



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

January 2017

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

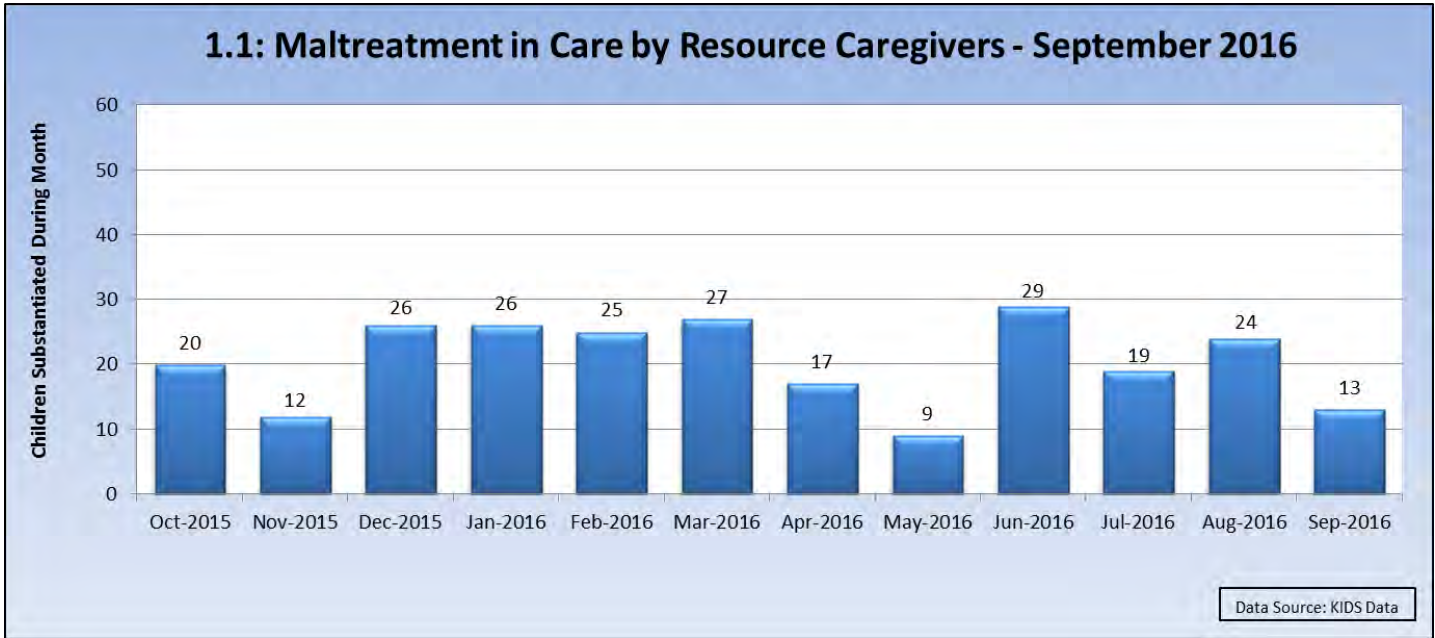
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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)

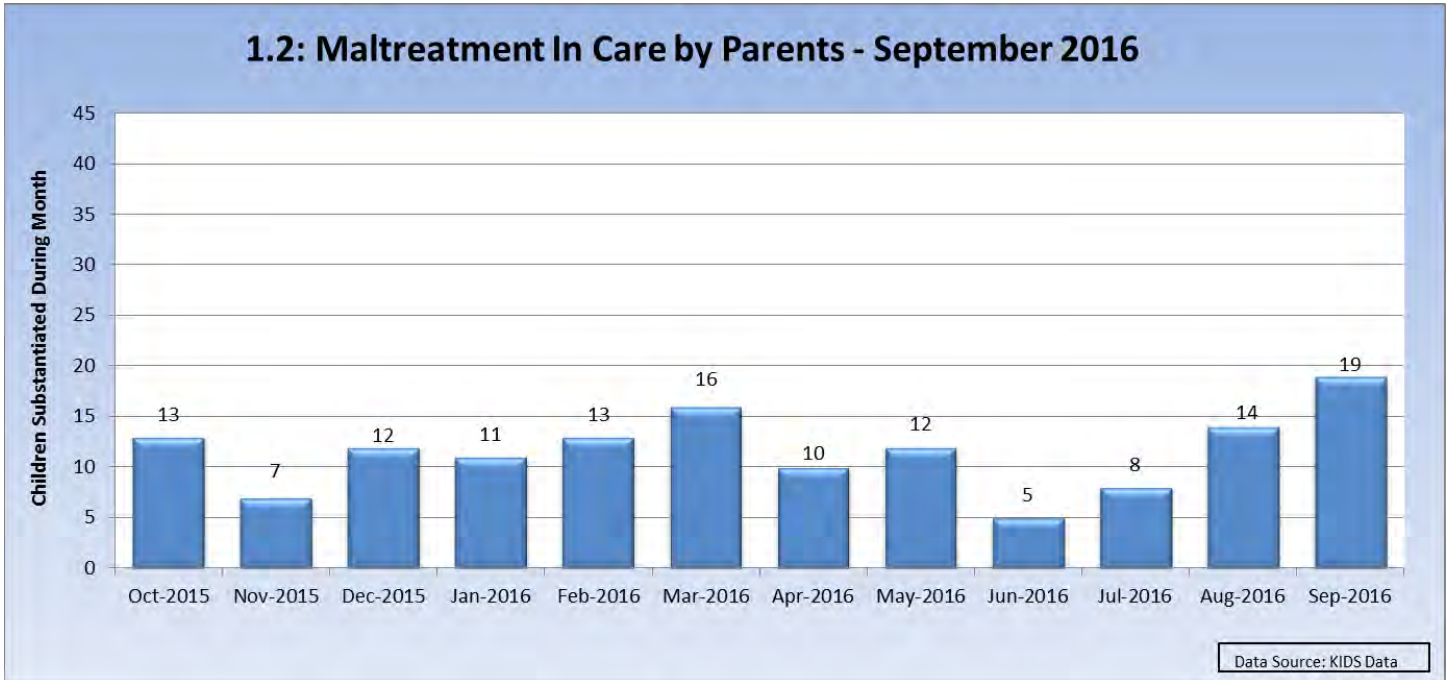
Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - January 2017					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - Sept		
Foster Care Safety	1.1	<b>Maltreatment in Care by Resource Caregivers</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	9/30/2016	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.	9/30/2016	19 Children		
					Nov Total	SFY17 Total to Date	
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	11/30/2016	62	390 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	11/30/2016	5	32 TFC Homes	
					Contacts Made	Contacts Required	% Contacts Made
Worker Contacts	3.1	<b>Frequency of Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between case workers and children in foster care for at least 1 calendar month during the reporting period.	11/30/2016	8,991	9,237	97.3%
	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.	11/30/2016	8,382	8,966	93.5%
					Nov Total	6 Month Total - NIGHTS	
Shelter Use	5.1	<b>Shelter Use Age 0-1 Years</b>	The number of child-nights during the past six months involving children under age 2 years.	11/30/2016	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.	11/30/2016	1 Night 1 Child	14 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.	11/30/2016	725 Nights 35 Children	5,110 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.	11/30/2016	1928 Nights 101 Children	11,897 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: 10/1/2016 - 12/31/2016	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					77.2%	10.4%	12.4%
			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
					85.2%	12.2%	2.6%
<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			



