



# PINNACLE PLAN MEASURES

# MONTHLY SUMMARY REPORT

April 2017

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

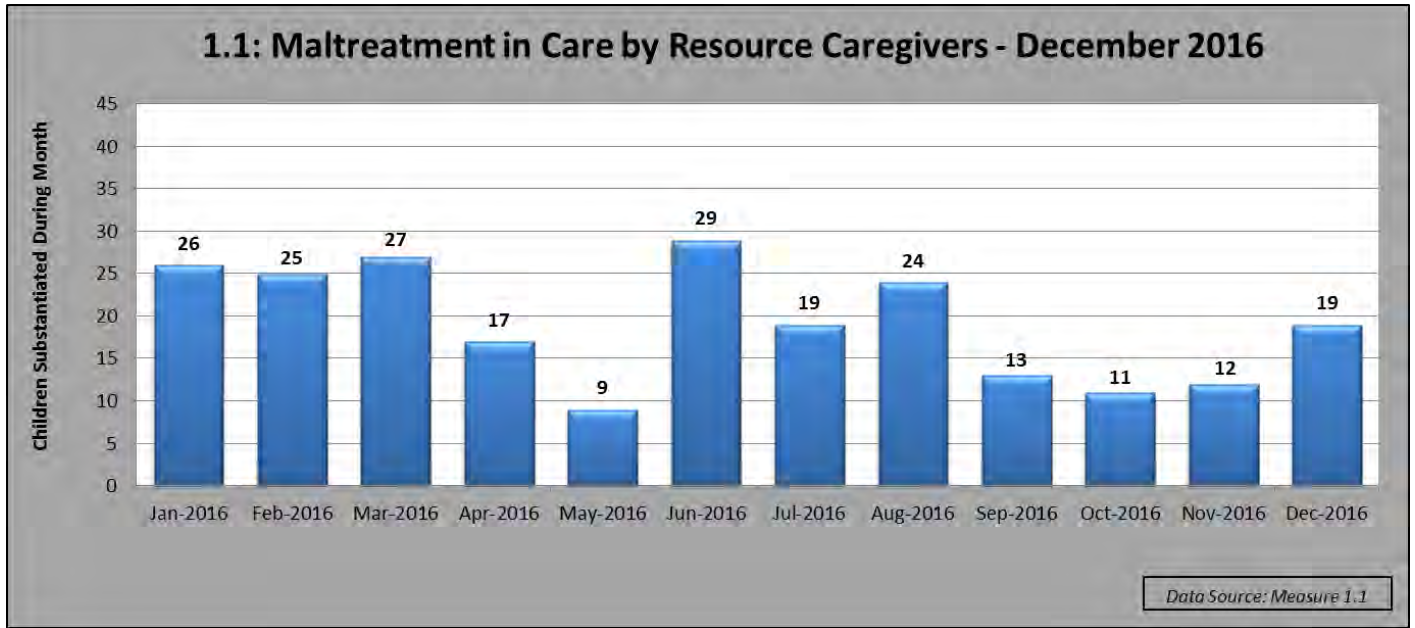
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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 - April 2017					
		Name	Description	Period Ending	Monthly Count		
					<b># of Victims - Dec</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.	12/31/2016	19 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.	12/31/2016	12 Children		
					<b>Feb Total</b>	<b>SFY17 Total to Date</b>	
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	2/28/2017	71	605 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	2/28/2017	3	45 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.	2/28/2017	8,773	8,963	97.9%
	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.	2/28/2017	8,236	8,696	94.7%
					<b>Feb 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.	2/28/2017	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.	2/28/2017	6 Night 1 Child	25 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.	2/28/2017	669 Nights 34 Children	4,661 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.	2/28/2017	2,054 Nights 118 Children	11,916 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.	Quarterly Report: 1/1/17- 3/31/17	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					73.7%	12.5%	13.7%
			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
					84.3%	11.7%	3.0%
<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			

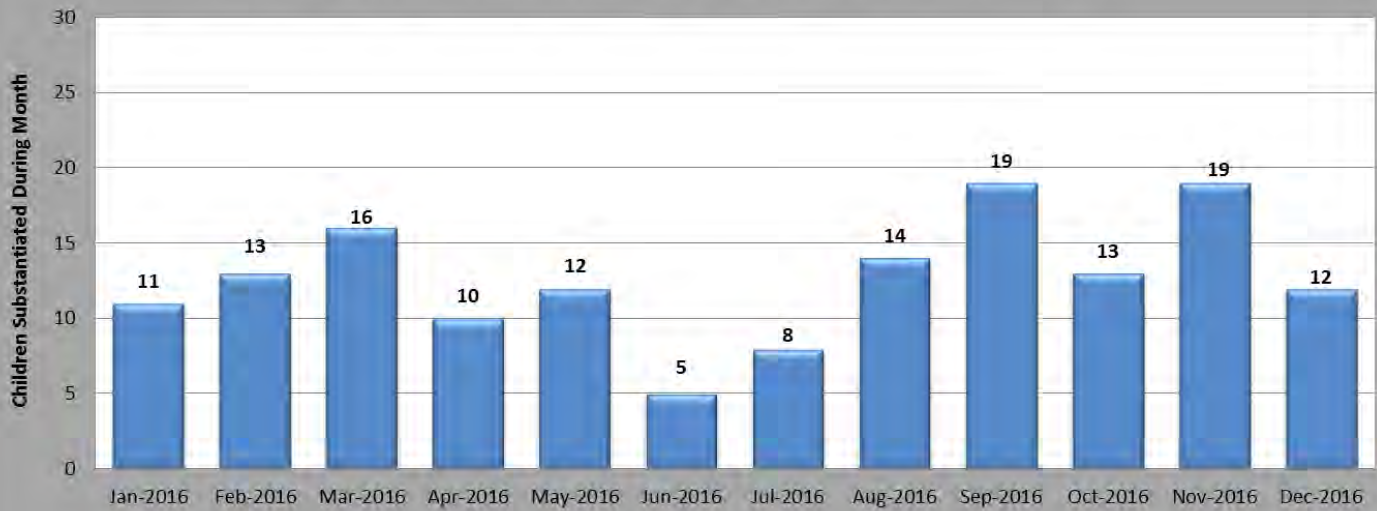


	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
# of Substantiations	26	25	27	17	9	29	19	24	13	11	12	19

