



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

December 2015

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT –December 2015**

The Department of Human Services (DHS) is committed to improving the safety, permanency, and well-being of children served by the child welfare system. The Pinnacle Plan is the roadmap and public reporting is critical to ensuring transparency and accountability. 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 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, Worker Contacts, and Shelter Usage. In addition to metrics public reporting, OKDHS posts [The Pinnacle Plan - Quarterly Updates](#) which provide valuable information regarding plan initiatives.

Demographics of children are included in monthly and semi-annual reports as context data. This information is helpful in understanding the population being served by the child welfare system.

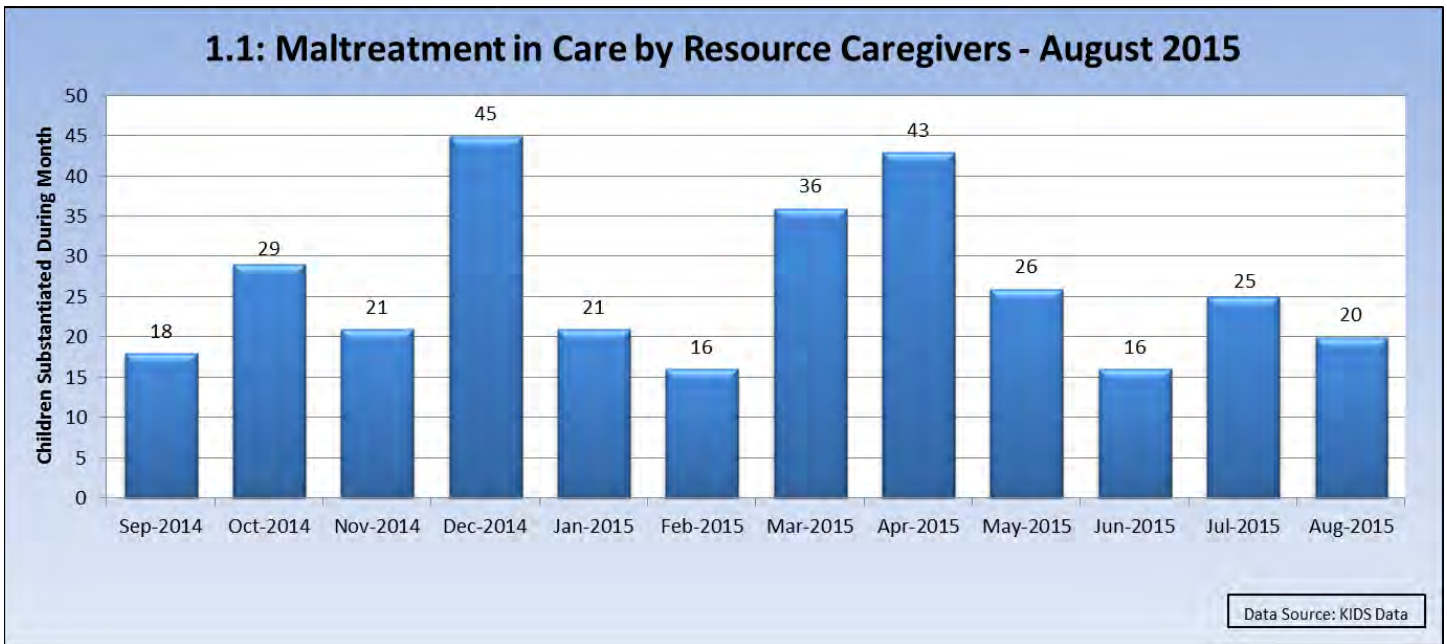
Beginning with the August 2014 Monthly Report, there has been a decrease in the lag time to 30 days from the end of the reporting period to the time that the data is reported on Measure 2 – Resource Homes, Measure 3 – Frequency of Worker Contacts, and Measure 5 – Shelter Use. There will continue to be 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 continues to strive for high quality data. **The data in this report is subject to change due to ongoing data entry, changes in policy, changes in practice, 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 - December 2015					
		Name	Description	Period Ending	Monthly Count		
				<b># of Victims - August</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.	8/31/2015	20 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.	8/31/2015	9 Children		
				<b>Oct Total</b>	<b>SFY15 Total to Date</b>		
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	10/31/2015	56	232 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	10/31/2015	16	38 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.	10/31/2015	10,116	10,459	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.	10/31/2015	9,217	10,459	88.1%
				<b>Oct 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.	10/31/2015	6 Nights 1 Child	467 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.	10/31/2015	140 Nights 8 Children	2,419 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.	10/31/2015	1589 Nights 96 Children	13,300 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.	10/31/2015	2778 Nights 152 Children	22,794 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: 7/1/2015 - 9/30/2015	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			50.2%		12.1%	37.7%	
			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
			76.6%		16.2%	7.1%	
<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

