



**OKLAHOMA**  
**Human Services**

# **PINNACLE PLAN MEASURES**

# **MONTHLY SUMMARY REPORT**

**July 2021**

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – July 2021**

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.

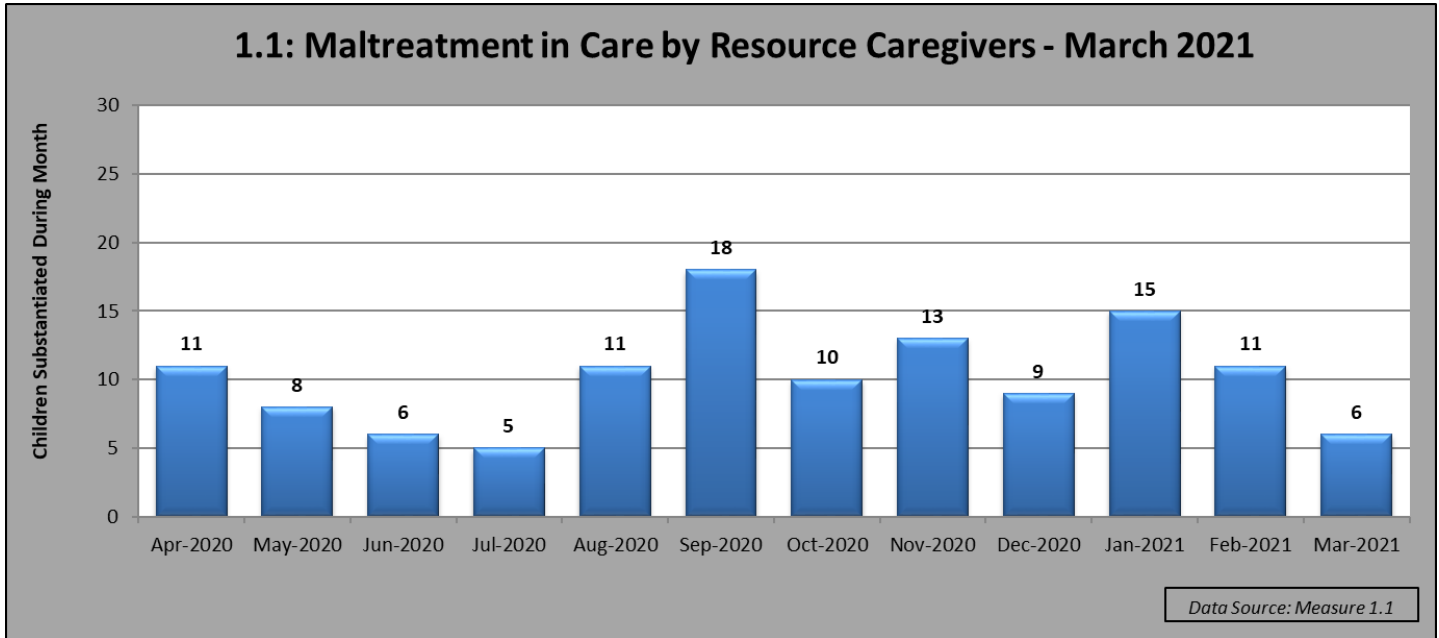
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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 - July 2021					
		Name	Description	Period Ending	Monthly Count		
				# of Victims - March			
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.	3/31/2021	6 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.	3/31/2021	6 Children		
				May Total	SFY21 Total to Date		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	5/31/2021	55	628 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC and ITFC)	5/31/2021	1	23 TFC/ ITFC Homes	
				Contacts Made	Contacts Required	% Contacts Made	
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.	5/31/2021	7,111	7,182	99.0%
	3.2	<b>Frequency of Primary Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between primary caseworkers and children in foster care for at least 1 calendar month during the reporting period.	5/31/2021	6,739	6,985	96.5%
				May Total	6 Month Total - NIGHTS		
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.	5/31/2021	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.	5/31/2021	0 Nights 0 Children	0 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.	5/31/2021	964 Nights 48 Children	4,447 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.	5/31/2021	1,582 Nights 92 Children	8,755 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: 4 /1/2021- 6/30/2021	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					92.1%	6.1%	1.8%
					90.1%	7.3%	2.7%
			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
					91.4%	7.0%	1.6%
Context Data		<b>Demographical Information on Children In Care, including age and race</b>		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

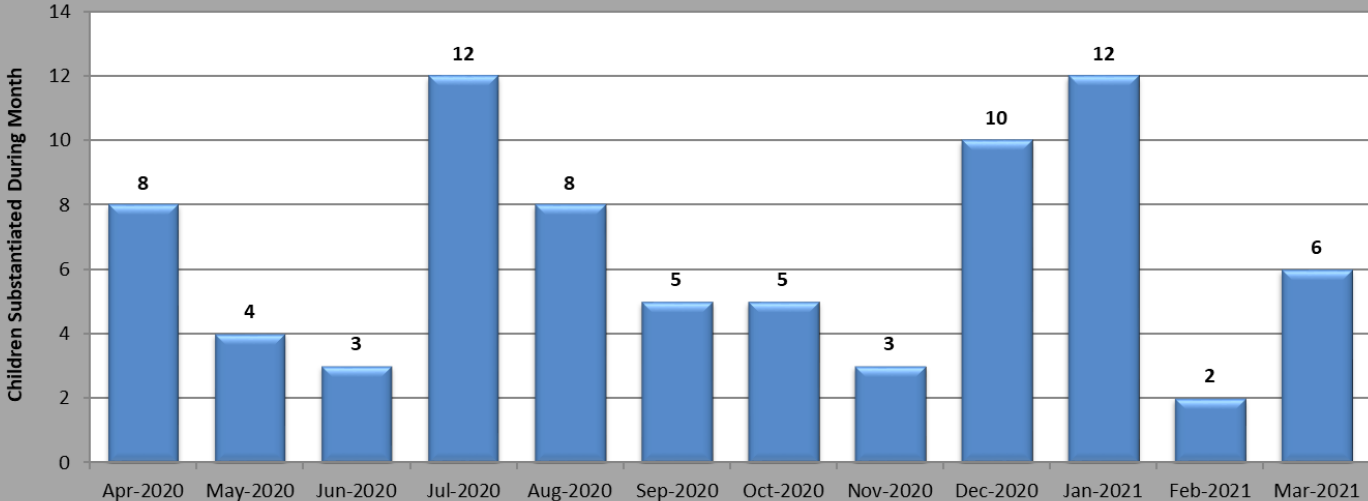


	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021
# of Substantiations	11	8	6	5	11	18	10	13	9	15	11	6

