



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

March 2019

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – March 2019**

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.

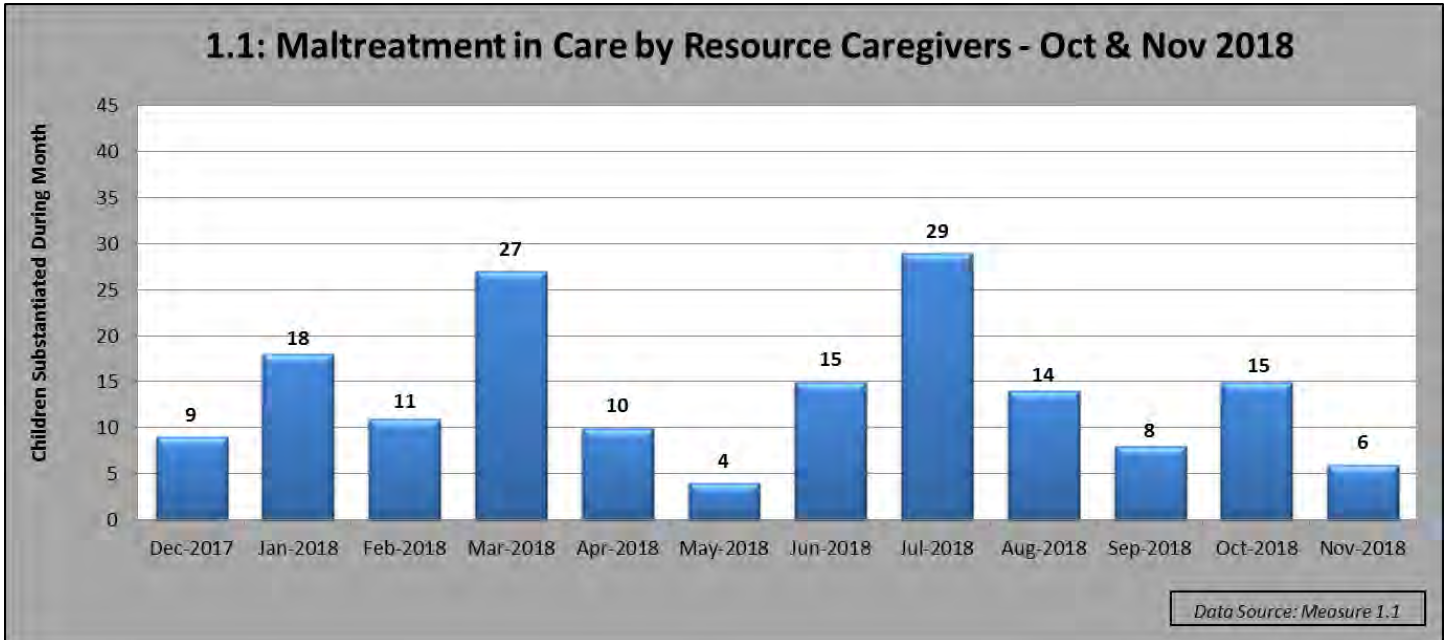
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter 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 - March 2019					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - October & November		
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.	10/31/2018 11/30/2018	15 Children 6 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.	10/31/2018 11/30/2018	13 Children 7 Children		
					February Total	SFY19 Total to Date	
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	2/28/2018	51	411 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC)	2/28/2018	2	10 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.	12/31/2018	7,423	7,619	97.4%
	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.	12/31/2018	7,015	7,382	95.0%
					November 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.	12/31/2018	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.	12/31/2018	0 Nights 0 Children	4 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.	12/31/2018	718 Nights 41 Children	5,150 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.	12/31/2018	1634 Nights 92 Children	10,174 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: 10/1/2018- 12/31/18	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			86.1%		5.3%	8.5%	
		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	
			88.6%		9.0%	2.4%	
Context Data		Demographical Information on Children In Care, including age and race		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			



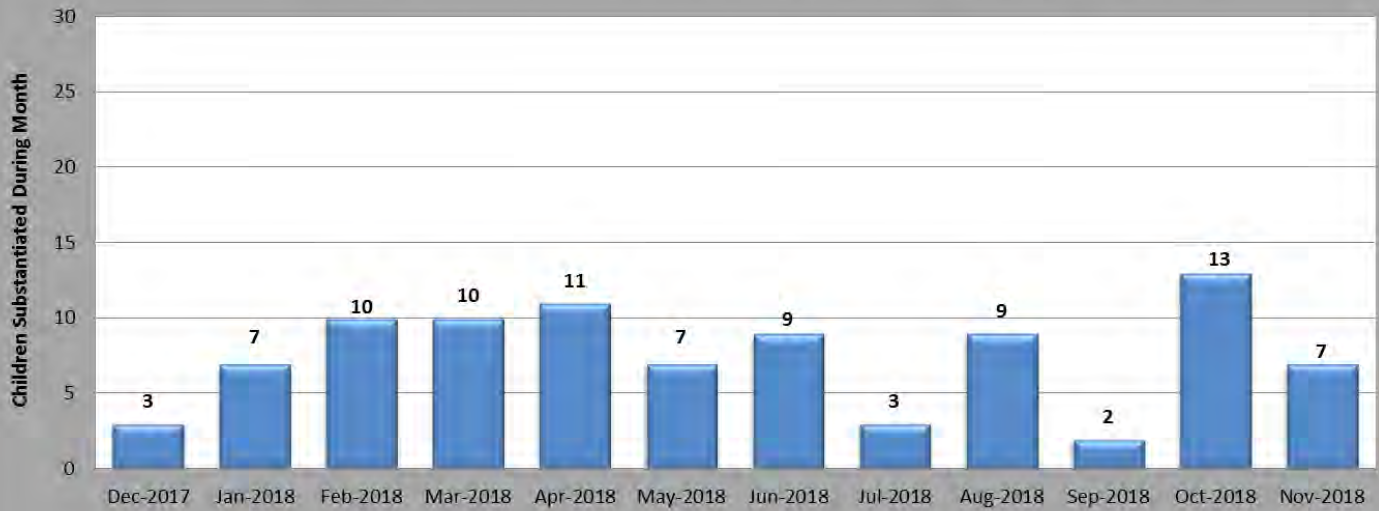
	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018
# of Substantiations	9	18	11	27	10	4	15	29	14	8	15	6

**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 – Mar 2019:** For the month of October 2018 there were a total of 15 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 7 separate referrals for children in foster care and 1 referral for children in OCA placements. Of the 13 children placed in foster care, 10 children were placed in a CW Kinship/Relative Home, 1 child was placed in a CW Foster Family Care – Supported Home, 1 child was placed in a CW Foster Family Care Home, and 1 child was placed in an Adoptive Non-Related Home. There were 2 children involved in the 1 referral for OCA placements. These children were placed in an OCA-Level E Res. Facility. Of the 15 substantiated victims in October 2018, 5 victims had a substantiated finding of threat of harm only.

