



# PINNACLE PLAN MEASURES

# MONTHLY SUMMARY REPORT

Nov 2017

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – Nov 2017**

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.

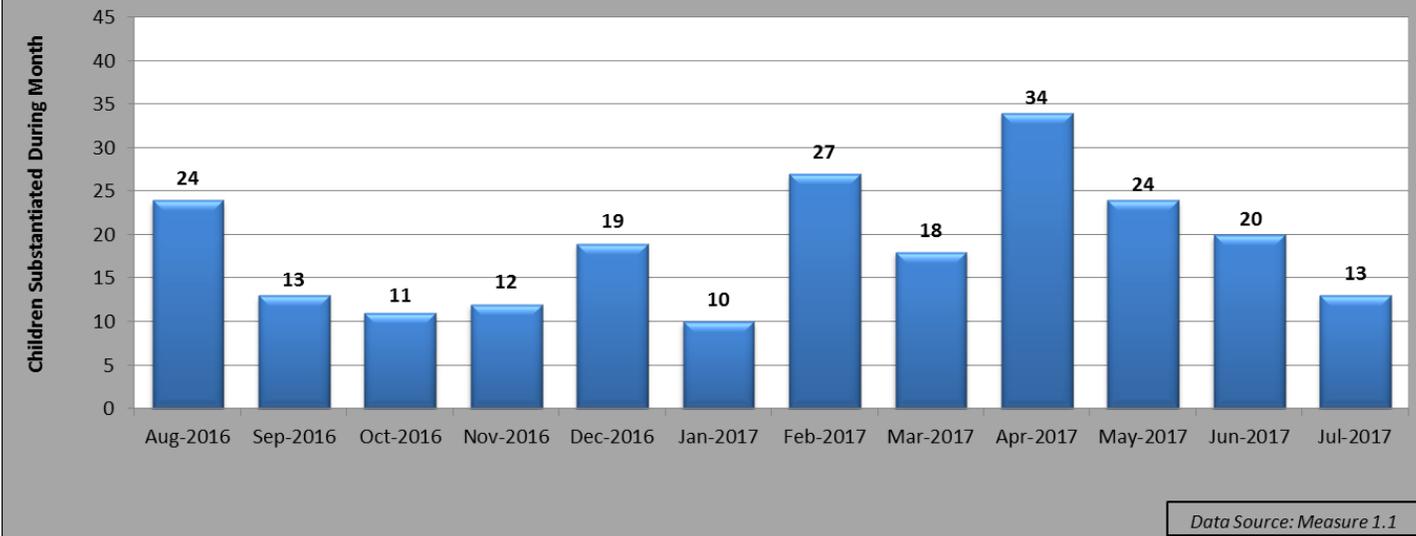
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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 - November 2017					
		Name	Description	Period Ending	Monthly Count		
				<b># of Victims - July</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.	7/31/2017	13 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.	7/31/2017	17 Children		
				<b>September Total</b>	<b>SFY18 Total to Date</b>		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	9/30/2017	72	199 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	9/30/2017	0	9 TFC Homes	
				<b>Contacts Made</b>	<b>Contacts Required</b>	<b>% Contacts Made</b>	
Worker Contacts	3.1	<b>Frequency of Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between case workers and children in foster care for at least 1 calendar month during the reporting period.	9/30/2017	8,365	8,649	96.7%
	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.	9/30/2017	7,925	8,412	94.2%
				<b>September 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.	9/30/2017	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.	9/30/2017	56 Nights 2 Children	132 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.	9/30/2017	1293 Nights 62 Children	8,357 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.	9/30/2017	2335 Nights 128 Children	15,387 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: 7/1/17- 9/30/17	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					66.4%	13.6%	20.0%
			72.0%		11.4%	16.6%	
			% of Supervisors that Meet Standard		1-20% Above Standard	>20% Above Standard	
			81.8%		12.2%	6.0%	
<b>Context Data</b>		<b>Demographical Information on Children In Care, including age and race</b>		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

### 1.1: Maltreatment in Care by Resource Caregivers - July 2017

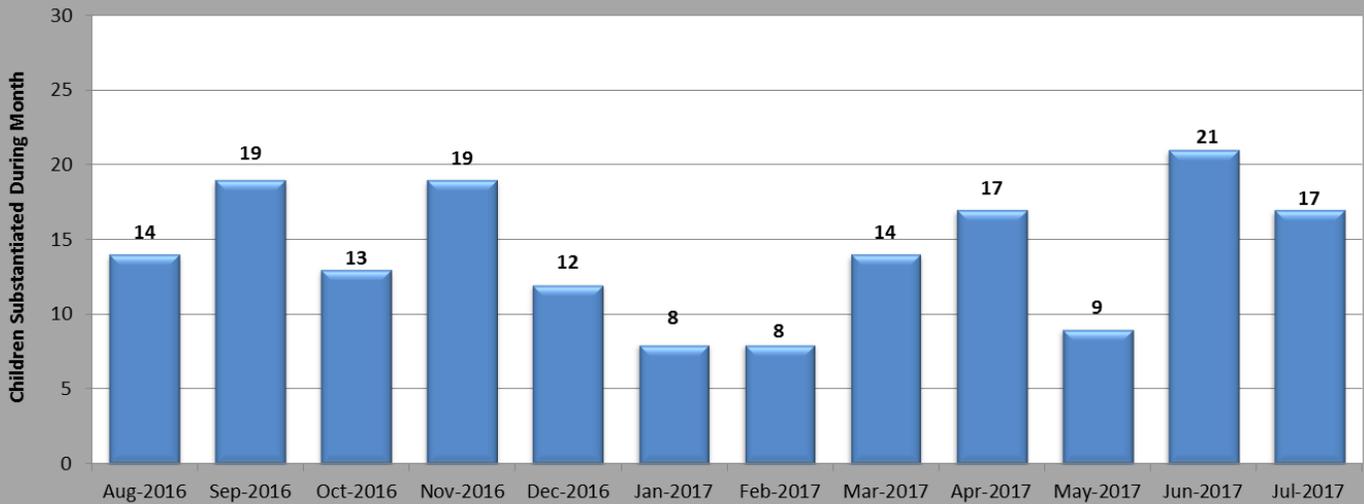


	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Substantiations	24	13	11	12	19	10	27	18	34	24	20	13

**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 – Nov 2017:** For the month of July 2017 there were a total of 13 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 6 separate referrals for children in foster care and 2 separate referrals for children in OCA Placements. Of the 11 children placed in foster care, 6 children were placed in a CW Kinship Relative Home, 3 children were placed in a CW Kinship/Non-Relative Home and 2 children were placed in a CW Foster Care Home. Of the 2 children placed in an OCA Placement, 1 child was placed in a Level E Residential Facility and 1 child was placed in an OKDHS Shelter.