	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016
# of Substantiations	20	12	26	26	25	27	17	9	29	19	24	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 – January 2017:** For the month of September 2016 there were a total of 13 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 3 separate referrals for children in foster care and 3 referrals to OCA. Of the 7 children placed in foster care, all of the 7 children were placed in a CW Kinship Relative or Non-Relative Home. Of the 6 OCA victims, 5 children were placed in a level E Residential Resource Facility, and 1 child was placed in a Psychiatric Residential Treatment Center.

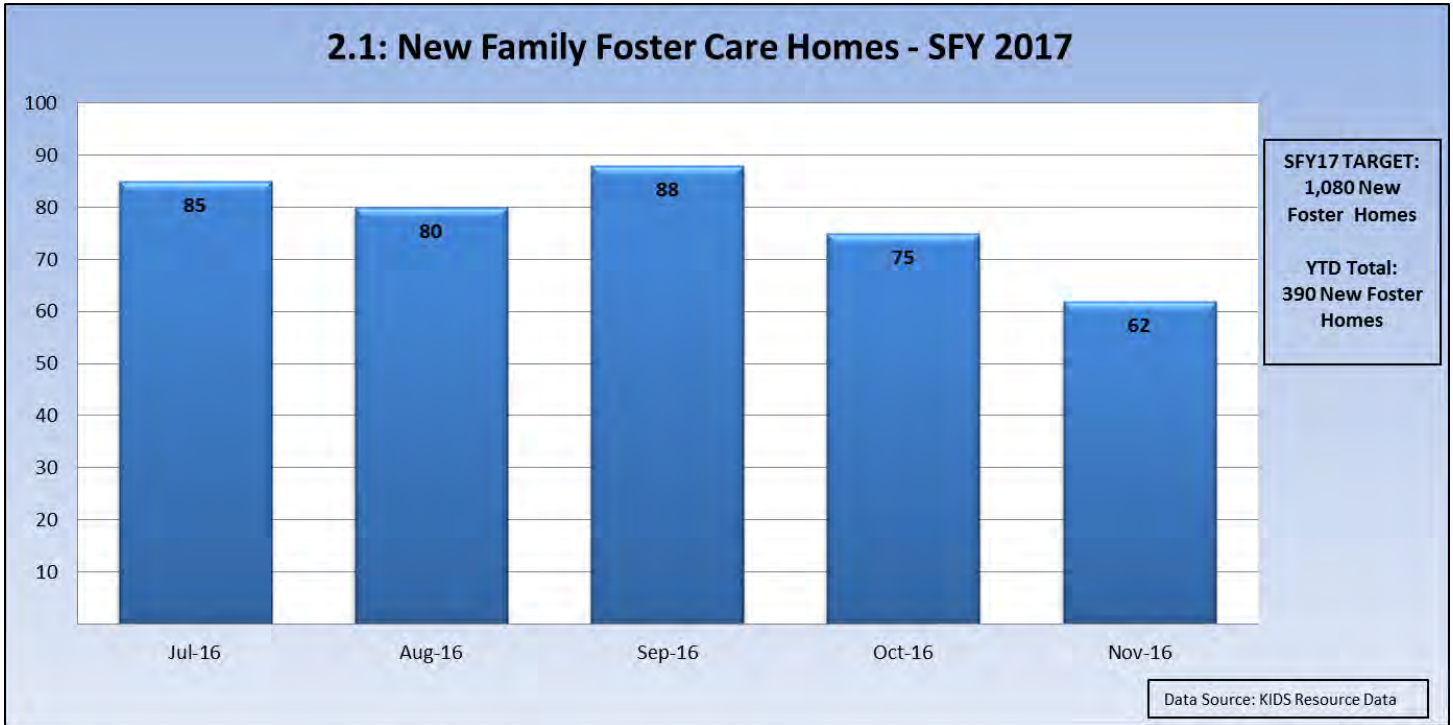


	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016
# of Substantiations	13	7	12	11	13	16	10	12	5	8	14	19