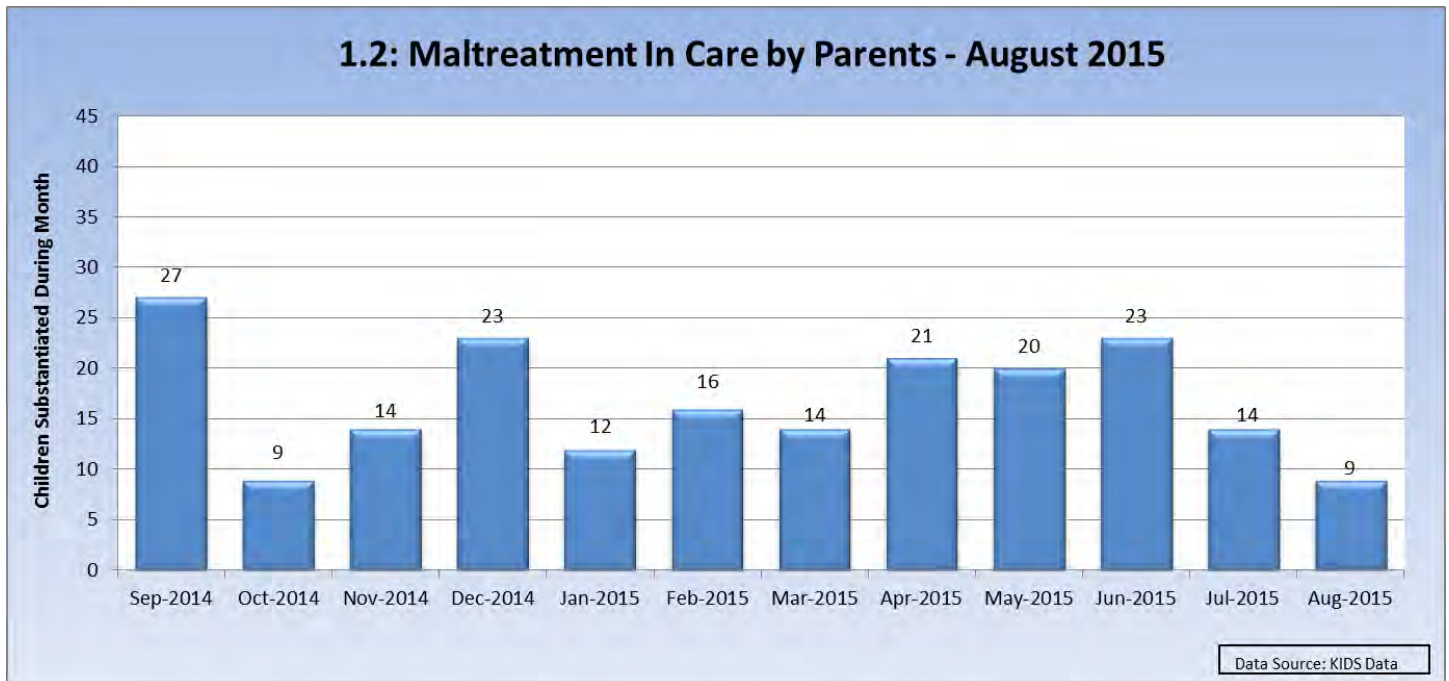


	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015
# of Substantiations	18	29	21	45	21	16	36	43	26	16	25	20

**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 – December 2015:** In August 2015, there were a total of 20 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 17 children placed in foster care, 1 child was placed in a CW Foster Family Care Supported Home, 7 children were placed in a CW Foster Family Care Home, 8 were placed in a CW Kinship Relative Home, and 1 child was placed in a Therapeutic Foster Care Home. Of the 3 OCA victims, 1 child was placed in Acute Psychiatric Hospital, 1 child was placed in a Level D Residential Resource Facility, and 1 child was placed in a Youth Services Shelter.

1.2: Maltreatment in Care by Parents



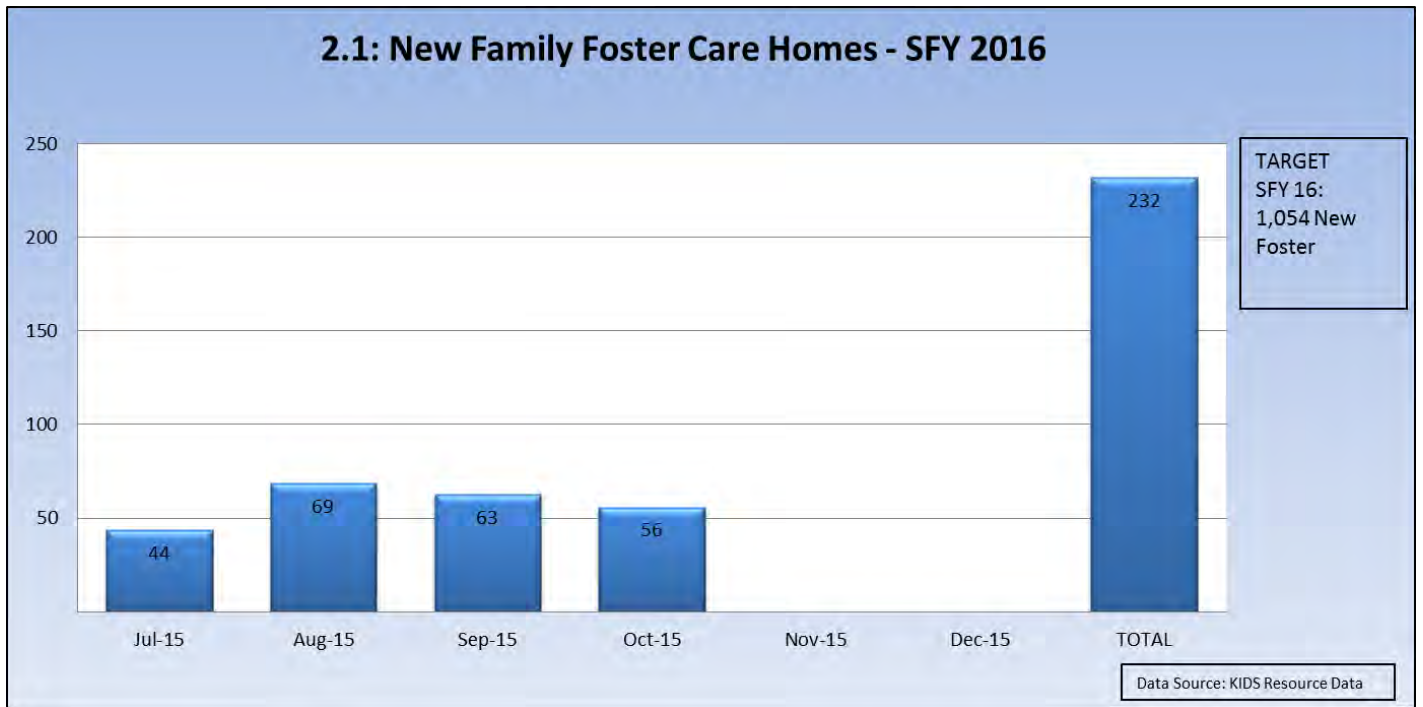
	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015
# of Substantiations	27	9	14	23	12	16	14	21	20	23	14	9

**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, beginning with the November 2013 monthly report, children who are disclosing abuse that occurred prior to coming into DHS custody will not be included in the count of monthly victims.

**Comments - December 2015:** In August 2015, there were 9 substantiations of abuse by parents of children in out of home care and these 9 victims were reported in 5 separate referrals. Of these 9 Victims, 5 were placed in Trial Reunification, 2 children were placed in a CW Kinship Relative Home, one child was placed in a Therapeutic Foster Care Home, and 1 child was placed in a Contracted Foster Care Home.