**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 – April 2017:** For the month of December 2016 there were a total of 19 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 8 separate referrals for children in foster care and 3 referrals to OCA. Of the 14 children placed in foster care, 1 child was placed in a CW Foster Care Home, 8 children were placed in a CW Foster Care-Supported Home, 3 children were placed in a CW Kinship Relative Home, 1 child was placed in a CW Kinship Non-Relative Home, and 1 was placed in a Therapeutic Foster Home. Of the 5 OCA victims, 1 child was placed in Detention and 4 children were placed in a Youth Shelter

### 1.2: Maltreatment In Care by Parents - November 2016



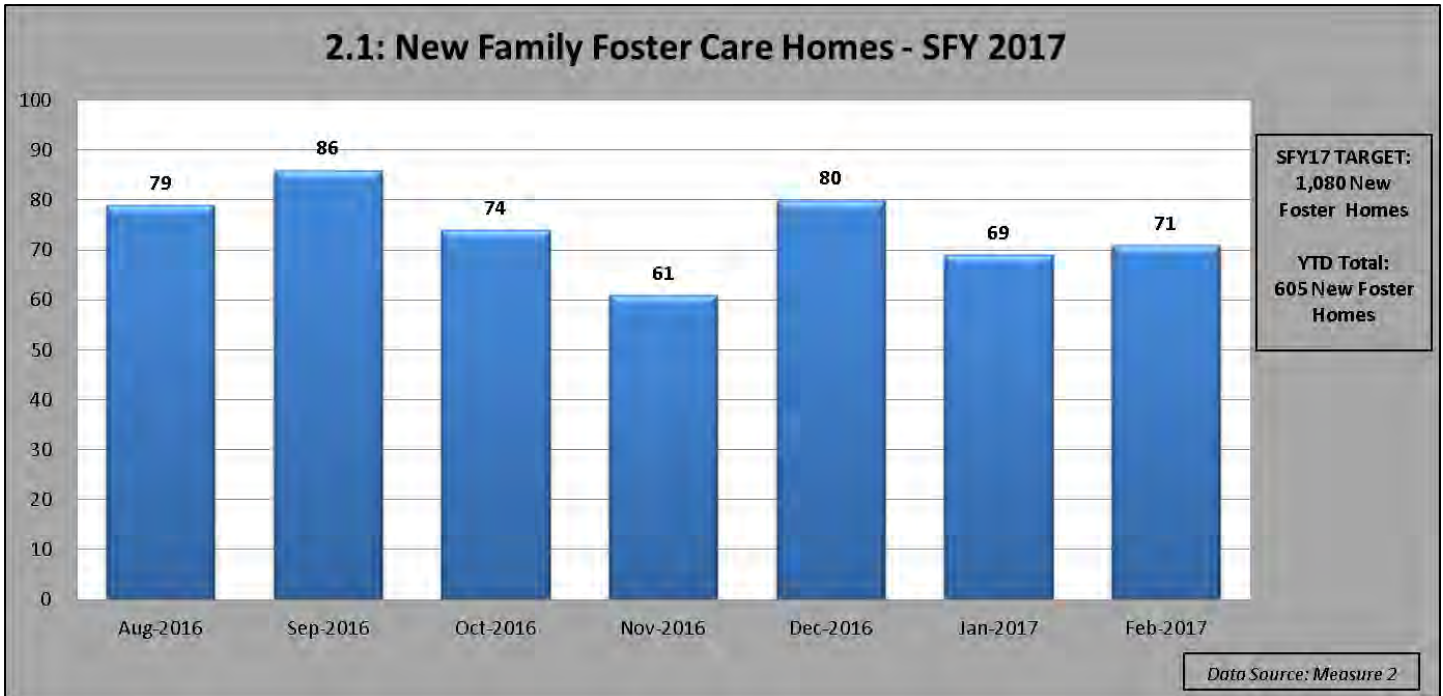
Data Source: Measure 1.2

	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016
# of Substantiations	11	13	16	10	12	5	8	14	19	13	19	12

**Data:** The Maltreatment in Care by Parents measure incorporates a 90-day delay from the time the investigation is complete to the report date. This delay allows for further review which may result in changes in the findings. The data reflects substantiations in the month that the investigation was completed and not necessarily in the month that the abuse or neglect occurred.

Beginning with the November 2013 report, every time a child is a victim, that child will be counted. Children who are victimized more than once will be counted in each month their victimization is substantiated. Note: This is different from the federal metric, which counts each child only once, even if a child is victimized more than once in the course of a year. Also, children who are disclosing abuse that occurred prior to coming into DHS custody will not be included in the count of monthly victims.