**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 – July 2021:**  
 For the month of March 2021 there were a total of 6 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 3 separate referrals for children in foster care and 1 referral for children in OCA placements. Of the 4 children placed in foster care, 1 child was placed in a Kinship/Relative Home and 3 children were placed in a CW Foster Family Care Home. There were 2 children involved in the 1 referral for OCA placements. The children were placed in an OCA-Level D+ Residential Resource/Family. Of the 6 substantiated victims in March 2021, 3 victims had a substantiated finding of threat of harm only.

**1.2: Maltreatment In Care by Parents - March 2021**



Data Source: Measure 1.2

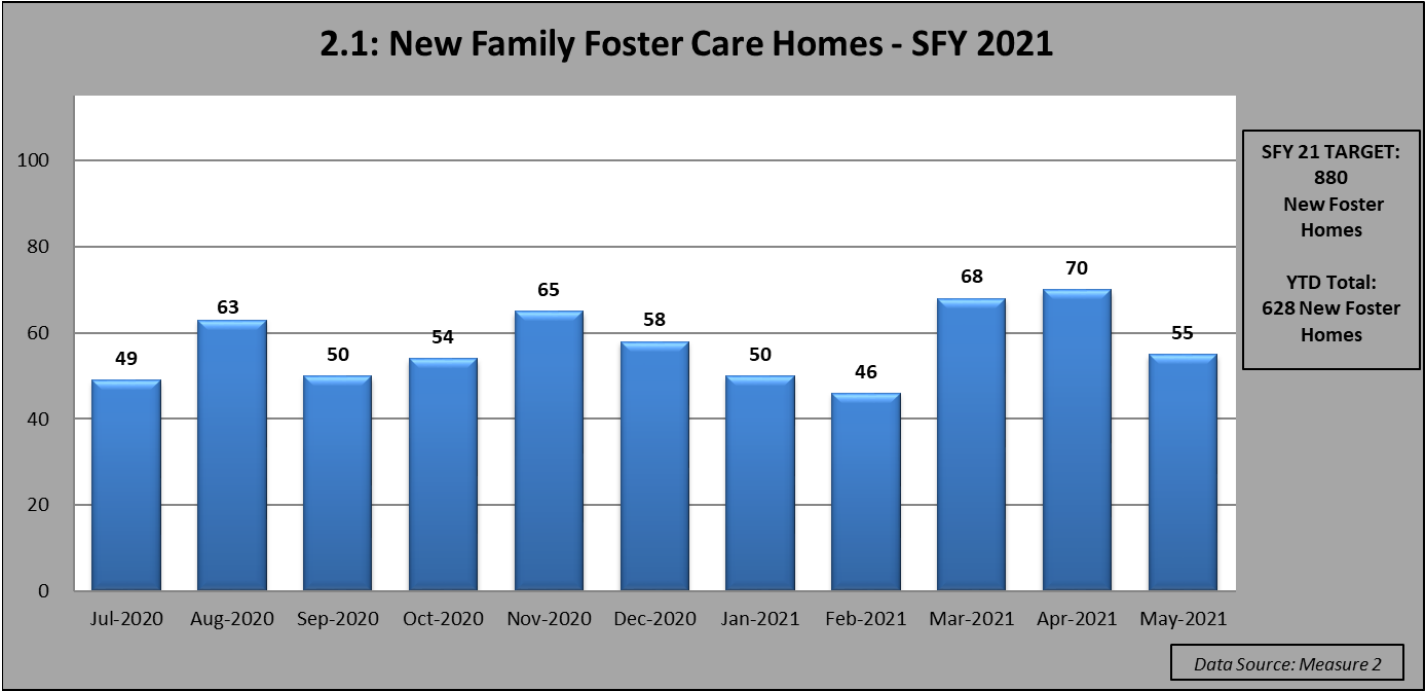
	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021
# of Substantiations	8	4	3	12	8	5	5	3	10	12	2	6