**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.

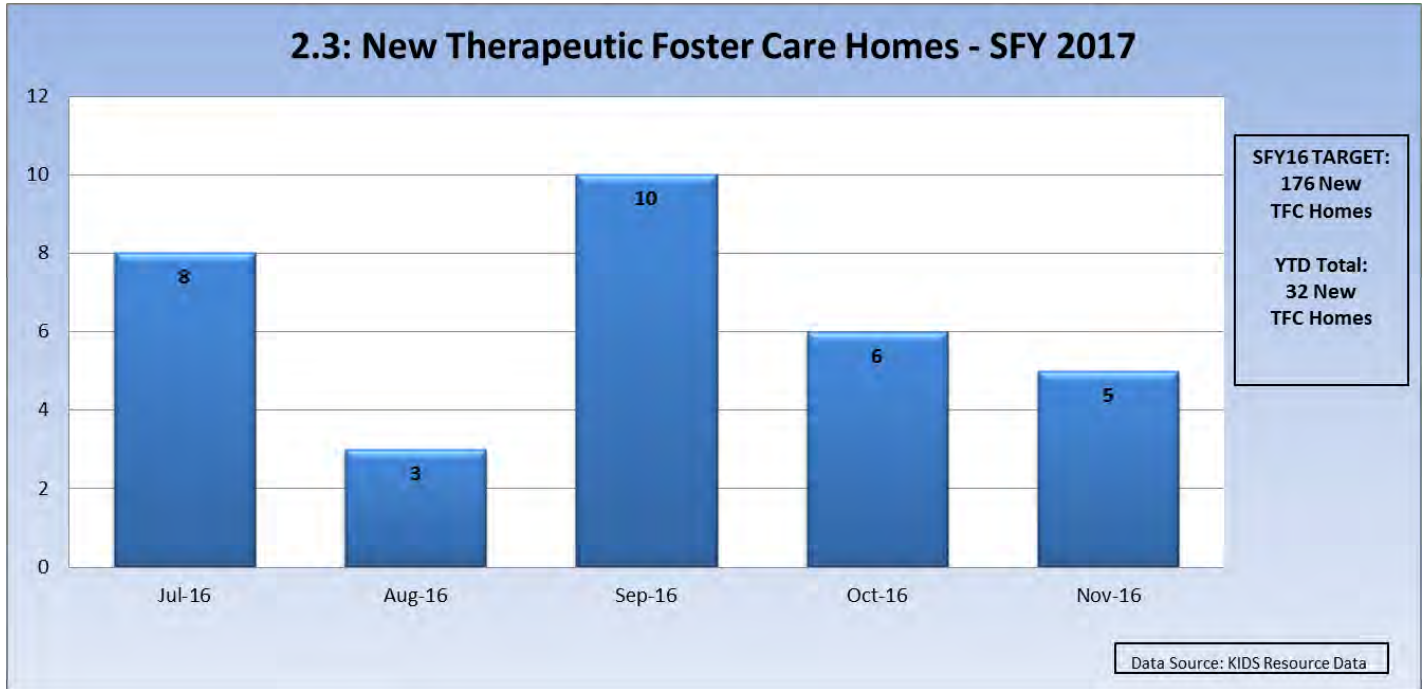
**Comments - January 2017:** For the month of September 2016, there were 19 substantiations of abuse by parents of children in out of home care and these 19 victims were reported in 5 separate referrals. Of these 19 victims, 13 were placed in Trial Reunification, 5 children were placed in a CW Kinship Relative, and 1 child was placed in CW Foster Family 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	80	88	75	62	0	0	0	0	0	0	0	390