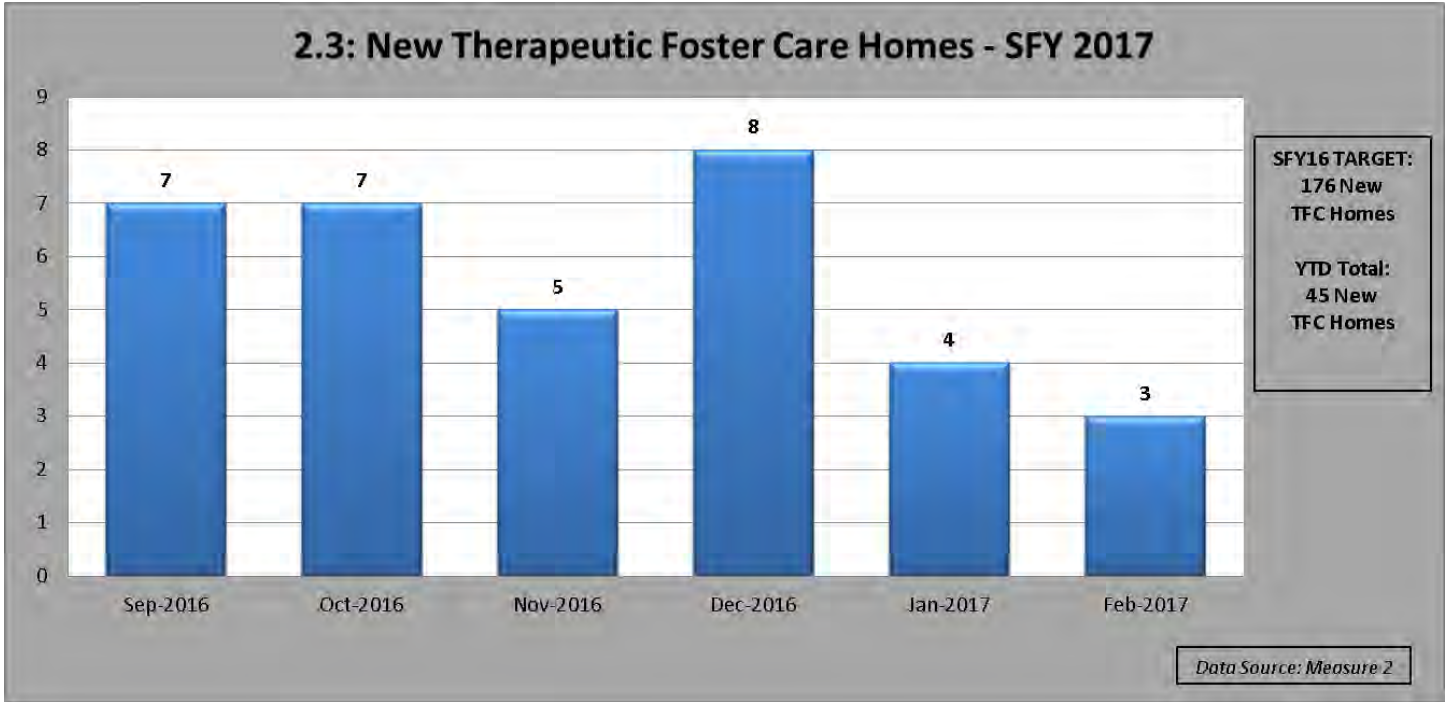
**Comments – April 2017:** For the month of December 2016, there were 12 substantiations of abuse by parents of children in out of home care and these 12 victims were reported in 10 separate referrals. Of these 12 victims, 9 were placed in Trial Reunification and 1 child was placed in CW Foster Care- Supported and 2 children were placed in Kinship Relative Foster Care.



	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Total
# of New FFC Homes	85	79	86	74	61	80	69	71					605

**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.

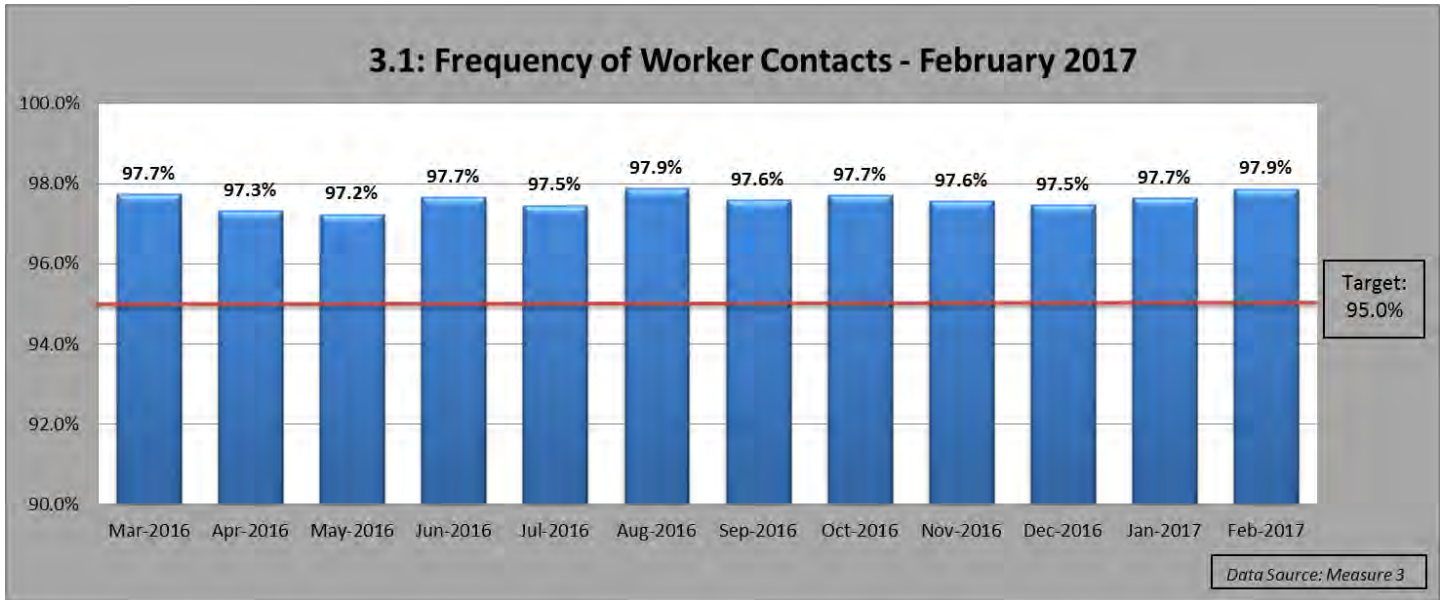
**Comments – April 2017:** In February 2017, there were 71 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 2/28/17, there were a total of 605 new homes for SFY17. The Foster Family Care net gain as of 3/1/17 was -35 homes. The Net gain target for SFY17 is 325 homes.



	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Total
# of New TFC Homes	8	3	7	7	5	8	4	3	0	0	0	0	45

**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 – April 2017:** In February 2017, there were a total of 3 new TFC homes opened for a total of 45 new TFC homes in SFY17. The TFC net gain as of 2/1/17 was -38 homes for SFY17. The Net Gain target for SFY17 is 55 TFC homes.

