worker	8395	8405	8342	8268	8200	8155	8188	8138	8010	7948	7873	7879
Minimum Contacts Required	8583	8654	8573	8503	8361	8361	8393	8335	8214	8155	8082	8070
% Made	97.8%	97.1%	97.3%	97.2%	98.1%	97.5%	97.6%	97.6%	97.5%	97.5%	97.4%	97.6%

**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 – Sep 2018:** The visitation rate for all worker visits in July 2018 was 97.6%.



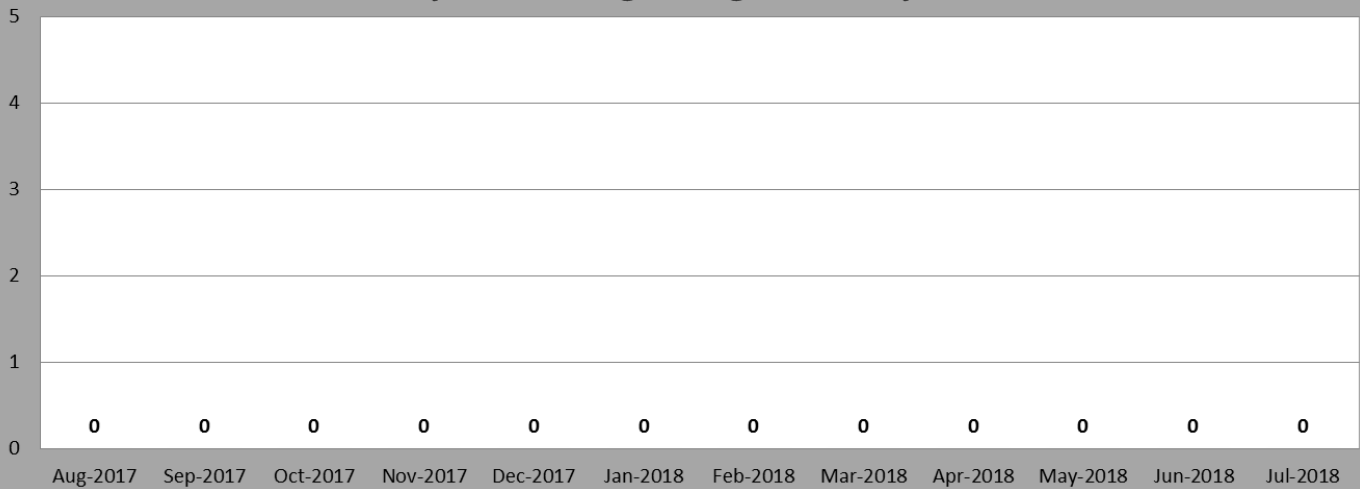


	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
Contacts Made by Primary Worker	7945	7929	7838	7840	7722	7767	7762	7717	7601	7532	7455	7483
Minimum Contacts Required	8326	8396	8302	8229	8096	8093	8133	8081	7977	7913	7844	7851
% Made	95.4%	94.4%	94.4%	95.3%	95.4%	96.0%	95.4%	95.5%	95.3%	95.2%	95.0%	95.3%

**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 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 – Sep 2018:** The worker visitation rate for primary workers in July 2018 was 95.3%.

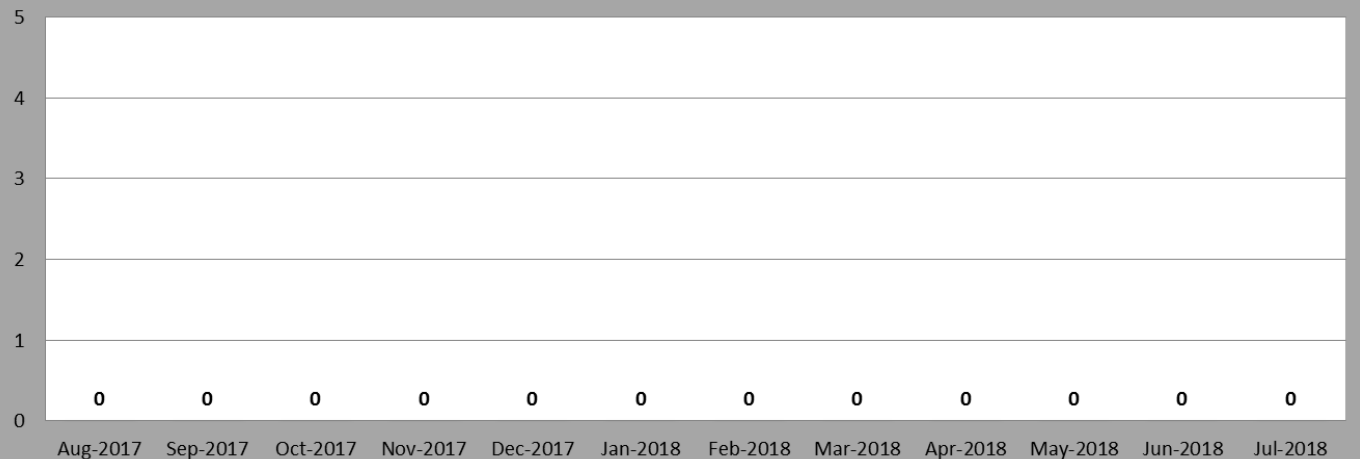
### 5.1: Monthly Shelter-Nights, Age 0-1 - July 2018



