



# PINNACLE PLAN MEASURES

# MONTHLY SUMMARY REPORT

April 2018

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

The Department of Human Services (DHS) is committed to improving the safety, permanency, and well-being of children served by the child welfare system. Public reporting is critical to ensuring transparency and accountability of the current performance on the measures included in the Pinnacle Plan. The OKDHS Metrics, Baselines, and Targets Agreement -3/7/13 outlines how the outcomes and other indicators are to be measured and reported. Monthly, Quarterly, and Semi-Annual Reports will be made published on the OKDHS Infonet and made available to the public.

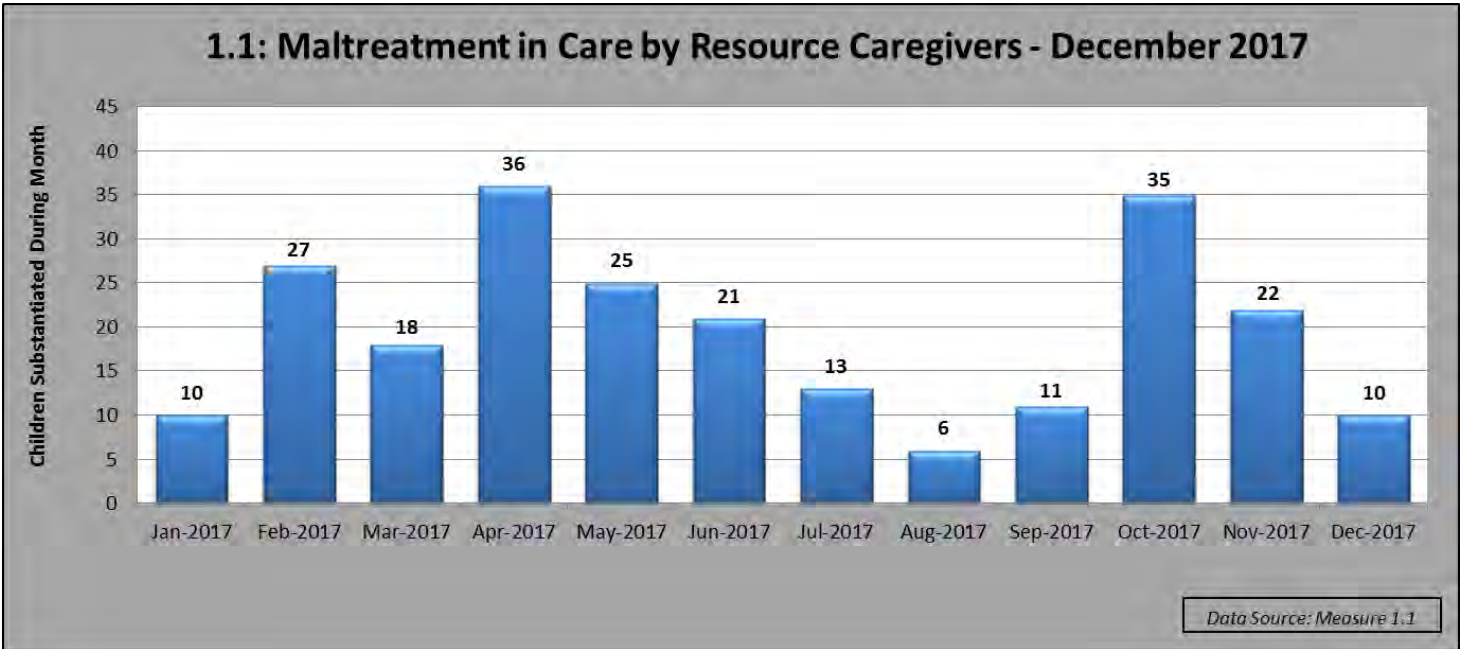
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter Usage. The demographics of children served during the reporting period are included in monthly and semi-annual reports as context data. This information is provided to assist in understanding the population being served by the child welfare system.

Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be a 90-day lag time on Measure 1 – Foster Care Safety to allow time for the Program Review Process to be completed.

OKDHS was the first state agency to have a federally approved Statewide Automated Child Welfare Information System (KIDS System) and continually strives for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in policy, changes in practice, and changes in definitions, and/or data quality issues that may be discovered through the process.**

If you have questions or feedback regarding the Pinnacle Plan, please email us at [dhs.childwelfareplan@okdhs.org](mailto:dhs.childwelfareplan@okdhs.org)

