



**OKLAHOMA**  
**Human Services**

# **PINNACLE PLAN MEASURES**

# **MONTHLY SUMMARY REPORT**

**January 2020**

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – January 2020**

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.

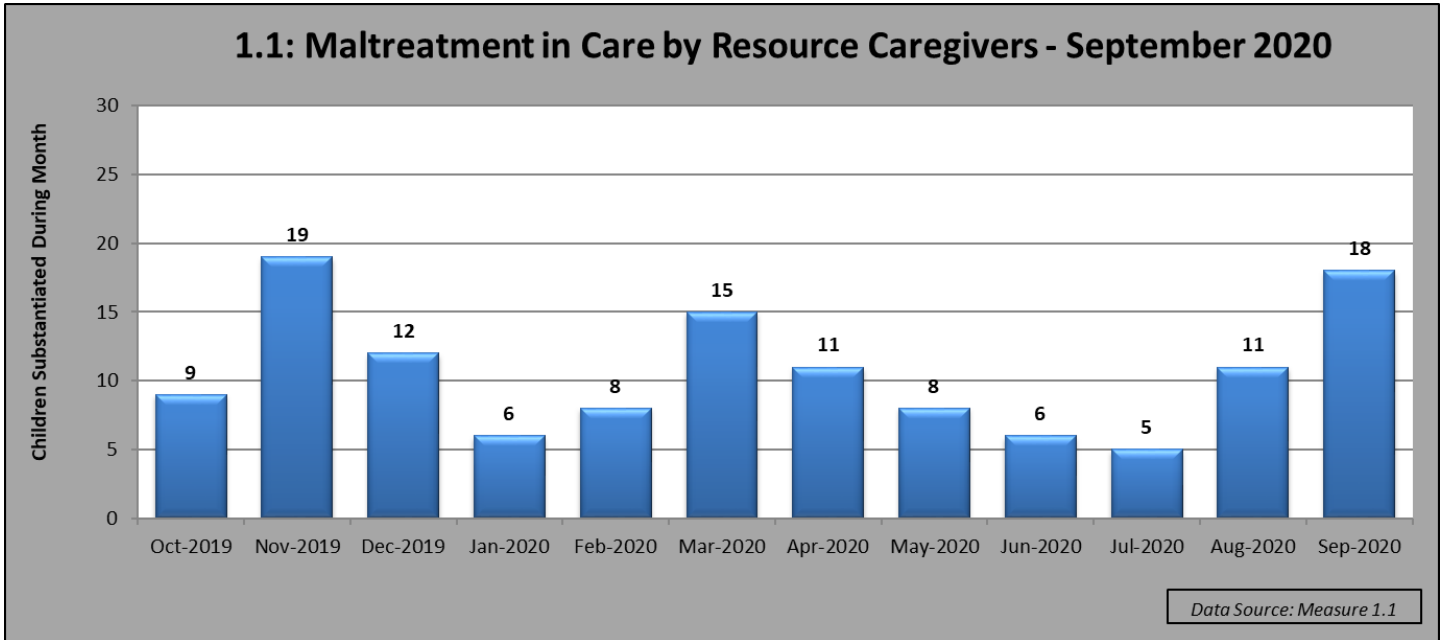
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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 - January 2020					
		Name	Description	Period Ending	Monthly Count		
				<b># of Victims - September</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.	9/30/2020	18 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.	9/30/2020	2 Children		
				<b>November Total</b>	<b>SFY21 Total to Date</b>		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	11/30/2020	69	289 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC and ITFC)	11/30/2020	4	16 TFC/ ITFC 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.	11/30/2020	7,299	7,430	98.2%
	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.	11/30/2020	6,751	7,231	93.4%
				<b>November 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.	11/30/2020	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.	11/30/2020	1 Nights 1 Children	1 Night	
	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.	11/30/2020	796 Nights 40 Children	5,239 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.	11/30/2020	1560 Nights 100 Children	10,201 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: 10 /1/2020- 12/31/2020	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					94.2%	4.1%	1.8%
			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
					90.9%	8.6%	0.5%
<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			

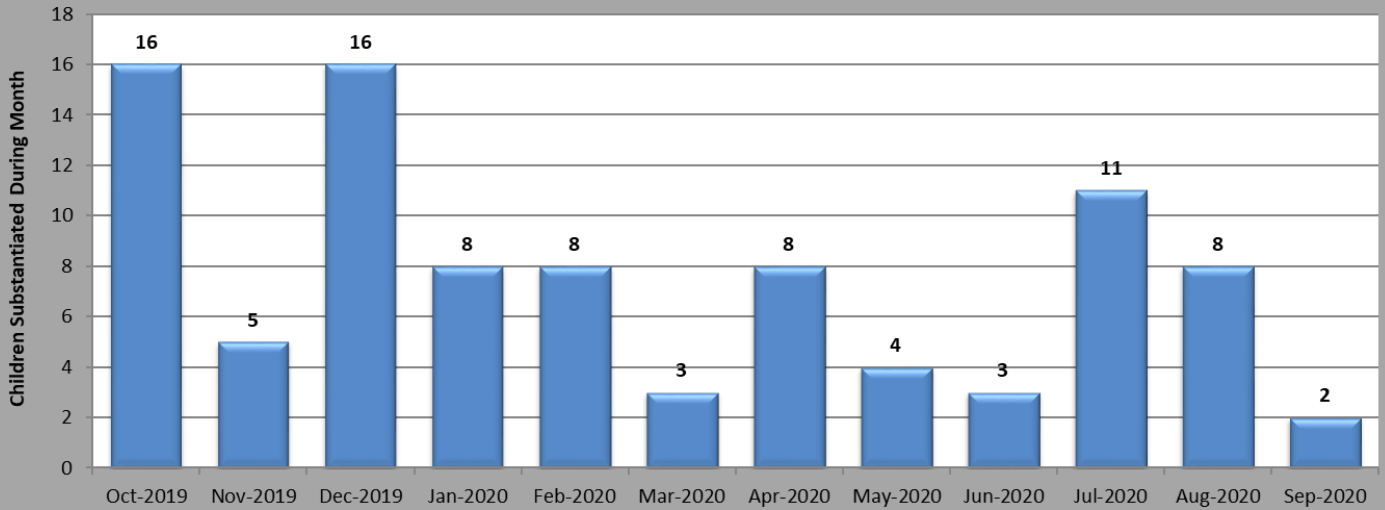


	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Substantiations	9	19	12	6	8	15	11	8	6	5	11	18

**Data:** The Maltreatment in Care Measure by Resource Caregiver incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. All substantiations on children in Out of Home Care will go through an automatic Program Review. The data reported reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred. This measure includes all children placed in traditional foster care homes, kinship homes (relative or non-relative), therapeutic foster care homes, group homes, shelters, and residential facilities. This measure also includes children substantiated of maltreatment by the Office of Client Advocacy while placed in institutional settings. Every time a child is a substantiated as a victim, that child will be counted in the monthly reporting. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year.