**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.

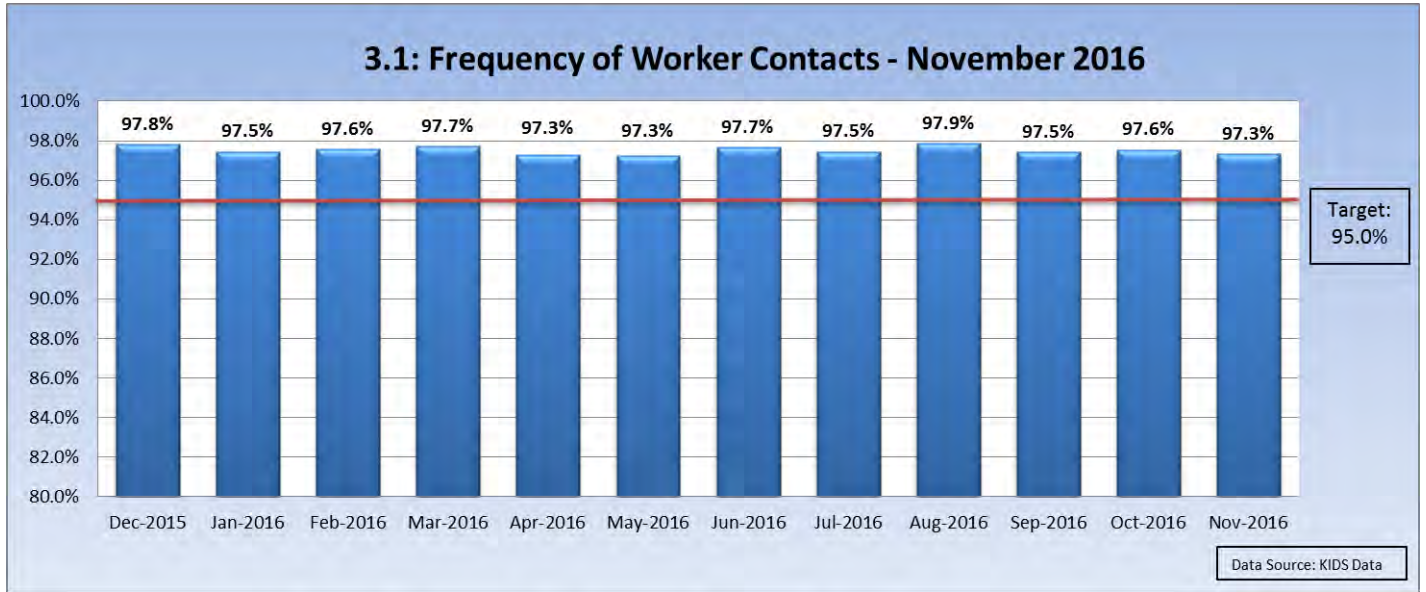
**Comments – January 2017:** In November 2016, there were 62 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 10/30/16, there were a total of 390 new homes for SFY17. The Foster Family Care net gain as of 12/1/16 was 24 homes. The Net gain target for SFY17 is 325 homes.



	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Total
# of New TFC Homes	8	3	10	6	5	0	0	0	0	0	0	0	32

**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 – January 2017:** In November 2016, there were a total of 5 new TFC homes opened for a total of 32 new TFC homes in SFY17. The TFC net gain as of 12/1/16 was -31 homes for SFY17. The Net Gain target for SFY17 is 55 TFC homes.

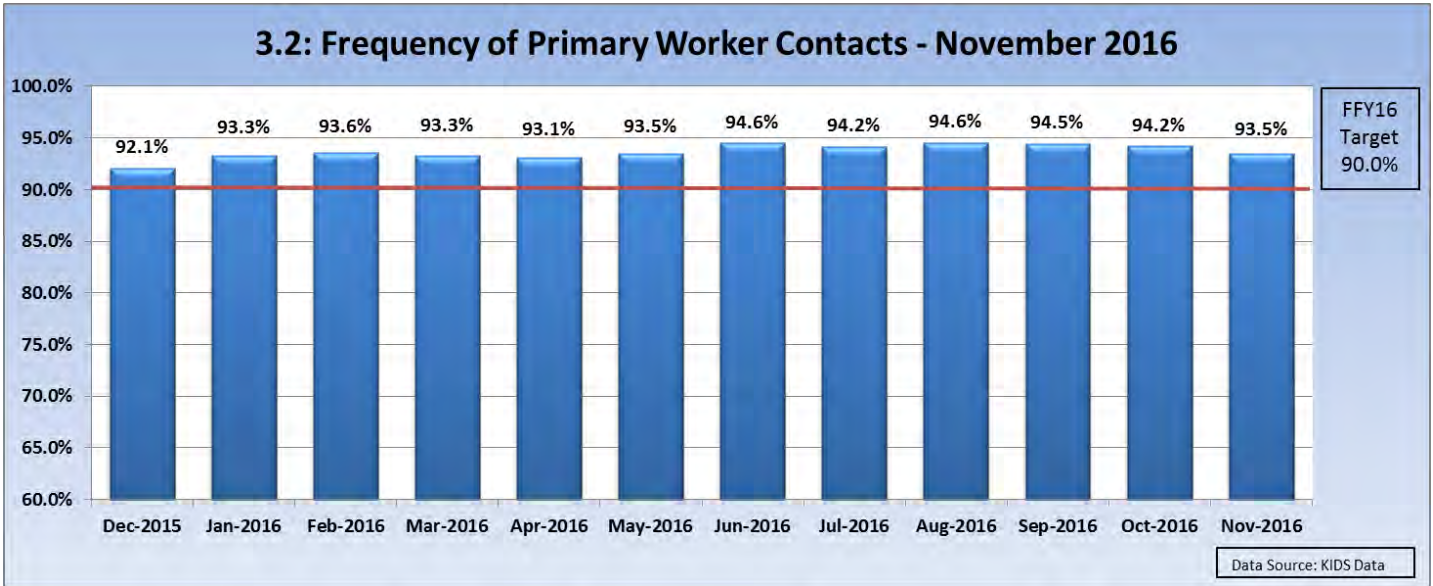


	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
Contacts Made by Any Worker	9803	9709	9608	9656	9575	9575	9336	9235	9062	9070	9112	8991
Minimum Contacts Required	10020	9962	9845	9879	9839	9844	9558	9476	9259	9307	9340	9237
% Made	97.8%	97.5%	97.6%	97.7%	97.3%	97.3%	97.7%	97.5%	97.9%	97.5%	97.6%	97.3%