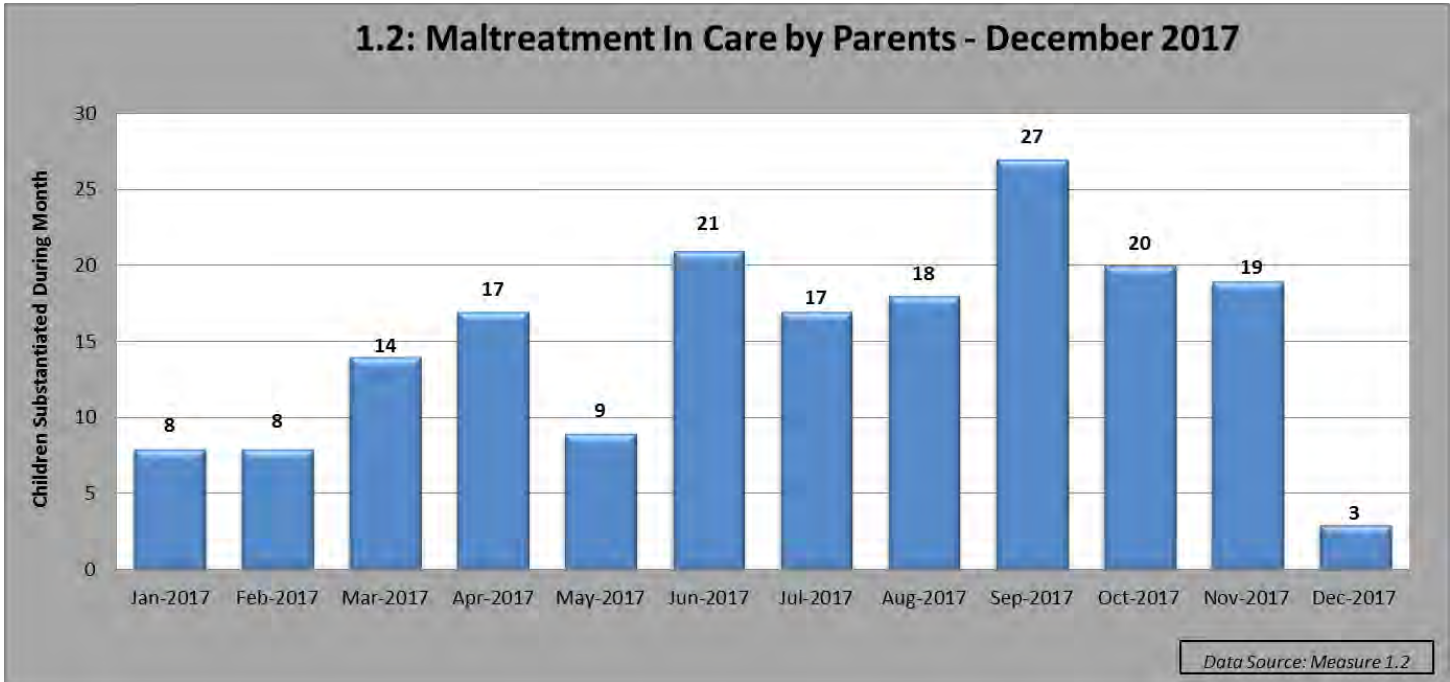
Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - April 2018					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - December		
Foster Care Safety	1.1	Maltreatment in Care by Resource Caregivers	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	12/31/2017	10 Children		
	1.2	Maltreatment in Care by Parents	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by a parent.	12/31/2017	3 Children		
					February Total	SFY18 Total to Date	
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	2/28/2018	49	460 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	2/28/2018	1	23 TFC Homes	
					Contacts Made	Contacts Required	% Contacts Made
Worker Contacts	3.1	Frequency of Worker Contacts	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between case workers and children in foster care for at least 1 calendar month during the reporting period.	2/28/2018	8,163	8,394	97.2%
	3.2	Frequency of Primary Worker Contacts	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between primary caseworkers and children in foster care for at least 1 calendar month during the reporting period.	2/28/2018	7,768	8,150	95.3%
					February Total	6 Month Total - NIGHTS	
Shelter Use	5.1	Shelter Use Age 0-1 Years	The number of child-nights during the past six months involving children under age 2 years.	2/28/2018	0 Nights 0 Children	0 Nights	
	5.2	Shelter Use Age 2-5 Years	The number of child-nights during the past six months involving children age 2 years to 5 years.	2/28/2018	0 Nights 0 Children	109 Nights	
	5.3	Shelter Use Age 6-12 Years	The number of child-nights during the past six months involving children age 6 years to 12 years.	2/28/2018	1118 Nights 59 Children	7,385 Nights	
	5.4	Shelter Use Age 13 and Over	The number of child-nights during the past six months involving children age 13 years or older.	2/28/2018	2159 Nights 116 Children	13,292 Nights	
Caseloads	7.1	Worker Caseloads	The percentage of all Child Welfare Workers that meet caseload standards, are close to meeting workload standards, and are over workload standards. (Point in Time as last day of Quarter and Quarterly Total)	Quarterly Report: 1/1/2018-3/31/18	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			72.0%		12.0%	16.0%	
		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	
			84.8%		12.0%	3.2%	
Context Data		Demographical Information on Children In Care, including age and race		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			



	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
# of Substantiations	10	27	18	36	25	21	13	6	11	35	22	10

**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 – Apr. 2018:** For the month of December 2017 there were a total of 10 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 6 separate referrals for children in foster care and 3 referrals for children in OCA placements. Of the 6 children placed in foster care, 1 child was placed in a CW Kinship/Relative Home, 4 children were placed in a CW Foster Care Home and 1 child was placed in a CW Foster Family Care - Supported Home. There were 4 children involved in the 3 referrals for children in OCA placements. 1 child was placed in an OCA-Level D Residential Resource and 3 children were placed at an OCA-Level E Residential Resource.