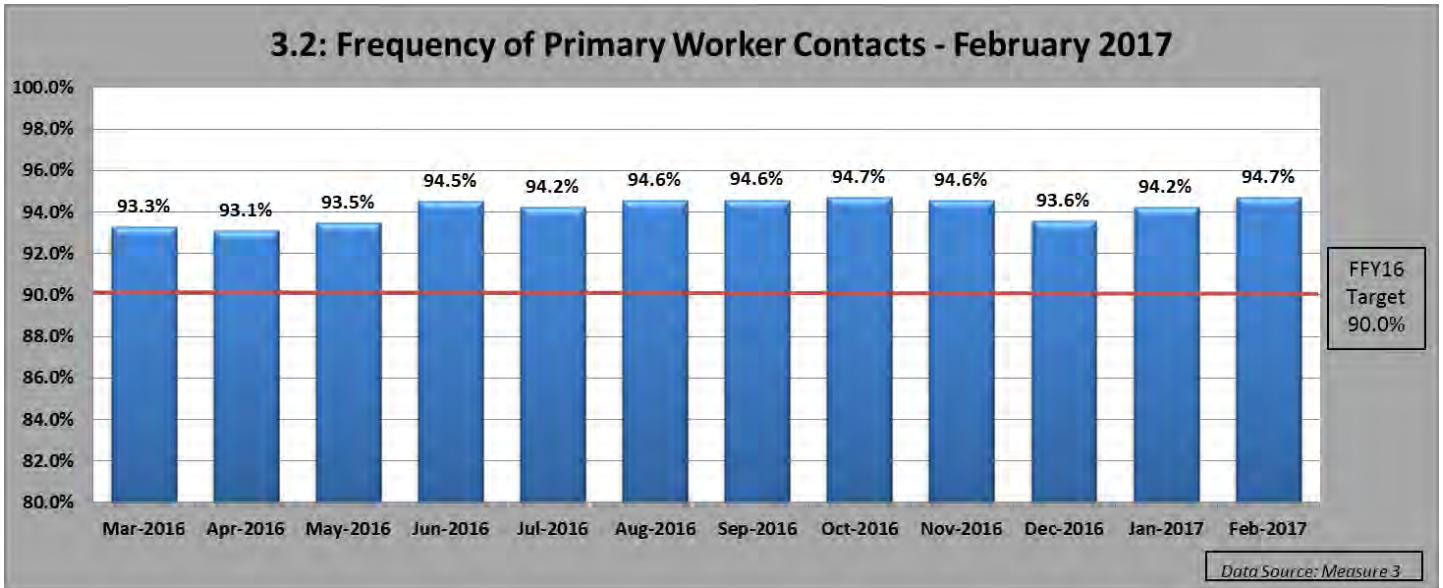


	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
Contacts Made by Any Worker	9651	9572	9570	9333	9234	9061	9079	9120	9003	8787	8781	8773
Minimum Contacts Required	9874	9835	9841	9556	9474	9256	9303	9333	9227	9014	8992	8963
% Made	97.7%	97.3%	97.2%	97.7%	97.5%	97.9%	97.6%	97.7%	97.6%	97.5%	97.7%	97.9%

**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 – April 2017:** The visitation rate for all worker visits in February 2017 was 97.9%.





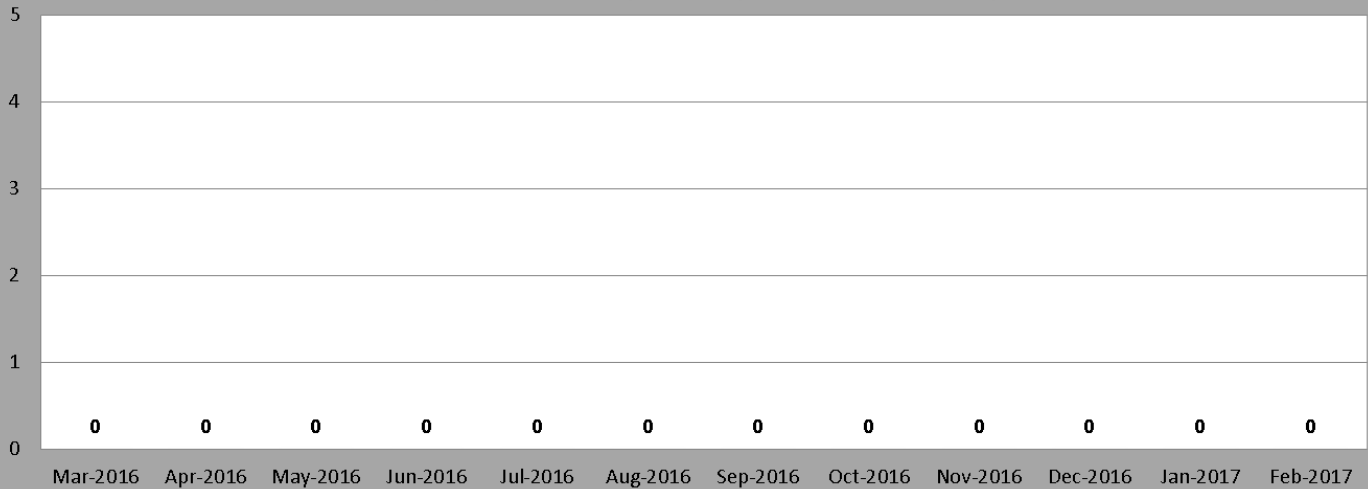
	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
Contacts Made by Primary Worker	8892	8848	8881	8726	8640	8478	8528	8582	8470	8167	8212	8236
Minimum Contacts Required	9534	9504	9501	9231	9170	8965	9016	9062	8958	8729	8715	8696
% Made	93.3%	93.1%	93.5%	94.5%	94.2%	94.6%	94.6%	94.7%	94.6%	93.6%	94.2%	94.7%

**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 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 – April 2017:** The worker visitation rate for primary workers in February 2017 was 94.7%.