**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 for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

**Comments – January 2017:** The visitation rate for all worker visits in November 2016 was 97.3%.





	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
Contacts Made by Primary Worker	8883	8950	8883	8899	8856	8890	8733	8642	8483	8524	8544	8382
Minimum Contacts Required	9645	9595	9494	9541	9512	9508	9235	9174	8970	9021	9068	8966
% Made	92.1%	93.3%	93.6%	93.3%	93.1%	93.5%	94.6%	94.2%	94.6%	94.5%	94.2%	93.5%

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

**Comments – January 2017:** The worker visitation rate for primary workers in November 2016 was 93.5%.

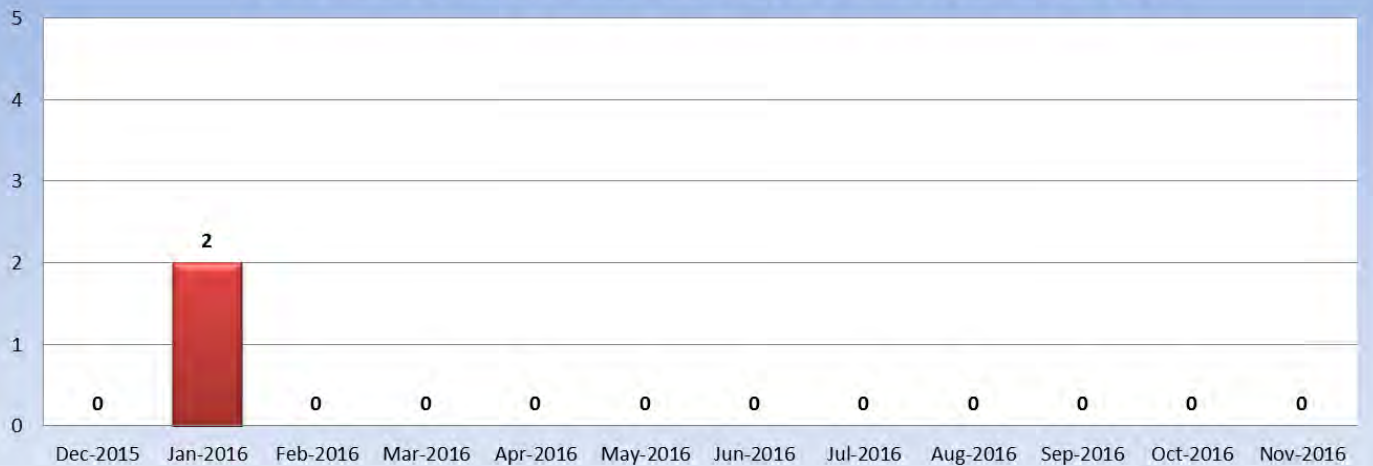
### 5.1: Monthly Shelter-Nights, Age 0-1 - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Nights	0	2	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Children	0	2	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 - January 2017:** In November 2016, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,949 children under the age of 2 in Out of Home Care in November 2016 and there were 138 children age 0-1 year removed during the month of November.

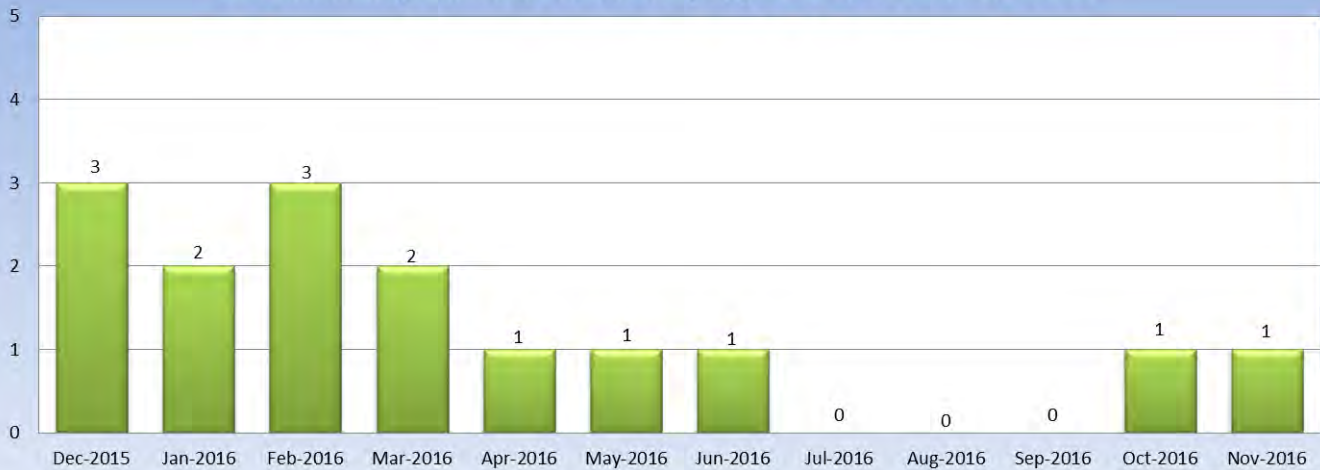
### 5.2: Monthly Shelter-Nights, Age 2-5 - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Nights	39	5	17	47	30	31	7	0	0	0	6	1

### 5.2: Monthly Children in Shelter, Age 2-5 - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Children	3	2	3	2	1	1	1	0	0	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 – January 2017:** In November 2016, 1 child age 2-5 years spent a total of 1 night in the shelter. There were 3,052 children age 2-5 years in care in November 2016 and 3,051 of those did not spend a night in the shelter (99.9% of children age 2-5 years). There were 73 children age 2-5 years removed in November and 72 of those children did not have a shelter stay (98.6% of children removed in November age 2-5 years).