**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 – July 2021:**

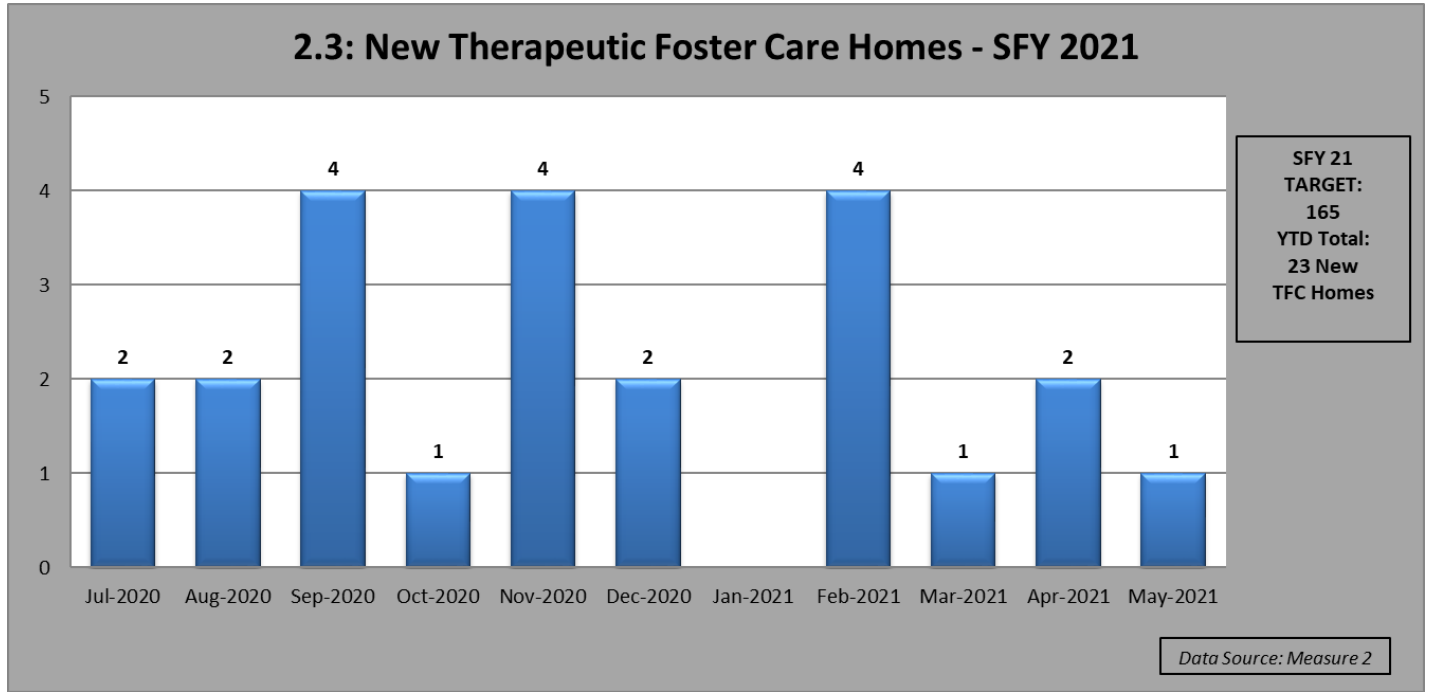
For the month of March 2021, there were 6 substantiations of abuse by parents of children in out of home care. These 6 victims were reported in 2 referrals. 5 children were placed in Trial Reunification and 1 child was placed in a Detention/OJA Operated Facility. Of the 6 substantiated victims in March 2021, 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	49	63	50	54	65	58	50	46	68	70	55		628

**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 SFY21 is 880 new foster homes.

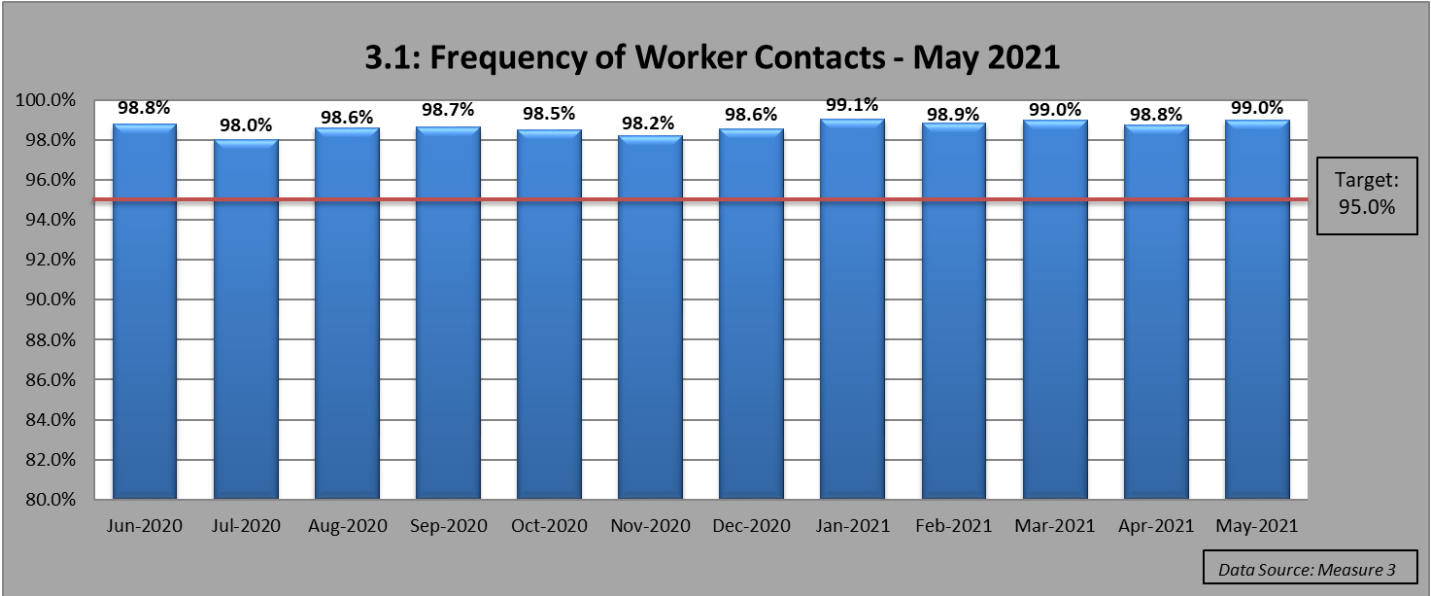
**Comments – July 2021:** In May 2021, there were 55 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 5/31/21, there were a total of 628 new homes for SFY21. The Foster Family Care net gain as of 5/31/21 was -87 homes. The net gain target for 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	2	2	4	1	4	2		4	1	2	1		23

**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 SFY21 is 165 new TFC homes.

**Comments – July 2021:** In May 2021, 1 new TFC home and 0 new ITFC homes opened for a total of 1 new therapeutic home during the month. There are a total of 23 new TFC and ITFC homes for SFY21. The TFC net gain as of 5/31/21 was -12 homes for SFY21. The Net Gain target for SFY21 is 108 homes.