Data Source: Measure 5

	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - July 2018



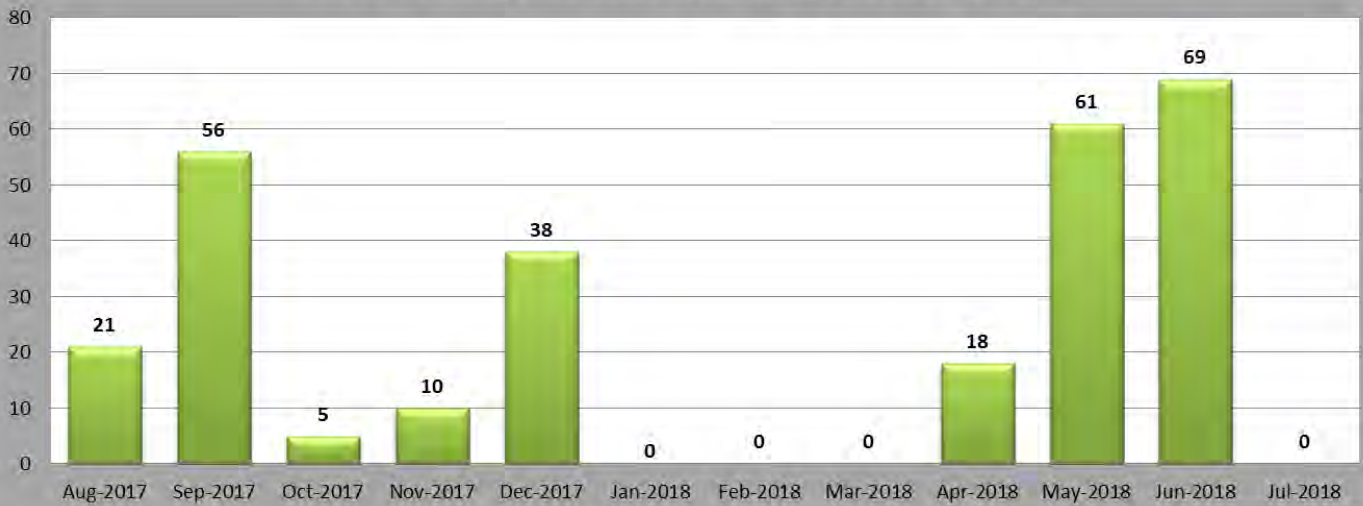
Data Source: Measure 5

	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Jan-1900	Jan-1900	Jun-2018	Jul-2018
# 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 – Sep 2018:** In July 2018, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,924 children age 0-1 year in Out of Home Care in July 2018 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 117 children age 0-1 year removed during the month of July and none of the children had a shelter stay (100% of children in care age 0-1 year).