For the month of November 2018 there were a total of 6 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 2 separate referrals for children in foster care and 3 referral for children in OCA placements. Of the 3 children placed in foster care, these 3 children were placed in a CW Foster Family Care Home. There were 3 children involved in the 3 referral for OCA placements. Of the 3 children placed in OCA placements, 1 child was placed in an OCA-Level E Res. Facility, 1 child was placed in a Youth Service Shelter, and 1 child was placed in Detention. Of the 6 substantiated victims in November 2018, 2 victims had a substantiated finding of threat of harm only.

### 1.2: Maltreatment In Care by Parents - Oct & Nov 2018



Data Source: Measure 1.2

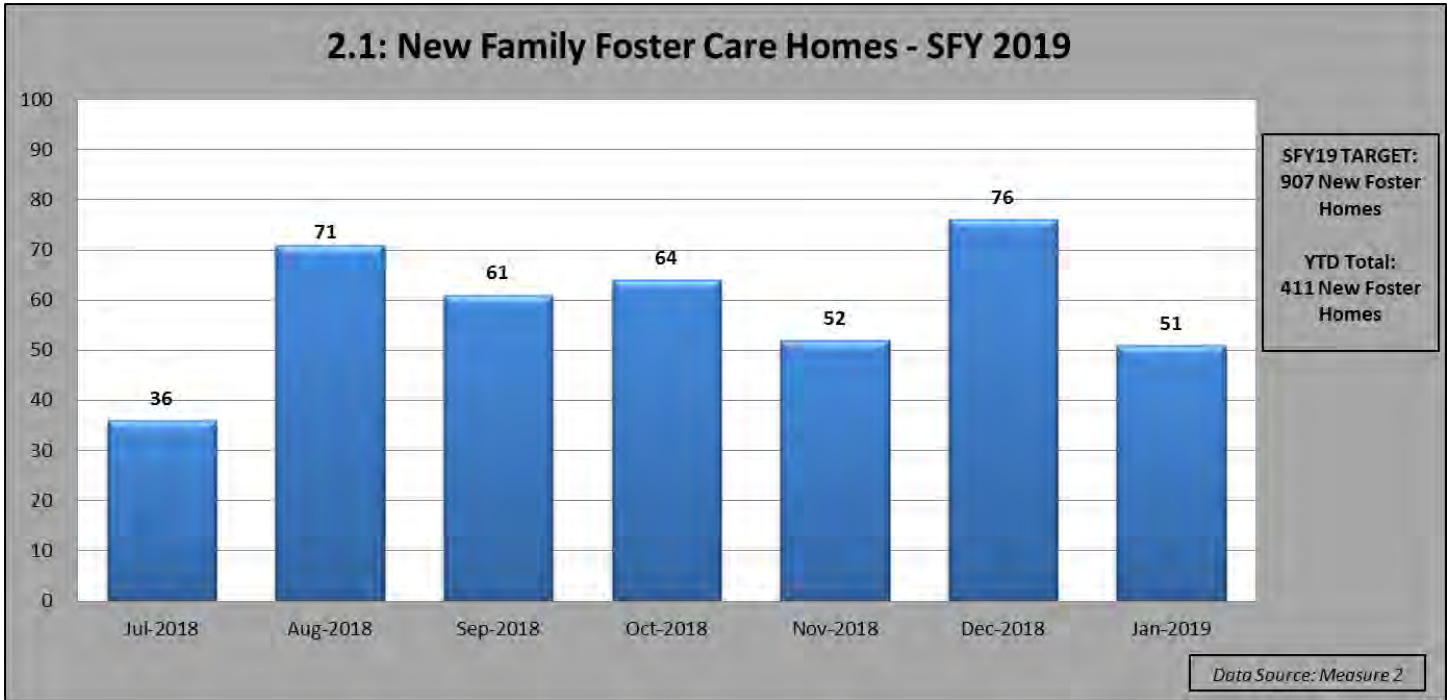
	Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018
# of Substantiations	3	7	10	10	11	7	9	3	9	2	13	7

**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 – Mar 2019:** For the month of October 2018, there were 13 substantiations of abuse by parents of children in out of home care. These 13 victims were reported in 5 separate referrals. 9 children were placed in Trial Reunification and 4 children were placed in a Kinship/Non-Relative Home.