**Comments – January 2020:**  
 For the month of September 2020 there were a total of 18 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 9 separate referrals for children in foster care and 1 referral for children in OCA placements. Of the 17 children placed in foster care, 7 children were placed in a Kinship/Relative Home, 4 children were placed in a CW Foster Family Care – Supported Home, 5 children were placed in a CW Foster Family Care Home, and 1 child was placed in Therapeutic Foster Care Home. There was 1 child involved in the 1 referral for OCA placements. The child was placed in an OCA-Level E Residential Facility. Of the 18 substantiated victims in September 2020, 7 victims had a substantiated finding of threat of harm only.

### 1.2: Maltreatment In Care by Parents - September 2020



Data Source: Measure 1.2

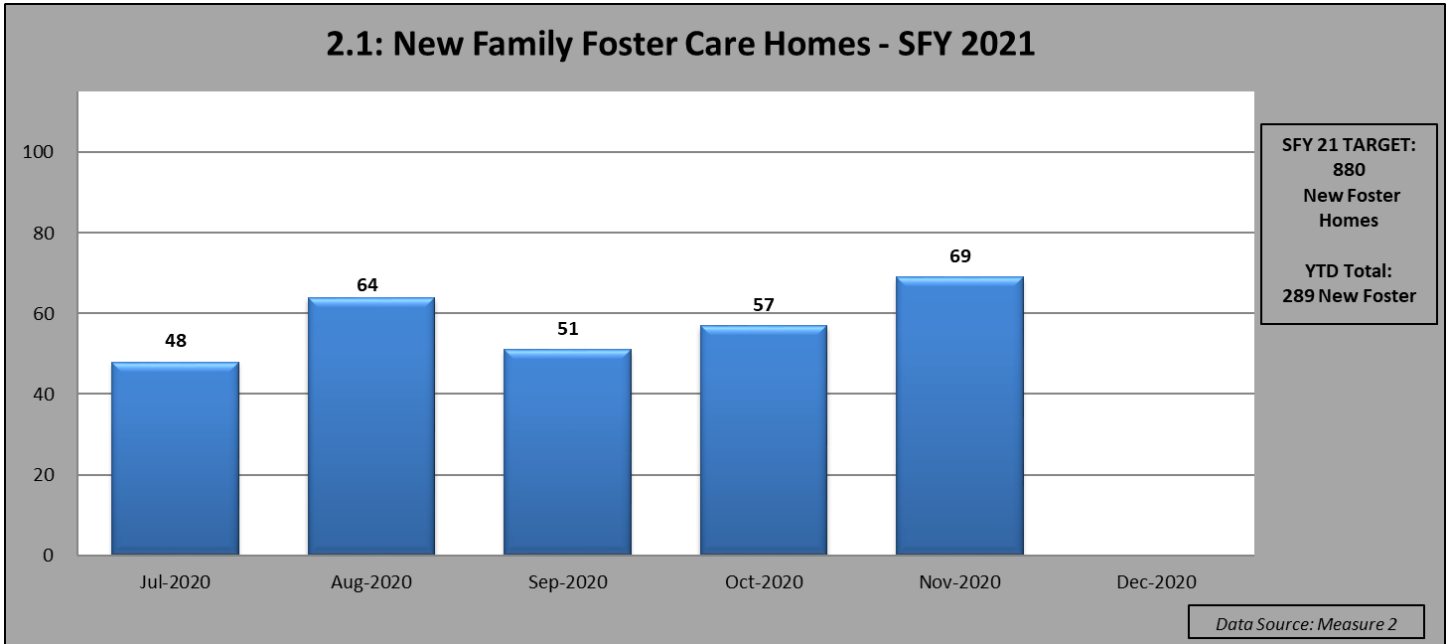
	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Substantiations	16	5	16	8	8	3	8	4	3	11	8	2