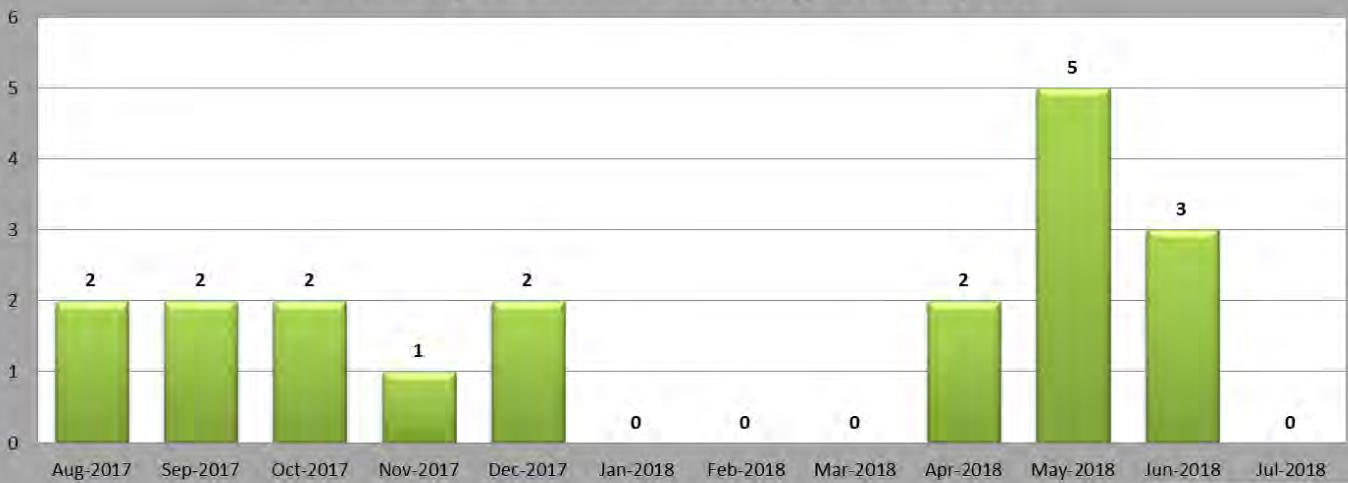
### 5.2: Monthly Shelter-Nights, Age 2-5 - July 2018



Data Source: Measure 5

	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Nights	21	56	5	10	38	0	0	0	18	61	69	0

### 5.2: Monthly Children in Shelter, Age 2-5 - July 2018



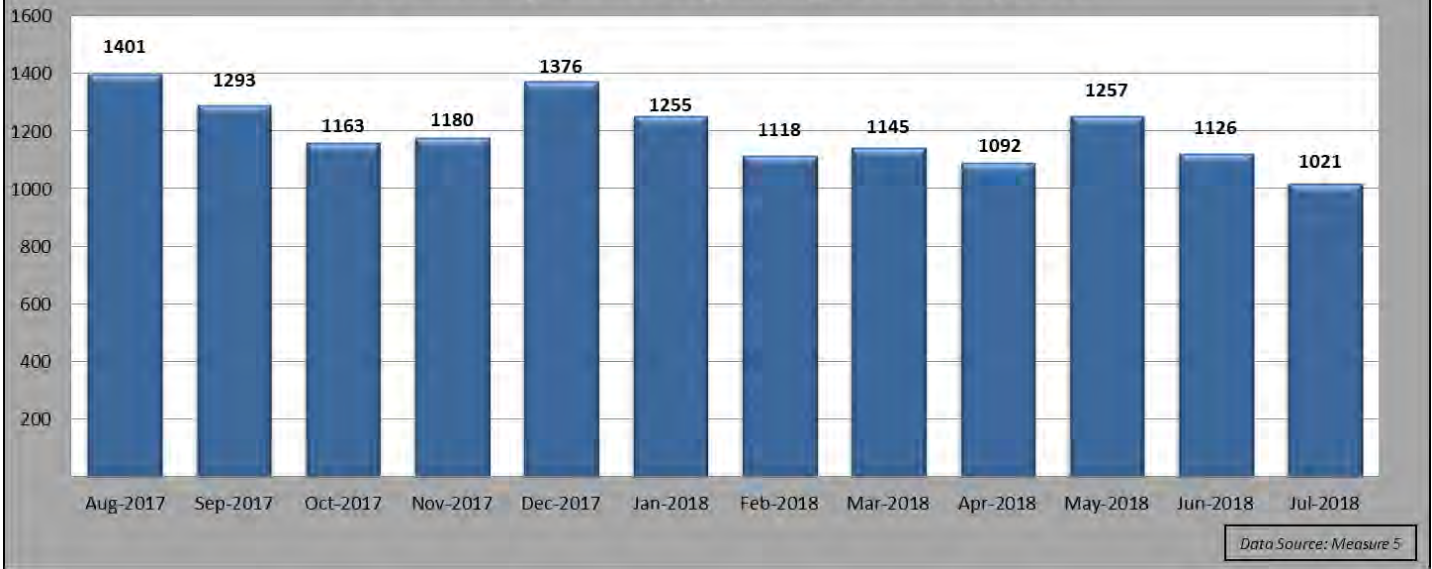
Data Source: Measure 5

	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Children	2	2	2	1	2	0	0	0	2	5	3	0

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

**Comments – Sep 2018:** In July 2018, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,665 children age 2-5 years in care in July 2018 and none of those children spend a night in the shelter (100% of children age 2- 5 years). There were 102 children age 2-5 years removed during the month of July and none of those children had a shelter stay (100% of children in care age 2-5 years).