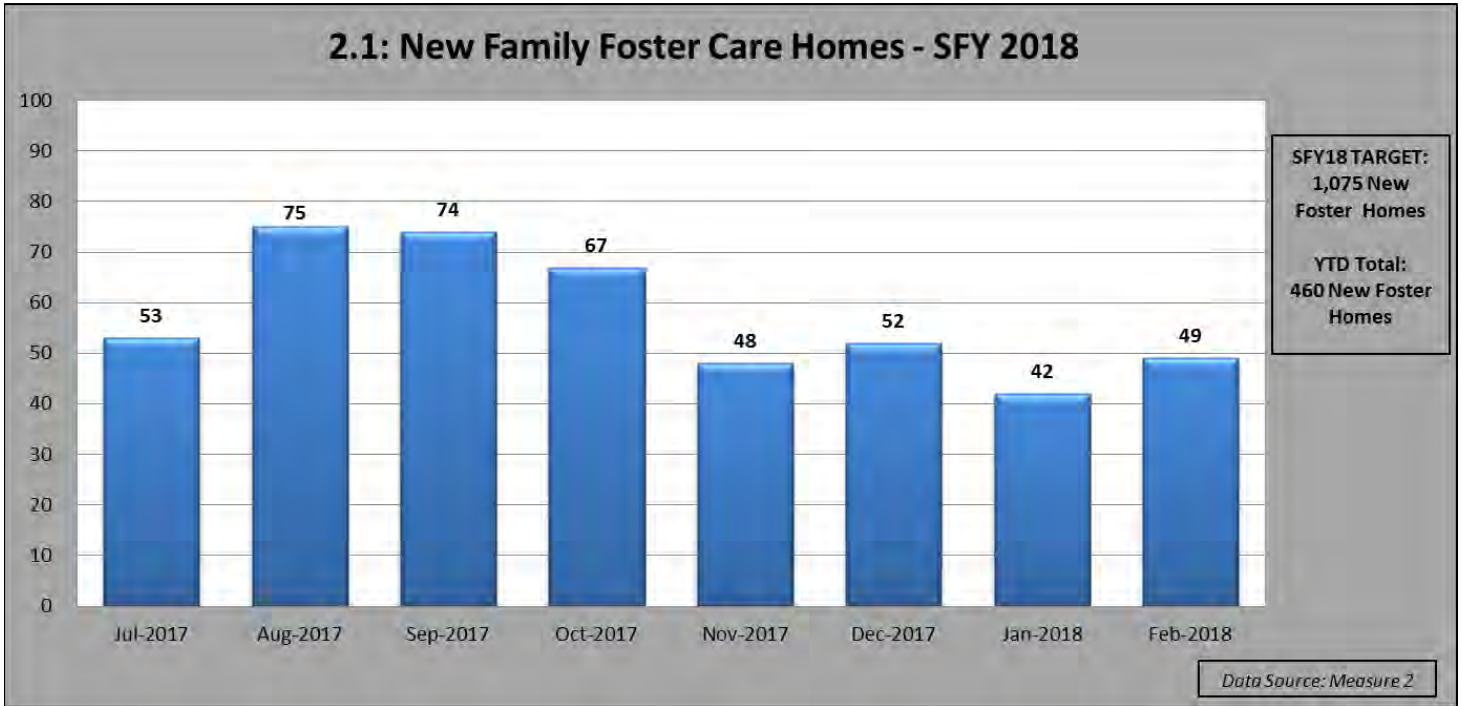


	Jan-2017	Feb-2017	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017
# of Substantiations	8	8	14	17	9	21	17	18	27	20	19	3

**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.

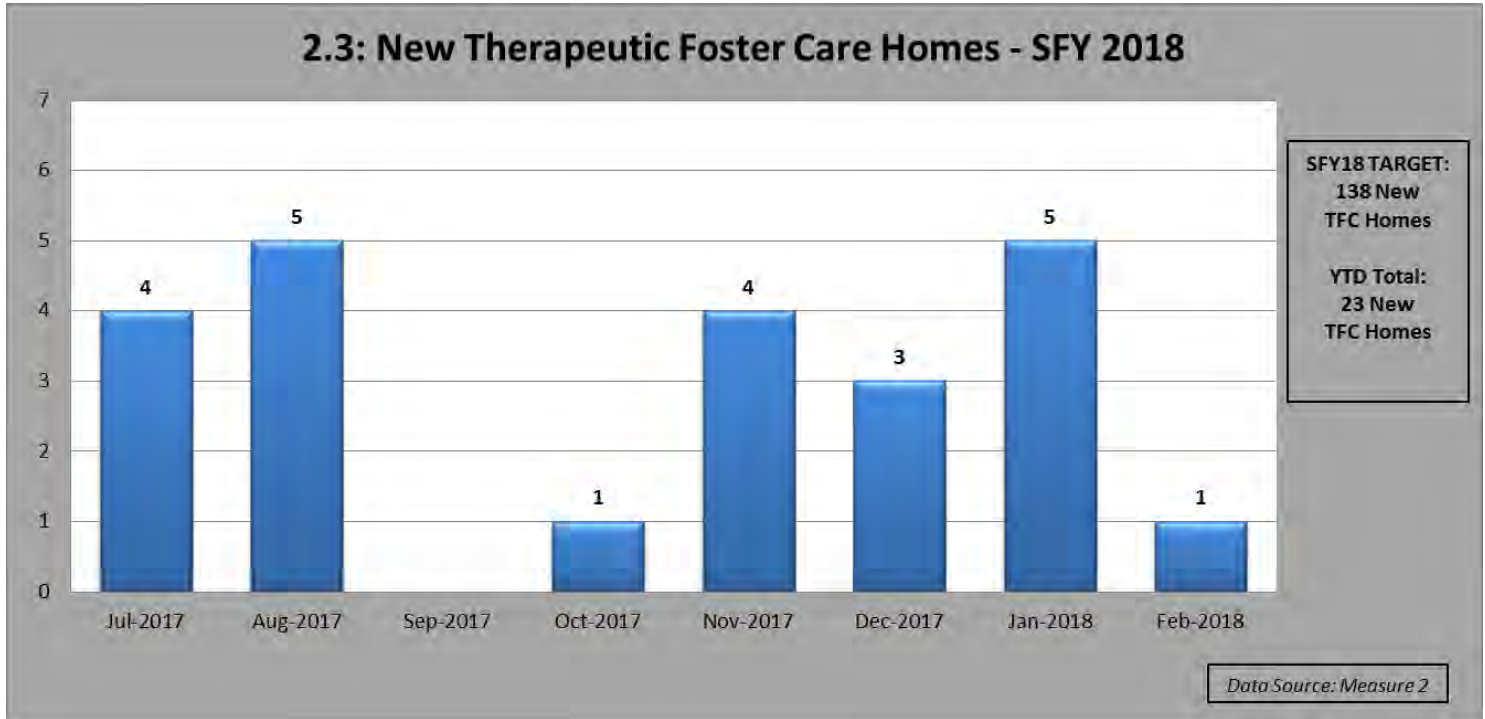
**Comments – Apr. 2018:** For the month of December 2017, there were 3 substantiations of abuse by parents of children in out of home care and these 3 victims were reported in 3 separate referrals. 2 were placed in Trial Reunification and 1 child was placed in a CW Kinship/Non-Relative Foster Family Care Home.