**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 – January 2020:**

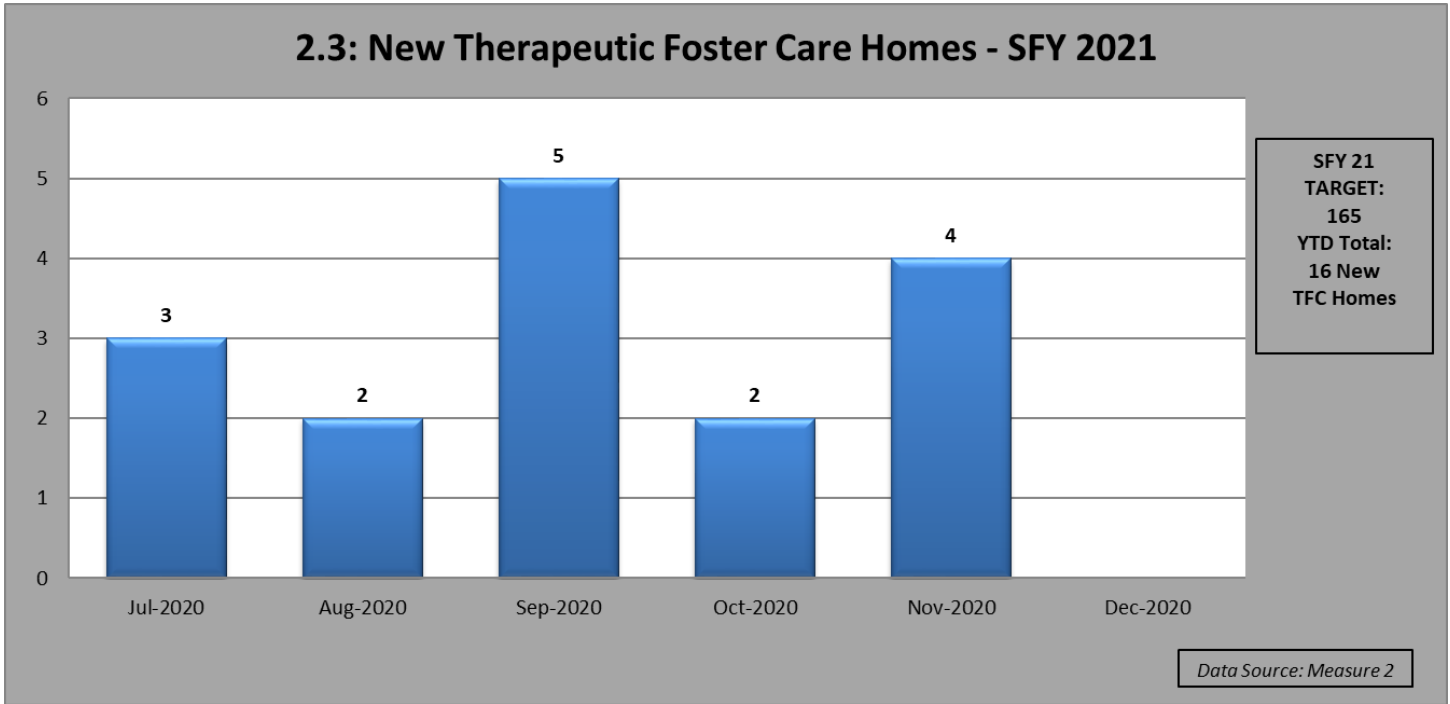
For the month of September 2020, there were 2 substantiations of abuse by parents of children in out of home care. These 2 victims were reported in 1 referral. Both children were placed in a CW Foster Family Care – Supported Home. Of the 2 substantiated victims in September 2020, 1 victim had a substantiated finding of threat of harm only.



	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Total
# of New FFC Homes	48	64	51	57	69								289

**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 SFY20 is 898 new foster homes.

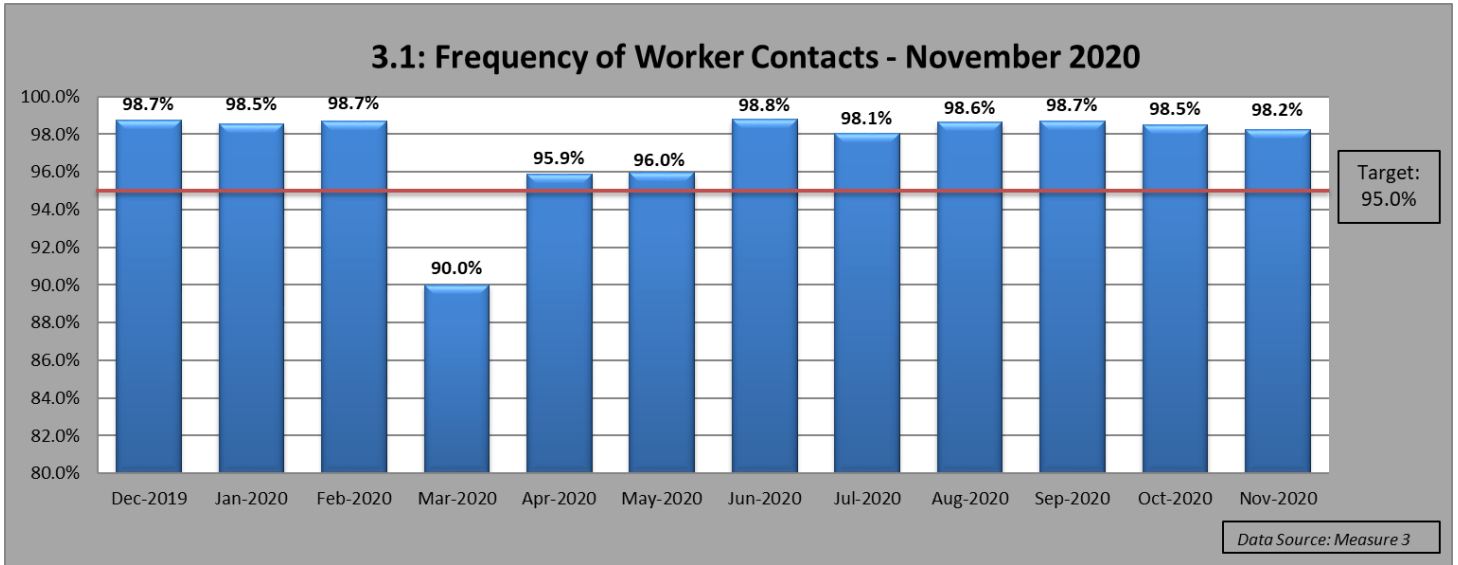
**Comments – January 2020:** In November 2020, there were 69 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 11/30/20, there were a total of 289 new homes for SFY21. The Foster Family Care net gain as of 11/30/20 was -26 homes. The Net gain target for SFY21 is 57 homes.



	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Total
# of New TFC Homes	3	2	5	2	4								16

**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 SFY20 is 108 new TFC homes.

**Comments – January 2020:** In November 2020, 4 new TFC homes and 0 new ITFC homes opened for a total of 4 new therapeutic homes during the month. There are a total of 16 new TFC and ITFC homes for SFY21. The TFC net gain as of 11/30/20 was 4 homes for SFY21. The Net Gain target for SFY21 is 108 homes.