5.1: Shelter Use – Age 0-1 Years

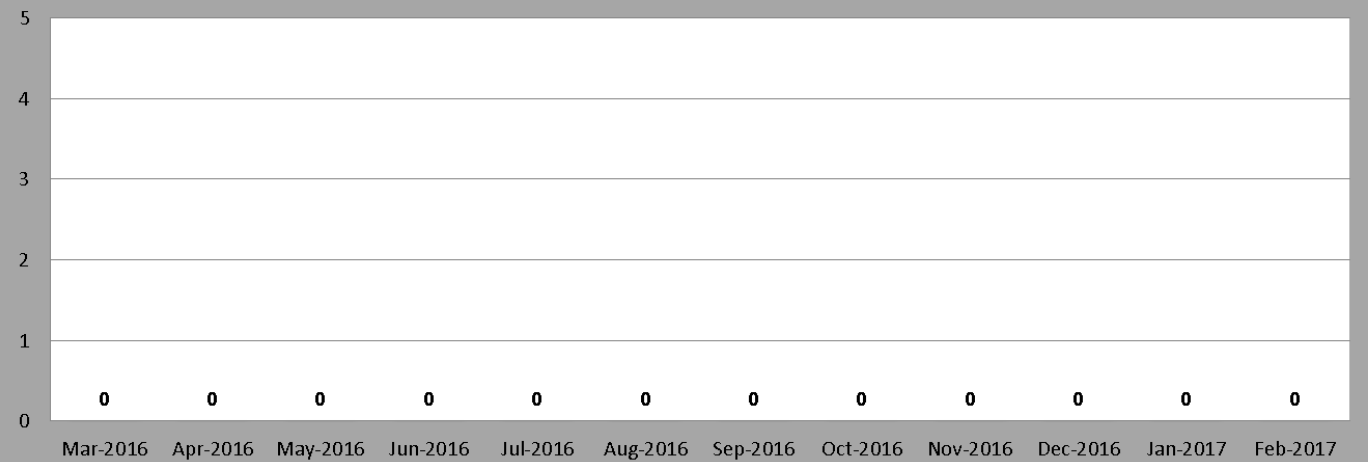
**5.1: Monthly Shelter-Nights, Age 0-1 - February 2017**



Data Source: Measure 5

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

**5.1: Monthly Children in Shelter, Age 0-1 - February 2017**



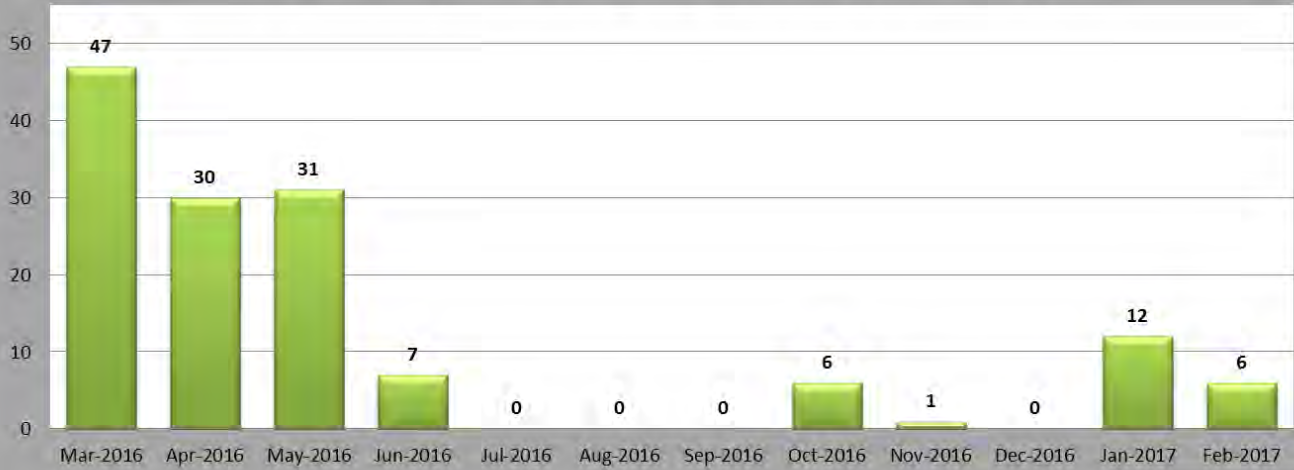
Data Source: Measure 5

	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-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 - April 2017:** In February 2017, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,967 children under the age of 2 in Out of Home Care in February 2017 and there were 155 children age 0-1 year removed during the month of February and 100% of the children did not have a shelter stay.

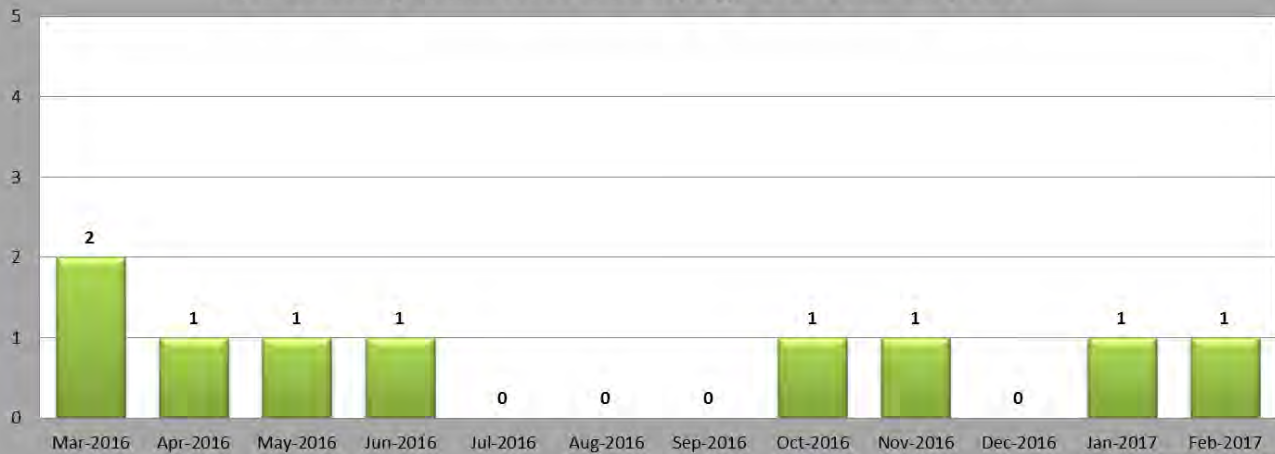
### 5.2: Monthly Shelter-Nights, Age 2-5 - February 2017