	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	53	75	74	67	48	52	42	49					460

**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.

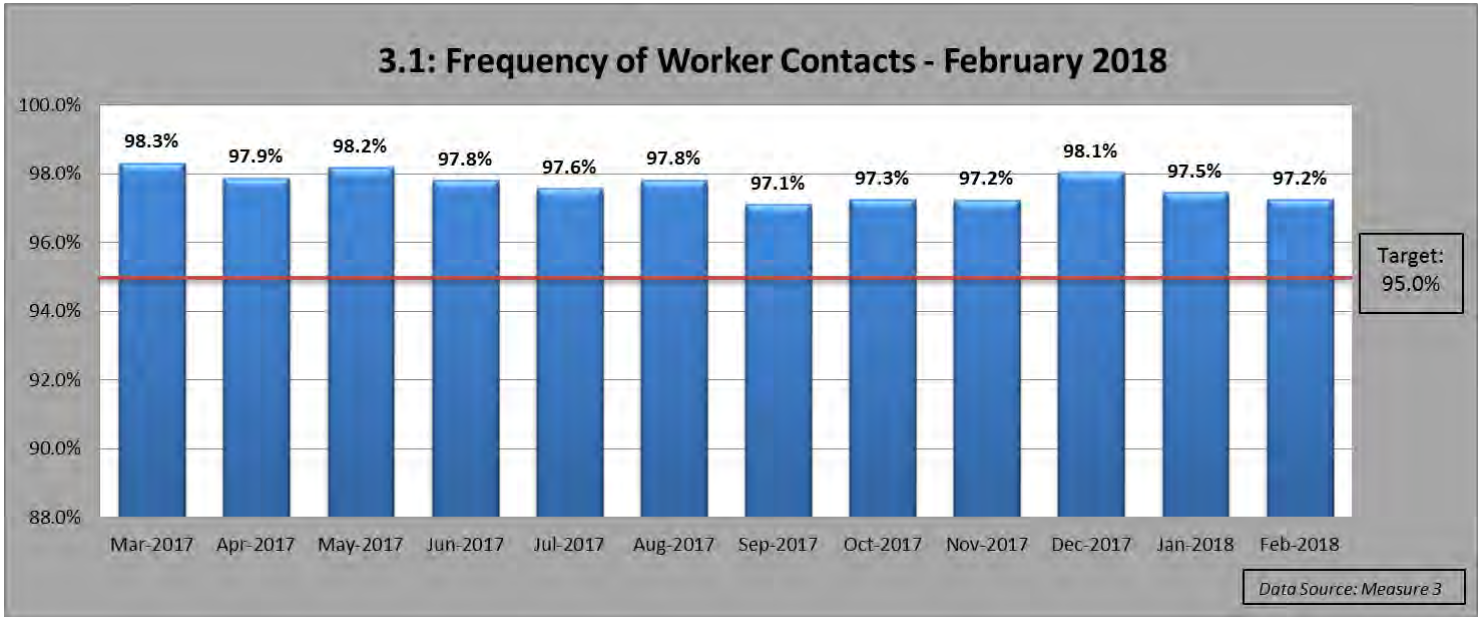
**Comments – Apr. 2018:** In February 2018, there were 49 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 2/28/18, there were a total of 460 new homes for SFY18. The Foster Family Care net gain as of 2/28/18 was -126 homes. The Net gain target 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		1	4	3	5	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 SFY17 is 176 new TFC homes.

**Comments – Apr. 2018:** In February 2018, 1 new TFC home opened for a total of 23 new TFC homes in SFY18. The TFC net gain as of 2/28/18 was -73 homes for SFY18. The Net Gain target for SFY18 is 20 TFC homes.