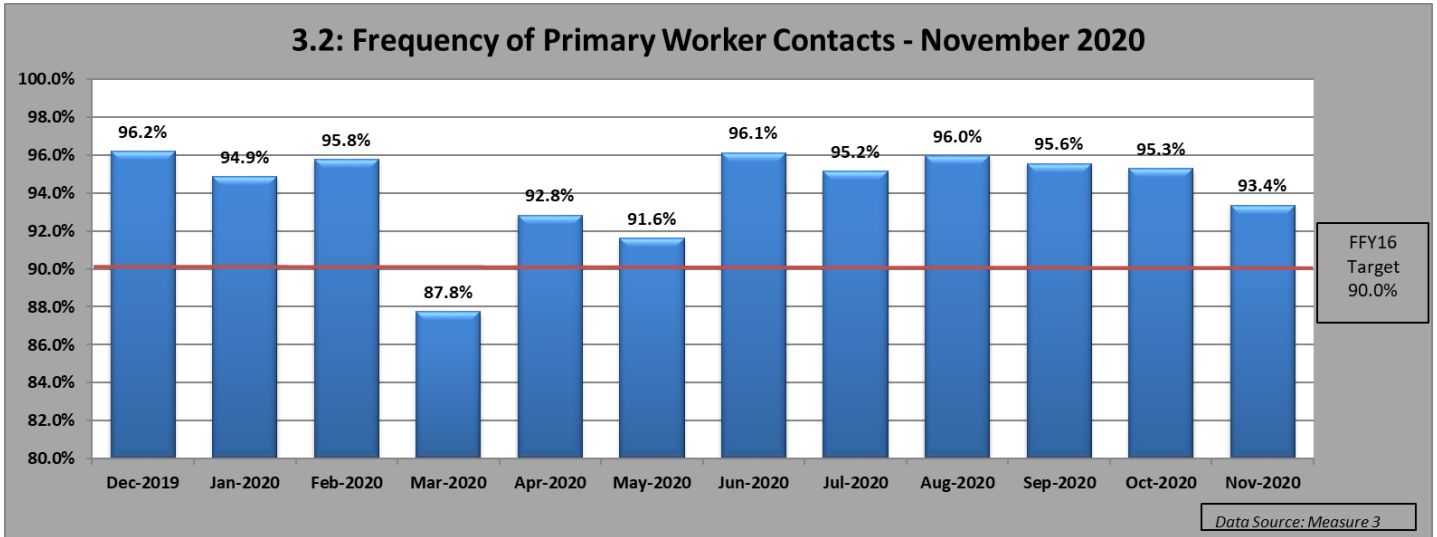


	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
Contacts Made by Any Worker	7318	7309	7329	6736	7222	7156	7305	7267	7293	7322	7330	7299
Minimum Contacts Required	7412	7418	7427	7483	7531	7456	7394	7410	7394	7419	7442	7430
% Made	98.7%	98.5%	98.7%	90.0%	95.9%	96.0%	98.8%	98.1%	98.6%	98.7%	98.5%	98.2%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

**Comments – January 2020:** The visitation rate for all worker visits in November 2020 was 98.2%.



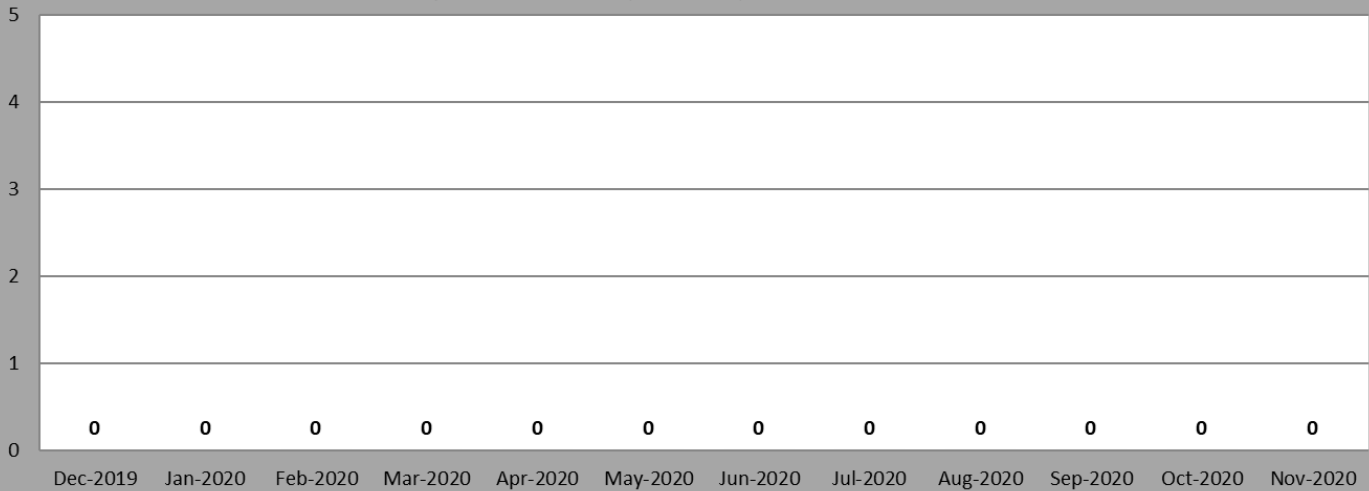


	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
Contacts Made by Primary Worker	6912	6824	6908	6362	6781	6634	6911	6856	6898	6896	6913	6751
Minimum Contacts Required	7184	7192	7212	7250	7304	7240	7189	7205	7187	7216	7255	7231
% Made	96.2%	94.9%	95.8%	87.8%	92.8%	91.6%	96.1%	95.2%	96.0%	95.6%	95.3%	93.4%

**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 – January 2020:** The worker visitation rate for primary workers in November 2020 was 93.4%.