Data Source: Measure 5

	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
# of Nights	47	30	31	7	0	0	0	6	1	0	12	6

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



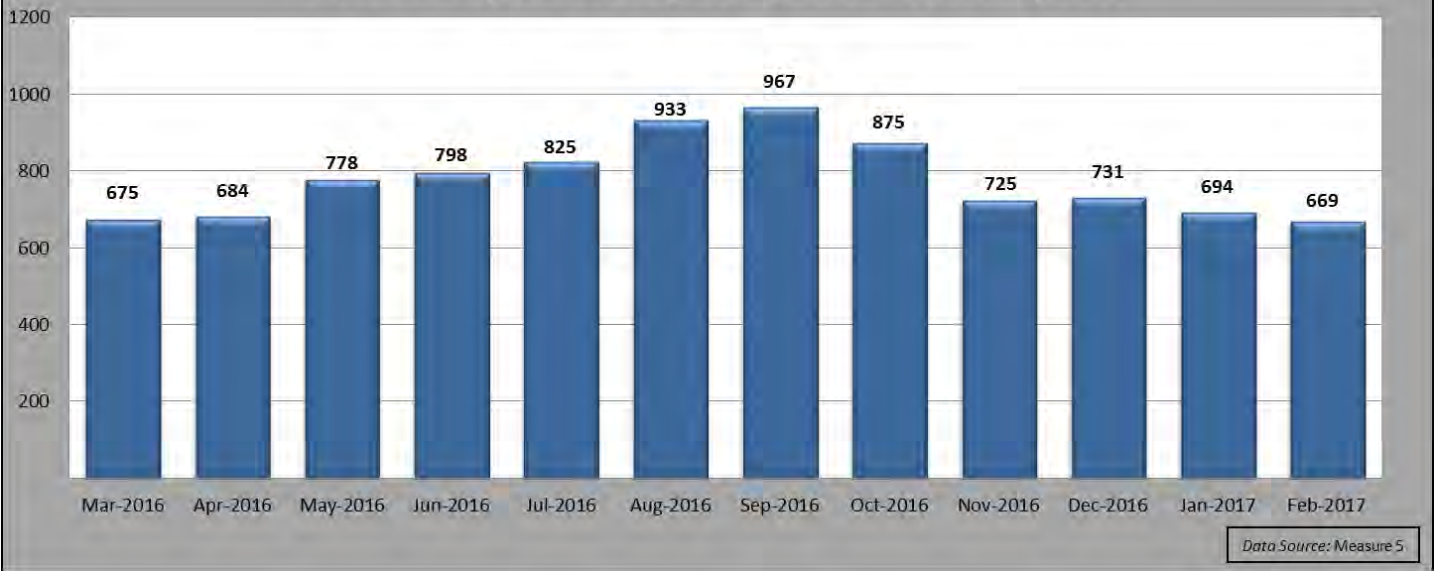
Data Source: Measure 5

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

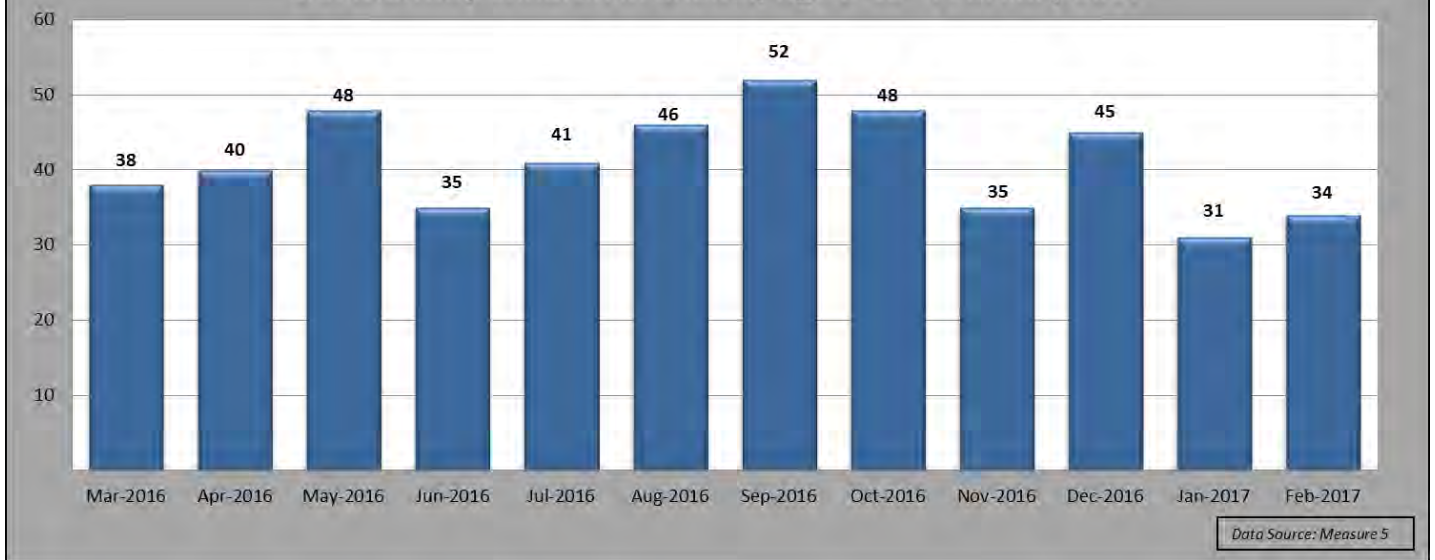
**Comments – April 2017:** In February 2017, 1 child age 2-5 years spent a total of 6 nights in the shelter. There were 2,981 children age 2-5 years in care in February 2017 and 2,980 of those did not spend a night in the shelter (99.9% of children age 2-5 years). There were 125 children age 2-5 years removed in February and 125 of those children did not have a shelter stay (100% of children removed in February age 2-5 years).