### 5.3: Monthly Shelter-Nights, Age 6-12 - July 2018



	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Nights	1401	1293	1163	1180	1376	1255	1118	1145	1092	1257	1126	1021

### 5.3: Monthly Children in Shelter, Age 6-12 - July 2018

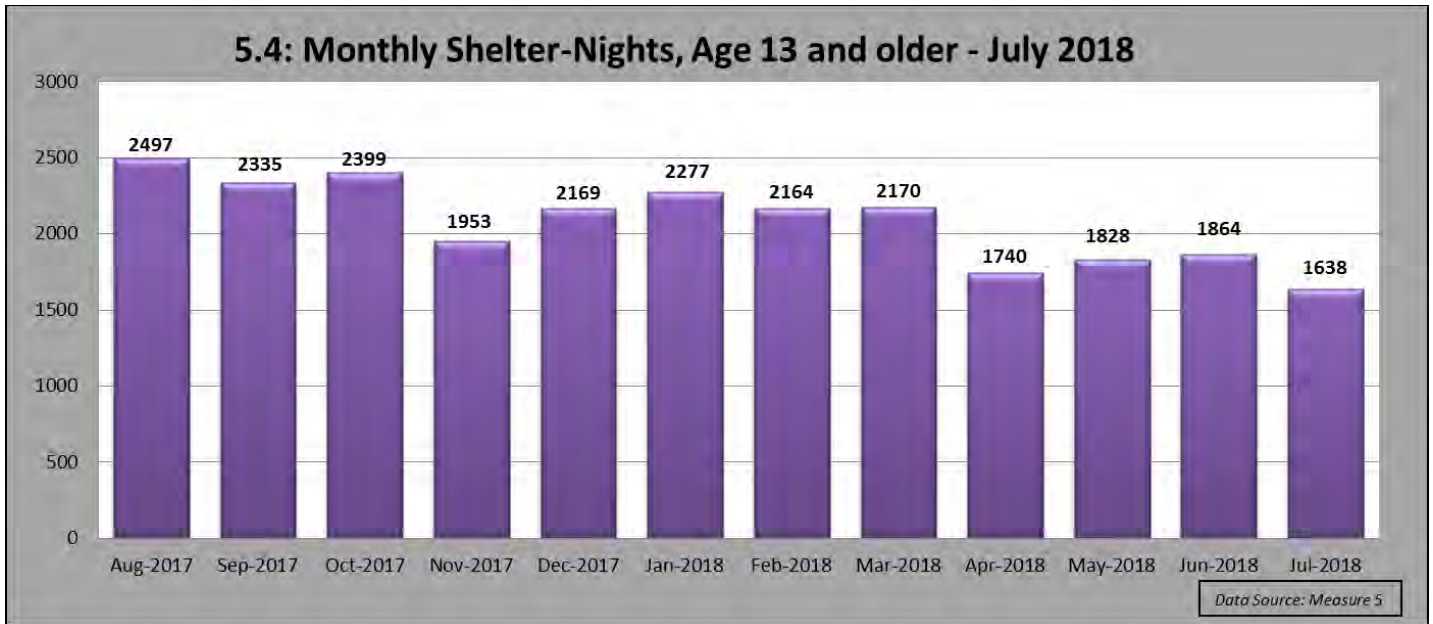


	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Children	76	62	67	57	61	57	59	59	62	69	62	56