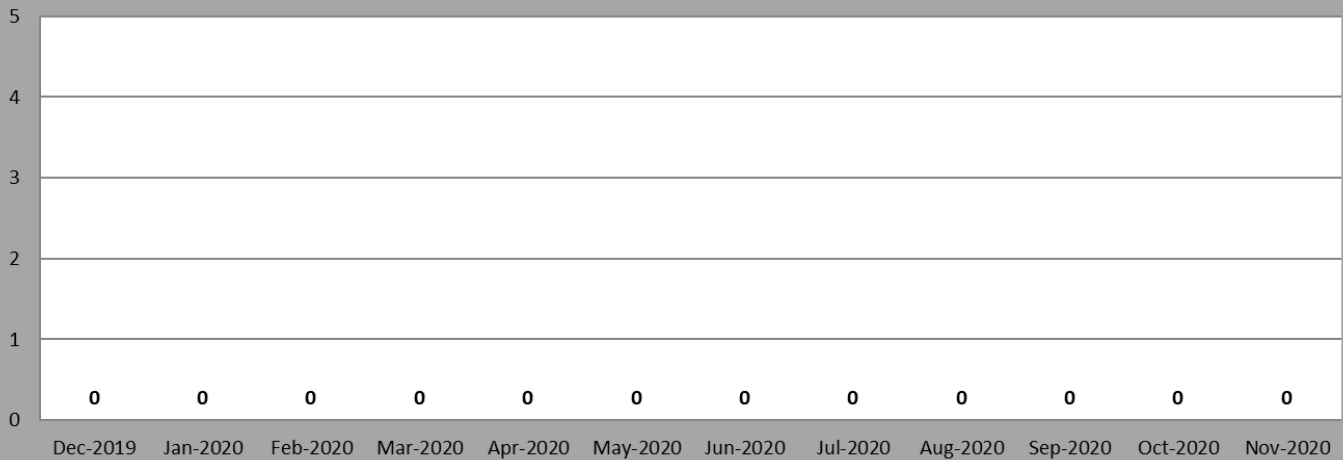
### 5.1: Monthly Shelter-Nights, Age 0-1 - November 2020



Data Source: Measure 5

	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - November 2020



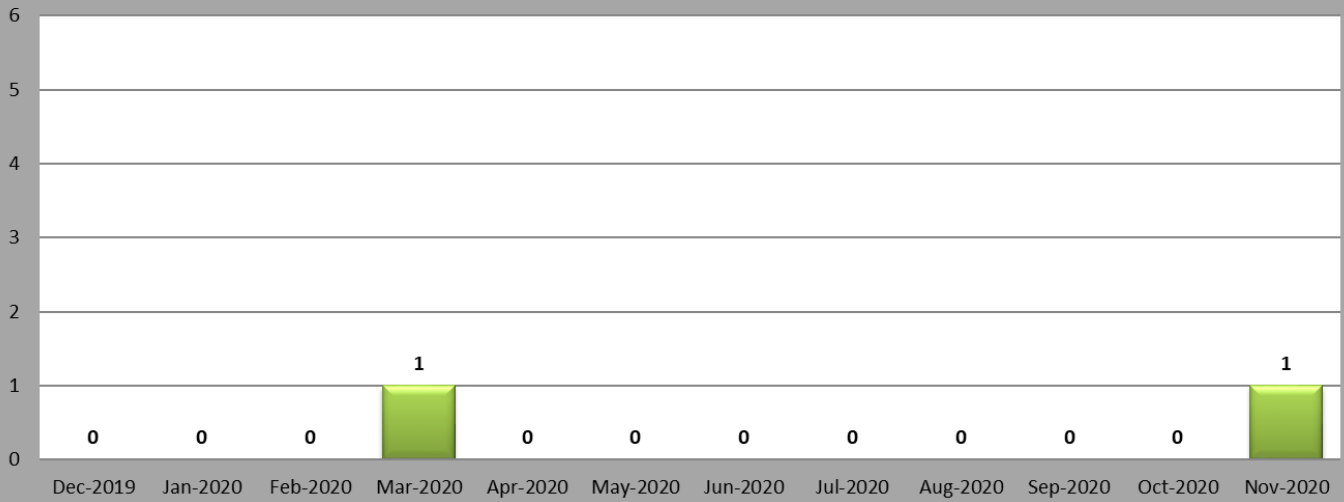
Data Source: Measure 5

	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Jan-1900	Jan-1900	Oct-2020	Nov-2020
# 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 – January 2020:** In November 2020, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,721 children age 0-1 year in Out of Home Care in November 2020 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 105 children age 0-1 year removed during the month of November and none of the children had a shelter stay (100% of children in care age 0-1 year).

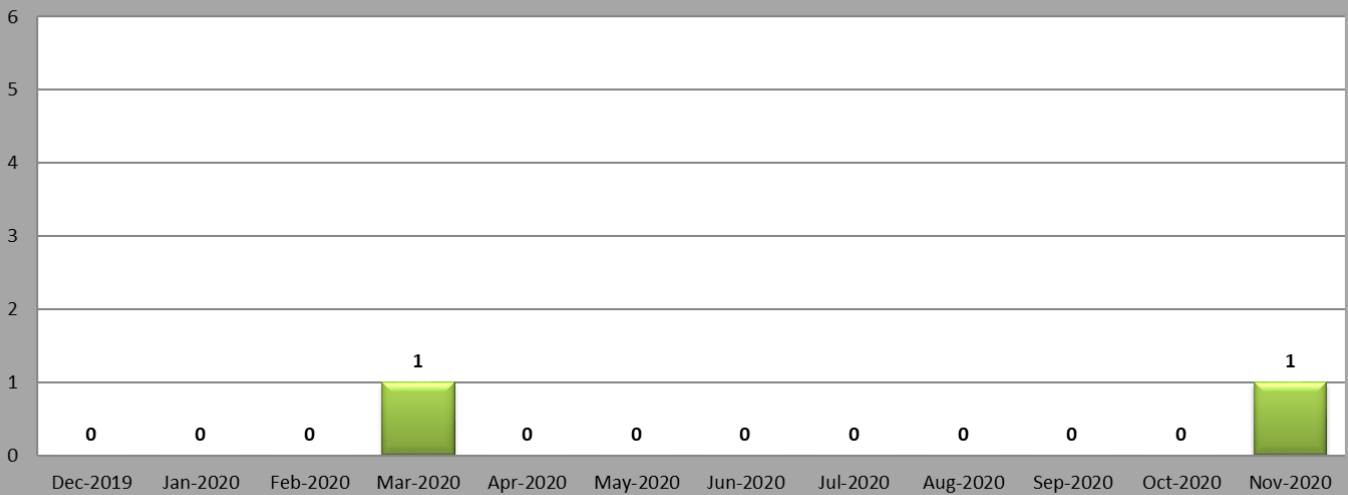
### 5.2: Monthly Shelter-Nights, Age 2-5 - November 2020



