



# PINNACLE PLAN MEASURES

## MONTHLY SUMMARY REPORT

July 2016

## **PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – July 2016**

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.

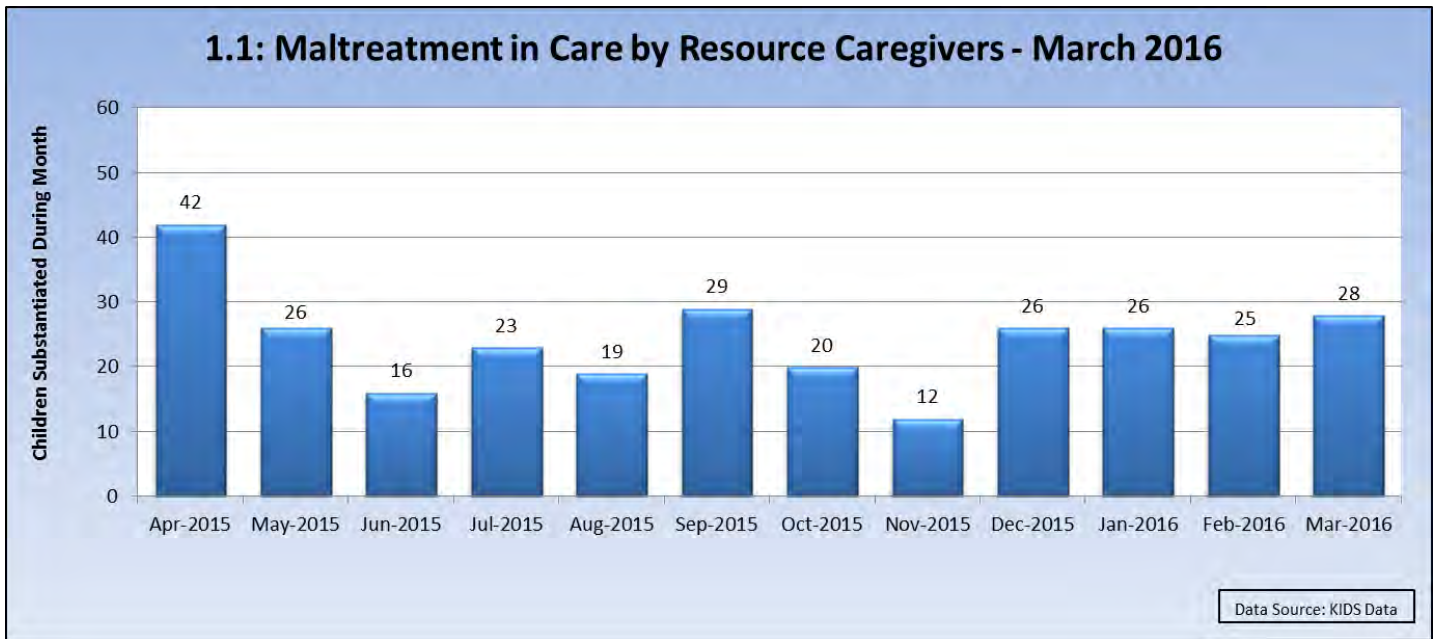
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter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