2.1: New Family Foster Care Homes



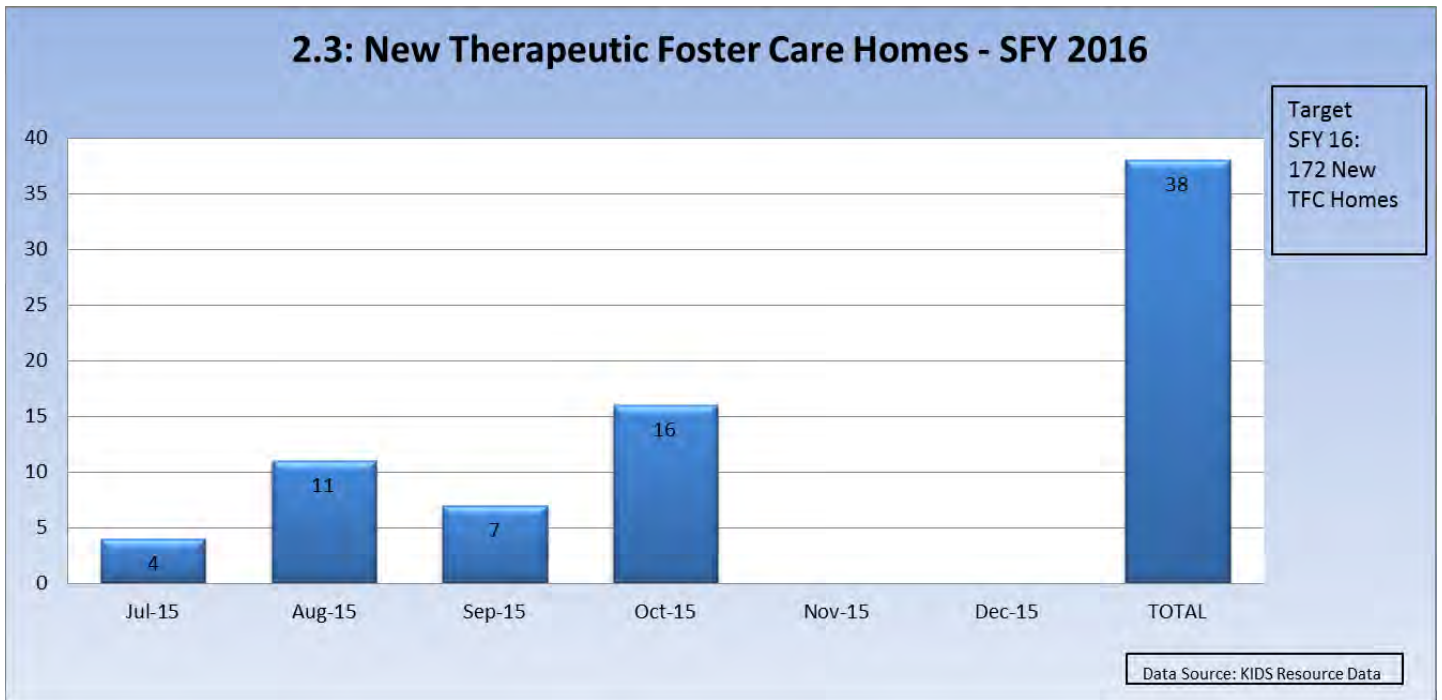
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New FFC Homes	44	69	63	56	0	0	0	0	0	0	0	0	232

**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 SFY2016 is 1054 new foster homes.

**Comments -December 2015:** In October 2015, there were 56 foster homes opened that met the Pinnacle Plan Criteria to be counted as new at the time of reporting. The Foster Family Care Net Gain as of October 2015 was 23 for SFY2016.

**\*\*Note** this number is subject to change in prior months as more homes opened in prior months meet Pinnacle Plan criteria.

2.3: New Therapeutic Foster Care Homes

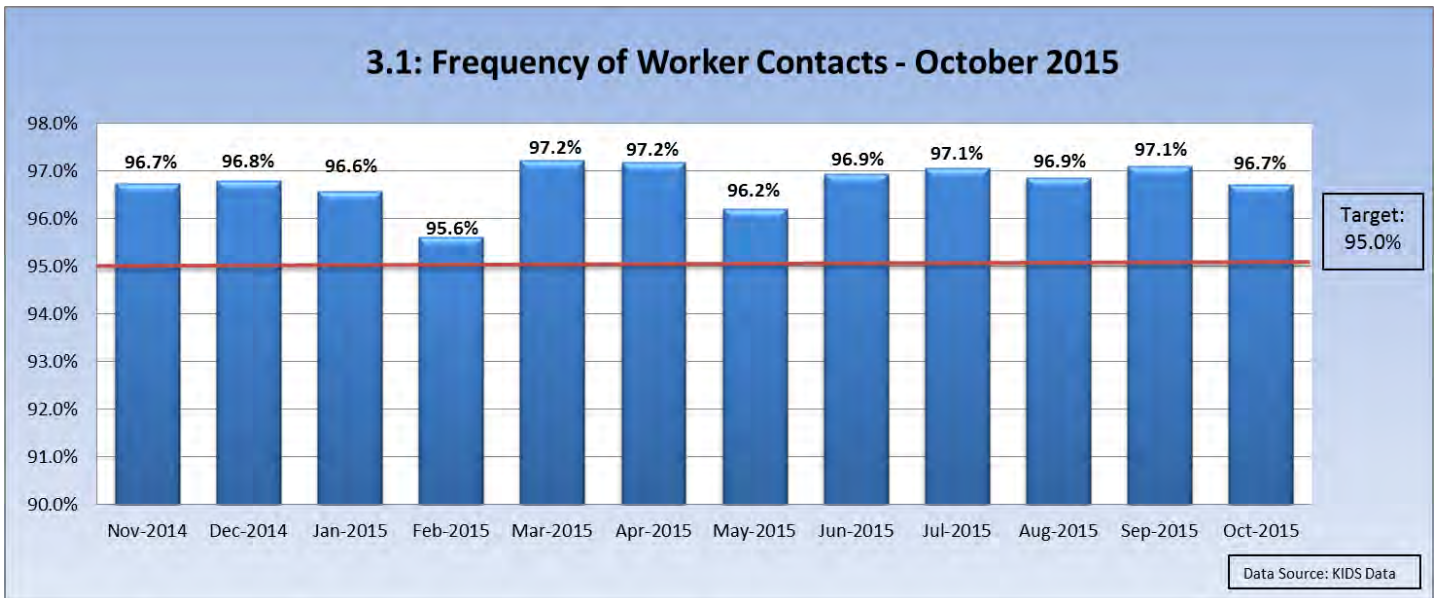


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New TFC Homes	4	11	7	16	0	0	0	0	0	0	0	0	38

**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 SFY2016 is 172 new TFC homes.

**Comments – December 2015:** In October 2015, there were a total of 16 new TFC homes opened. TFC Net Gain was -7 for SFY2016.