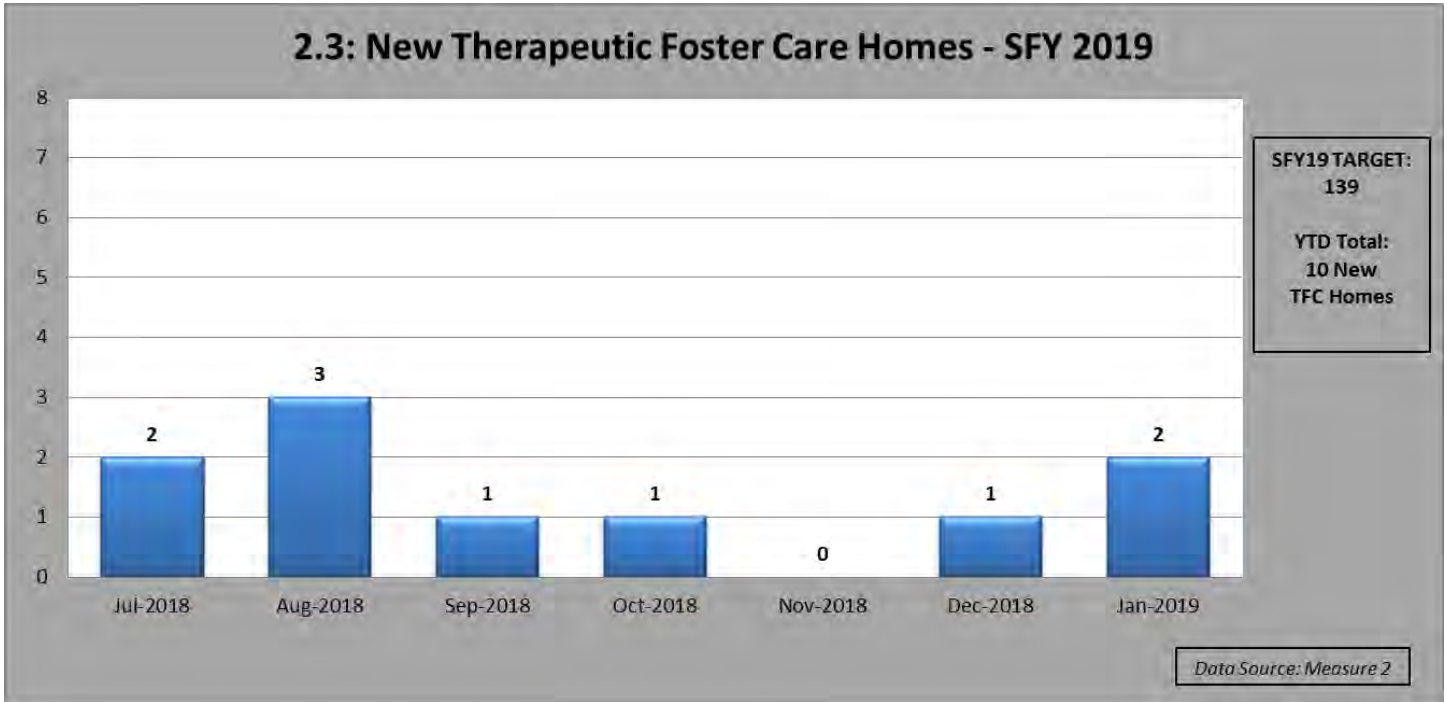
For the month of November 2018, there were 7 substantiations of abuse by parents of children in out of home care. These 7 victims were reported in 3 separate referrals. 1 child was placed in Trial Reunification, 1 child was placed in CW Foster Family Care and 5 children were placed in a Kinship/Relative Home.



	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Total
# of New FFC Homes	36	71	61	64	52	76	51						411

**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.

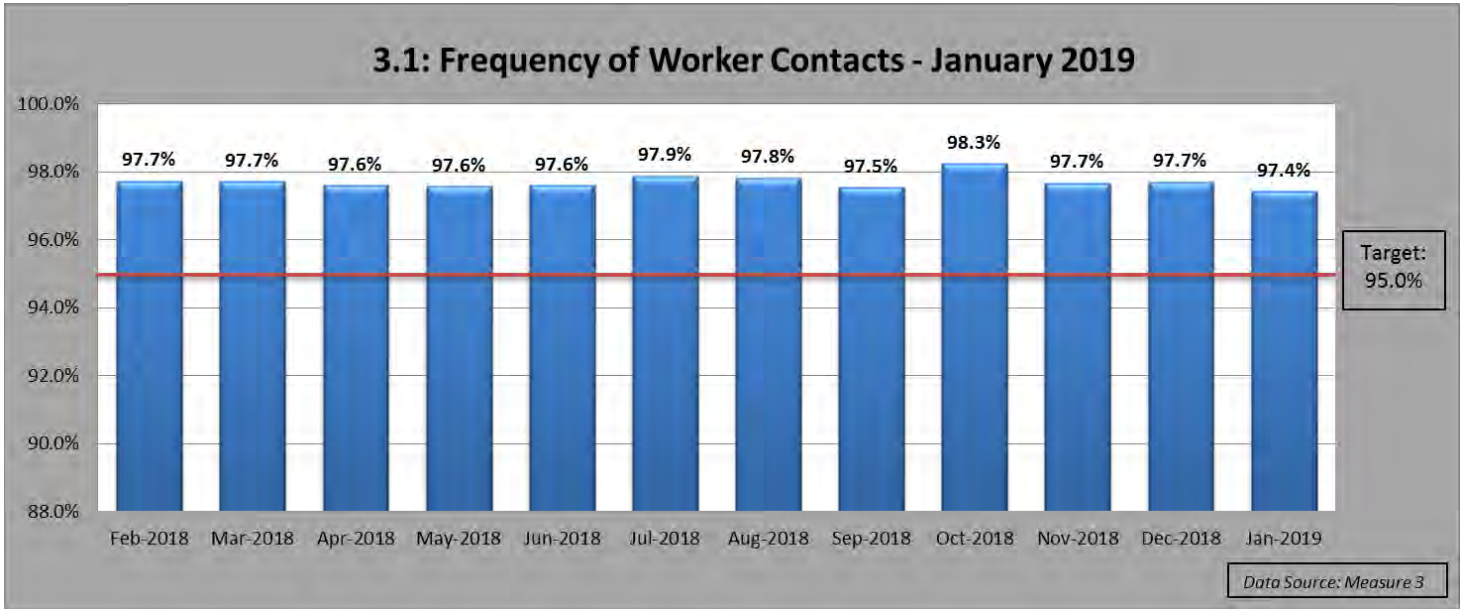
**Comments – Mar 2019:** In January 2019, there were 51 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 1/31/19, there were a total of 411 new homes for SFY19. The Foster Family Care net gain as of 1/31/19 was -75 homes. The Net gain target for SFY19 is 104 homes.



	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Total
# of New TFC Homes	2	3	1	1	0	1	2						10

**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 – Mar 2019:** In January 2019, 2 new TFC home opened for a total of 10 new TFC homes in SFY19. The TFC net gain as of 1/31/19 was -52 homes for SFY19. The Net Gain target for SFY19 is 22 TFC Homes.