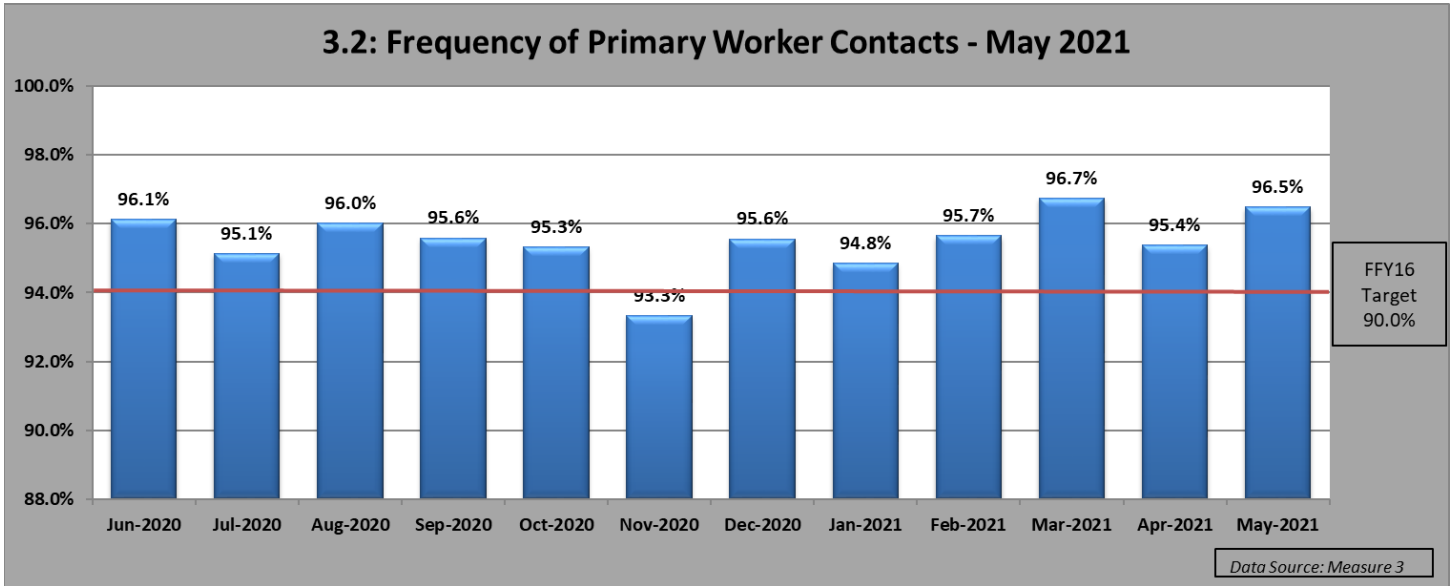


	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
Contacts Made by Any Worker	7310	7268	7295	7325	7337	7305	7257	7241	7208	7103	7102	7111
Minimum Contacts Required	7400	7413	7397	7423	7448	7437	7362	7309	7291	7175	7191	7182
% Made	98.8%	98.0%	98.6%	98.7%	98.5%	98.2%	98.6%	99.1%	98.9%	99.0%	98.8%	99.0%

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

**Comments – July 2021:** The visitation rate for all worker visits in May 2021 was 99.0%.



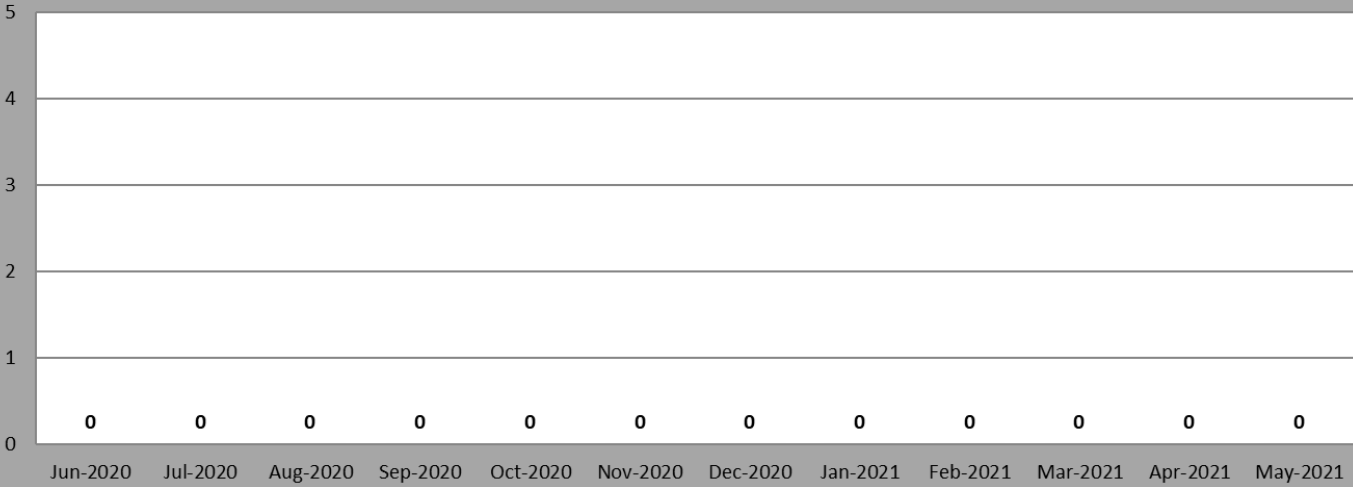


	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
Contacts Made by Primary Worker	6904	6850	6893	6889	6910	6745	6823	6734	6778	6742	6665	6739
Contacts Required	7182	7200	7179	7207	7249	7227	7140	7100	7086	6969	6988	6985
% Made	96.1%	95.1%	96.0%	95.6%	95.3%	93.3%	95.6%	94.8%	95.7%	96.7%	95.4%	96.5%

**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 – July 2021:** The worker visitation rate for primary workers in May 2021 was 96.5%.