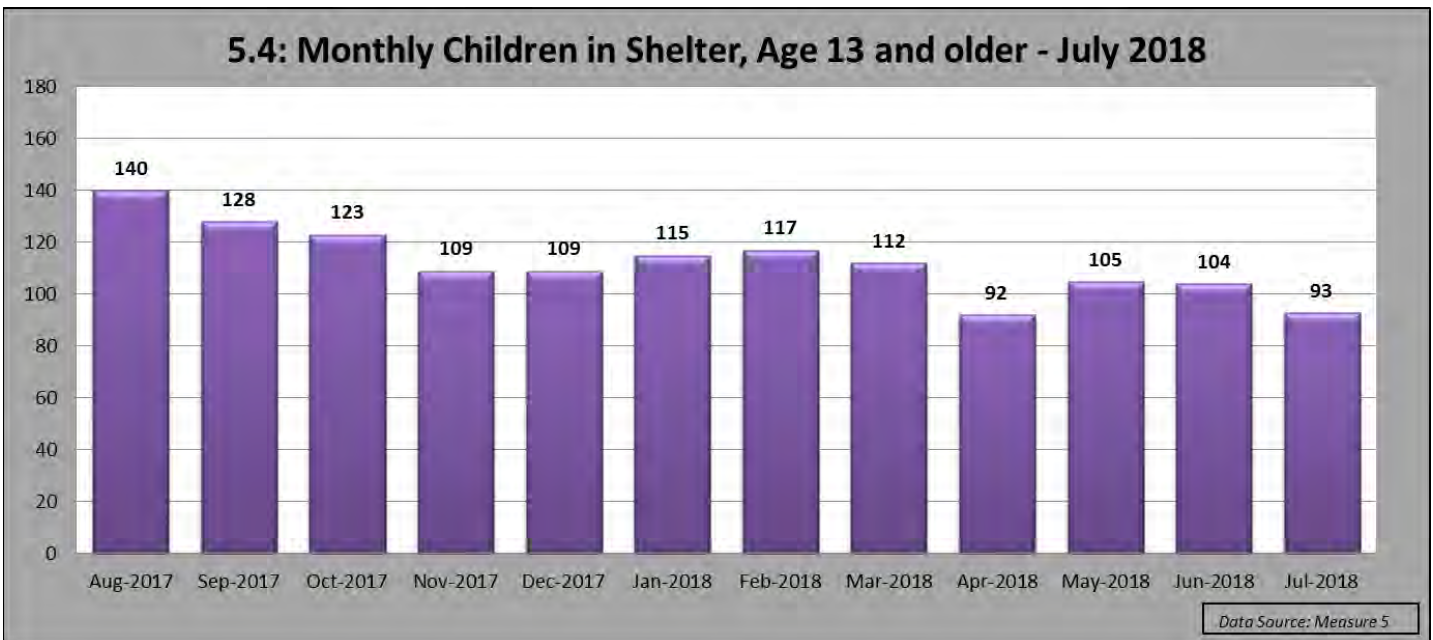
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 6-12 years was fully implemented by 1/1/15.

**Comments – Sep 2018:** In July 2018, 56 children age 6-12 years spent a total of 1,021 nights in the shelter. There were 2,937 children age 6-12 years in care in July 2018 and 2,881 of those did not spend a night in the shelter (98.1% of children age 6-12 years). There were 113 children age 6-12 years removed in July and 101 of those children did not have a shelter stay (89.4 % of children in care age 6-12 years).





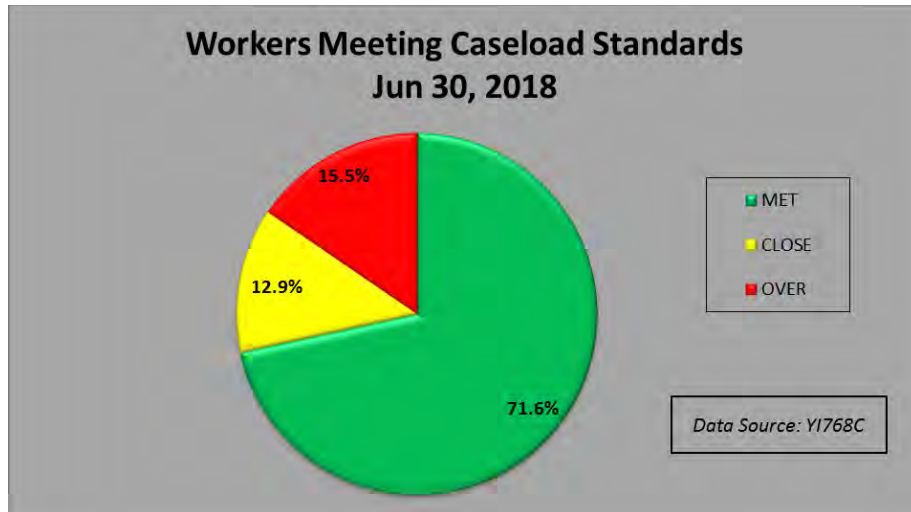
	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Nights	2497	2335	2399	1953	2169	2277	2164	2170	1740	1828	1864	1638