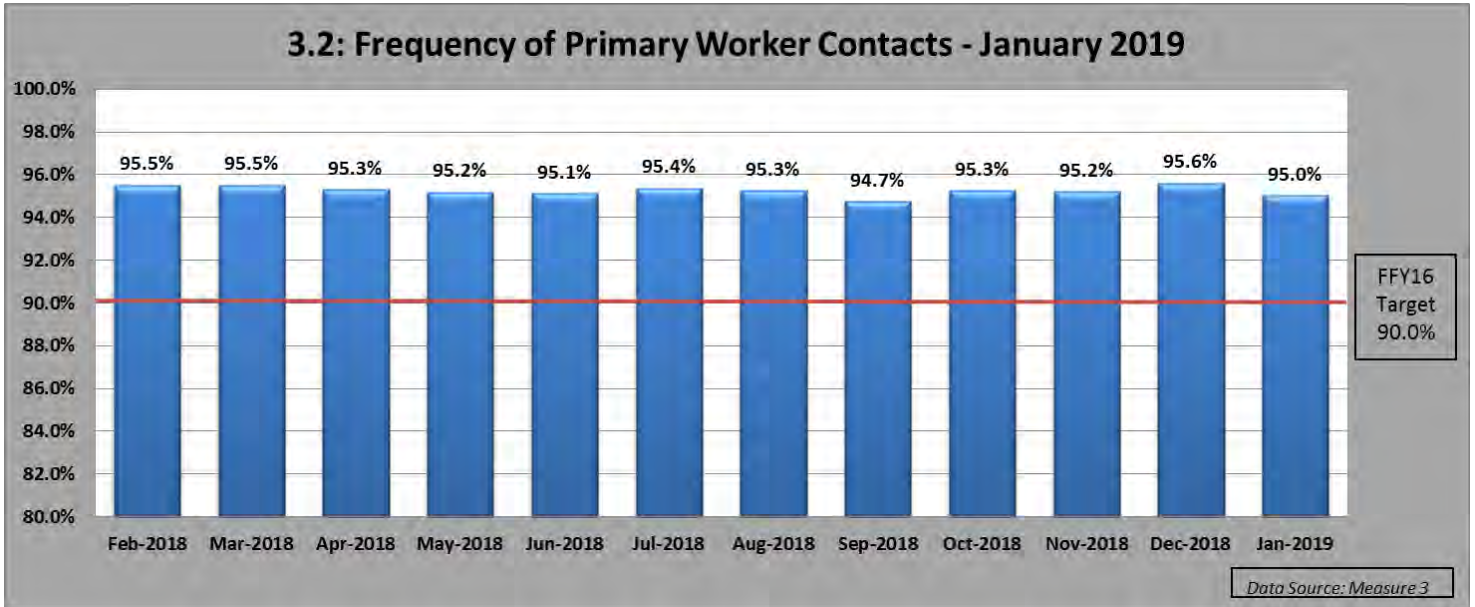


	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
Contacts Made by Any Worker	8201	8146	8018	7957	7888	7898	7727	7786	7808	7615	7462	7423
Minimum Contacts Required	8391	8335	8214	8155	8082	8069	7899	7982	7947	7796	7637	7619
% Made	97.7%	97.7%	97.6%	97.6%	97.6%	97.9%	97.8%	97.5%	98.3%	97.7%	97.7%	97.4%

**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 – Mar 2019:** The visitation rate for all worker visits in January 2019 was 97.4%.



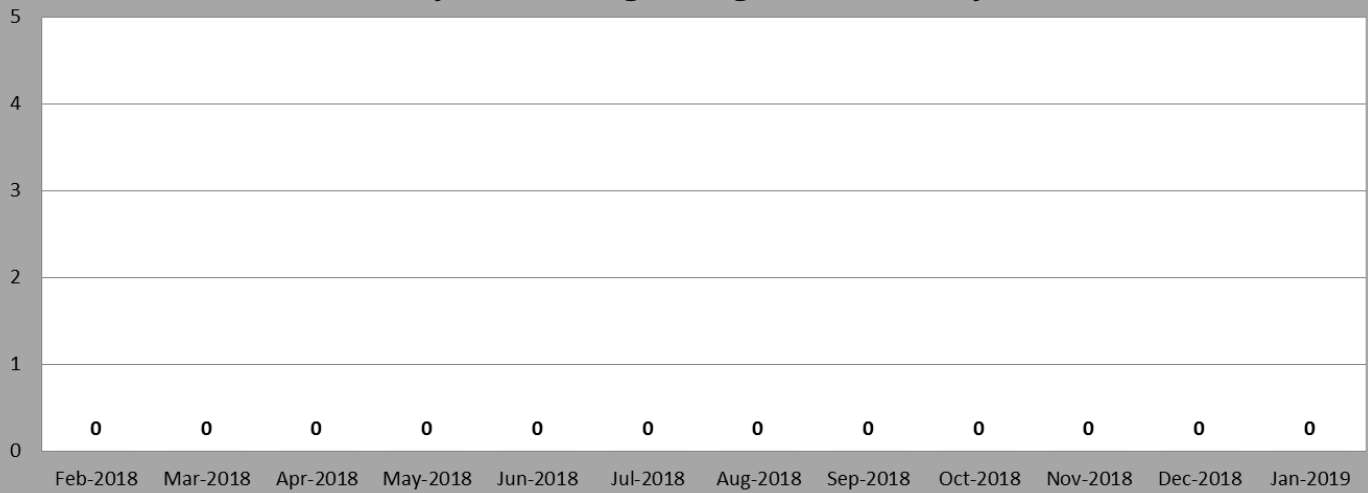


	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
Contacts Made by Primary Worker	7759	7709	7594	7519	7446	7472	7296	7336	7345	7201	7071	7015
Minimum Contacts Required	8122	8070	7966	7898	7826	7834	7658	7743	7709	7563	7395	7382
% Made	95.5%	95.5%	95.3%	95.2%	95.1%	95.4%	95.3%	94.7%	95.3%	95.2%	95.6%	95.0%

**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 – Mar 2019:** The worker visitation rate for primary workers in January 2019 was 95.0%.