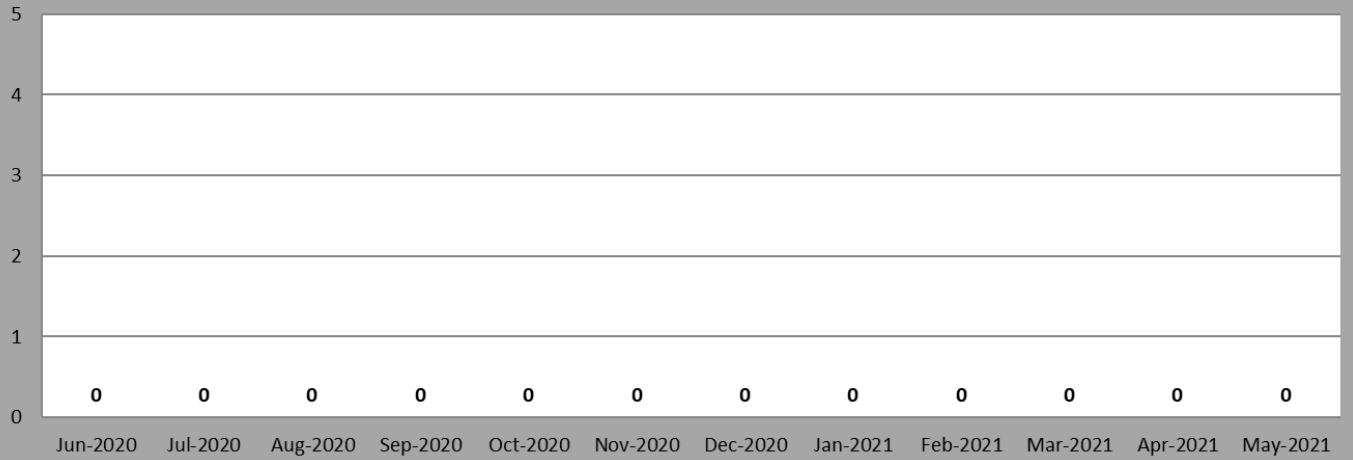
### 5.1: Monthly Shelter-Nights, Age 0-1 - May 2021



Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - May 2021



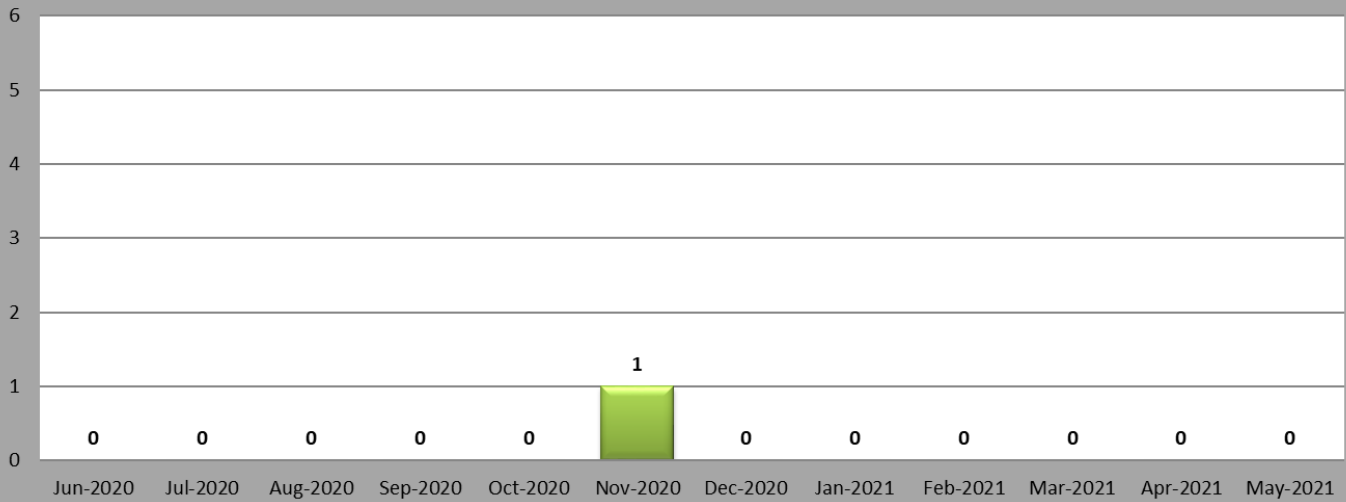
Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Jan-1900	Jan-1900	Apr-2021	May-2021
# 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 – July 2021:** In May 2021, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,658 children age 0-1 year in care in May 2021 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 94 children age 0-1 year removed during the month of May and none of the children had a shelter stay (100% of children in care age 0-1 year).