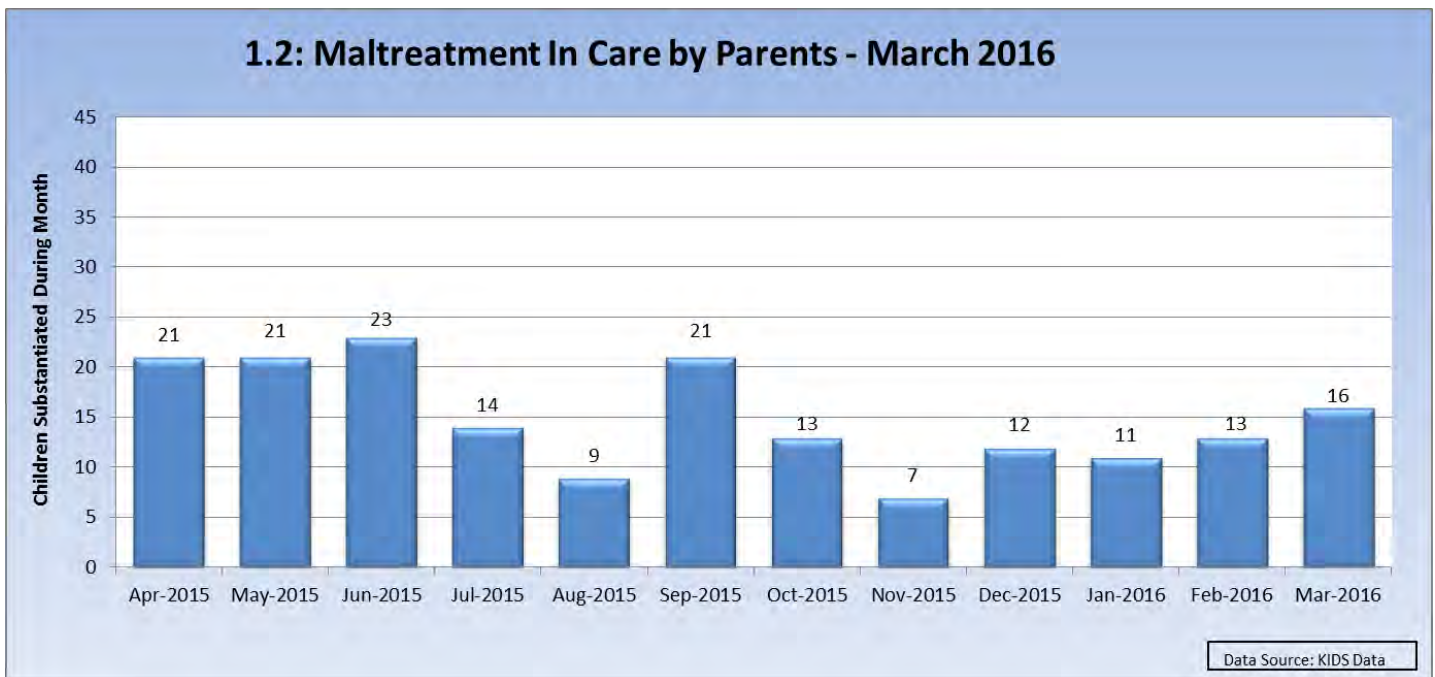
Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - July 2016					
		Name	Description	Period Ending	Monthly Count		
					<b># of Victims - March</b>		
Foster Care Safety	1.1	<b>Maltreatment in Care by Resource Caregivers</b>	Of all children in foster care during the reporting period, the number of victims of substantiated or indicated maltreatment (abuse and/or neglect) by foster parent or facility staff member.	3/31/2016	28 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.	3/31/2016	16 Children		
					<b>May Total</b>	<b>SFY16 Total to Date</b>	
Resource Homes	2.1	<b>New Family Foster Care Homes</b>	Newly approved Foster Homes	5/31/2016	109	939 Foster Homes	
	2.3	<b>New Therapeutic Foster Homes</b>	Newly approved Therapeutic Foster Homes (TFC)	5/31/2016	13	89 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.	5/31/2016	9,545	9,847	96.9%
	3.2	<b>Frequency of Primary Worker Contacts</b>	The percentage of the total minimum number of required monthly face-to-face contacts that took place during the reporting period between primary caseworkers and children in foster care for at least 1 calendar month during the reporting period.	5/31/2016	8,897	9,531	93.3%
					<b>May 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.	5/31/2016	0 Nights 0 Children	2 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.	5/31/2016	31 Nights 1 Child	169 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.	5/31/2016	747 Nights 47 Children	4,207 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.	5/31/2016	1777 Nights 97 Children	10,458 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: 4/1/2016 - 6/30/2016	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
					71.0%	11.4%	17.6%
			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
					81.3%	13.5%	5.3%
<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			