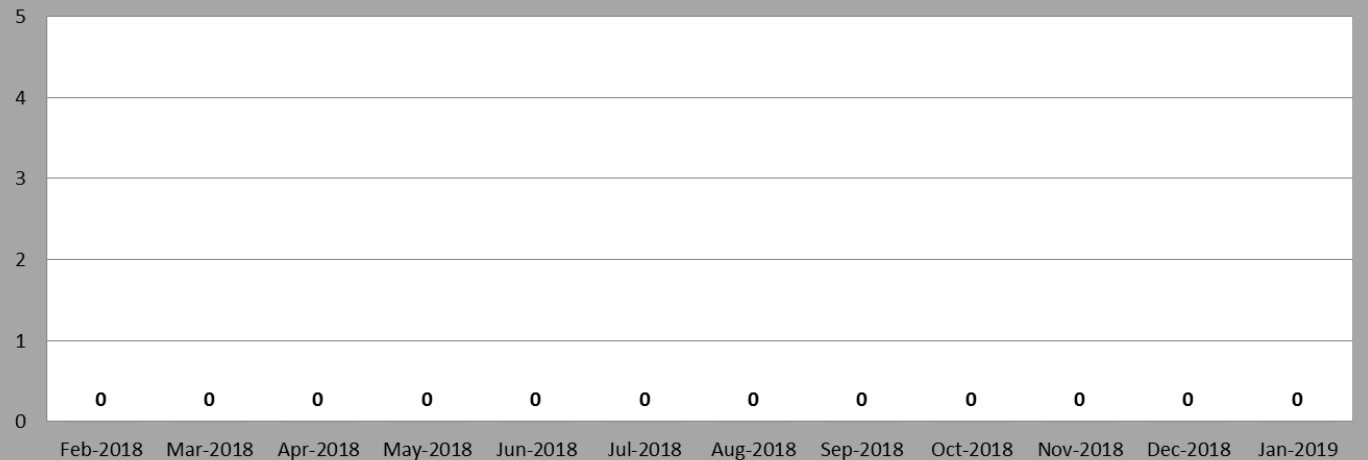
### 5.1: Monthly Shelter-Nights, Age 0-1 - January 2019



Data Source: Measure 5

	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

### 5.1: Monthly Children in Shelter, Age 0-1 - January 2019



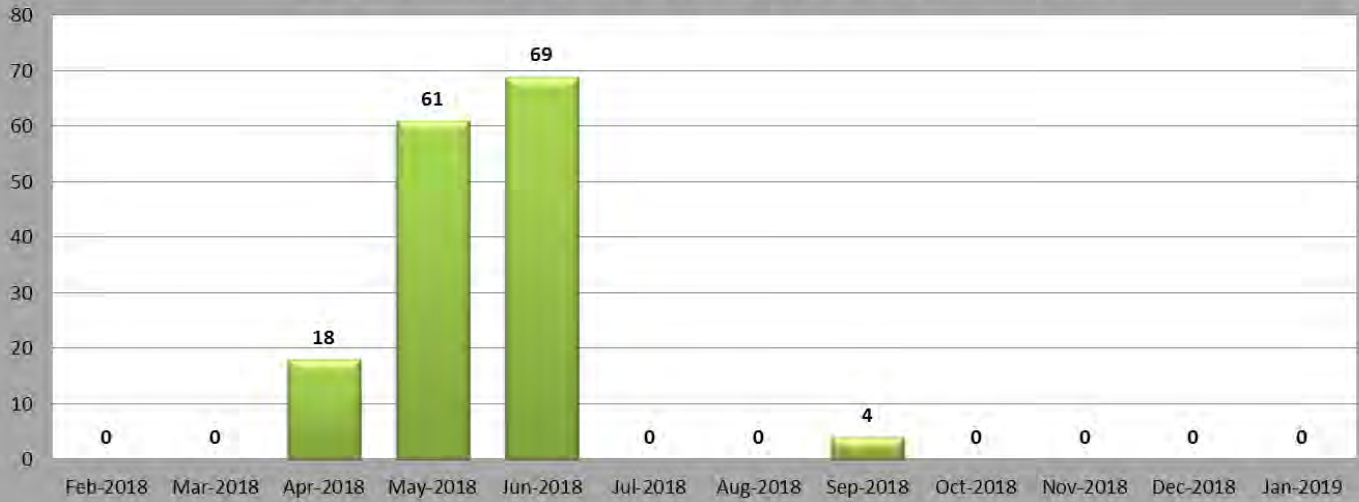
Data Source: Measure 5

	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Jan-1900	Jan-1900	Dec-2018	Jan-2019
# 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 – Mar 2019:** In January 2019, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,832 children age 0-1 year in Out of Home Care in January 2019 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 135 children age 0-1 year removed during the month of January and none of the children had a shelter stay (100% of children in care age 0-1 year).

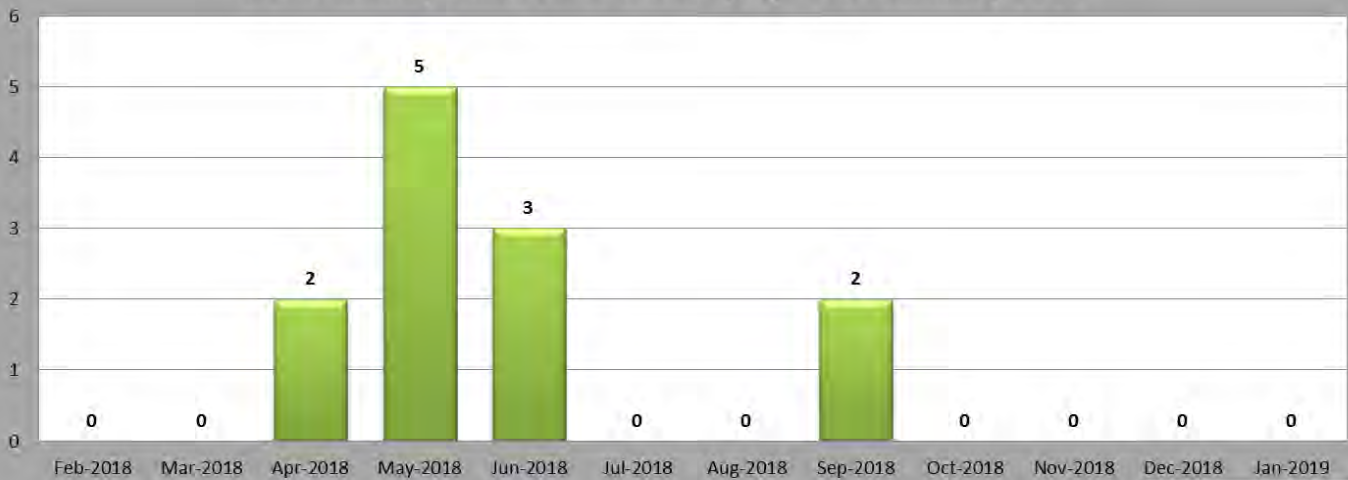
### 5.2: Monthly Shelter-Nights, Age 2-5 - January 2019



Data Source: Measure 5

	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Nights	0	0	18	61	69	0	0	4	0	0	0	0