### 1.2: Maltreatment In Care by Parents - July 2017



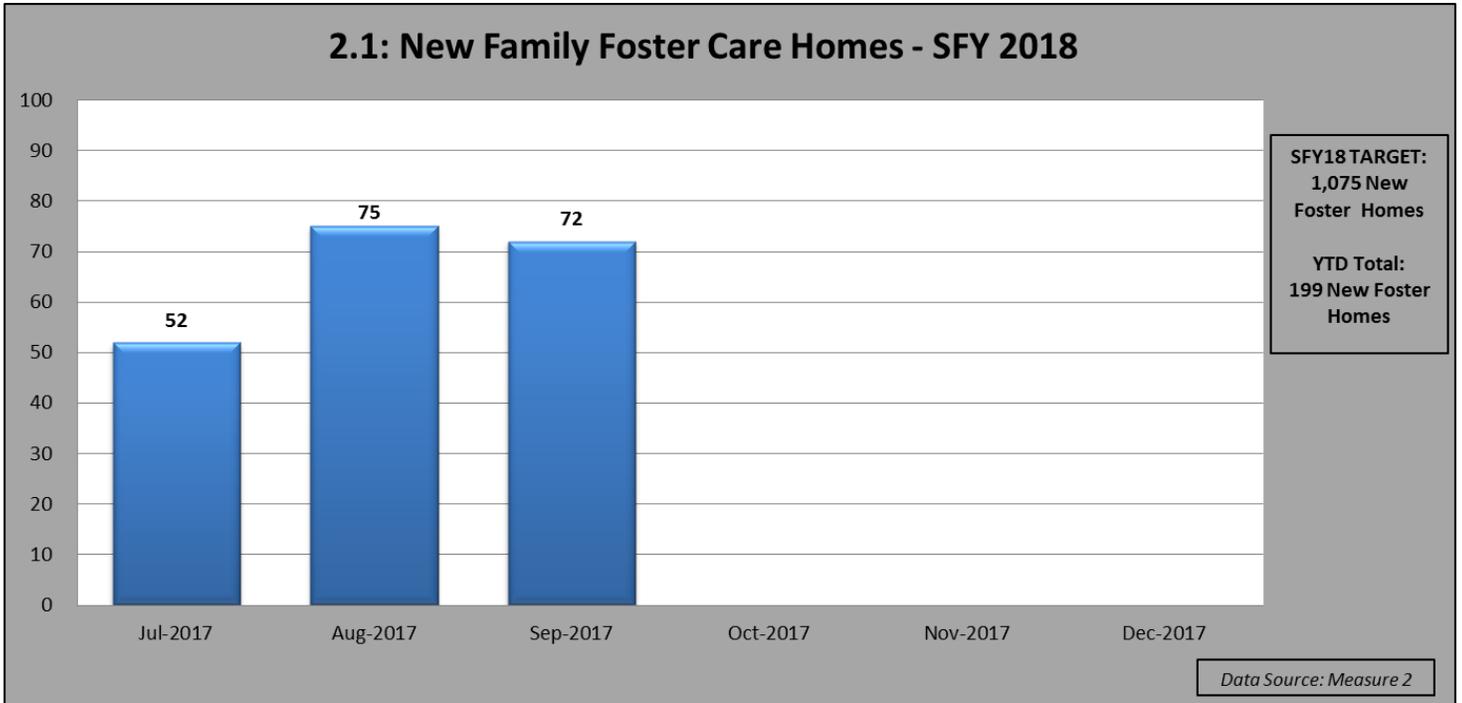
Data Source: Measure 1.2

	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017
# of Substantiations	14	19	13	19	12	8	8	14	17	9	21	17