	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016
# of Substantiations	42	26	16	23	19	29	20	12	26	26	25	28

**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 – July 2016:** For the month of March 2016 there were a total of 28 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 8 separate referrals for children in foster care and 6 referrals to OCA. Of the 20 children placed in foster care, 9 children were placed in a CW Foster Family Care Home, 9 children were placed in a CW Kinship Relative Home, and 2 children were placed in a TFC Home. Of the 8 OCA victims, 1 child was placed in OCA-Detention, 3 children were placed in a level D or D+ Residential Resource Facility, and 4 children were placed in a level E Residential Resource Facility.

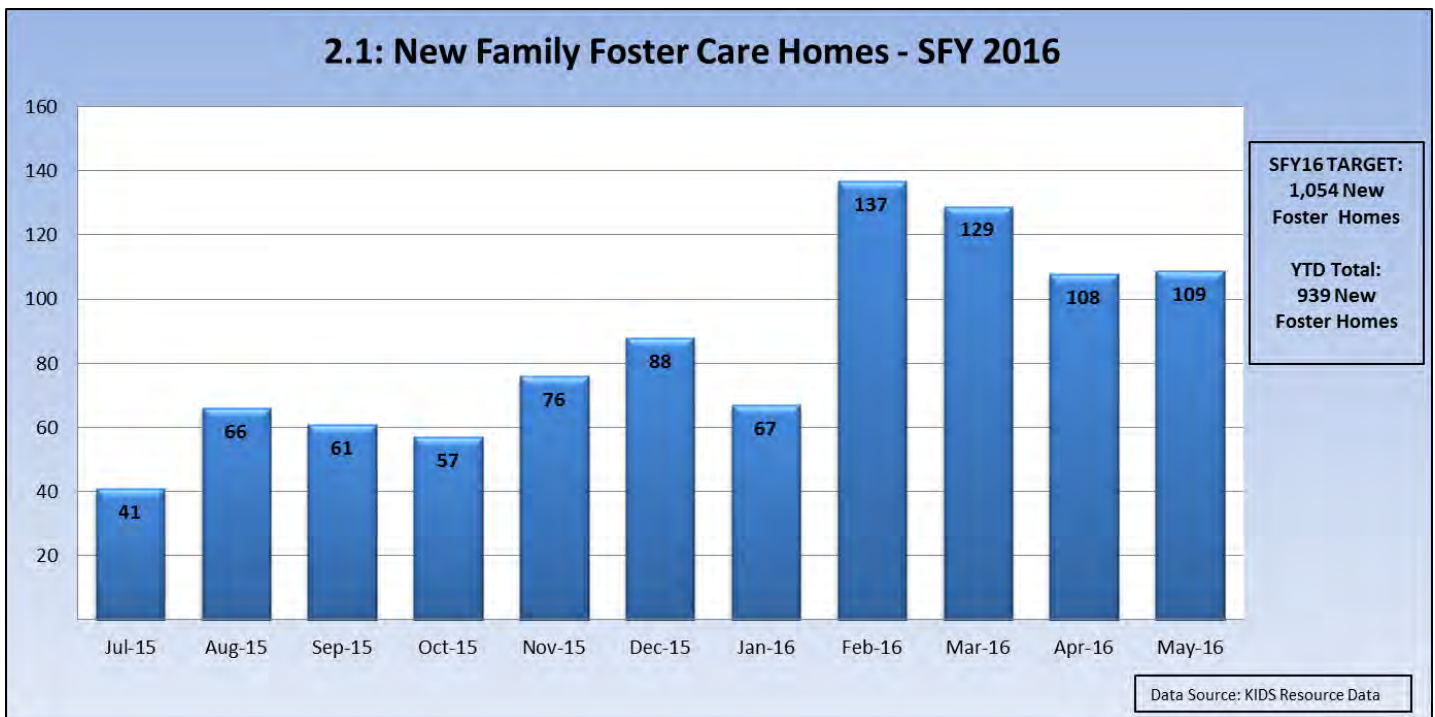


	Apr-2015	May-2015	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016
# of Substantiations	21	21	23	14	9	21	13	7	12	11	13	16