### 5.2: Monthly Children in Shelter, Age 2-5 - January 2019

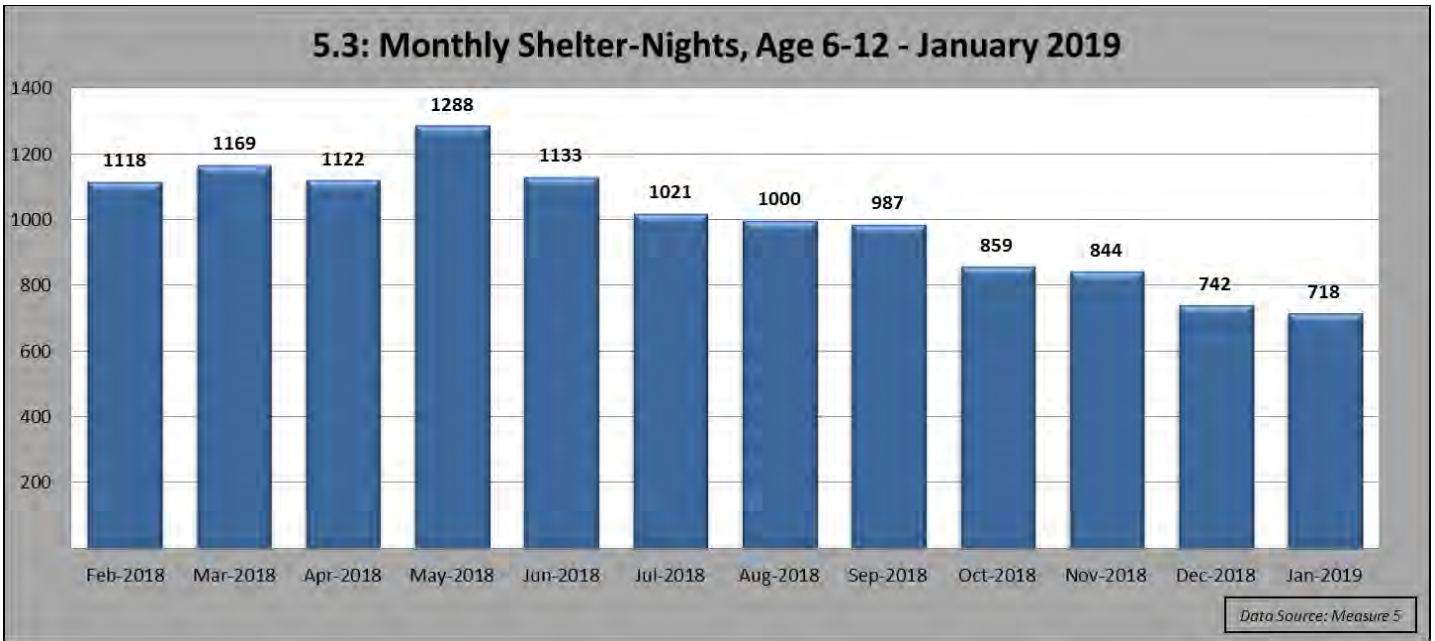


Data Source: Measure 5

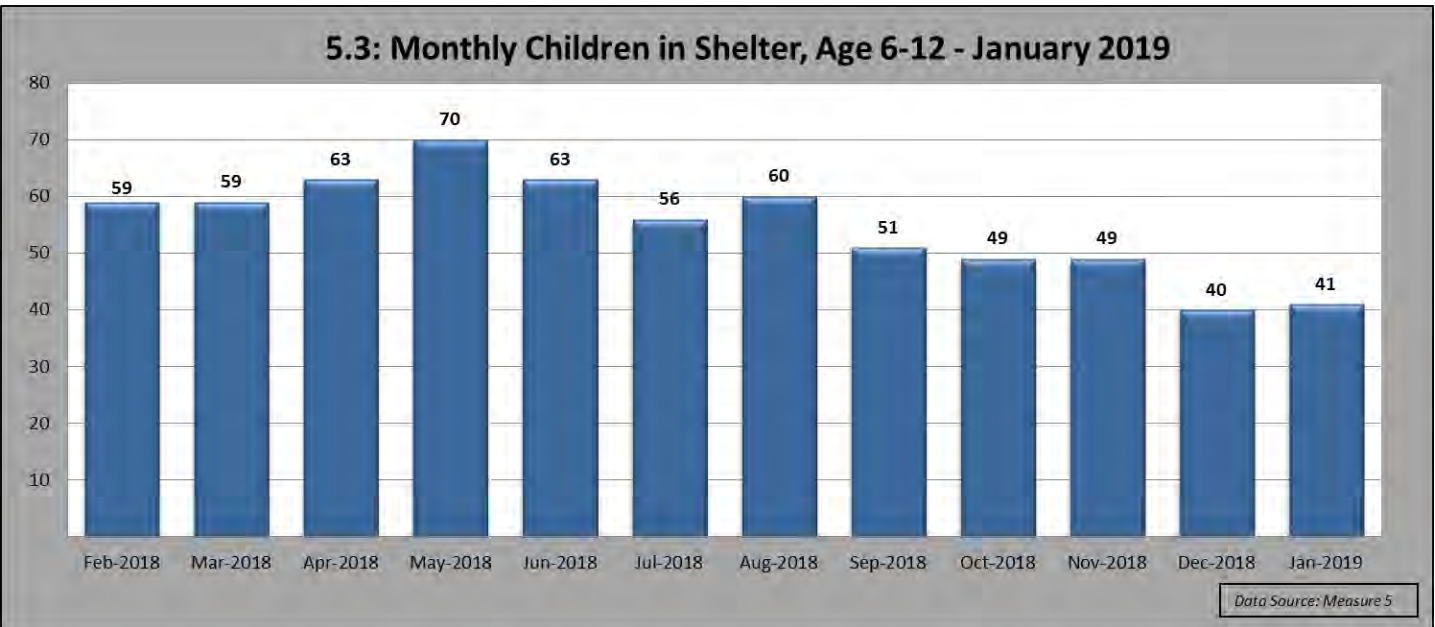
	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Children	0	0	2	5	3	0	0	2	0	0	0	0

**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. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

**Comments – Mar 2019:** In January 2019, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,584 children age 2-5 years in care in January 2019 and none of those children spent a night in the shelter (100% of children age 2- 5 years). There were 100 children age 2-5 years removed during the month of January and none of those children had a shelter stay (100% of children in care age 2-5 years).