**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.

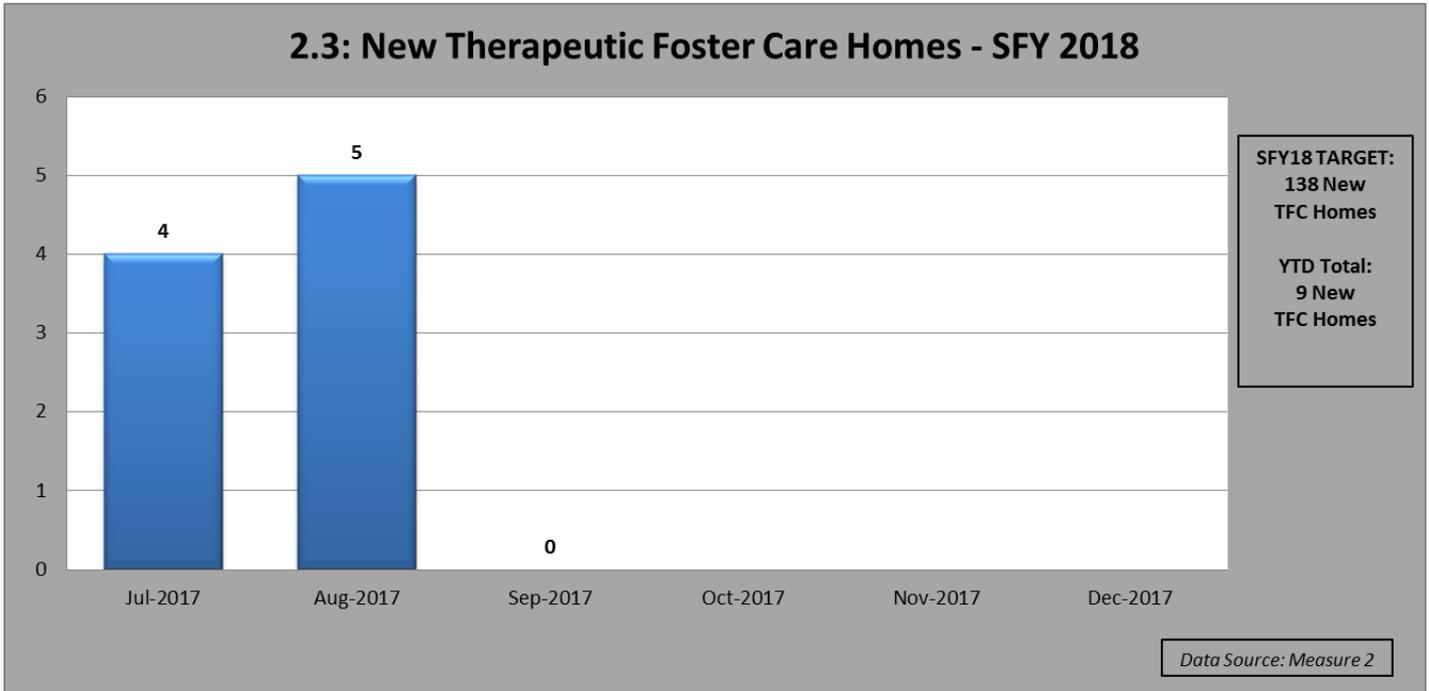
**Comments – Nov 2017:** For the month of July 2017, there were 17 substantiations of abuse by parents of children in out of home care and these 17 victims were reported in 7 separate referrals. Of these 17 victims, 10 were placed in Trial Reunification, 2 children were placed in CW Kinship/Relative Homes, 2 children were placed in CW Kinship/Non-Relative Homes, and 3 children were placed in CW Supported Homes.



	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Total
# of New FFC Homes	52	75	72										199

**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.

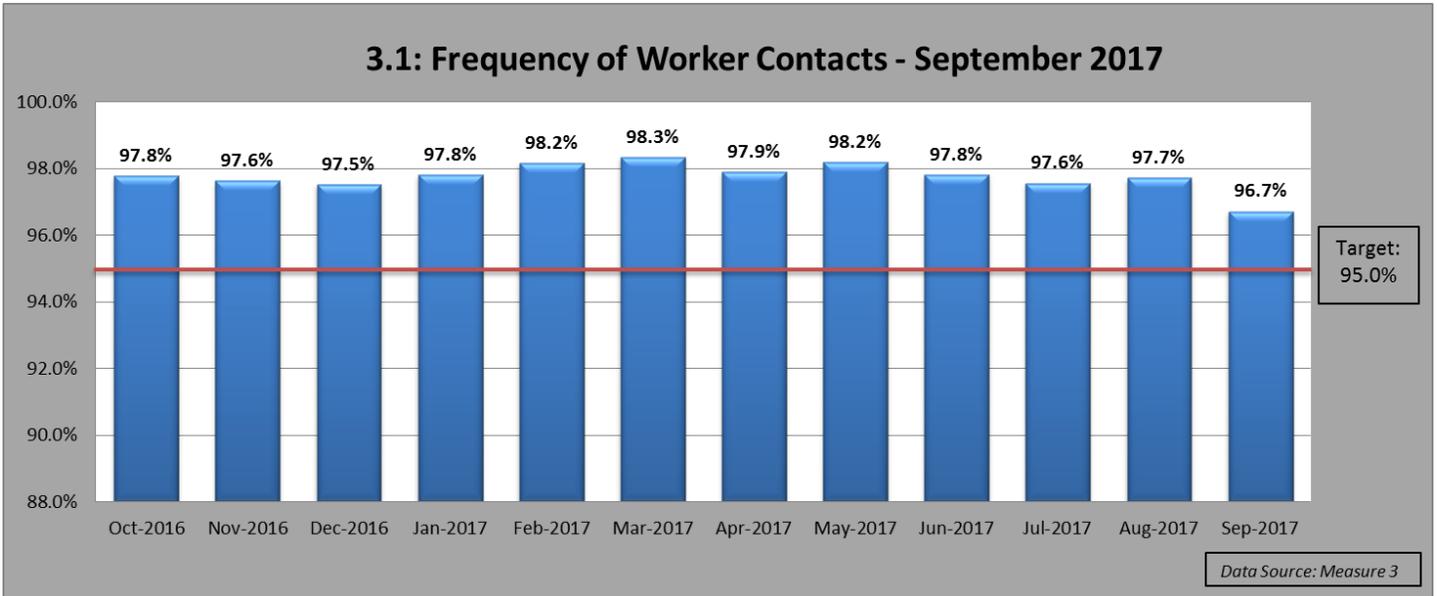
**Comments – Nov 2017:** In September 2017, there were 72 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 9/30/17, there were a total of 199 new homes for SFY18. The Foster Family Care net gain as of 9/30/2017 was -17 homes. The Net gain target for SFY18 is 206 homes.