Data Source: Measure 5

	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
# of Nights	0	0	0	1	0	0	0	0	0	0	0	1

### 5.2: Monthly Children in Shelter, Age 2-5 - November 2020



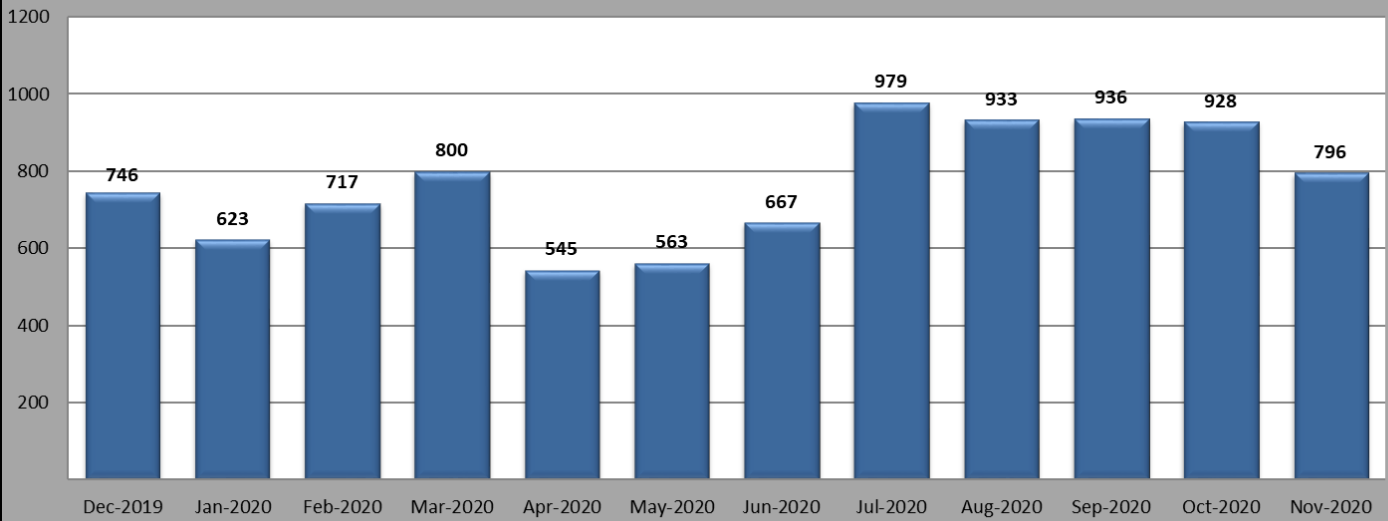
Data Source: Measure 5

	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
# of Children	0	0	0	1	0	0	0	0	0	0	0	1

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

**Comments – January 2020:** In November 2020, 1 child age 2-5 years spent a total of 1 night in the shelter. There were 2,501 children age 2-5 years in care in November 2020 and 2,500 of those children spent a night in the shelter (99.9% of children age 2- 5 years). There were 73 children age 2-5 years removed during the month of November and none of those children had a shelter stay (100% of children in care age 2-5 years).

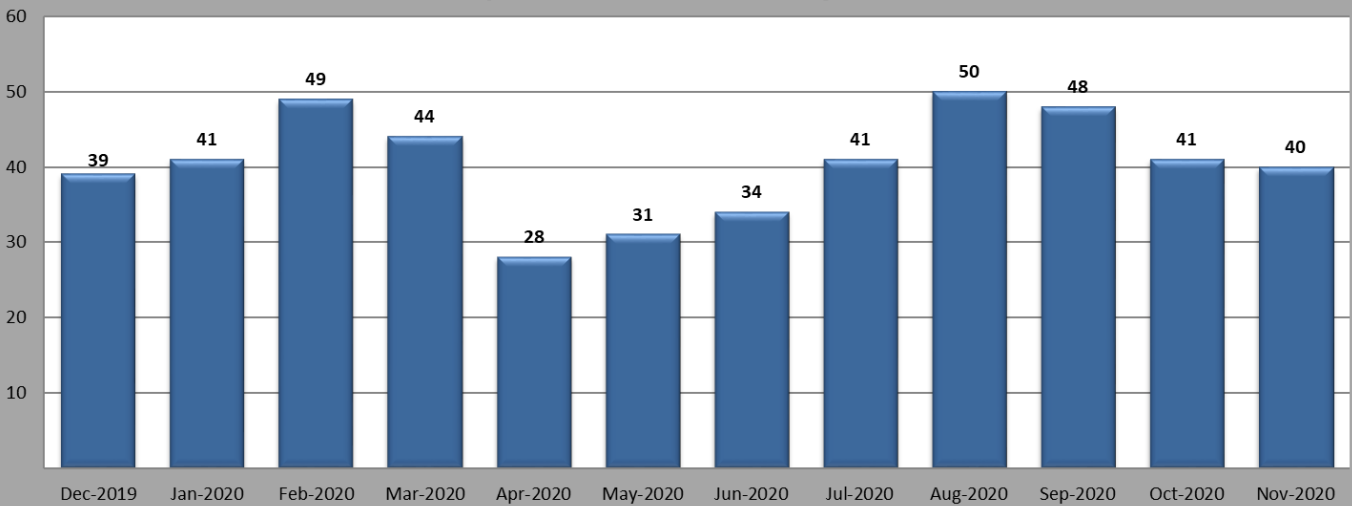
### 5.3: Monthly Shelter-Nights, Age 6-12 - November 2020



Data Source: Measure 5

	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
# of Nights	746	623	717	800	545	563	667	979	933	936	928	796