### 5.3: Monthly Shelter-Nights, Age 6-12 - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Nights	838	671	633	664	654	747	785	825	933	967	875	725

### 5.3: Monthly Children in Shelter, Age 6-12 - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Children	45	40	35	38	39	47	34	41	46	52	48	35

**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 – January 2017:** In November 2016, 35 children age 6-12 years spent a total of 725 nights in the shelter. There were 3,562 children age 6-12 years in care in November 2016 and 3,527 of those did not spend a night in the shelter (99.0% of children age 6-12 years). There were 82 children age 6-12 years removed in November and 78 of those children did not have a shelter stay (95.1% of children in care age 6-12 years).

### 5.4: Monthly Shelter-Nights, Age 13 and older - November 2016



Data Source: KIDS Data

	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Nights	2008	1814	1603	1762	1515	1779	2038	2308	2076	1906	1641	1928

### 5.4: Monthly Children in Shelter, Age 13 and older - November 2016



Data Source: KIDS Data

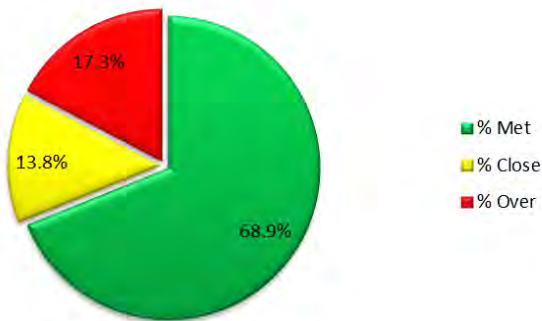
	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016	Jun-2016	Jul-2016	Aug-2016	Sep-2016	Oct-2016	Nov-2016
# of Children	114	95	90	104	94	99	109	118	147	114	99	101

**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.

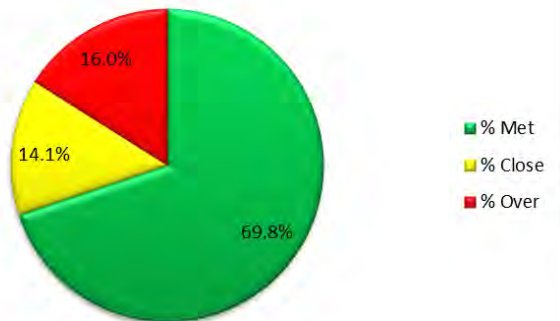
**Comments - January 2017:** In November 2016, 101 children age 13 and older spent a total of 1,928 nights in the shelter. There were 1,541 children age 13-18 years in care in November 2016. Of those, 1,440 children did not spend a night in the shelter (93.4% of children in care age 13-18 years). There were 28 children age 13-18 years removed during the month of November and 18 of these children did not have a shelter stay (64.2% of children in care age 13-18 years).

Workers Meeting Workload Standards Sept 1, 2016 - Dec 31, 2016				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	8209	58.2%	15.6%	26.2%
RESOURCE FAMILY SPECIALIST	15660	69.3%	17.7%	13.0%
COMPREHENSIVE	13324	64.8%	17.0%	18.1%
PERMANENCY PLANNING	64539	69.8%	14.1%	16.0%
PREVENTIVE/VOLUNTARY	7294	90.2%	6.6%	3.2%
INVESTIGATION	39252	66.8%	11.6%	21.6%
CLIENT ADVOCACY	641	83.8%	6.7%	9.5%
<b>STATEWIDE TOTAL</b>	<b>148919</b>	<b>68.9%</b>	<b>13.8%</b>	<b>17.3%</b>