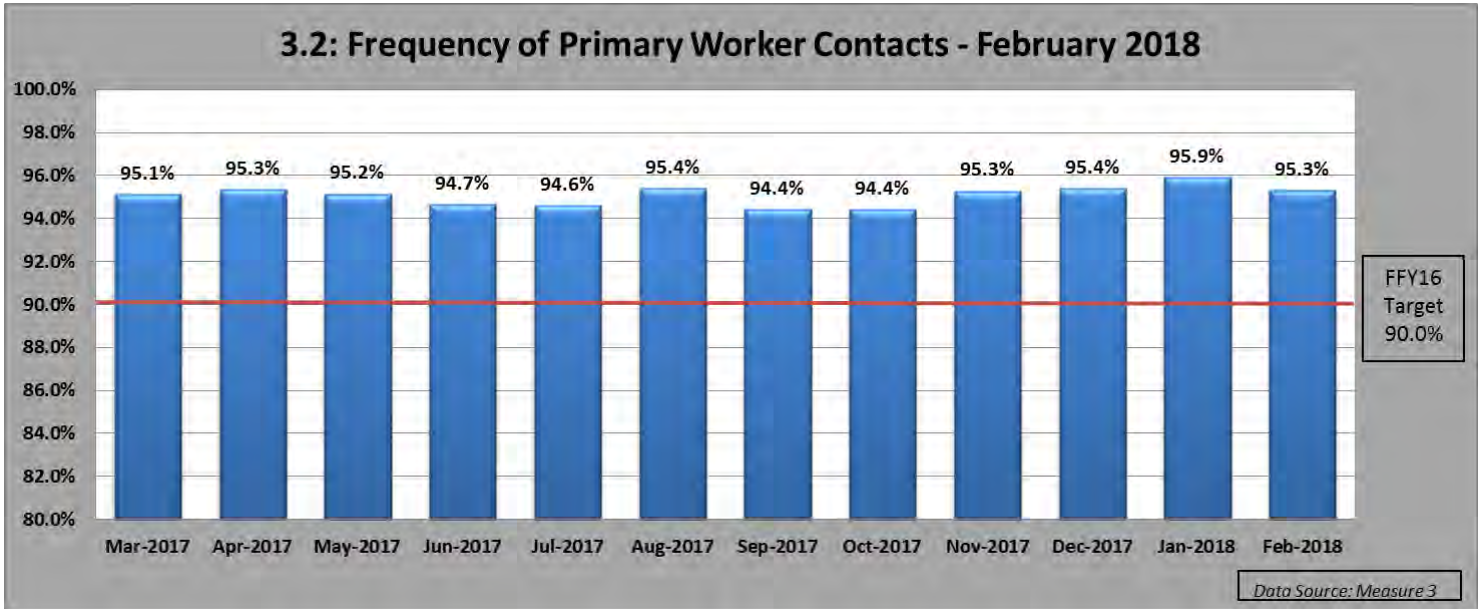


	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
Contacts Made by Any Worker	8738	8680	8619	8424	8454	8397	8405	8342	8271	8202	8152	8163
Minimum Contacts Required	8887	8868	8777	8612	8664	8584	8655	8577	8506	8365	8365	8394
% Made	98.3%	97.9%	98.2%	97.8%	97.6%	97.8%	97.1%	97.3%	97.2%	98.1%	97.5%	97.2%

**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 – Apr. 2018:** The visitation rate for all worker visits in February 2018 was 97.2%.



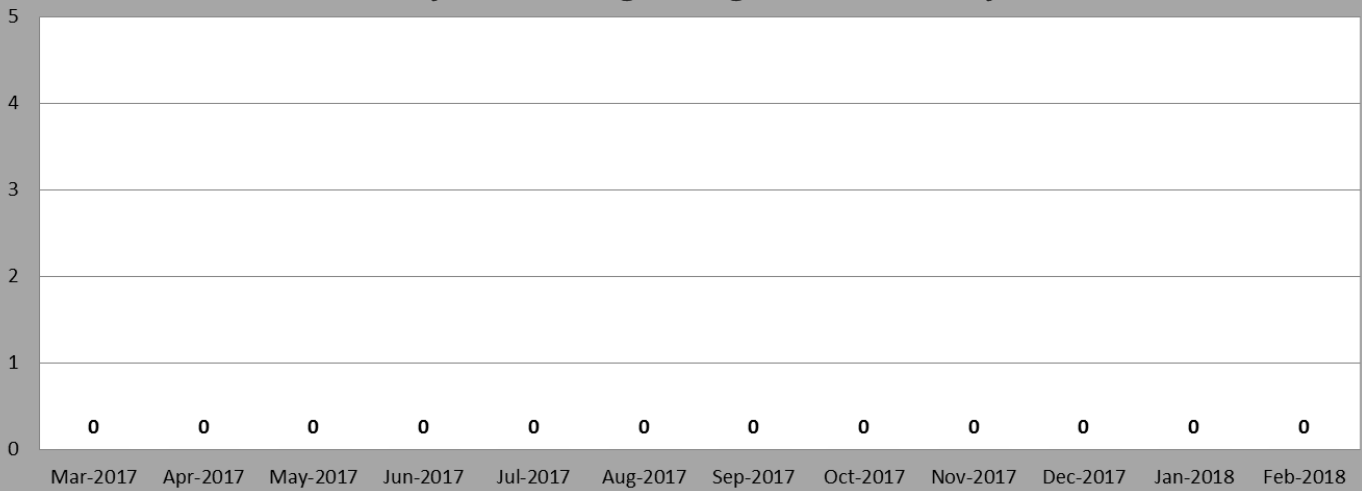


	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
Contacts Made by Primary Worker	8193	8220	8123	7922	7958	7955	7939	7855	7863	7741	7782	7768
Minimum Contacts Required	8612	8621	8537	8368	8412	8337	8407	8320	8251	8115	8112	8150
% Made	95.1%	95.3%	95.2%	94.7%	94.6%	95.4%	94.4%	94.4%	95.3%	95.4%	95.9%	95.3%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made by the primary assigned worker for a given month. Only one visit per month by the primary worker is counted even though multiple visits may have been made by multiple workers during the month. Beginning in October 2015, the target for FFY16 is 90.0%.