	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Total
# of New TFC Homes	4	5	0										9

**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.

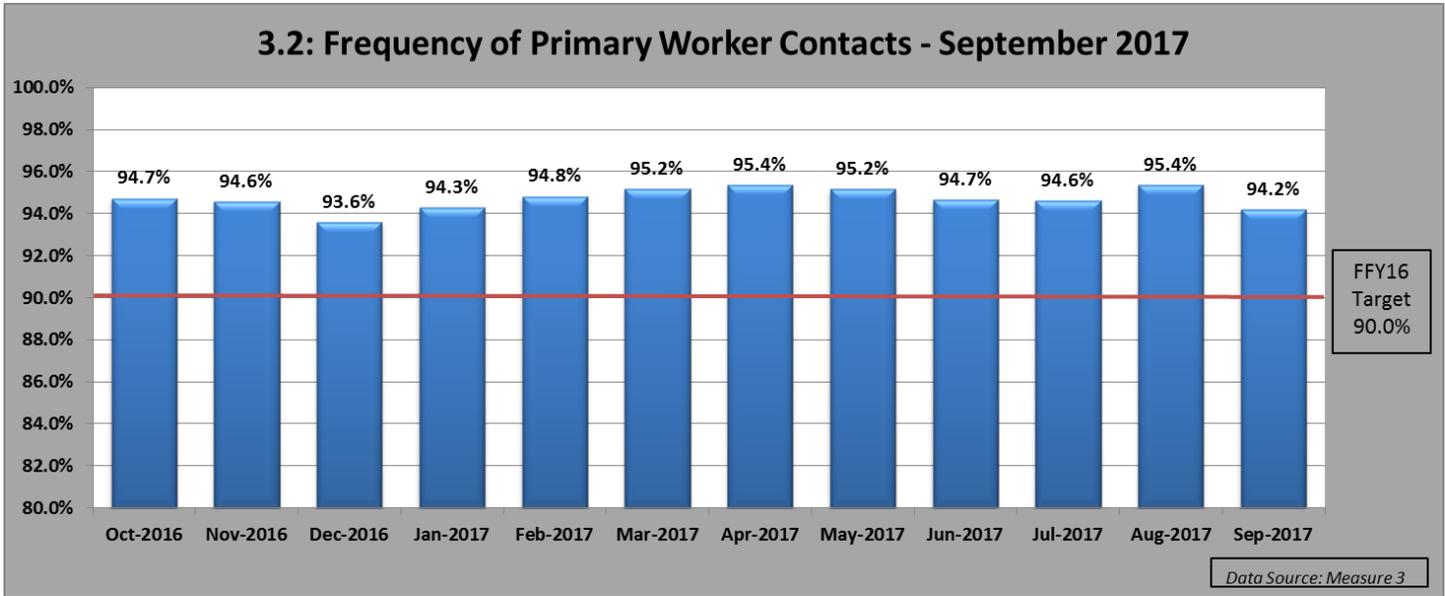
**Comments – Nov 2017:** In September 2017, there were 0 new TFC homes opened for a total of 9 new TFC homes in SFY18. The TFC net gain as of 9/30/17 was -19 homes for SFY18. The Net Gain target for SFY18 is 20 TFC homes.



	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
Contacts Made by Any Worker	9119	9004	8787	8789	8799	8739	8679	8615	8422	8447	8384	8365
Minimum Contacts Required	9327	9222	9010	8985	8963	8886	8865	8773	8610	8658	8580	8649
% Made	97.8%	97.6%	97.5%	97.8%	98.2%	98.3%	97.9%	98.2%	97.8%	97.6%	97.7%	96.7%

**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 – Nov 2017:** The visitation rate for all worker visits in September 2017 was 96.7%.

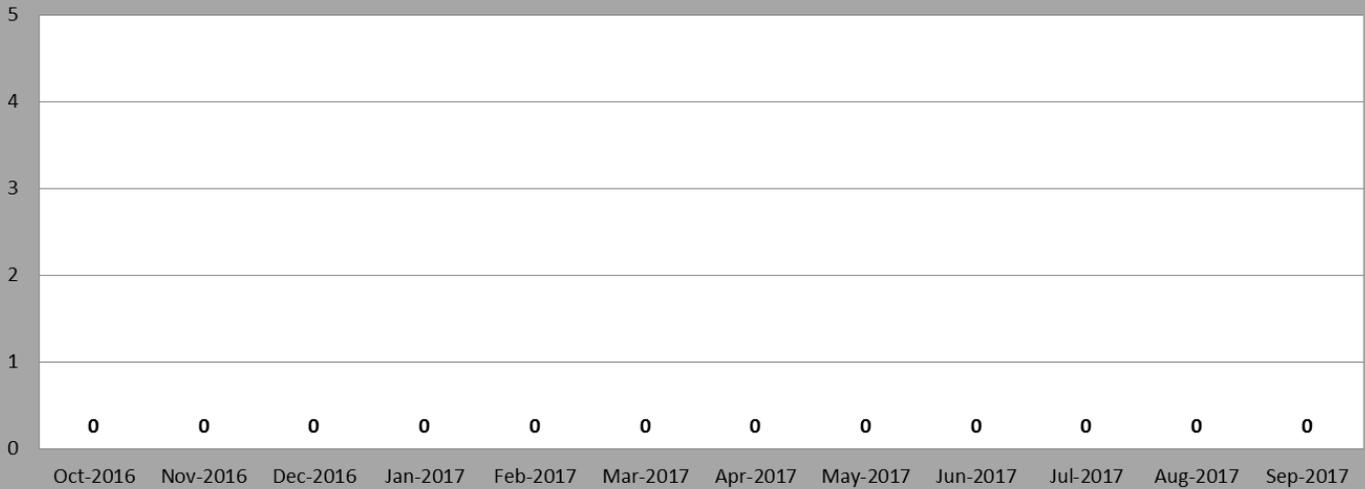


	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
Contacts Made by Primary Worker	8562	8452	8149	8196	8231	8209	8229	8131	7933	7970	7964	7925
Minimum Contacts Required	9038	8936	8707	8691	8680	8625	8628	8544	8380	8425	8350	8412
% Made	94.7%	94.6%	93.6%	94.3%	94.8%	95.2%	95.4%	95.2%	94.7%	94.6%	95.4%	94.2%

**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 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 – Nov 2017:** The worker visitation rate for primary workers in September 2017 was 94.2%.