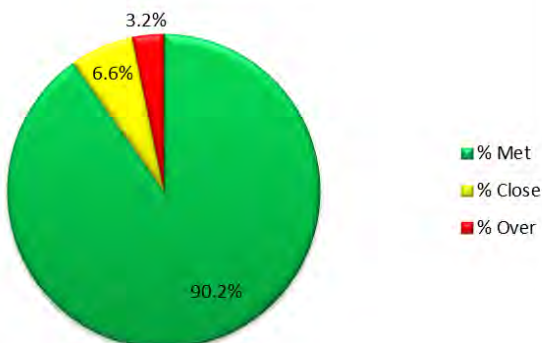
**CHILD WELFARE WORKERS STATEWIDE**



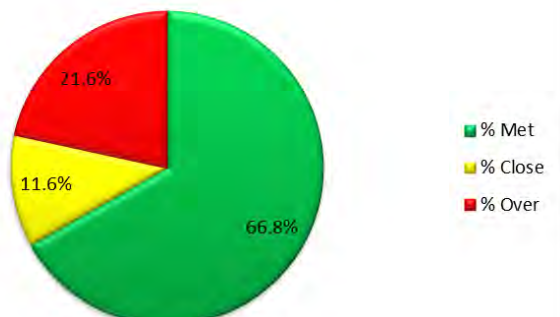
**PERMANENCY PLANNING STATEWIDE**

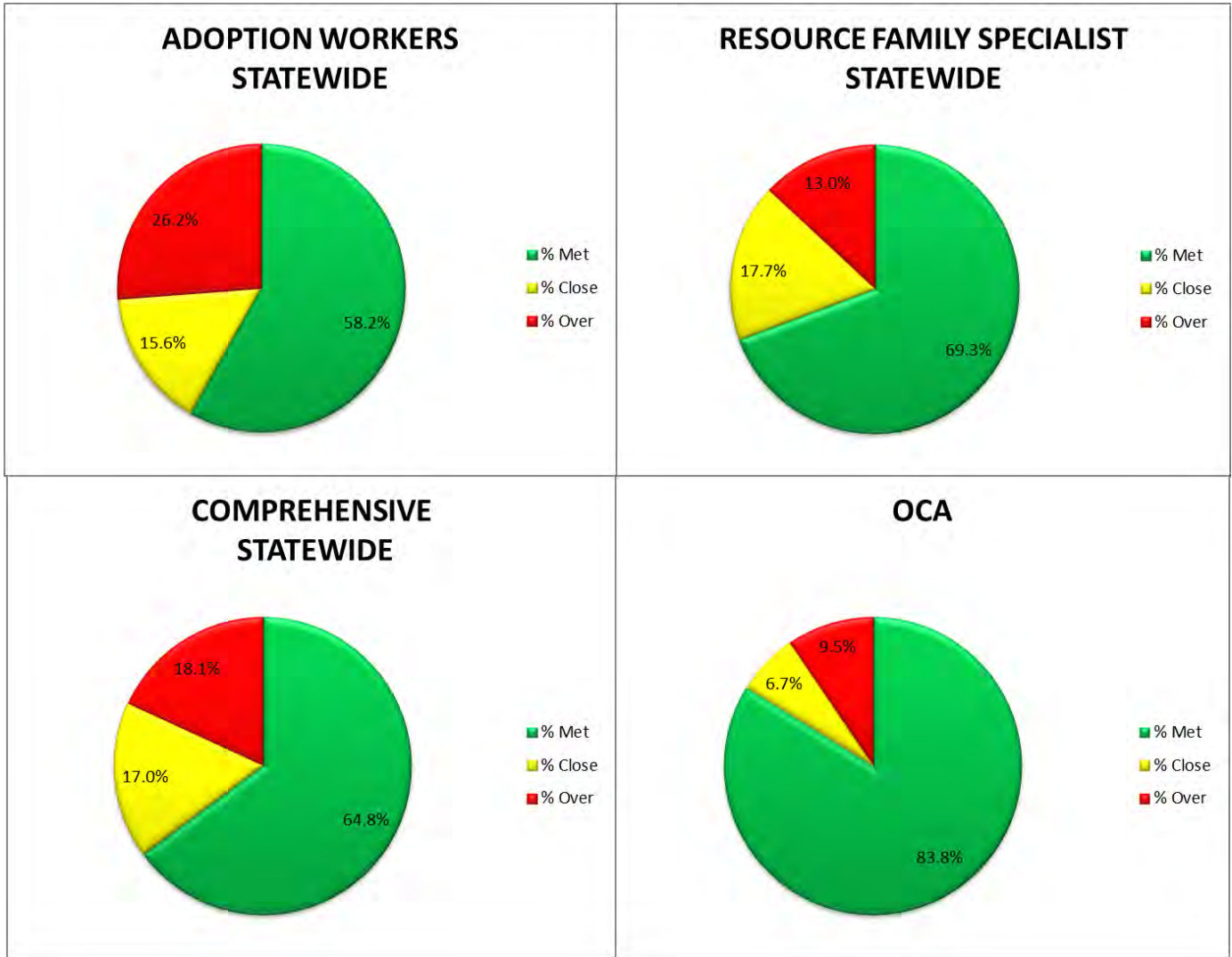


**PREVENTIVE/VOLUNTARY STATEWIDE**



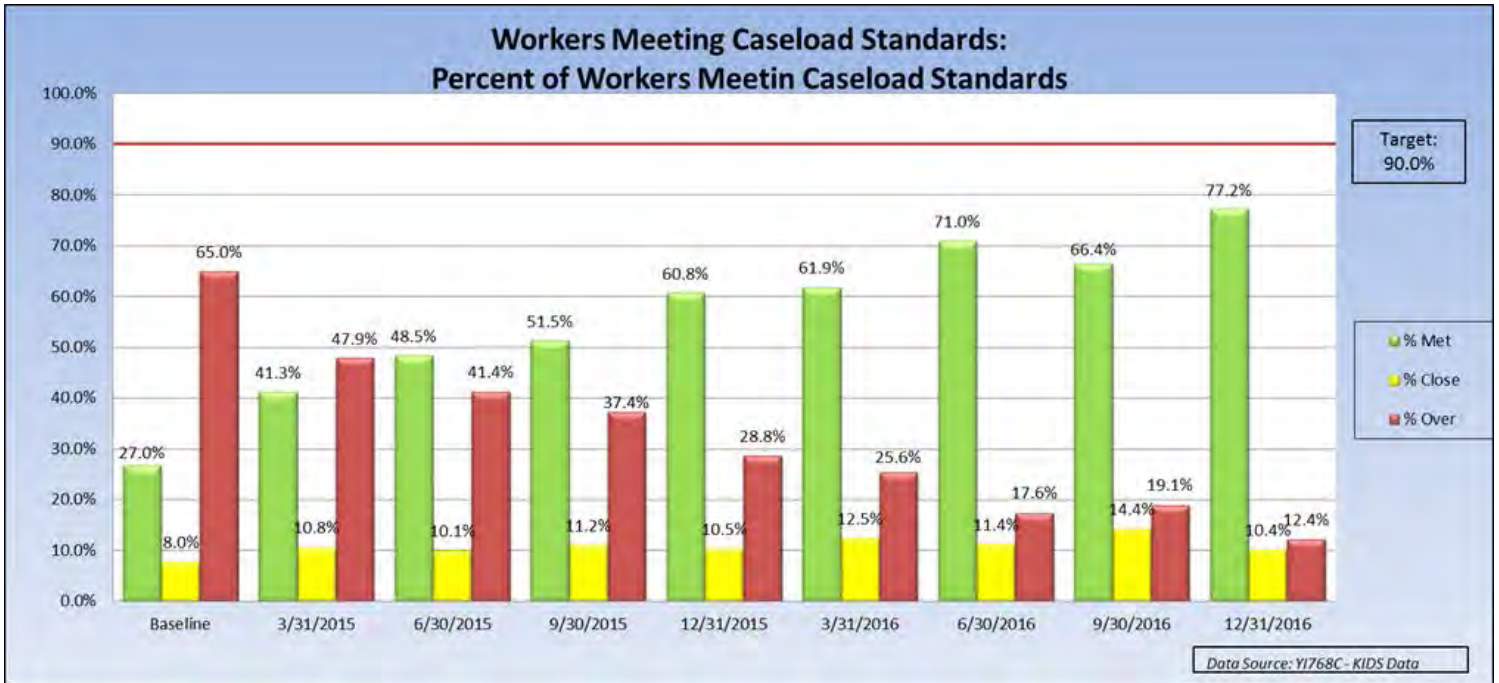
**INVESTIGATION STATEWIDE**





**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 – January 2017:** For the period of October 1, 2016 – December 31, 2016, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 68.9%, with 13.8% being “Close”, and 17.3% “Over Standard.”

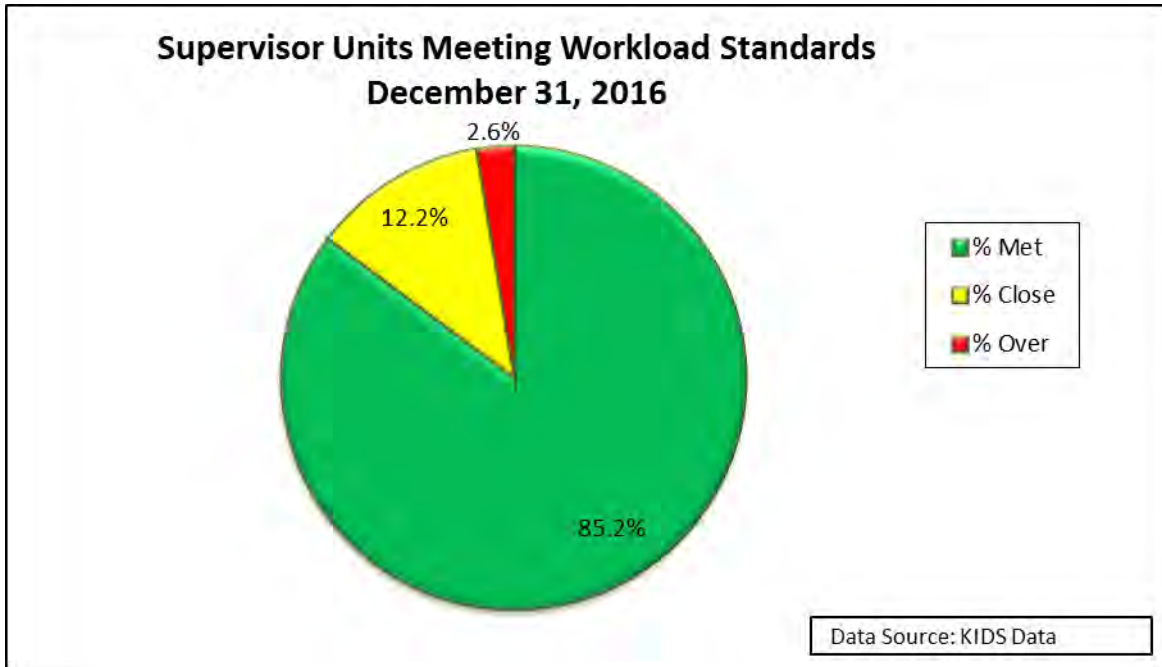


**Data:** The above chart represents a one day snapshot of the quarterly workload data during the quarter.

**Comments – January 2017:** As of 1/3/17, using the point in time YI768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 77.2%, with 10.4% being “Close”, and 12.4% “Over Standard”. Of the 1651 workers, 1274 workers were meeting workload standards, 171 workers were close, and 206 workers were over the standard.



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 – January 2017:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 85.2%, with 12.2% being “Close”, and 2.6% “Over Standard”. There are 386 supervisor units with 329 units meeting the standard, 47 units close and 10 units over the standard.

Context Data		
Children in Out of Home Care Population Served Nov 2016 - 10,104 Children		
Age	# of Children	% of Total
0-1 Years	1949	19.3%
2-5 Years	3052	30.2%
6-12 Years	3562	35.3%
Over 13 Years	1541	15.3%
	10104	100.0%
Race	# of Children	% of Total
White	3667	36.3%
African American	873	8.6%
Multi Race	3047	30.2%
Native American	671	6.6%
Hispanic*	1831	18.1%
Pacific Islander	5	0.0%
Asian	10	0.1%
TOTAL	10104	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