### 5.3: Monthly Children in Shelter, Age 6-12 - November 2020

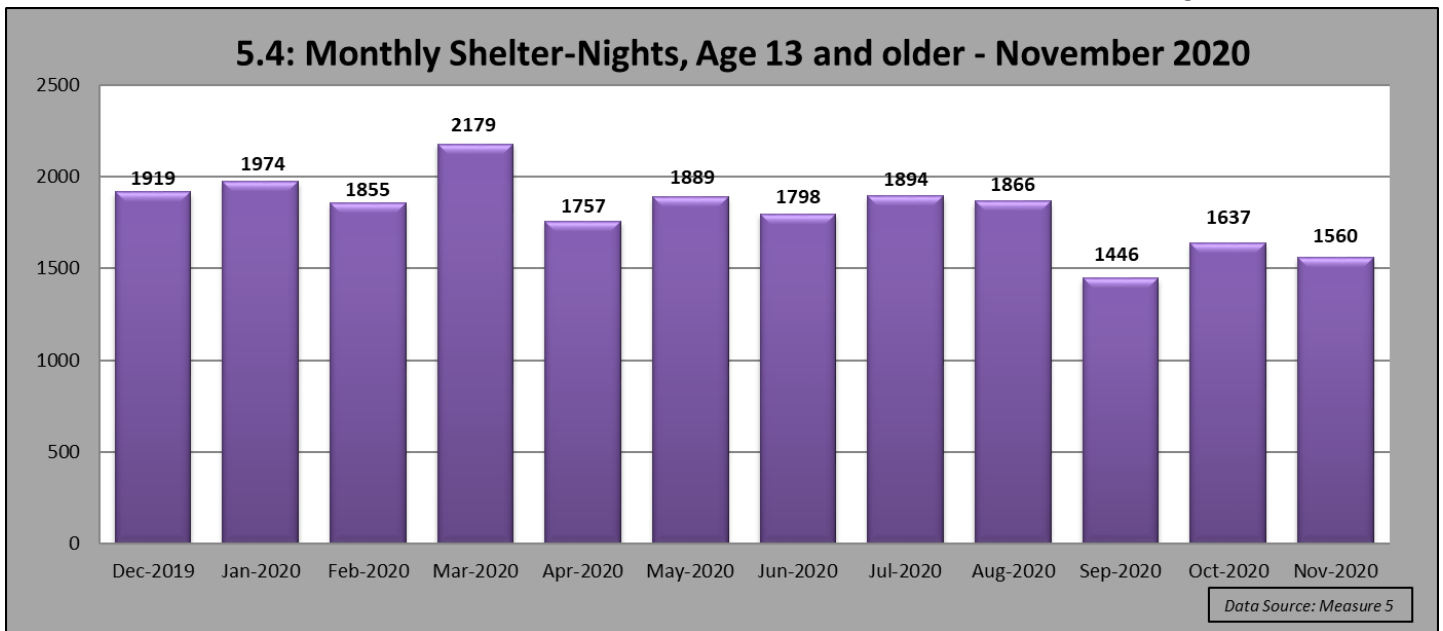


Data Source: Measure 5

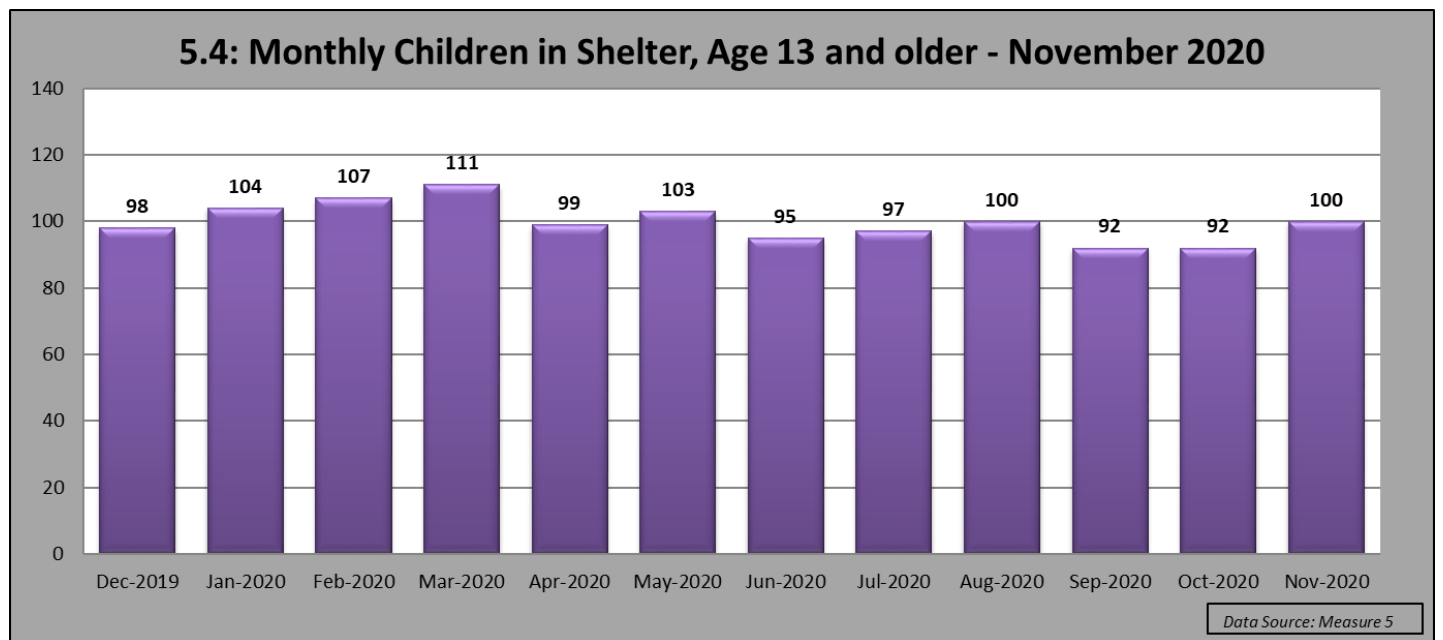
	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
# of Children	39	41	49	44	28	31	34	41	50	48	41	40

**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 – January 2020:** In November 2020, 40 children age 6-12 years spent a total of 796 nights in the shelter. There were 2,501 children age 6-12 years in care in November 2020 and 2,461 of those did not spend a night in the shelter (98.4% of children age 6-12 years). There were 67 children age 6-12 years removed in November and 64 of those children did not have a shelter stay (95.5% of children in care age 6-12 years).