3.1: Frequency of Worker Contacts



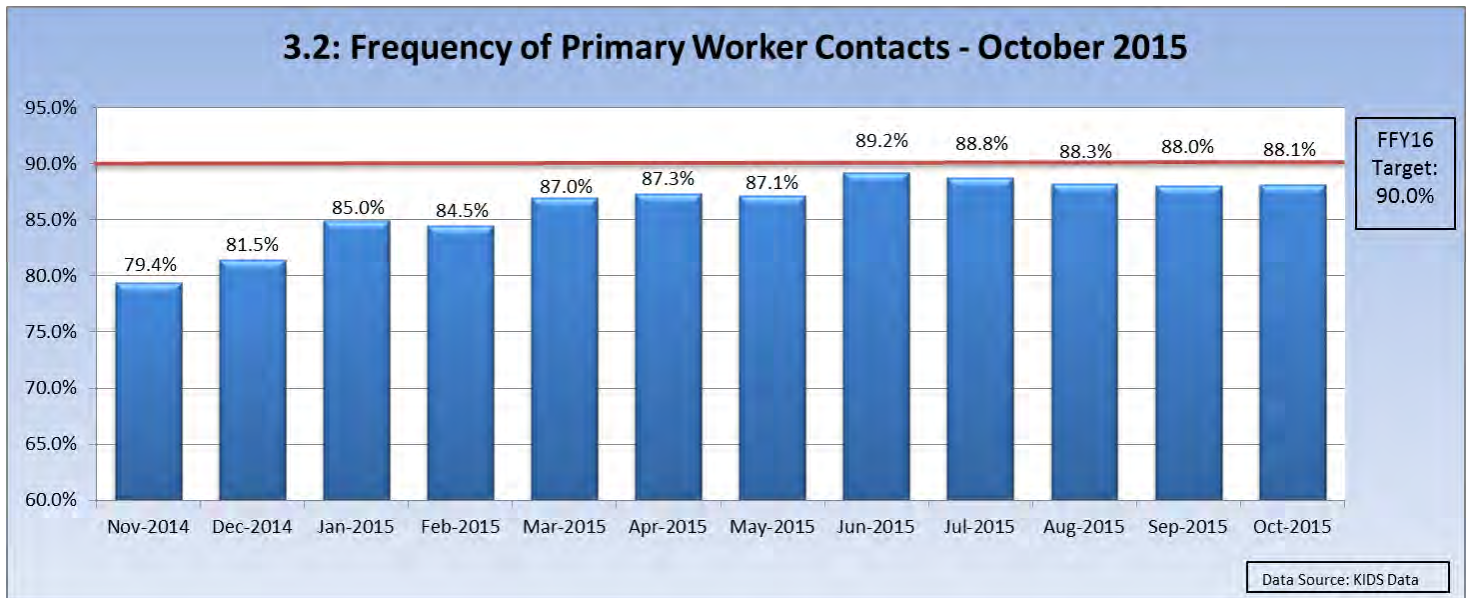
	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
Contacts Made by Any Worker	10533	10361	10338	10173	10296	10217	10186	10030	10052	10047	10150	10116
Minimum Contacts Required	10887	10703	10705	10639	10589	10513	10588	10347	10355	10373	10453	10459
% Made	96.7%	96.8%	96.6%	95.6%	97.2%	97.2%	96.2%	96.9%	97.1%	96.9%	97.1%	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 – December 2015:** The visitation rate for all worker visits in October 2015 was 96.7%.



3.2: Frequency of Primary Worker Contacts

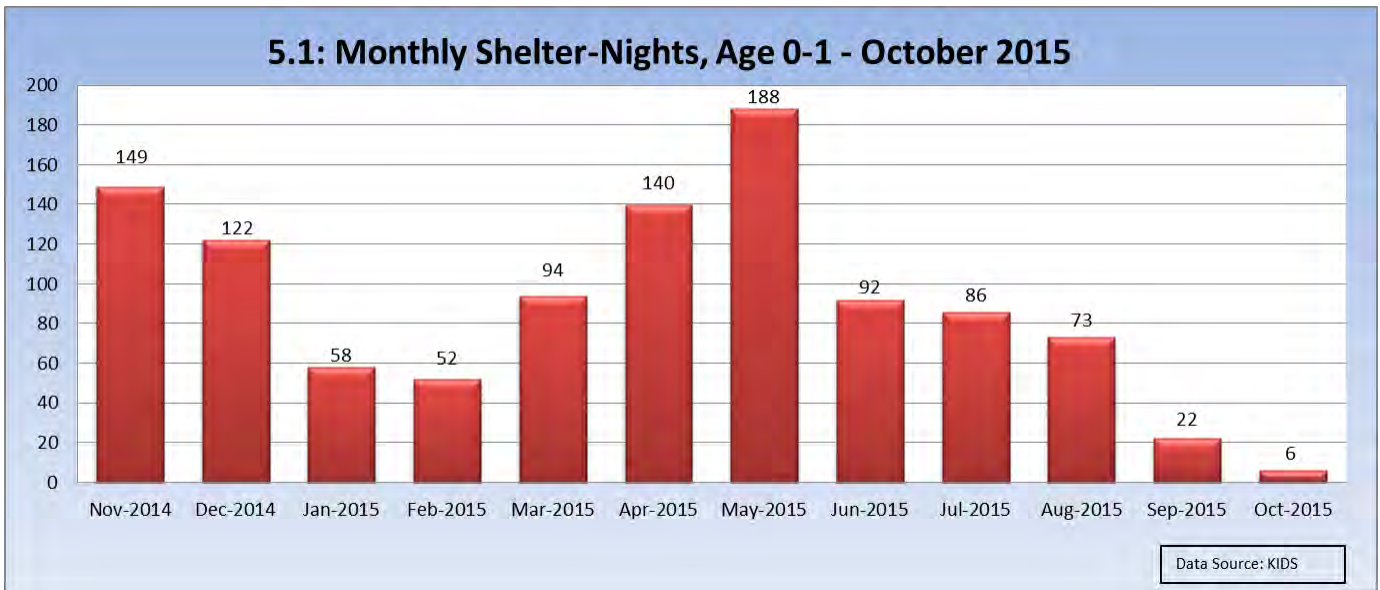


	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
Contacts Made by Primary Worker	8649	8720	9094	8993	9212	9178	9225	9233	9192	9155	9200	9217
Minimum Contacts Required	10887	10703	10705	10639	10589	10513	10588	10347	10355	10373	10453	10459
% Made	79.4%	81.5%	85.0%	84.5%	87.0%	87.3%	87.1%	89.2%	88.8%	88.3%	88.0%	88.1%