**Comments – Apr. 2018:** The worker visitation rate for primary workers in February 2018 was 95.3%.

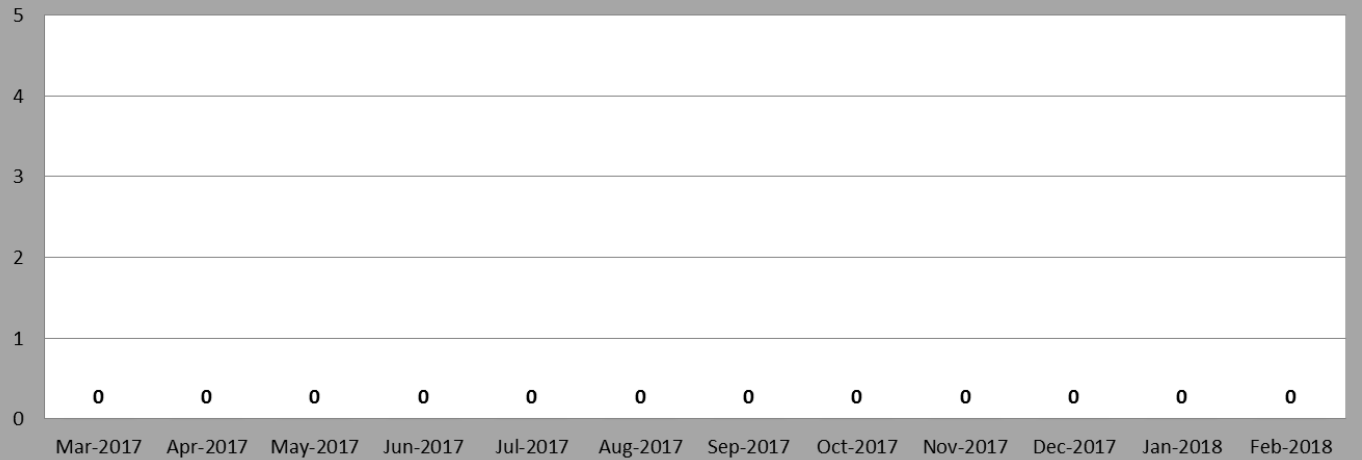
### 5.1: Monthly Shelter-Nights, Age 0-1 - February 2018



Data Source: Measure 5

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

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



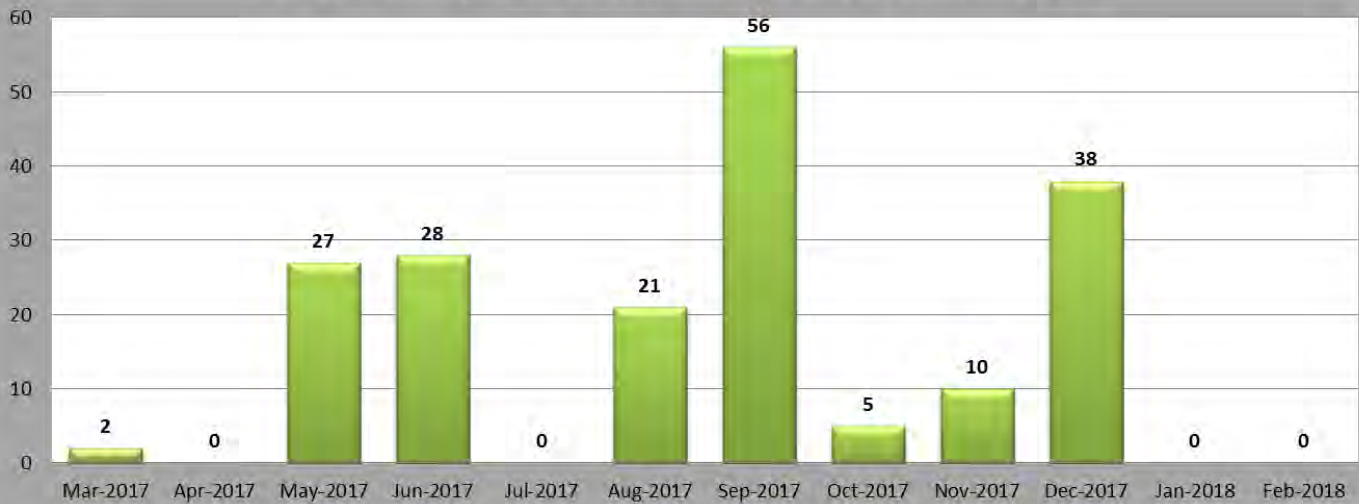
Data Source: Measure 5

	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Jan-1900	Jan-1900	Jan-2018	Feb-2018
# of Children	0	0	0	0	0	0	0	0	0	0	0	0

**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part of a sibling set of 4 or more or a child placed with a minor parent who is also in DHS custody.

**Comments – Apr. 2018:** In February 2018, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,969 children age 0-1 year in Out of Home Care in February 2018 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 144 children age 0-1 year removed during the month of February 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 - February 2018



Data Source: Measure 5

	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
# of Nights	2	0	27	28	0	21	56	5	10	38	0	0