**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 - July 2016:** For the month of March 2016, there were 16 substantiations of abuse by parents of children in out of home care and these 16 victims were reported in 7 separate referrals. Of these 16 victims, 11 were placed in Trial Reunification and 5 were placed in a CW Kinship Relative or Non-Relative Home.

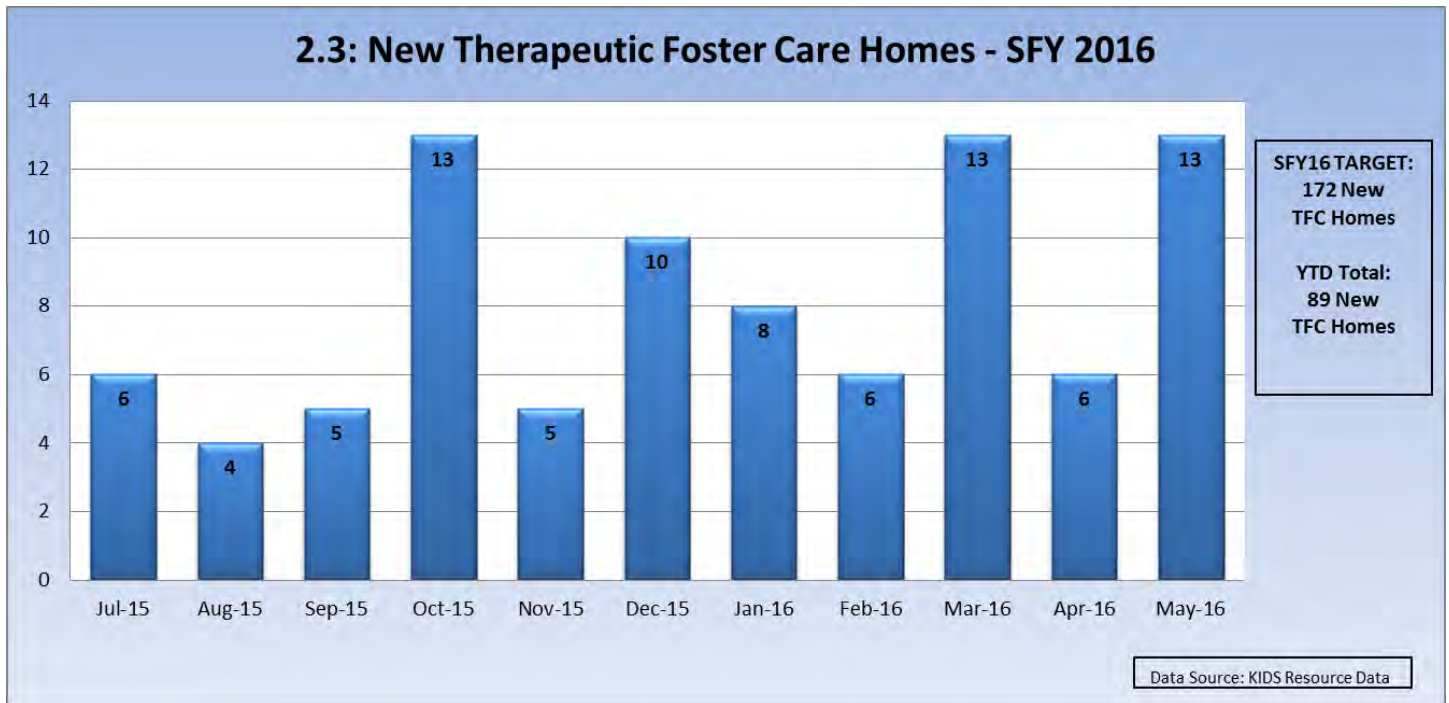


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
#of New FFC Homes	41	66	61	57	76	88	67	137	129	108	109	0	939