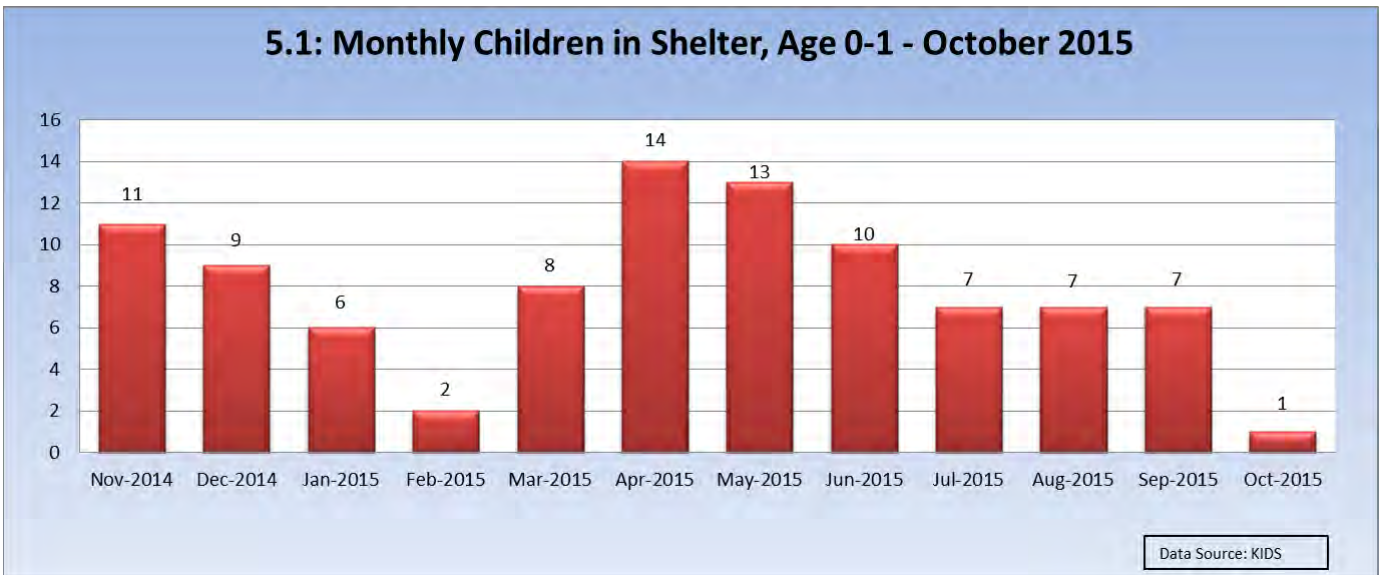
**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made by the primary assigned worker for a given month. Only one visit per month by the primary worker is counted even though multiple visits may have been made by multiple workers during the month. Beginning in October 2015, the target for FFY16, which ends in September 2016 is 90.0%. Our previous target for FFY15, which ended in September 2015 was 80% and this target was met in December 2014.

**Comments - December 2015:** The worker visitation rate for primary workers in October 2015 was 88.1%.

5.1: Shelter Use – Age 0-1 Years



	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Nights	149	122	58	52	94	140	188	92	86	73	22	6

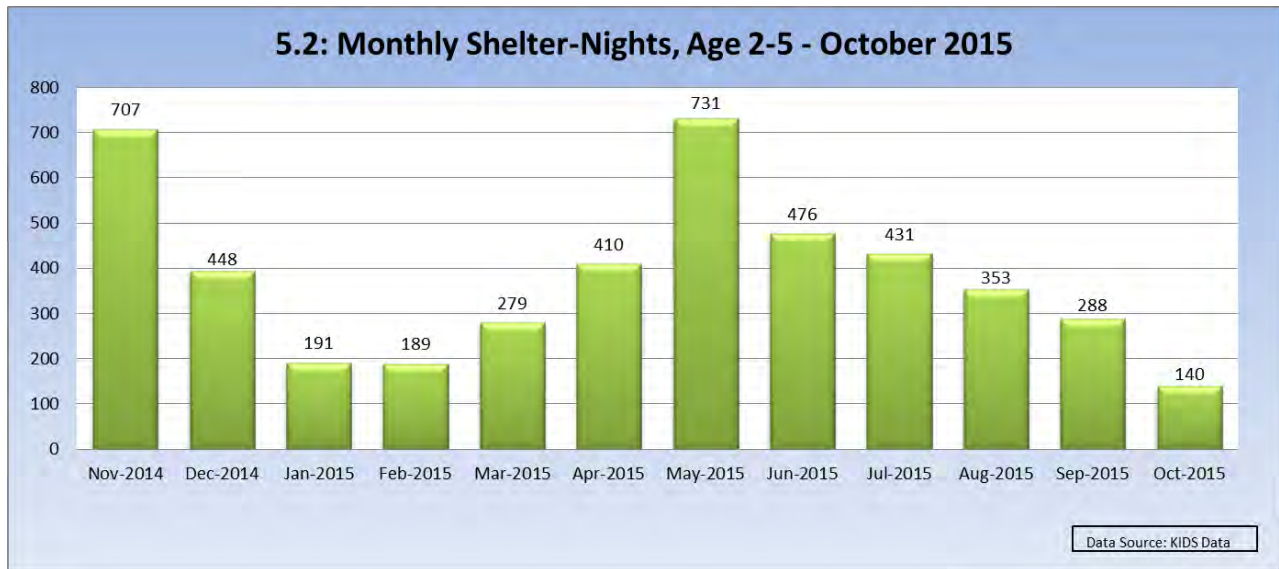


	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Children	11	9	6	2	8	14	13	10	7	7	7	1

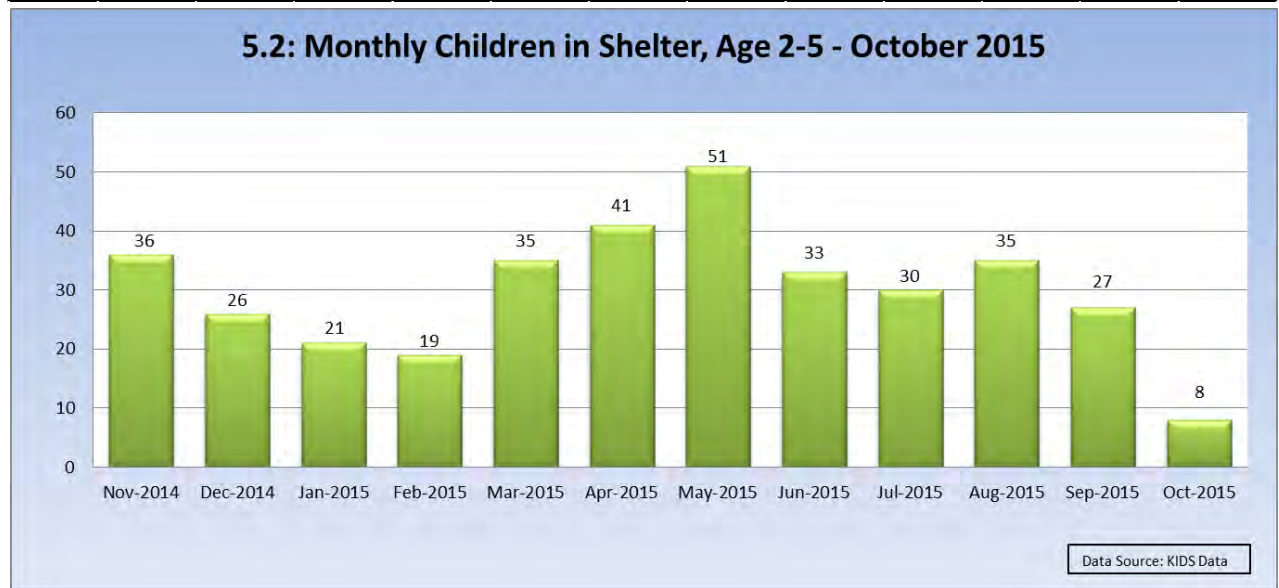
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. This Pinnacle Plan Measure was implemented 12/31/12. Automatic exceptions will be made for children in the following circumstances: If the child is part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