**5.3: Monthly Shelter-Nights, Age 6-12 - February 2017**



	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
# of Nights	675	684	778	798	825	933	967	875	725	731	694	669

**5.3: Monthly Children in Shelter, Age 6-12 - February 2017**

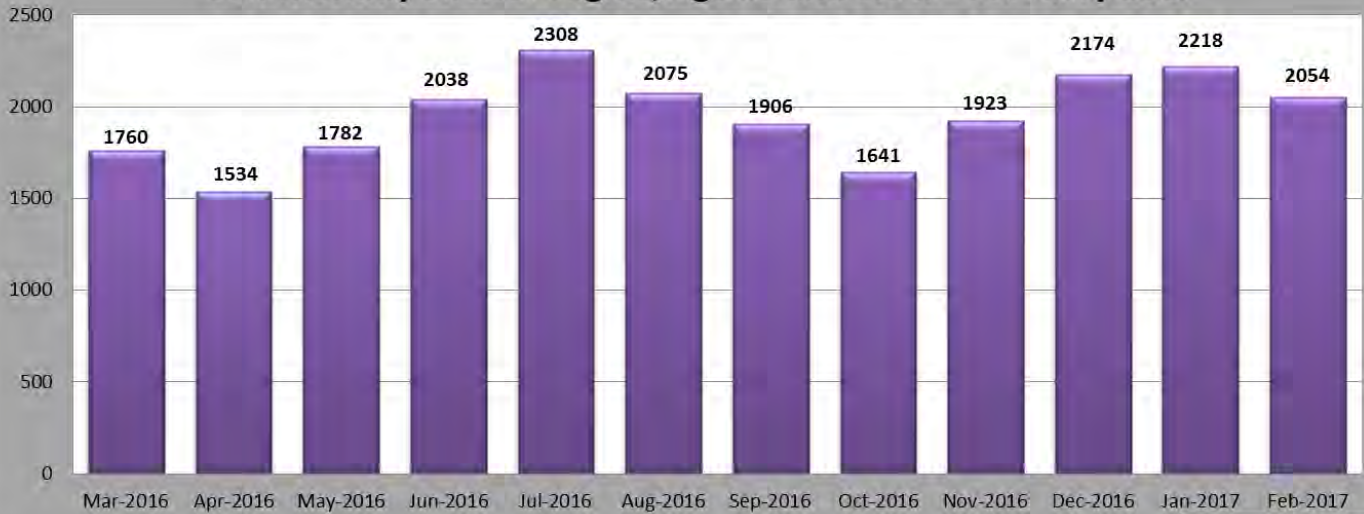


	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
# of Children	38	40	48	35	41	46	52	48	35	45	31	34

**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 – April 2017:** In February 2017, 34 children age 6-12 years spent a total of 669 nights in the shelter. There were 3,387 children age 6-12 years in care in February 2017 and 3,353 of those did not spend a night in the shelter (99.0% of children age 6-12 years). There were 132 children age 6-12 years removed in February and 129 of those children did not have a shelter stay (97.7% of children in care age 6-12 years).

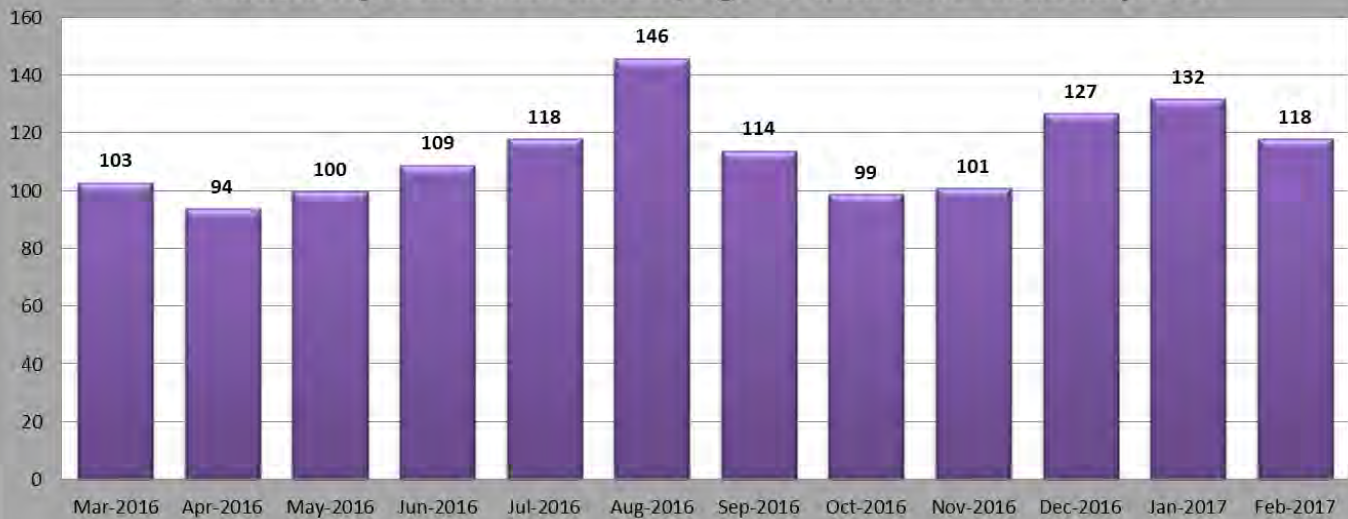
### 5.4: Monthly Shelter-Nights, Age 13 and older - February 2017



Data Source: Measure 5

	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
# of Nights	1760	1534	1782	2038	2308	2075	1906	1641	1923	2174	2218	2054

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

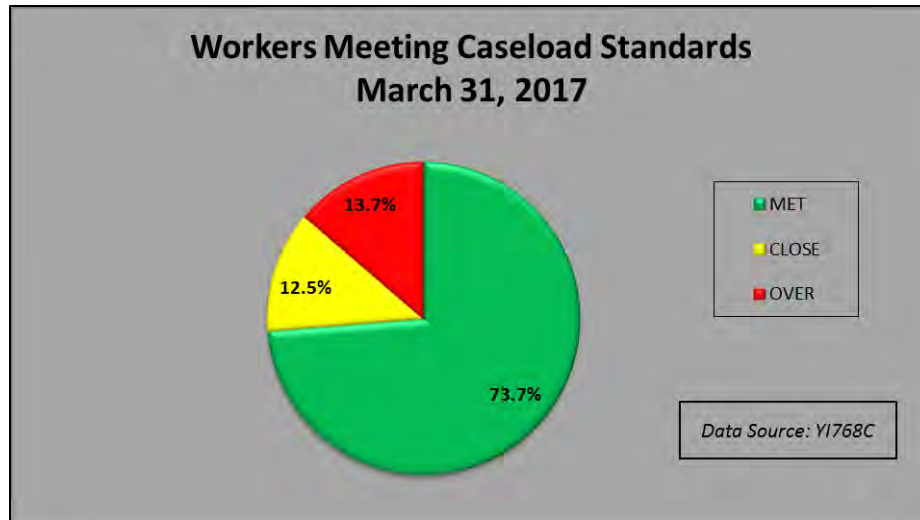


Data Source: Measure 5

	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016	Dec-2016	Jan-2017	Feb-2017
# of Children	103	94	100	109	118	146	114	99	101	127	132	118