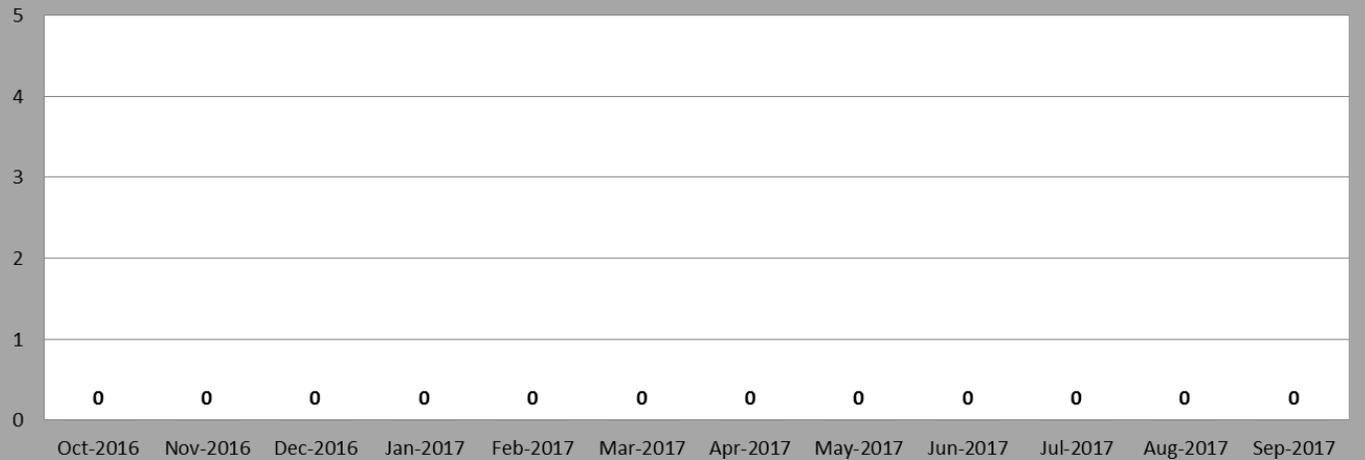
### 5.1: Monthly Shelter-Nights, Age 0-1 - September 2017



Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - September 2017



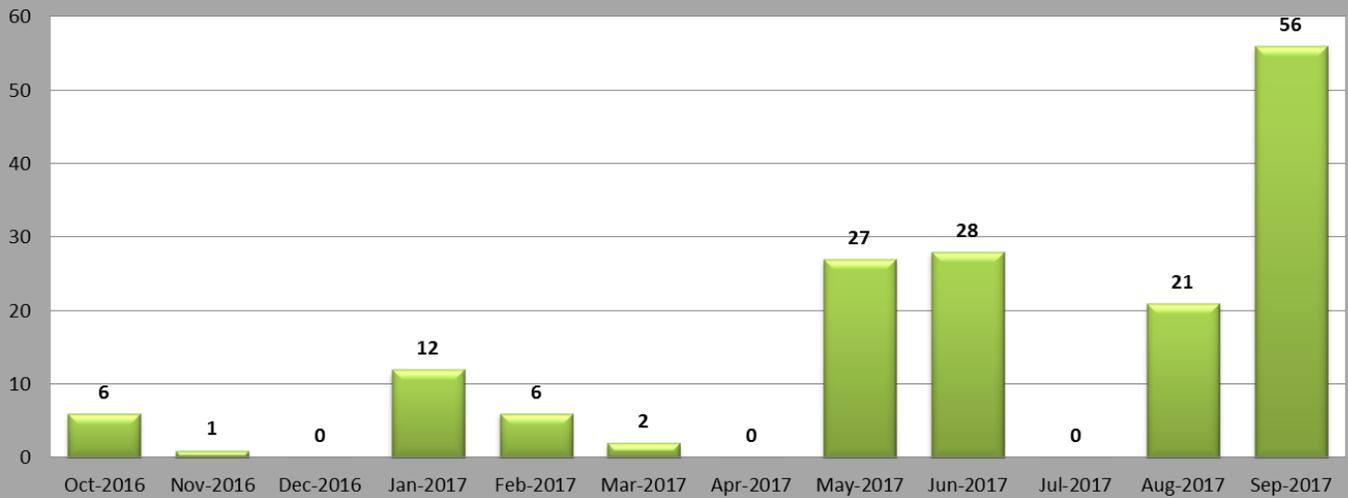
Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jan-2000	Jan-2000	Aug-2017	Sep-2017
# 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 – Nov 2017:** In September 2017, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,989 children age 0-1 year in Out of Home Care in September 2017 and there were 145 children age 0-1 year removed during the month of September and 100% of the children did not have a shelter stay.

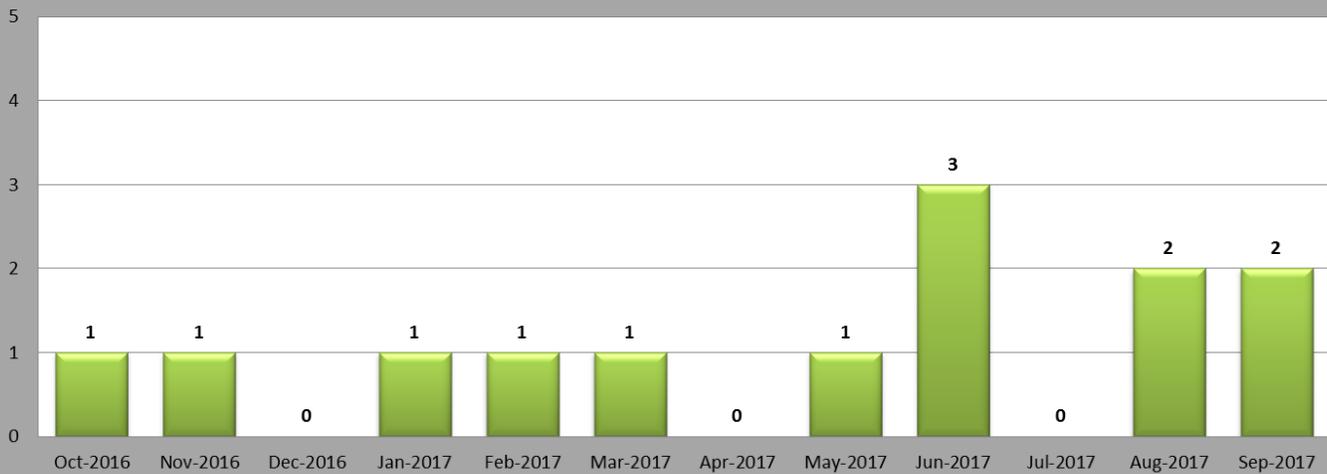
### 5.2: Monthly Shelter-Nights, Age 2-5 - September 2017



Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Nights	6	1	0	12	6	2	0	27	28	0	21	56

### 5.2: Monthly Children in Shelter, Age 2-5 - September 2017



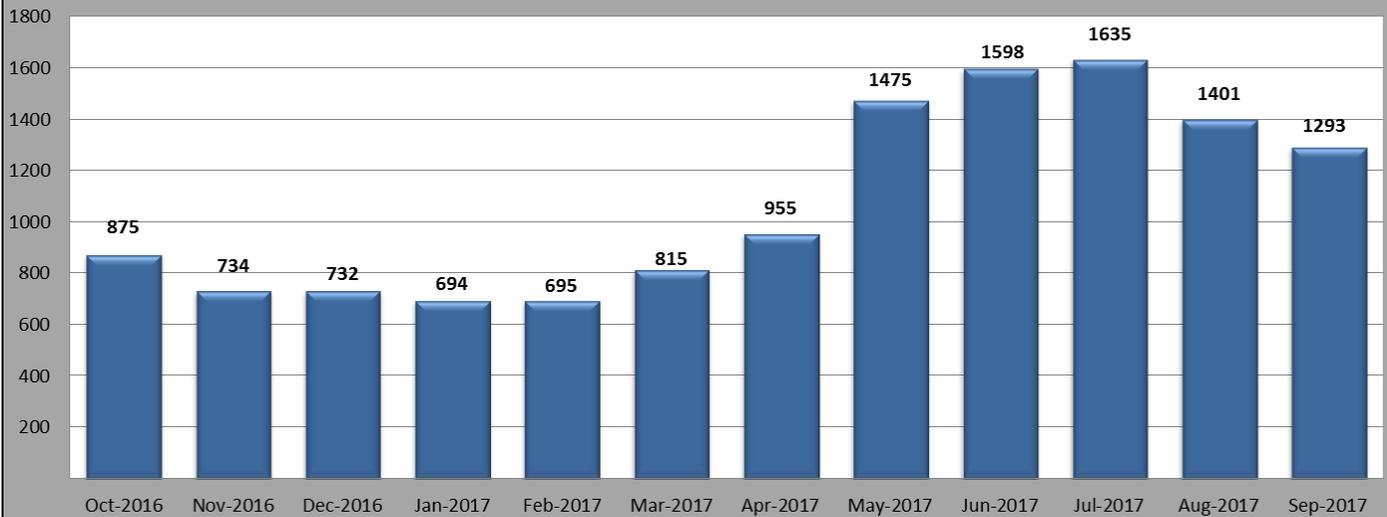
Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Children	1	1	0	1	1	1	0	1	3	0	2	2

**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 – Nov 2017:** In September 2017, 2 children age 2-5 years spent a total of 56 nights in the shelter. There were 2,830 children age 2-5 years in care in September 2017 and 2,828 of those did not spend a night in the shelter (99.9% of children age 2- 5 years). There were 95 children age 2-5 years removed during the month of September and none of those children had a shelter stay (100% of children in care age 2-5 years)

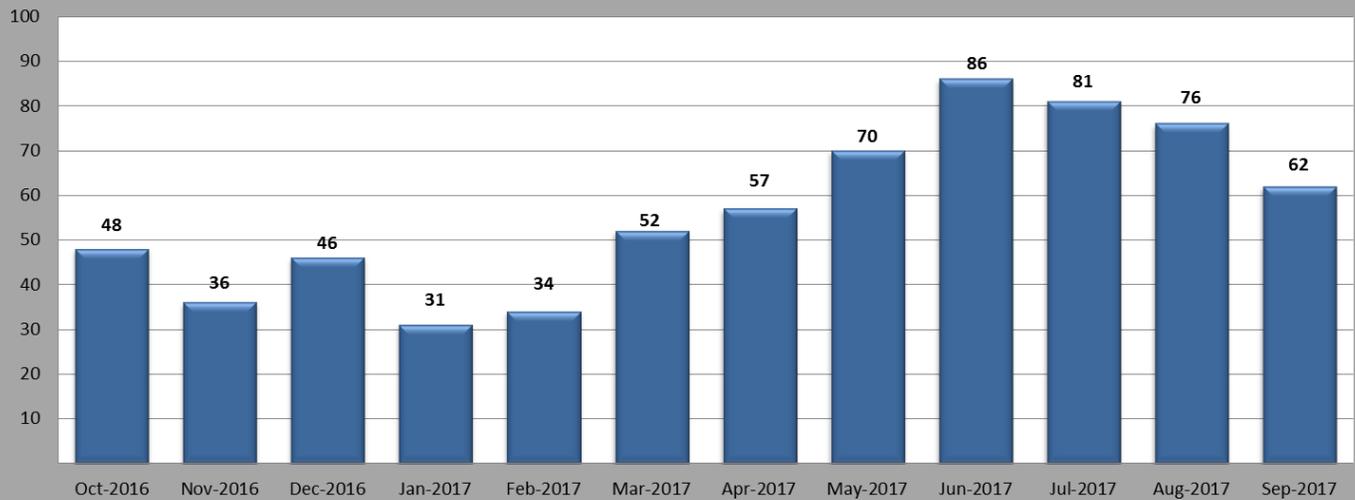
### 5.3: Monthly Shelter-Nights, Age 6-12 - September 2017



Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Nights	875	734	732	694	695	815	955	1475	1598	1635	1401	1293

### 5.3: Monthly Children in Shelter, Age 6-12 - September 2017



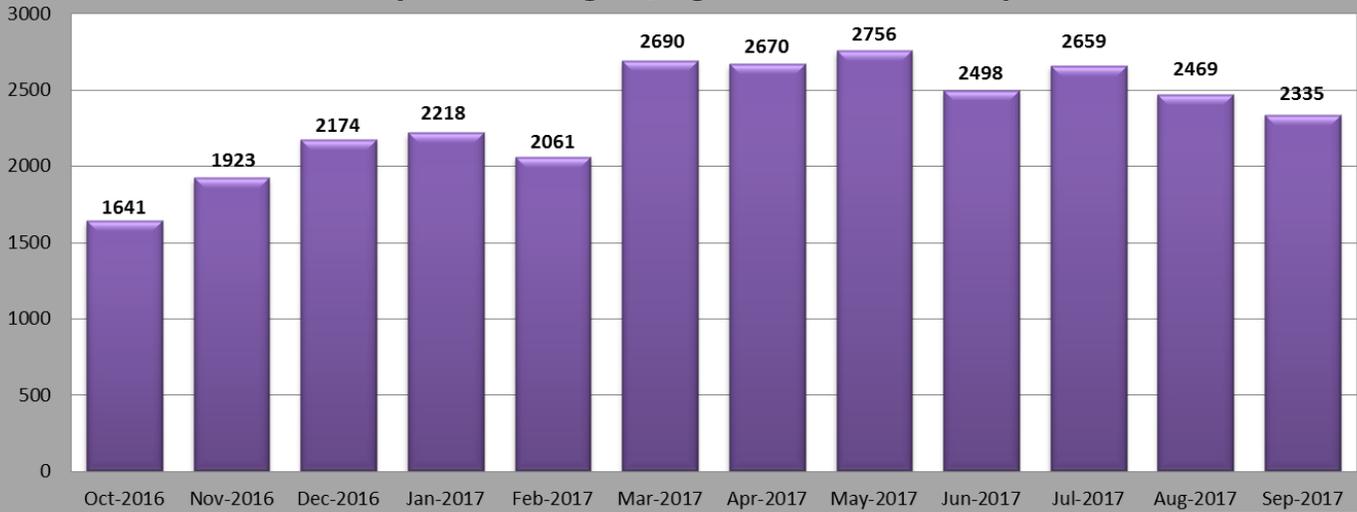
Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Children	48	36	46	31	34	52	57	70	86	81	76	62

**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 – Nov 2017:** In September 2017, 62 children age 6-12 years spent a total of 1,293 nights in the shelter. There were 3,230 children age 6-12 years in care in September 2017 and 3,168 of those did not spend a night in the shelter (98.1% of children age 6-12 years). There were 110 children age 6-12 years removed in September and 108 of those children did not have a shelter stay (98.2% of children in care age 6-12 years).

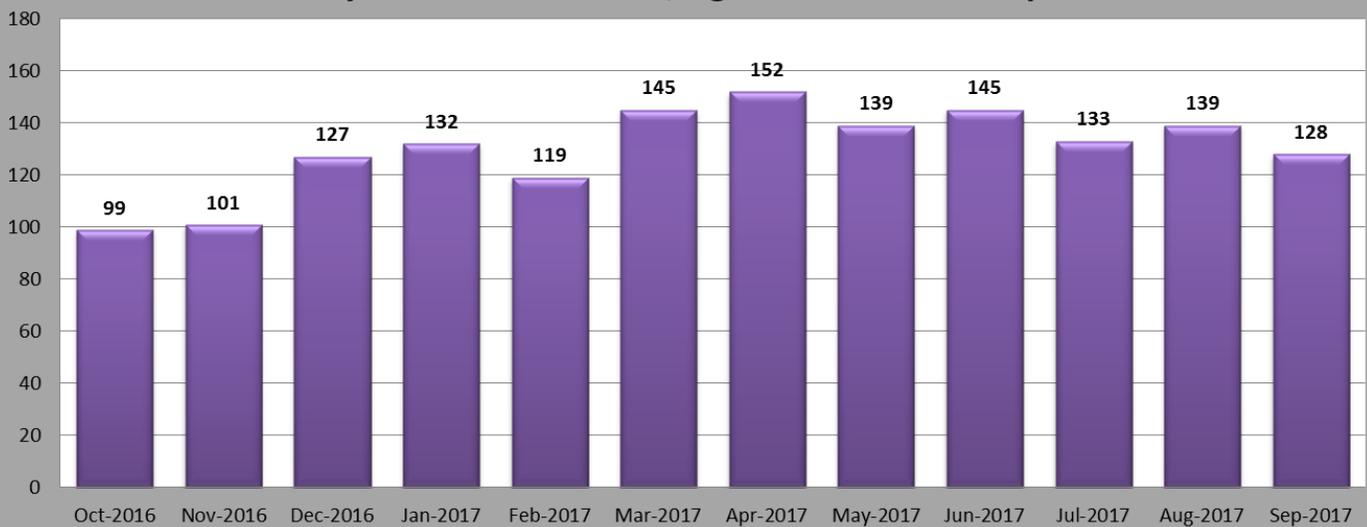
### 5.4: Monthly Shelter-Nights, Age 13 and older - September 2017



Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Nights	1641	1923	2174	2218	2061	2690	2670	2756	2498	2659	2469	2335