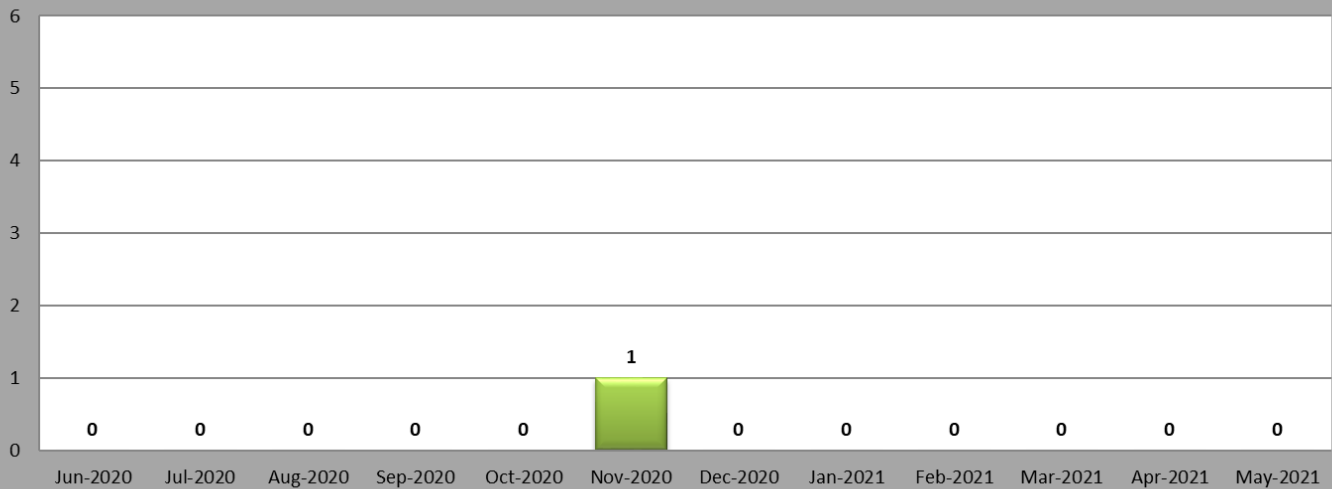
### 5.2: Monthly Shelter-Nights, Age 2-5 - May 2021



Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Nights	0	0	0	0	0	1	0	0	0	0	0	0

### 5.2: Monthly Children in Shelter, Age 2-5 - May 2021



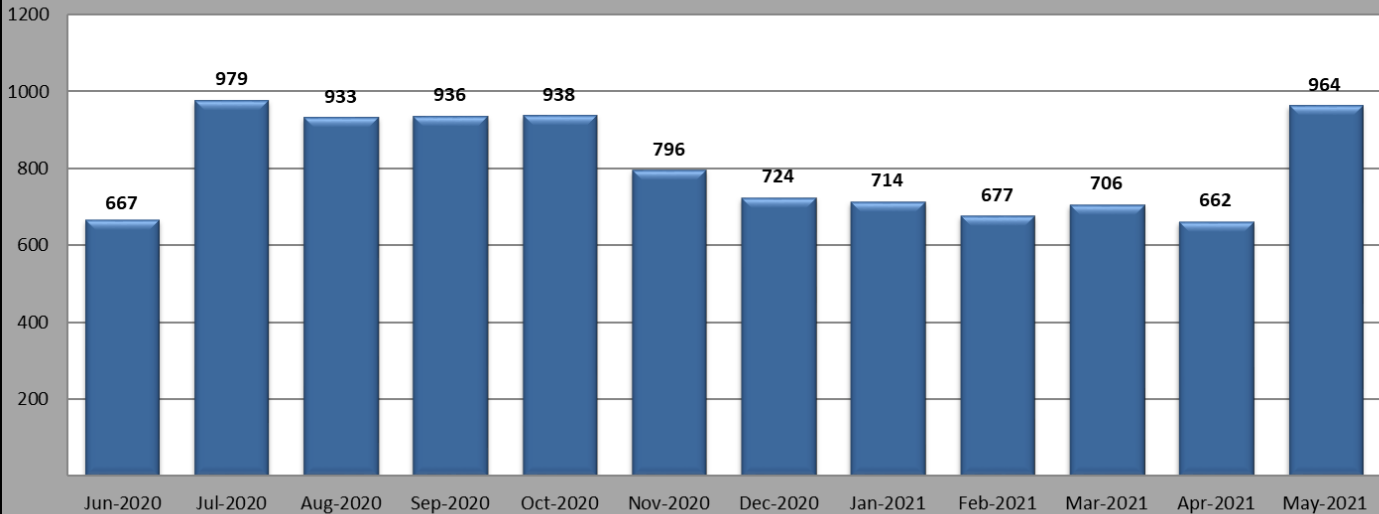
Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Children	0	0	0	0	0	1	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. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

**Comments – July 2021:** In May 2021, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,444 children age 2-5 years in care in May 2021 and none of those children spent a night in the shelter (100% of children age 2- 5 years). There were 73 children age 2-5 years removed during the month of may and none of those children had a shelter stay (100% of children in care age 2-5 years).

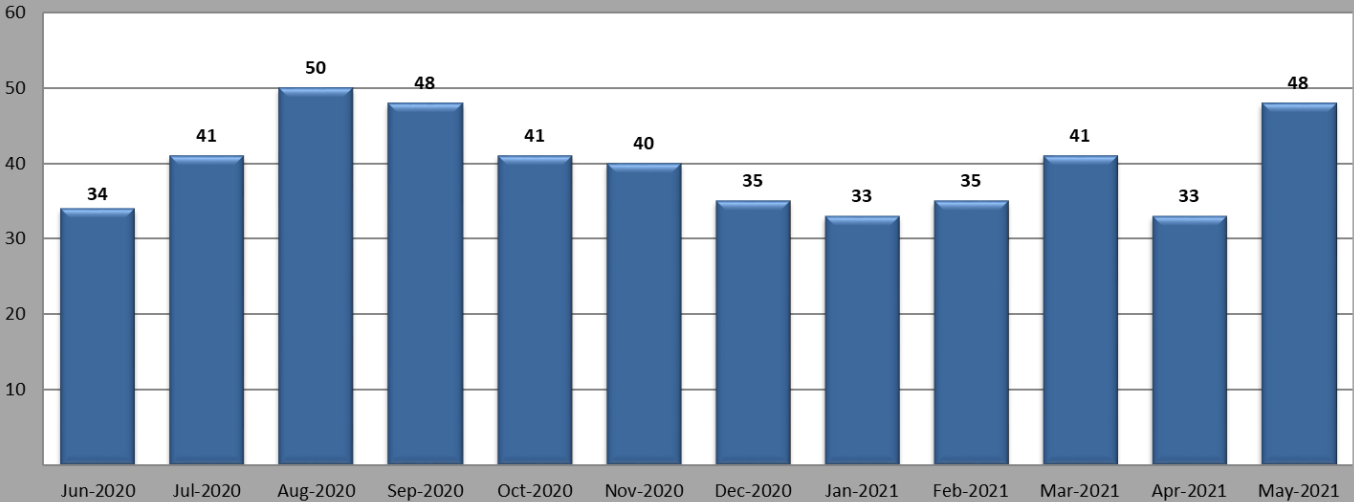
**5.3: Monthly Shelter-Nights, Age 6-12 - May 2021**



Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Nights	667	979	933	936	938	796	724	714	677	706	662	964

**5.3: Monthly Children in Shelter, Age 6-12 - May 2021**



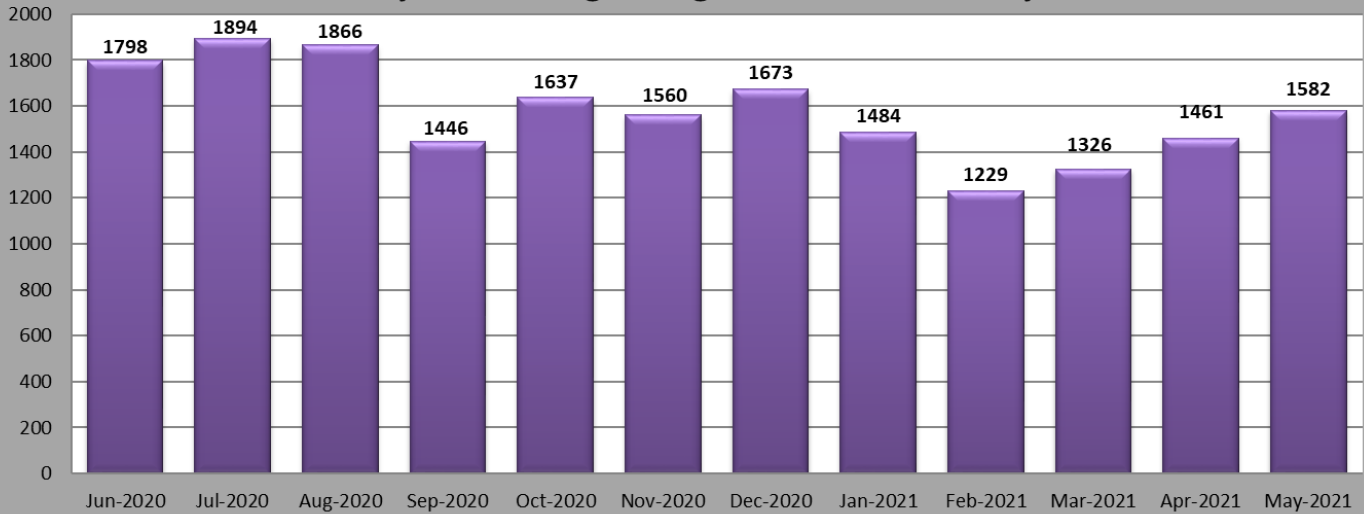
Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Children	34	41	50	48	41	40	35	33	35	41	33	48

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

**Comments – July 2021:** In May 2021, 48 children age 6-12 years spent a total of 964 nights in the shelter. There were 2,405 children age 6-12 years in care in May 2021 and 2,357 of those did not spend a night in the shelter (98.0% of children age 6-12 years). There were 74 children age 6-12 years removed in May and 69 of those children did not have a shelter stay (93.2% of children in care age 6-12 years).

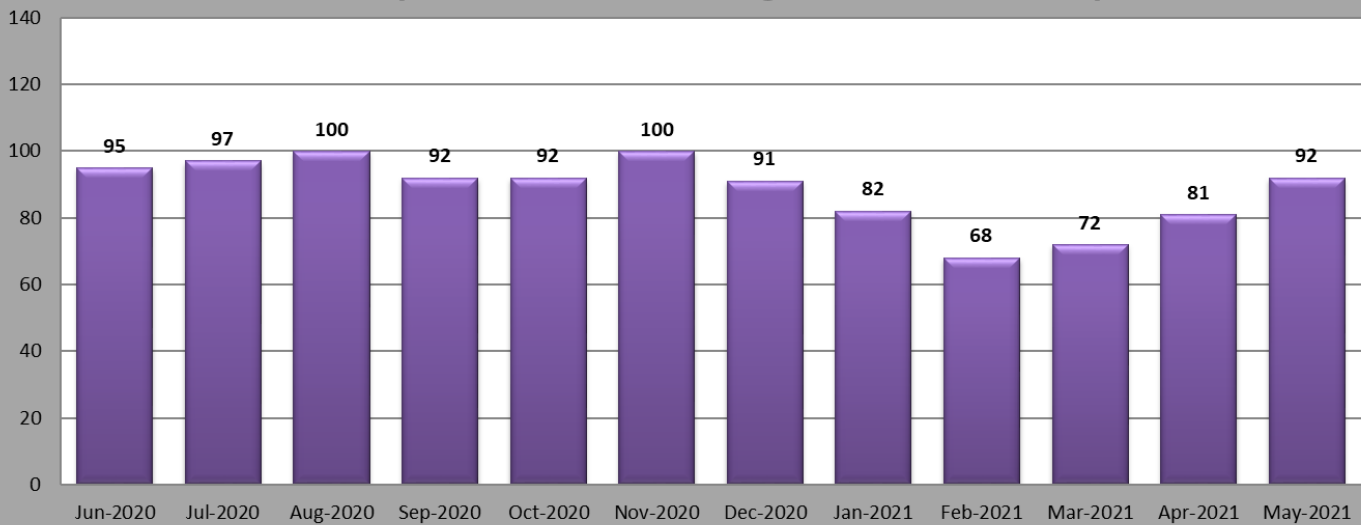
### 5.4: Monthly Shelter-Nights, Age 13 and older - May 2021



Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Nights	1798	1894	1866	1446	1637	1560	1673	1484	1229	1326	1461	1582

### 5.4: Monthly Children in Shelter, Age 13 and older - May 2021

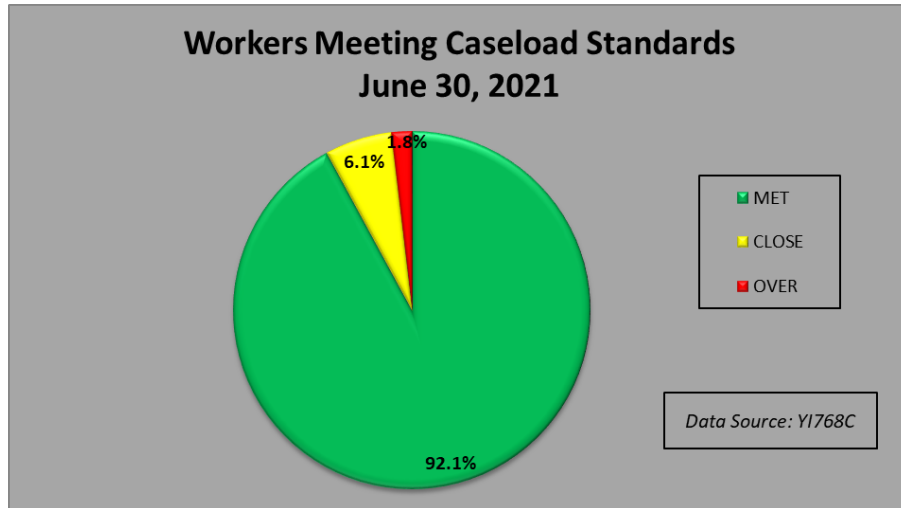


Data Source: Measure 5

	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021
# of Children	95	97	100	92	92	100	91	82	68	72	81	92

**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 – July 2021:** In May 2021, 92 children age 13 and older spent a total of 1,582 nights in the shelter. There were 1,238 children age 13-18 years in care in May 2021. Of those, 1,146 children did not spend a night in the shelter (92.6% of children in care age 13-18 years). There were 37 children age 13-18 years removed during the month of May and 27 of these children did not have a shelter stay (73.0% of children in care age 13-18 years).

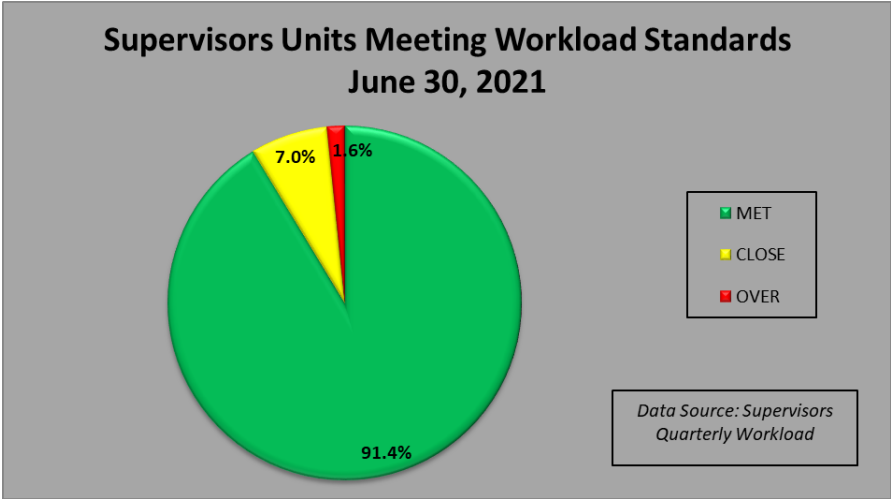


Quarterly Workload Standards Report				
April 1, 2021 - June 30, 2021				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4590	98.3%	1.2%	.4%
RESOURCE FAMILY SPECIALIST	17637	87.4%	10.2%	2.5%
COMPREHENSIVE	4408	87.7%	9.8%	2.5%
PERMANENCY PLANNING	54889	93.1%	5.7%	1.2%
PREVENTIVE/VOLUNTARY	6321	96.9%	2.4%	.7%
INVESTIGATION	38504	83.4%	10.6%	6.0%
RECRUITMENT	3694	100.0%	.0%	.0%
ADOPTION TRANSITION SPECIALIST ATU	3832	98.3%	1.7%	.0%
<b>TOTAL</b>	<b>133875</b>	<b>90.1%</b>	<b>7.3%</b>	<b>2.7%</b>

Data Source: Quarterly Workload Summary, Run Date 7/7/21

**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 2020:** As of 6/30/21, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 92.1%, with 6.1% being “Close”, and 1.8% “Over Standard”. Of the 1427 workers, 1314 workers were meeting workload standards, 87 workers were close, and 26 workers were over the standard. For the period of Apr 1, 2021 – Jun 30, 2021, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 90.1%, with 7.3% being “Close”, and 2.7% “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 – Jul 2021:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 91.4%, with 7.0% being “Close”, and 1.6% “Over Standard”. There are 383 supervisor units with 350 units meeting the standard, 27 units close and 6 units over the standard.

Context Data		
Children in Out of Home Care Population Served May 2021 - 7,745 Children		
Age	# of Children	% of Total
0-1 Years	1658	21.4%
2-5 Years	2444	31.6%
6-12 Years	2405	31.1%
Over 13 Years	1238	16.0%
<b>TOTAL</b>	<b>7745</b>	<b>100.0%</b>
Race	# of Children	% of Total
White	3587	46.3%
African American	759	9.8%
Multi Race	2675	34.5%
Native American	707	9.1%
Pacific Islander / Asian	17	0.2%
<b>TOTAL</b>	<b>7745</b>	<b>100.00%</b>
<i>Hispanic</i>	<i>1408</i>	<i>18.2%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