**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.

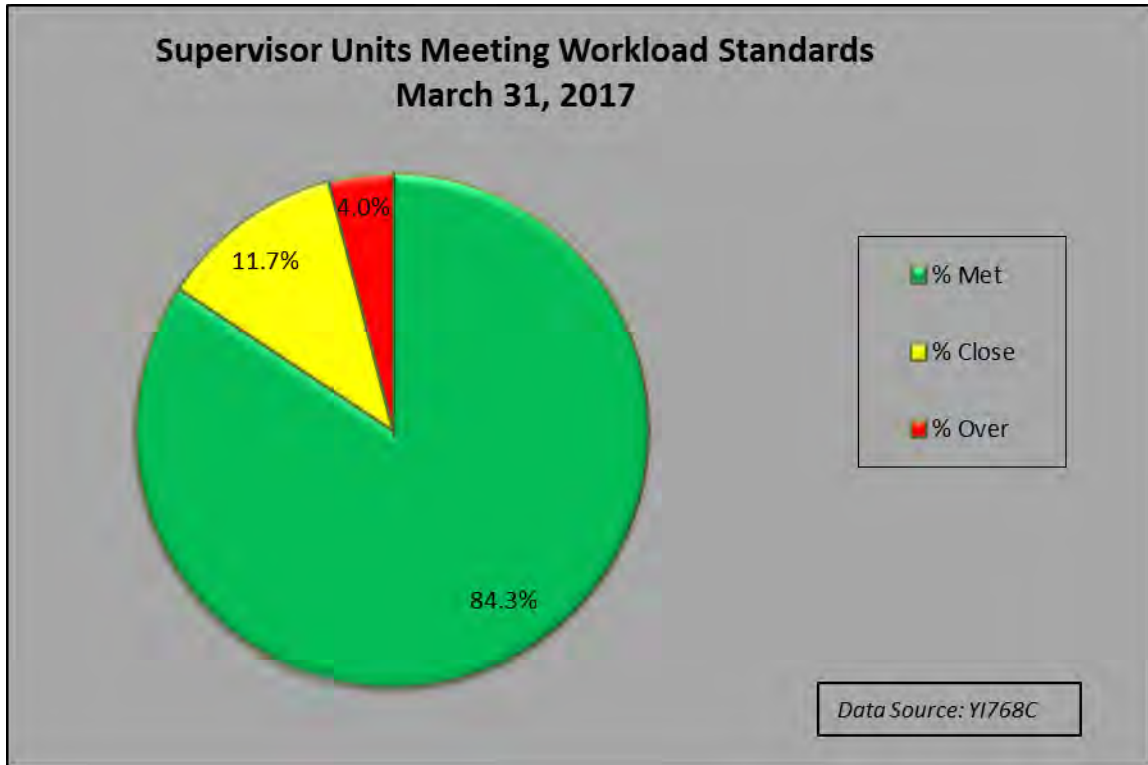
**Comments - April 2017:** In February 2017, 118 children age 13 and older spent a total of 2,054 nights in the shelter. There were 1,492 children age 13-18 years in care in February 2017. Of those, 1,374 children did not spend a night in the shelter (92.1% of children in care age 13-18 years). There were 32 children age 13-18 years removed during the month of February and 23 of these children did not have a shelter stay (71.9% of children in care age 13-18 years).



Workers Meeting Workload Standards Jan 1, 2017 - Mar 31, 2017				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	6653	74.5%	13.4%	12.0%
RESOURCE FAMILY SPECIALIST	15540	74.6%	16.8%	8.6%
COMPREHENSIVE	11902	68.1%	17.3%	14.6%
PERMANENCY PLANNING	62437	74.5%	14.1%	11.4%
PREVENTIVE/VOLUNTARY	6641	90.0%	6.2%	3.8%
INVESTIGATION	38336	71.5%	11.6%	16.9%
CLIENT ADVOCACY	630	91.6%	5.9%	2.5%
RECRUITMENT	4321	100.0%	.0%	.0%
ATU SPECIALIST	2509	15.3%	18.6%	66.0%
<b>TOTAL</b>	<b>148969</b>	<b>73.7%</b>	<b>13.3%</b>	<b>13.0%</b>

**Data:** Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” 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 – April 2017:** As of 4/1/17, using the point in time YI768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 73.7%, with 12.5% being “Close”, and 13.7% “Over Standard”. Of the 1644 workers, 1212 workers were meeting workload standards, 206 workers were close, and 226 workers were over the standard. For the period of January 1, 2017-March 31, 2017, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 73.7%, with 13.3% being “Close”, and 13.0% “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 – April 2017:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 84.3%, with 11.7% being “Close”, and 4.0% “Over Standard”. There are 376 supervisor units with 317 units meeting the standard, 44 units close and 15 units over the standard.

Context Data		
Children in Out of Home Care Population Served Feb 2017 - 9,827 Children		
Age	# of Children	% of Total
0-1 Years	1967	20.0%
2-5 Years	2981	30.3%
6-12 Years	3387	34.5%
Over 13 Years	1492	15.2%
	9827	100.0%
Race	# of Children	% of Total
White	3521	35.8%
African American	850	8.6%
Multi Race	2939	29.9%
Native American	693	7.1%
Hispanic*	1812	18.4%
Pacific Islander	4	0.0%
Asian	8	0.1%
TOTAL	9827	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