	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Nights	1118	1169	1122	1288	1133	1021	1000	987	859	844	742	718

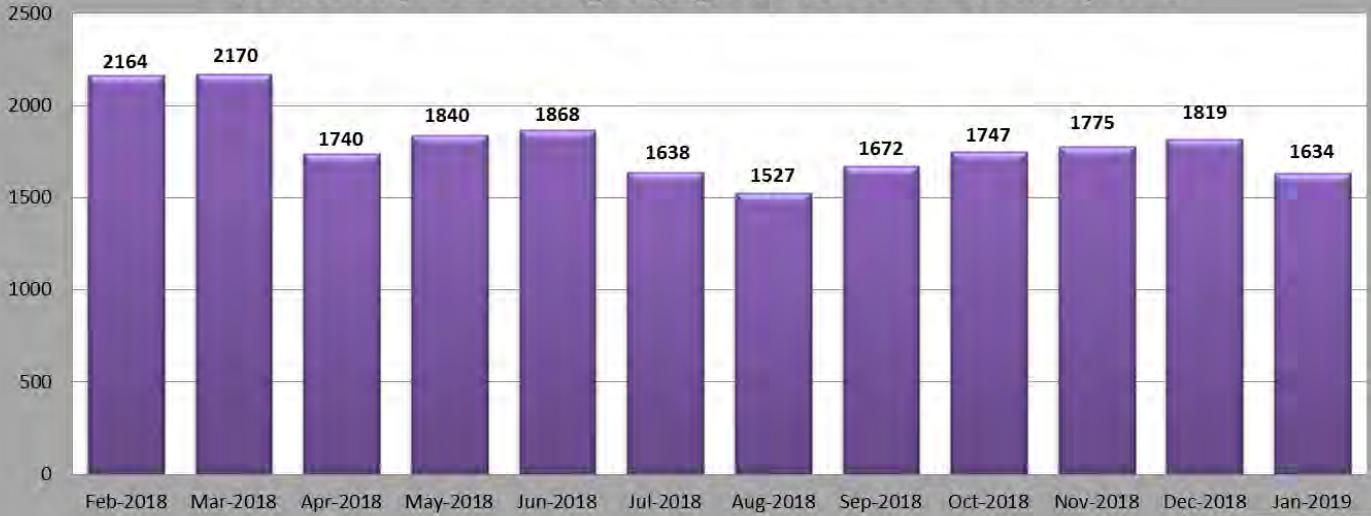


	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Children	59	59	63	70	63	56	60	51	49	49	40	41

**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 – Mar 2019:** In January 2019, 41 children age 6-12 years spent a total of 718 nights in the shelter. There were 2,708 children age 6-12 years in care in January 2019 and 2,667 of those did not spend a night in the shelter (98.5% of children age 6-12 years). There were 94 children age 6-12 years removed in January and 91 of those children did not have a shelter stay (96.8% of children in care age 6-12 years).

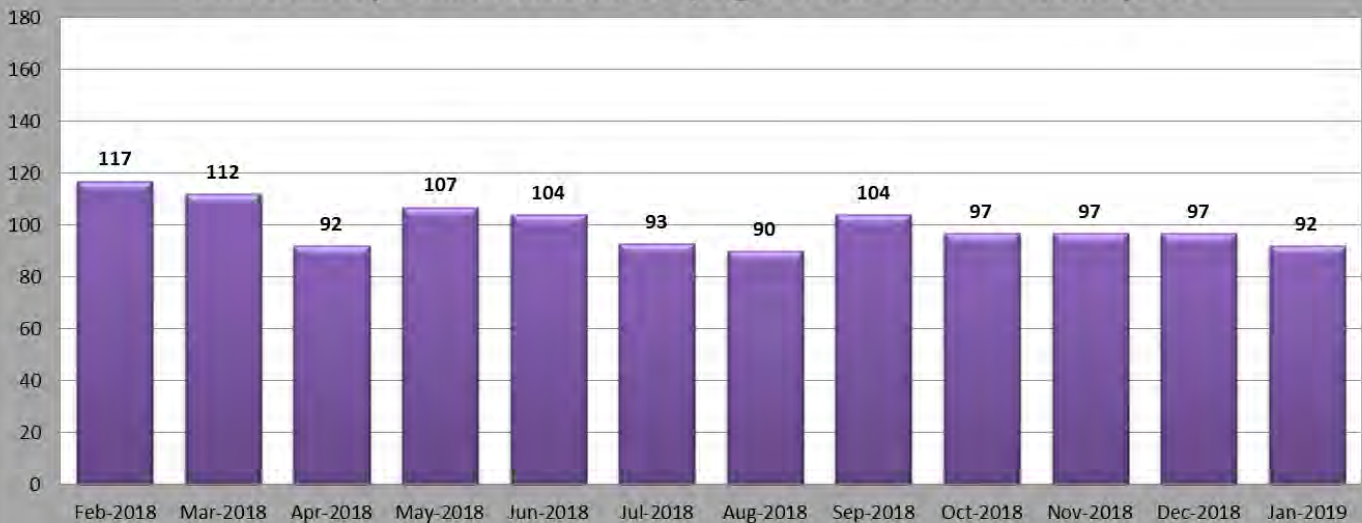
### 5.4: Monthly Shelter-Nights, Age 13 and older - January 2019



Data Source: Measure 5

	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Nights	2164	2170	1740	1840	1868	1638	1527	1672	1747	1775	1819	1634