### 5.4: Monthly Children in Shelter, Age 13 and older - September 2017

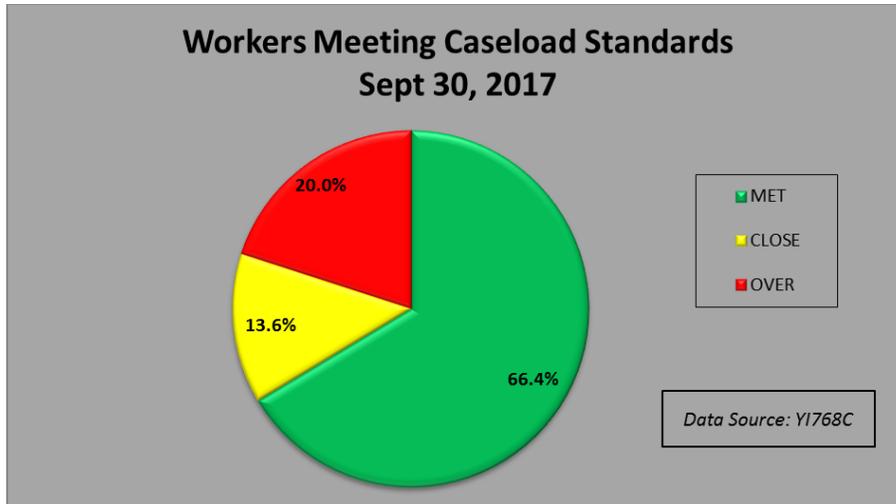


Data Source: Measure 5

	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017
# of Children	99	101	127	132	119	145	152	139	145	133	139	128

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

**Comments - Nov 2017:** In September 2017, 128 children age 13 and older spent a total of 2,335 nights in the shelter. There were 1,381 children age 13-18 years in care in September 2017. Of those, 1,253 children did not spend a night in the shelter (90.7% of children in care age 13-18 years). There were 30 children age 13-18 years removed during the month of September and 21 of these children did not have a shelter stay (70.0% of children in care age 13-18 years).

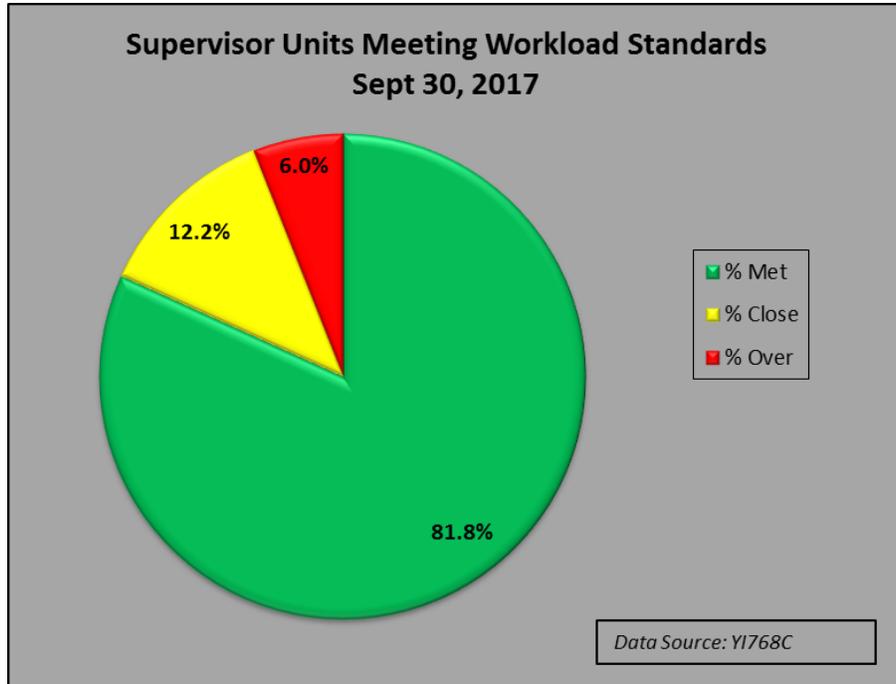


QUARTERLY WORKLOAD STANDARDS REPORT				
Jul 1, 2017 - Sept 30, 2017				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4869	95.0%	3.1%	2.0%
RESOURCE FAMILY SPECIALIST	19657	76.1%	15.7%	8.2%
COMPREHENSIVE	9296	70.3%	12.0%	17.8%
PERMANENCY PLANNING	62160	75.1%	10.1%	14.8%
PREVENTIVE/VOLUNTARY	6192	79.9%	11.6%	8.5%
INVESTIGATION	36413	61.1%	12.8%	26.1%
RECRUITMENT	3457	99.8%	.2%	.0%
ATU	2749	28.4%	16.4%	55.2%
<b>STATEWIDE TOTAL</b>	<b>144793</b>	<b>72.0%</b>	<b>11.4%</b>	<b>16.6%</b>

*Data Source: KIDS Data Quarterly Workload Summary ending 9/30/17*

**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 – Nov 2017:** As of 9/30/17, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 66.4%, with 13.6% being “Close”, and 20.0% “Over Standard”. Of the 1562 workers, 1037 workers were meeting workload standards, 212 workers were close, and 313 workers were over the standard. For the period of July 1, 2017-Sept 30, 2017, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 72.0%, with 11.4% being “Close”, and 16.6% “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 – Nov 2017:** The total number of Child Welfare Supervisor Units "Meeting the Standard" is 81.8%, with 12.2% being "Close", and 6.0% "Over Standard". There are 368 supervisor units with 301 units meeting the standard, 45 units close and 22 units over the standard.

Context Data		
Children in Out of Home Care Population Served September 2017 - 9,430 Children		
Age	# of Children	% of Total
0-1 Years	1989	21.1%
2-5 Years	2830	30.0%
6-12 Years	3230	34.3%
Over 13 Years	1381	14.6%
	9430	100.0%
Race	# of Children	% of Total
White	3423	36.3%
African American	791	8.4%
Multi Race	2809	29.8%
Native American	638	6.8%
Hispanic*	1758	18.6%
Pacific Islander	3	0.0%
Asian	8	0.1%
TOTAL	9430	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