**Comments - December 2015:** In October 2015, 1 child age 0-1 year spent a total of 6 nights in the shelter. That 1 child was an automatic exception as part of a sibling set of four or more. There were 2,004 children under the age of 2 in Out of Home Care in October 2015. Of those, 2,003 children did not spend a night in the shelter (99.9% of children in care age 0-1 year). There were 124 children age 0-1 year removed during the month of October and 124 of those children did not have a shelter stay.

5.2: Shelter Use – Age 2-5 Year



	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Nights	707	394	191	189	279	410	731	476	431	353	288	140

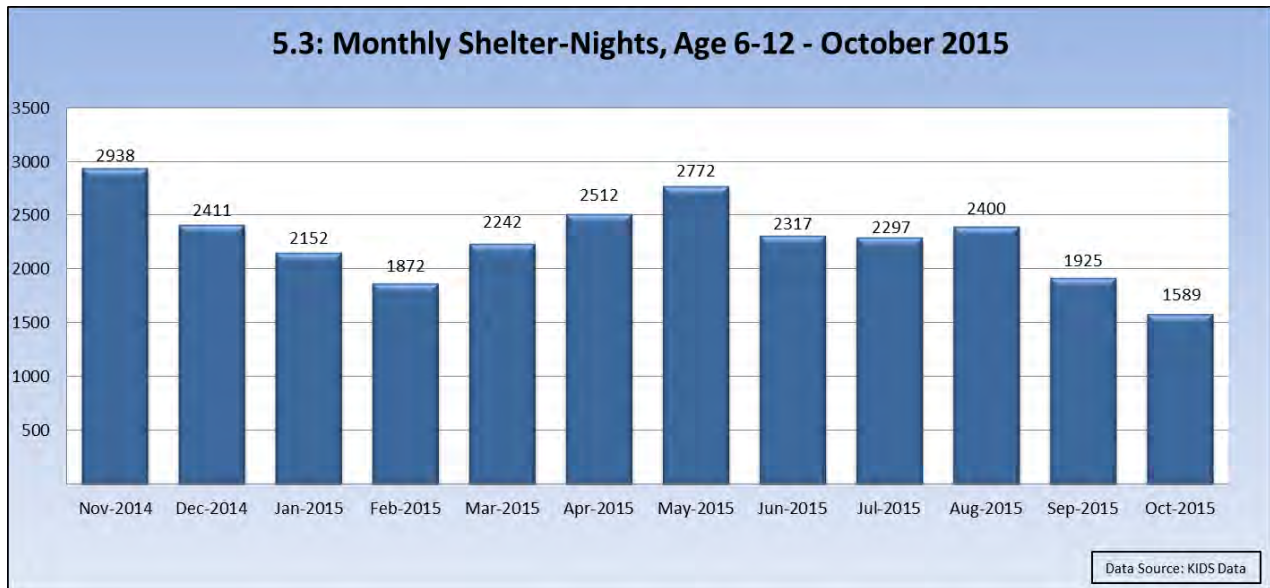


	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Children	36	26	21	19	35	41	51	33	30	35	27	8

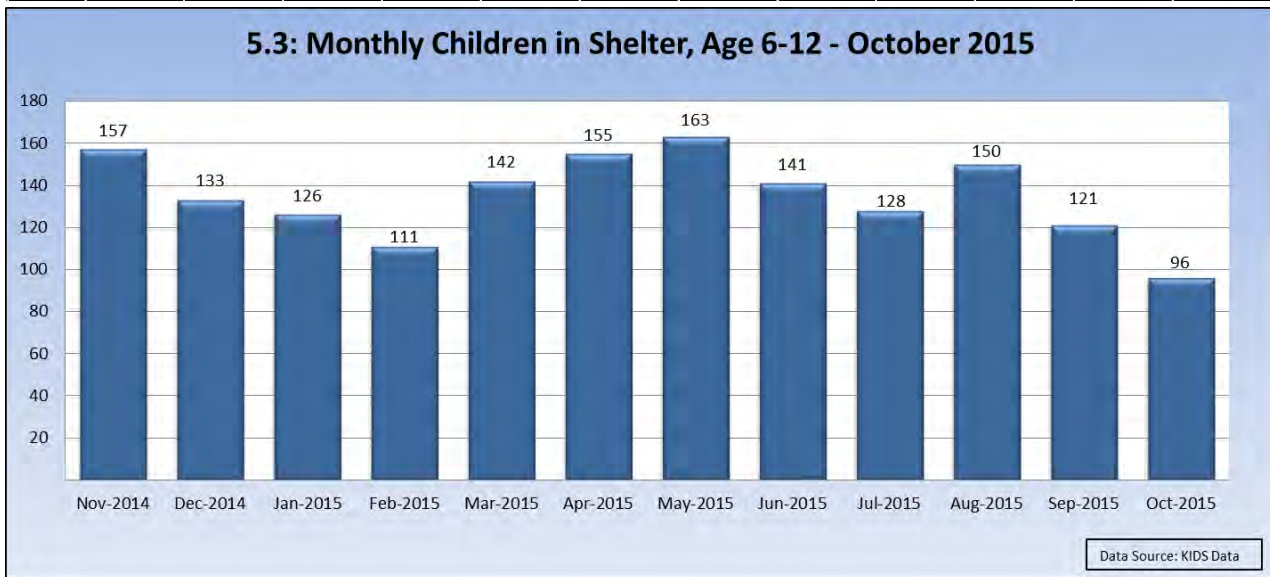
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

**Comments - December 2015:** In October 2015, 8 children age 2-5 years spent a total of 140 nights in the shelter. Of these, 2 children met the automatic exception as part of a sibling set of four or more. There were 3,373 children age 2-5 years in care in October 2015. Of those, 3,365 children did not spend a night in the shelter (99.7% of children in care age 2-5 years). There were 99 children age 2-5 years removed during the month of October and 99 of these children did not have a shelter stay.