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



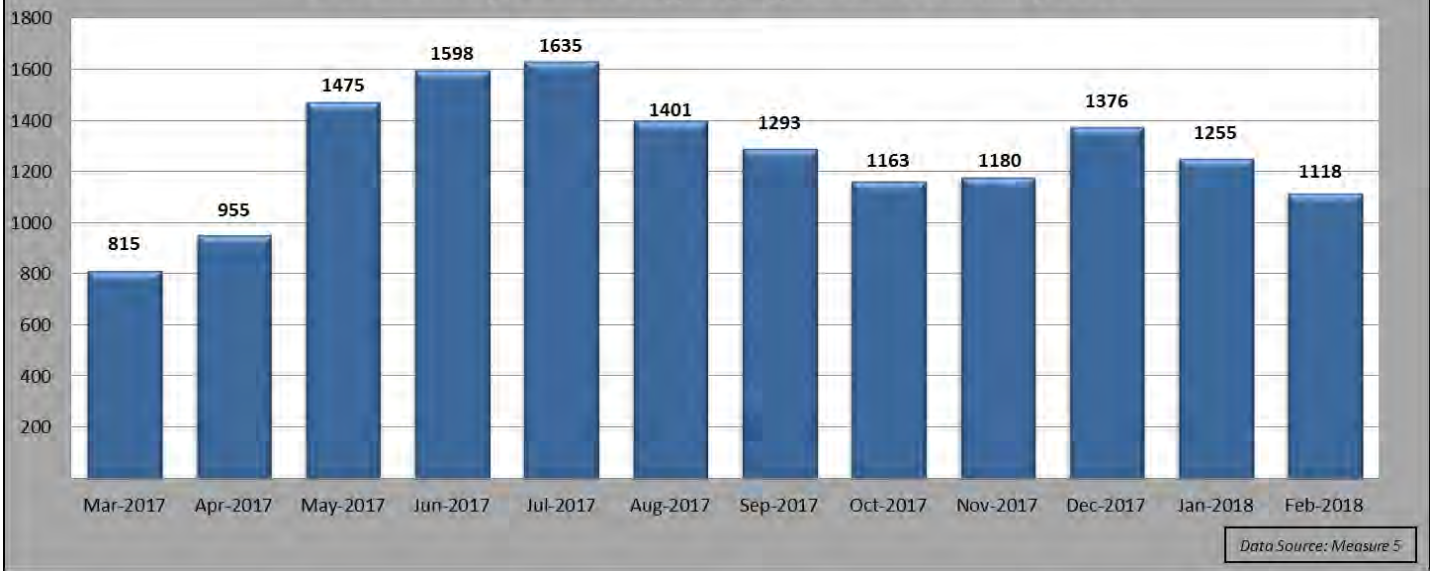
Data Source: Measure 5

	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
# of Children	1	0	1	3	0	2	2	2	1	2	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 – Apr. 2018:** In February 2018, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,803 children age 2-5 years in care in February 2018 and none of those children spent a night in the shelter (100% of children age 2- 5 years). There were 86 children age 2-5 years removed during the month of February 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 - February 2018



	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
# of Nights	815	955	1475	1598	1635	1401	1293	1163	1180	1376	1255	1118

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

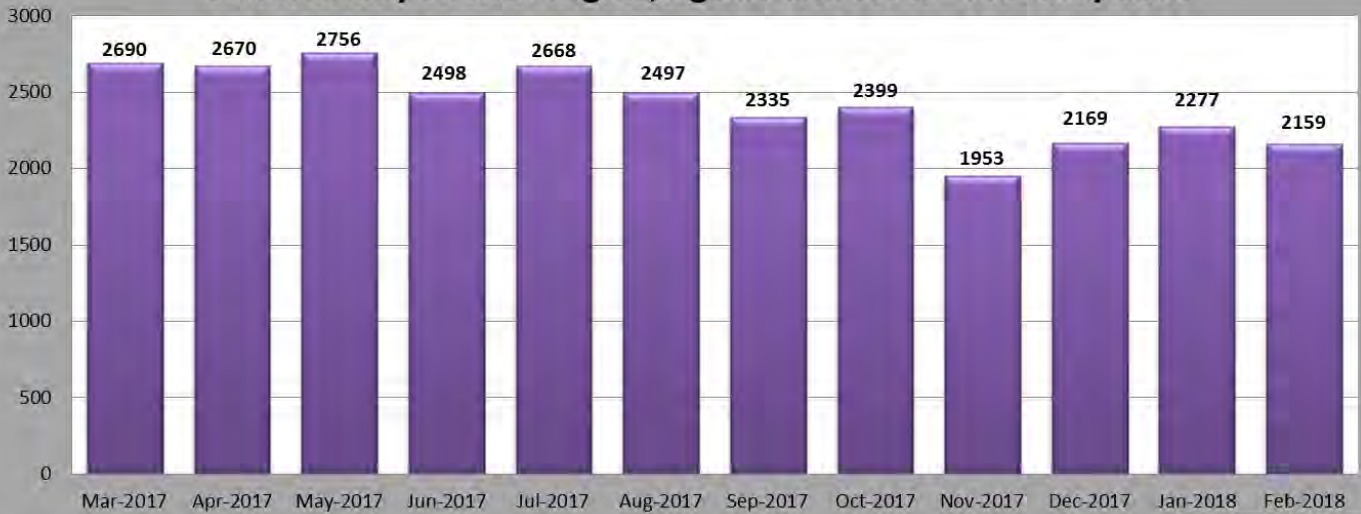


	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
# of Children	52	57	70	86	81	76	62	67	57	61	57	59

**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 – Apr. 2018:** In February 2018, 59 children age 6-12 years spent a total of 1,118 nights in the shelter. There were 3,063 children age 6-12 years in care in February 2018 and 3,004 of those did not spend a night in the shelter (98.1% of children age 6-12 years). There were 104 children age 6-12 years removed in February and 99 of those children did not have a shelter stay (95.2% of children in care age 6-12 years).

### 5.4: Monthly Shelter-Nights, Age 13 and older - February 2018



Data Source: Measure 5

	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
# of Nights	2690	2670	2756	2498	2668	2497	2335	2399	1953	2169	2277	2159

### 5.4: Monthly Children in Shelter, Age 13 and older - February 2018

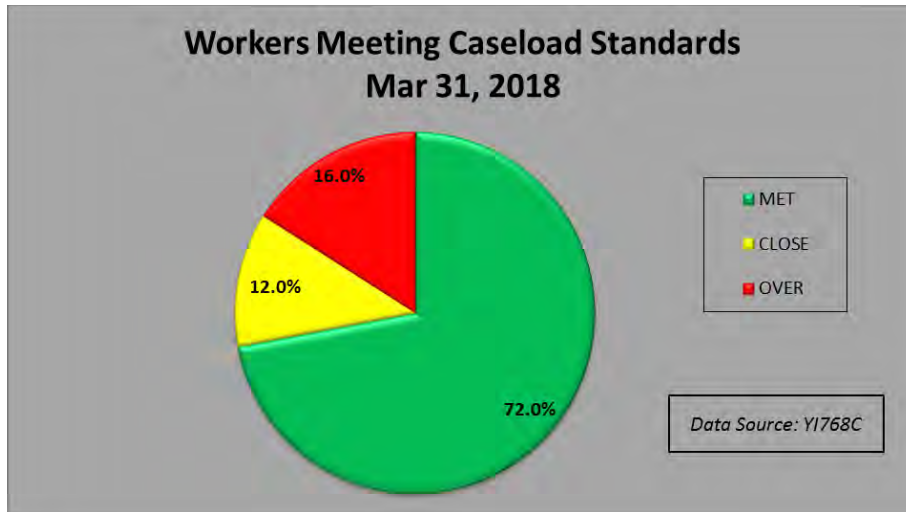


Data Source: Measure 5

	Mar-2017	Apr-2017	May-2017	Jun-2017	Jul-2017	Aug-2017	Sep-2017	Oct-2017	Nov-2017	Dec-2017	Jan-2018	Feb-2018
# of Children	145	152	139	145	134	140	128	123	109	109	115	116