	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018
# of Children	140	128	123	109	109	115	117	112	92	105	104	93

**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 – Sep 2018:** In July 2018, 93 children age 13 and older spent a total of 1,638 nights in the shelter. There were 1,257 children age 13-18 years in care in July 2018. Of those, 1,164 children did not spend a night in the shelter (92.6% of children in care age 13-18 years). There were 26 children age 13-18 years removed during the month of July and 23 of these children did not have a shelter stay (88.5% of children in care age 13-18 years).



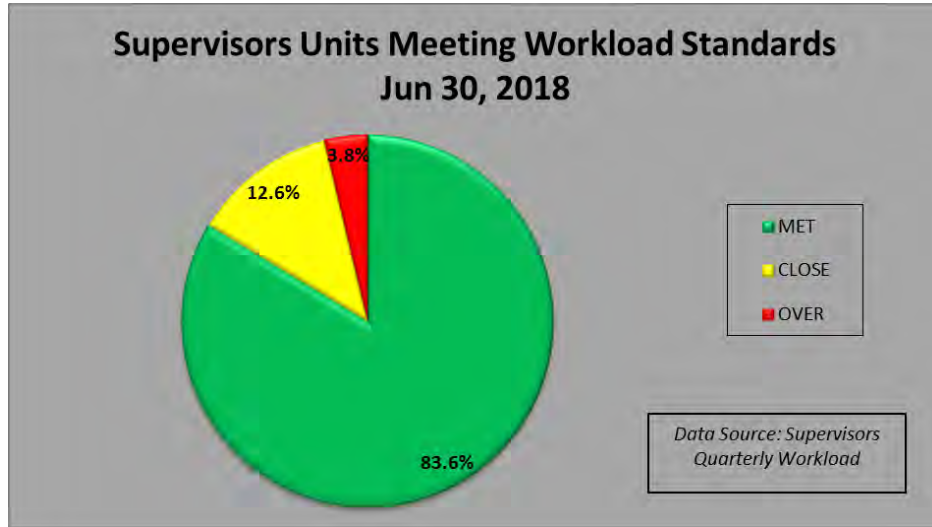
### Quarterly Workload Standards Report Apr 1, 2018 - Jun 30, 2018

Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4722	84.4%	6.5%	9.1%
RESOURCE FAMILY SPECIALIST	18565	75.4%	18.9%	5.7%
COMPREHENSIVE	8675	72.2%	16.6%	11.2%
PERMANENCY PLANNING	56254	70.0%	13.5%	16.4%
PREVENTIVE/VOLUNTARY	5879	73.4%	10.4%	16.2%
INVESTIGATION	39137	63.5%	11.3%	25.2%
RECRUITMENT	4133	98.3%	1.7%	.0%
ATU	3887	54.6%	32.4%	13.0%
<b>STATEWIDE TOTAL</b>	<b>141252</b>	<b>70.1%</b>	<b>13.6%</b>	<b>16.3%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 6/30/18*

**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 – Jul 2018:** As of 6/30/18, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 71.6%, with 12.9% being “Close”, and 15.5% “Over Standard”. Of the 1545 workers, 1106 workers were meeting workload standards, 200 workers were close, and 239 workers were over the standard. For the period of Apr 1, 2018 – Jun 30, 2018, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 70.1%, with 13.6% being “Close”, and 16.3% “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 – Jul 2018:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 83.6%, with 12.6% being “Close”, and 3.8% “Over Standard”. There are 373 supervisor units with 312 units meeting the standard, 47 units close and 14 units over the standard.



Context Data		
Children in Out of Home Care Population Served July 2018 - 8,783 Children		
Age	# of Children	% of Total
0-1 Years	1924	21.9%
2-5 Years	2665	30.3%
6-12 Years	2937	33.4%
Over 13 Years	1257	14.3%
	8783	100.0%
Race	# of Children	% of Total
White	3365	38.3%
African American	759	8.6%
Multi Race	2407	27.4%
Native American	674	7.7%
Hispanic*	1573	17.9%
Pacific Islander	2	0.0%
Asian	3	0.0%
TOTAL	8783	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