### 5.4: Monthly Children in Shelter, Age 13 and older - January 2019

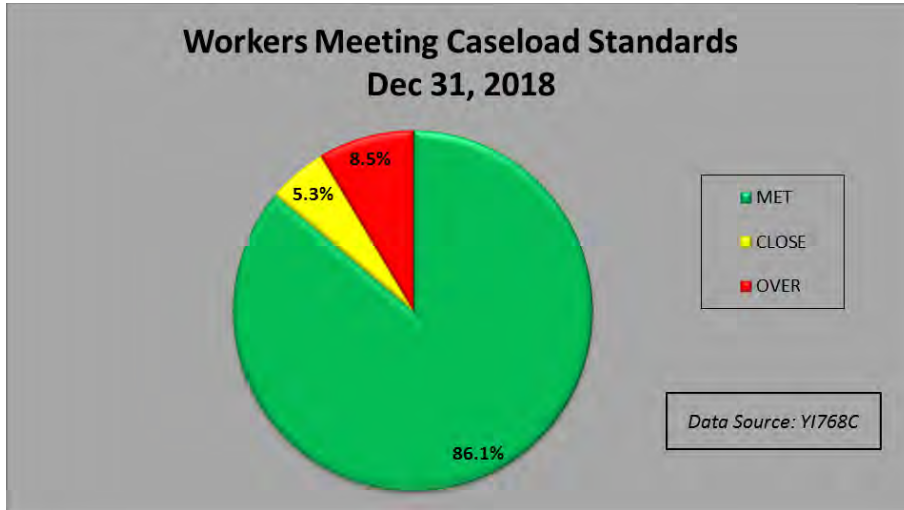


Data Source: Measure 5

	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
# of Children	117	112	92	107	104	93	90	104	97	97	97	92

**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 – Mar 2019:** In January 2019, 92 children age 13 and older spent a total of 1,634 nights in the shelter. There were 1,231 children age 13-18 years in care in January 2019. Of those, 1,139 children did not spend a night in the shelter (92.5% of children in care age 13-18 years). There were 34 children age 13-18 years removed during the month of January and 26 of these children did not have a shelter stay (76.5% of children in care age 13-18 years).



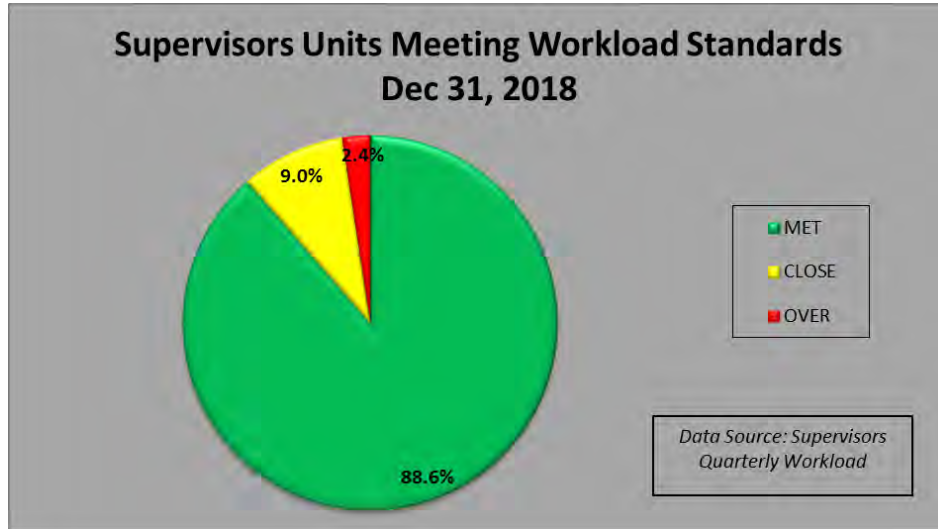
### Quarterly Workload Standards Report Oct 1, 2018 - Dec 31, 2018

Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4790	88.7%	8.2%	3.2%
RESOURCE FAMILY SPECIALIST	18112	79.4%	14.1%	6.5%
COMPREHENSIVE	9126	77.2%	13.2%	9.6%
PERMANENCY PLANNING	53211	71.3%	13.2%	15.6%
PREVENTIVE/VOLUNTARY	6445	79.2%	11.9%	8.9%
INVESTIGATION	37029	66.0%	10.0%	24.1%
RECRUITMENT	3950	99.6%	.4%	.0%
ADOPTION TRANSITION SPECIALIST ATU	3845	87.2%	12.1%	.8%
<b>TOTAL</b>	<b>136508</b>	<b>73.6%</b>	<b>11.8%</b>	<b>14.6%</b>

*Data Source: KIDS Data Quarterly Workload Summary Ending 12/31/18*

**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 – Oct 2018:** As of 12/31/18, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 86.1%, with 5.3% being “Close”, and 8.5% “Over Standard”. Of the 1451 workers, 1250 workers were meeting workload standards, 77 workers were close, and 124 workers were over the standard. For the period of Oct 1, 2018 – Dec 31, 2018, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 73.6%, with 11.8% being “Close”, and 14.6% “Over Standard.”



**Data:** This measure looks at Supervisor Units in regards to the worker standard per unit. There are two parts to determine if a supervisor unit meets the standard. First, the measure looks at the number of Child Welfare Workers each supervisor is currently supervising in their unit. The target is for each unit to have a ratio of 5 Child Welfare Workers to 1 Supervisor. If a Unit has a ratio of 5:1 or less, they are considered to meet the standard. Units are “Close” if they are 1-20% over with a ratio of 6:1. All Units with a ratio of 7:1 or over are considered “Over”. Each worker accounts for 0.2% of a supervisor’s workload capacity. Secondly, the measure looks at any of those supervisors who are currently supervising caseload carrying workers and also have primary assignments on their own workload. Because these workload assignments deduct from a supervisor’s capacity to supervise their workers, this additional caseload must be factored into the measurement. If a supervisor has less than two case assignments this will not be calculated into the measurement. For any other assignments on a supervisor’s caseload, these will be calculated at the same weight as a worker’s caseload and then added to the supervisor capacity, which includes the number of workers being supervised. With this combined calculation of the supervisor’s workload capacity, it is then determined how many of these supervisor units are meeting the workload standard. This information is based on KIDS ORG data and HRMD Data and is point in time as of the last date of the reporting period.

**Comments – Oct 2018:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 88.6%, with 9.0% being “Close”, and 2.4% “Over Standard”. There are 377 supervisor units with 334 units meeting the standard, 34 units close and 9 units over the standard.

Context Data		
Children in Out of Home Care Population Served January 2019 - 8,355 Children		
Age	# of Children	% of Total
0-1 Years	1832	21.9%
2-5 Years	2584	30.9%
6-12 Years	2708	32.4%
Over 13 Years	1231	14.7%
	8355	100.0%
Race	# of Children	% of Total
White	3226	38.6%
African American	727	8.7%
Multi Race	2241	26.8%
Native American	625	7.5%
Hispanic*	1529	18.3%
Pacific Islander	3	0.0%
Asian	4	0.0%
TOTAL	8355	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