5.3: Shelter Use – Age 6-12 Years



	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Nights	2938	2411	2152	1872	2242	2512	2772	2317	2297	2400	1925	1589



	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Children	157	133	126	111	142	155	163	141	128	150	121	96

**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 6-7 years was implemented 7/1/2014, children age 8-9 years was implemented 10/1/14, and children age 10-12 years was implemented 1/1/15.

**Comments - December 2015:** In October 2015, 96 children age 6-12 years spent a total of 1,589 nights in the shelter. Of these, 19 children met the automatic exception as part of a sibling set of four or more. There were 4,029 children age 6-12 years in care in October 2015 and 3,933 of those did not spend a night in the shelter (97.6% of children age 6-12 years). There were 130 children age 6-12 years removed in October and 107 of those children did not have a shelter stay.

5.4: Shelter Use – Age 13 Years and Older

**5.4: Monthly Shelter-Nights, Age 13 and older - October 2015**



Data Source: KIDS Data

	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Nights	4073	3759	3767	3596	4343	4012	4639	4111	4129	3877	3260	2778

**5.4: Monthly Children in Shelter, Age 13 and older - October 2015**



Data Source: KIDS Data

	Nov-2014	Dec-2014	Jan-2015	Feb-2015	Mar-2015	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015
# of Children	214	206	197	196	214	221	248	224	222	211	188	152

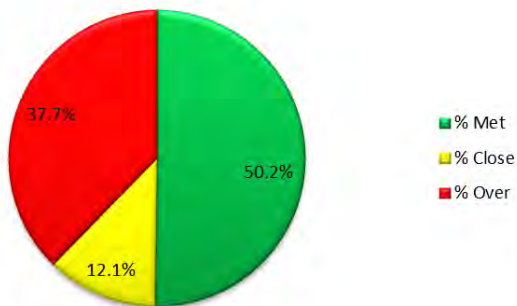
**Data:** Data shown for the number of children will count some children more than once if their shelter stay extended from one month into the next.

**Comments - December 2015:** In October 2015, 152 children age 13 and older spent a total of 2,778 nights in the shelter. Of these, 7 children met the automatic exception as part of a sibling set of four or more. There were 1,850 children age 13-18 years in care in October 2015. Of those, 1,698 children did not spend a night in the shelter (91.7% of children in care age 13-18 years). There were 50 children age 13-18 years removed during the month of October and 34 of these children did not have a shelter stay.

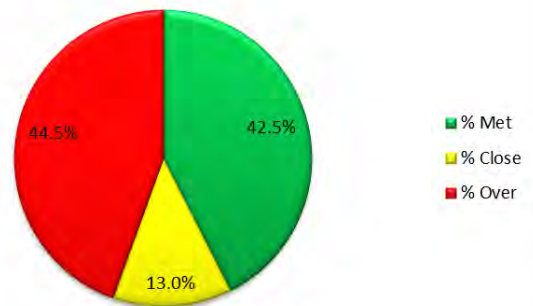
### Workers Meeting Caseload Standards

Workers Meeting Workload Standards July 1, 2015 - Sept 30, 2015				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE-ADOPTION	7111	51.2%	11.9%	36.9%
BRIDGE-FOSTER CARE	13968	37.6%	15.0%	47.4%
COMPREHENSIVE	9016	51.5%	15.6%	32.9%
PERMANENCY PLANNING	54071	42.5%	13.0%	44.5%
PREVENTIVE/VOLUNTARY	5806	82.3%	8.2%	9.5%
INVESTIGATION	36990	60.3%	9.8%	29.9%
CLIENT ADVOCACY	1180	59.8%	1.4%	38.8%
<b>TOTAL</b>	<b>128142</b>	<b>50.2%</b>	<b>12.1%</b>	<b>37.7%</b>