**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 – Apr. 2018:** In February 2018, 116 children age 13 and older spent a total of 2,159 nights in the shelter. There were 1,305 children age 13-18 years in care in February 2018. Of those, 1,189 children did not spend a night in the shelter (91.1% of children in care age 13-18 years). There were 31 children age 13-18 years removed during the month of February and 19 of these children did not have a shelter stay (61.3% of children in care age 13-18 years).



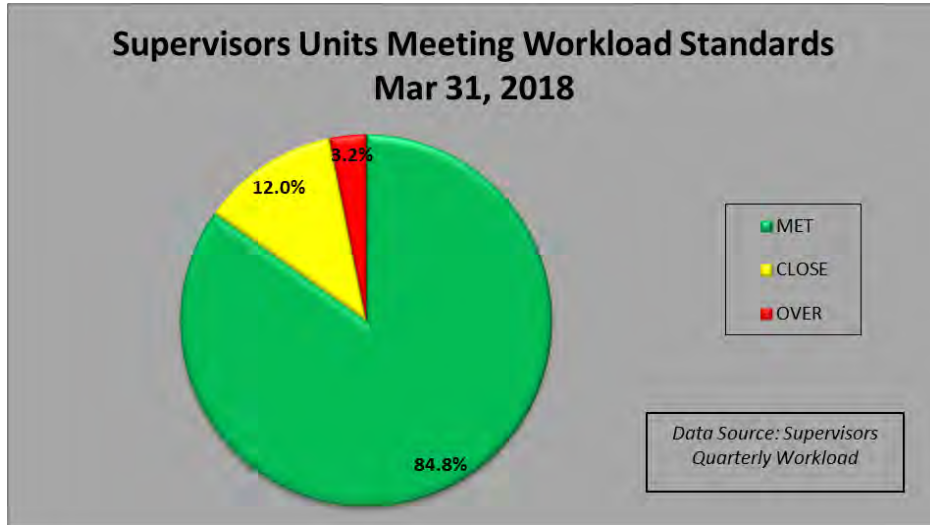
### Quarterly Workload Standards Report Jan 1, 2018 - Mar 31, 2018

Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4539	92.7%	3.6%	3.7%
RESOURCE FAMILY SPECIALIST	18559	81.3%	14.2%	4.6%
COMPREHENSIVE	8812	73.2%	14.7%	12.1%
PERMANENCY PLANNING	57258	67.5%	16.5%	16.0%
PREVENTIVE/VOLUNTARY	5885	71.6%	13.5%	14.9%
INVESTIGATION	36351	62.8%	12.0%	25.2%
RECRUITMENT	3400	91.7%	6.6%	1.7%
SPECIALIST ATU	3403	41.8%	28.8%	29.4%
<b>STATEWIDE TOTAL</b>	<b>138207</b>	<b>69.5%</b>	<b>14.4%</b>	<b>16.2%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 3/31/18*

**Data:** Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” A snapshot is taken every morning at 12:00 am of the workload of all Child Welfare workers. The entire workload of workers with a qualifying assignment to a case (CPS, PP, FCS, Adoption, and Resource) are calculated and compared against the caseload standards. The workload is classified as meeting standards if it is 100% or below a caseload. If the workload is over 100% but less than 120% of a caseload, it is considered to be “over but close”; otherwise the workload is considered to be over the standard. The measure tracks each worker - each day to determine if they meet the standard, and this is called a “worker day”. Work performed by Child Welfare Specialists, is broken into multiple categories. This measure will look specifically at Permanency Planning, Preventive/Voluntary, Investigation, Adoption, Resource Family Specialist, Recruitment, and Adoption Transition Unit Workers. For reporting purposes, the Quarterly totals will be included, as well as a point in time percentage of the number of workers “meeting,” “close,” and “over” workload standards on the last day of the reporting period.

**Comments – Mar 2018:** As of 3/31/18, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 72.0%, with 12.0% being “Close”, and 16.0% “Over Standard”. Of the 1546 workers, 1113 workers were meeting workload standards, 186 workers were close, and 247 workers were over the standard. For the period of Jan 1, 2018 – Mar 31, 2018, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 69.5%, with 14.4% being “Close”, and 16.2% “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 – Mar 2018:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 84.8%, with 12.0% being “Close”, and 3.2% “Over Standard”. There are 375 supervisor units with 318 units meeting the standard, 45 units close and 12 units over the standard.

Context Data		
Children in Out of Home Care Population Served February 2018 - 9,140 Children		
Age	# of Children	% of Total
0-1 Years	1969	21.5%
2-5 Years	2803	30.7%
6-12 Years	3063	33.5%
Over 13 Years	1305	14.3%
	9140	100.0%
Race	# of Children	% of Total
White	3437	37.6%
African American	798	8.7%
Multi Race	2550	27.9%
Native American	652	7.1%
Hispanic*	1688	18.5%
Pacific Islander	5	0.1%
Asian	10	0.1%
TOTAL	9140	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