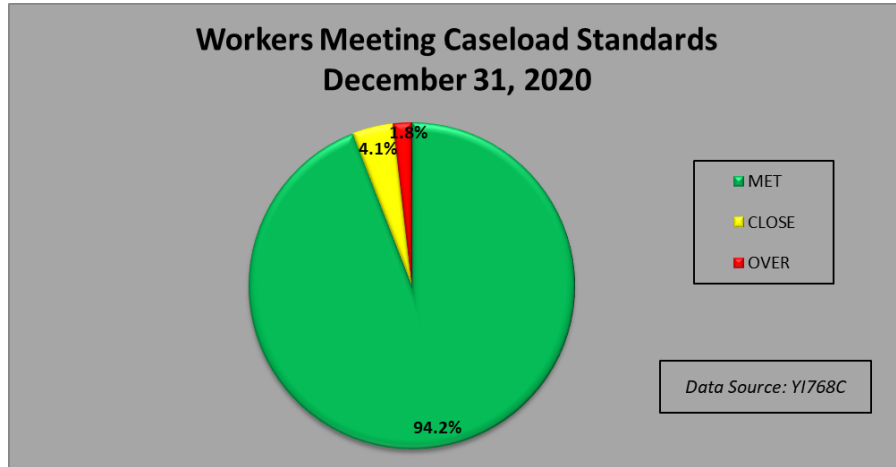
	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
<b># of Nights</b>	1919	1974	1855	2179	1757	1889	1798	1894	1866	1446	1637	1560



	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020
<b># of Children</b>	98	104	107	111	99	103	95	97	100	92	92	100

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

**Comments – January 2020:** In November 2020, 100 children age 13 and older spent a total of 1,560 nights in the shelter. There were 1,301 children age 13-18 years in care in November 2020. Of those, 1,201 children did not spend a night in the shelter (92.3% of children in care age 13-18 years). There were 45 children age 13-18 years removed during the month of November and 32 of these children did not have a shelter stay (71.1% of children in care age 13-18 years).

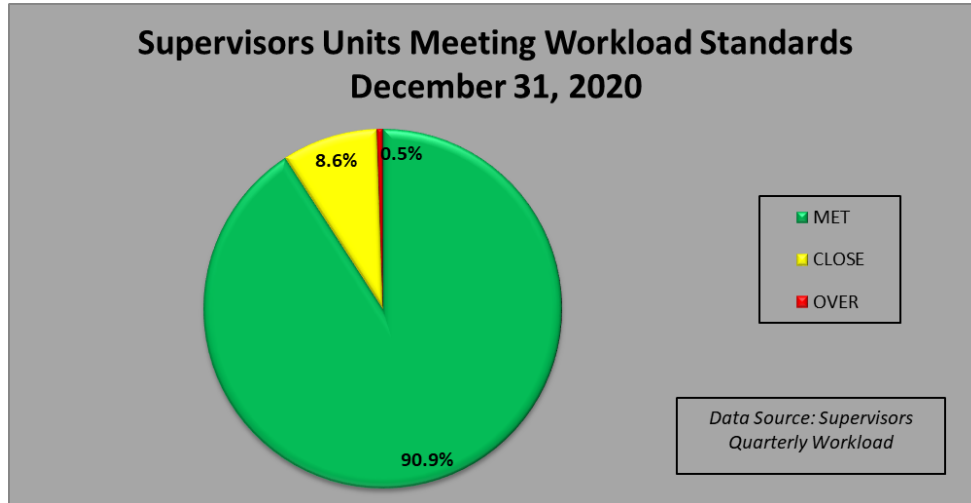


<b>Quarterly Workload Standards Report October 1, 2020 - December 31, 2020</b>				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4943	98.7%	1.1%	.1%
RESOURCE FAMILY SPECIALIST	18729	91.5%	6.7%	1.8%
COMPREHENSIVE	4967	87.9%	10.5%	1.6%
PERMANENCY PLANNING	57178	90.6%	6.1%	3.3%
PREVENTIVE/VOLUNTARY	6862	93.7%	5.6%	.8%
INVESTIGATION	41569	81.0%	13.1%	5.9%
RECRUITMENT	3689	100.0%	.0%	.0%
ATU	3985	100.0%	.0%	.0%
<b>STATEWIDE TOTAL</b>	<b>141922</b>	<b>88.7%</b>	<b>7.9%</b>	<b>3.4%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 12/31/20*

**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 – Jan 2020:** As of 12/31/20, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 94.2%, with 4.1% being “Close”, and 1.8% “Over Standard”. Of the 1522 workers, 1433 workers were meeting workload standards, 62 workers were close, and 27 workers were over the standard. For the period of Oct 1, 2020 – Dec 31, 2020, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 88.7%, with 7.9% being “Close”, and 3.4% “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. Initially a supervisor was allowed to carry up to two case assignments, and those case assignments would not be calculated into the total workload. Any additional assignments on a supervisor's caseload would then be calculated at the same case type weight as on the worker's caseload and then combined with the supervisor capacity, which includes the number of workers supervised. Beginning with the reporting period ending December 2019, supervisors were no longer allotted the one or two assignments that did not add to the overall workload total. All assigned, countable work is now calculated into the supervisor’s workload. 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 – Jan 2020:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 90.9%, with 8.6% being “Close”, and 0.5% “Over Standard”. There are 383 supervisor units with 348 units meeting the standard, 33 units close and 2 units over the standard.

Context Data		
Children in Out of Home Care Population Served November 2020 - 8,024 Children		
Age	# of Children	% of Total
0-1 Years	1721	21.4%
2-5 Years	2501	31.2%
6-12 Years	2501	31.2%
Over 13 Years	1301	16.2%
<b>TOTAL</b>	<b>8024</b>	<b>100.0%</b>
Race	# of Children	% of Total
White	3822	47.6%
African American	763	9.5%
Multi Race	2707	33.7%
Native American	716	8.9%
Pacific Islander / Asian	16	0.2%
<b>TOTAL</b>	<b>8024</b>	<b>100.00%</b>
<i>Hispanic</i>	<i>1453</i>	<i>18.1%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