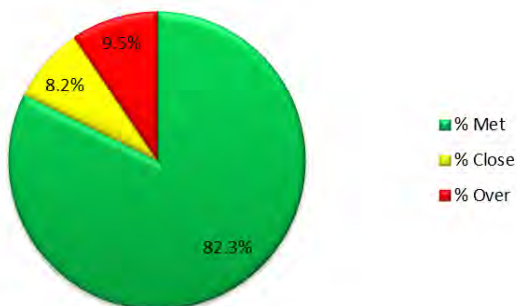
**CHILD WELFARE WORKERS STATEWIDE**



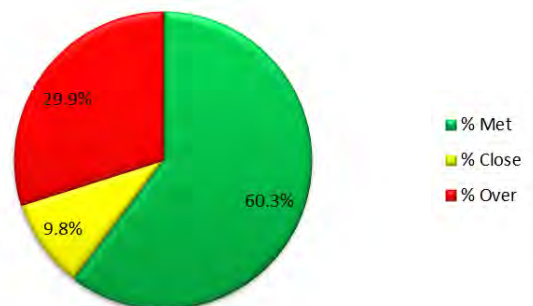
**PERMANENCY PLANNING STATEWIDE**

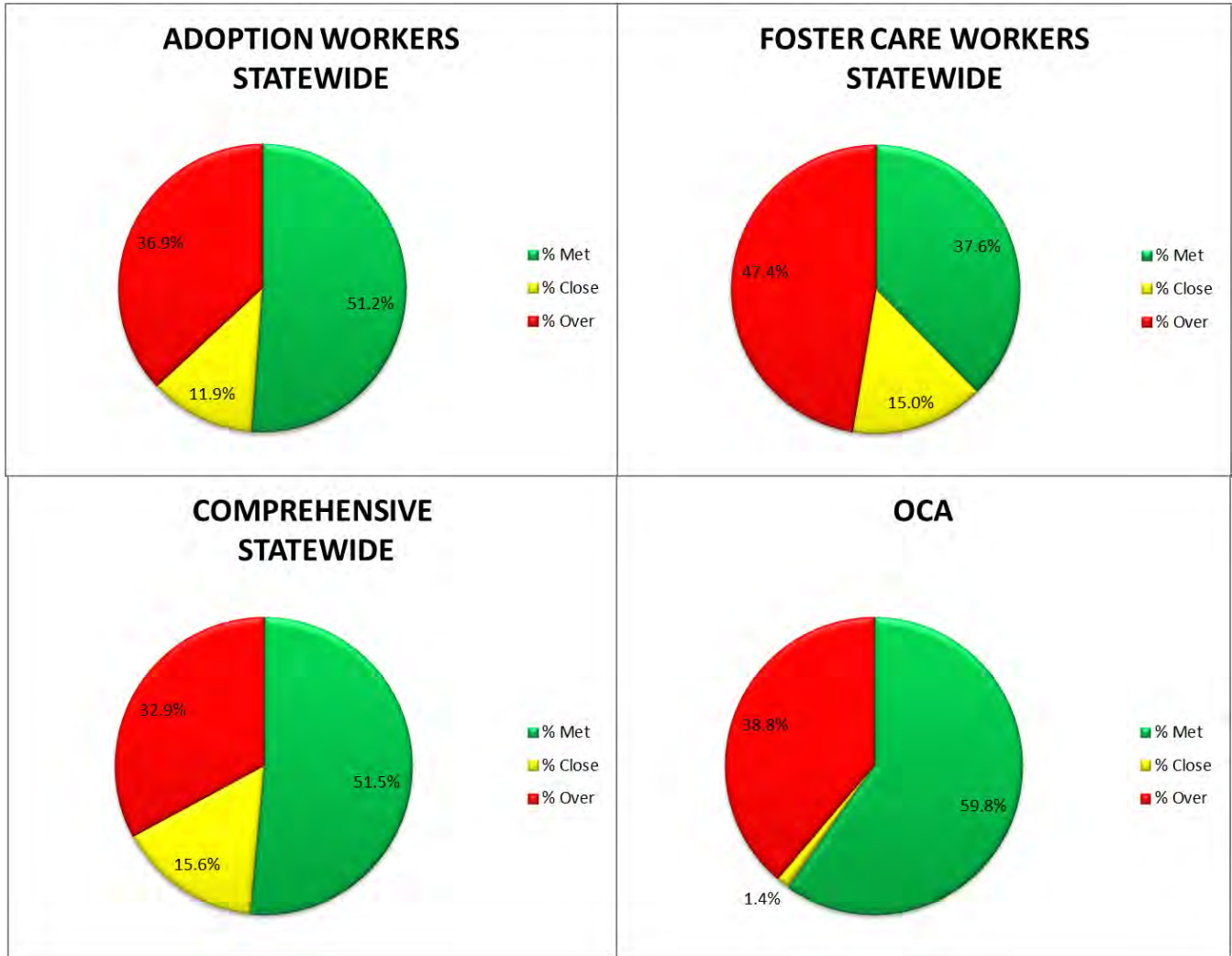


**PREVENTIVE/VOLUNTARY STATEWIDE**



**INVESTIGATION STATEWIDE**



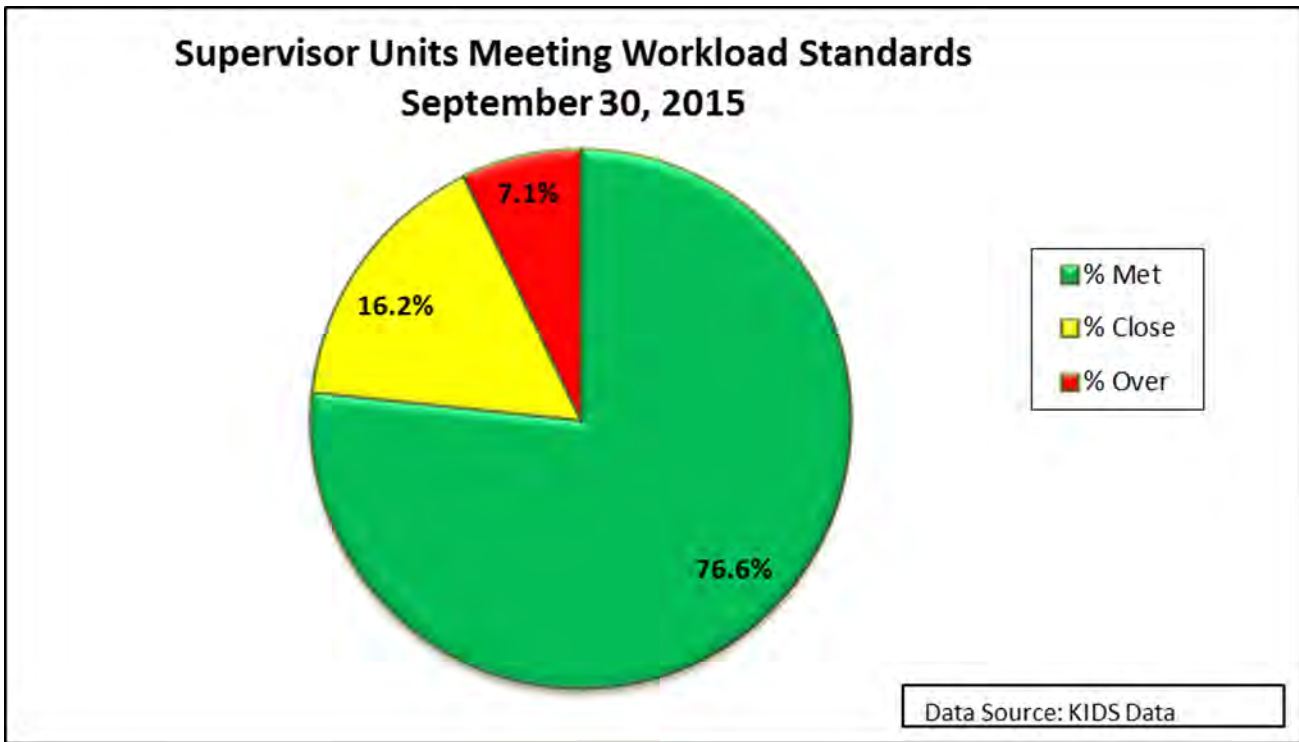


7.1 Worker Caseloads Continued

**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.” The charts represent the consolidated workload tracking process. 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 all Child Welfare Workers (Total), Permanency Planning, Preventive/Voluntary, Investigation, Adoption, Bridge, and Comprehensive Workers. The data on Supervisors meeting unit ratio standards is still pending.

**Comments – December 2015:** For the period of July 1, 2015 - Sept 30, 2015, The total number of Child Welfare Workers meeting the standard is 50.2%, with 12.1% being “Close”, and 37.7% “Over Standard”. As of 09-30-15, according to the point in time 768 Workload report, there were 51.5% of workers meeting workload standards. Of the 1440, 741 workers were meeting workload standards.

7.1 Worker Caseloads Continued



**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 – December 2015:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 76.6%, with 16.2% being “Close”, and 7.1% “Over Standard”. There are 364 supervisor units with 279 units meeting the standard, 59 units close and 26 units over the standard.



Context Data		
Children in Out of Home Care Population Served Oct 2015 - 11,256 Children		
Age	# of Children	% of Total
0-1 Years	2004	17.8%
2-5 Years	3373	30.0%
6-12 Years	4029	35.8%
Over 13 Years	1850	16.4%
Race	# of Children	% of Total
White	4285	38.1%
African American	981	8.7%
Multi Race	3203	28.5%
Native American	751	6.7%
Hispanic*	2010	17.9%
Pacific Islander	15	0.1%
Asian	11	0.1%
TOTAL	11256	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