**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 SFY16 is 1054 new foster homes.

**Comments – July 2016:** In May 2016, there were 109 foster homes opened that met the Pinnacle Plan Criteria to be counted as new at the time of reporting. As of 6/30/16, there were a total of 939 new homes for SFY16. The Foster Family Care net gain as of 6/1/16 was 406 homes for SFY16 which is 76.0% of the yearly target. The Net gain target for SFY16 is 534 homes.

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

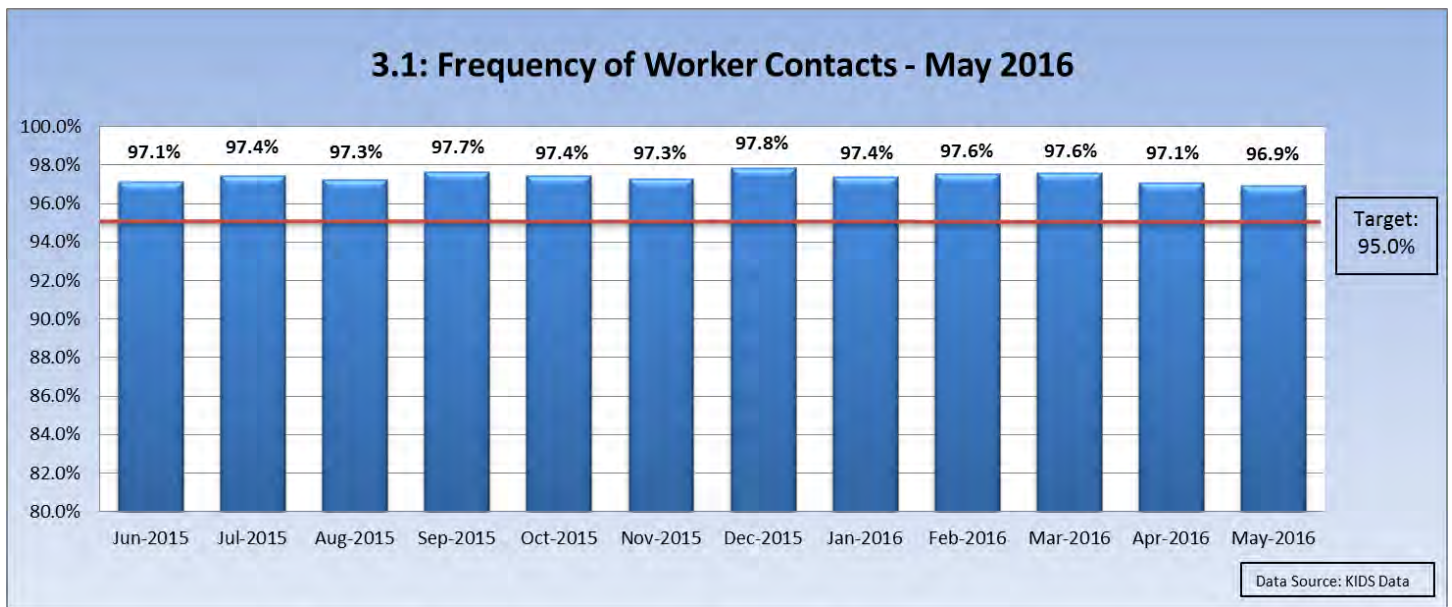


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
# of New TFC Homes	6	4	5	13	5	10	8	6	13	6	13	0	89

**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 SFY16 is 172 new TFC homes.

**Comments – July 2016:** In May 2016, there were a total of 13 new TFC homes opened for a total of 89 new TFC homes in SFY16. The TFC net gain as of 6/1/16 was -69 homes for SFY16. The Net Gain target for SFY16 is 81 TFC homes.

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

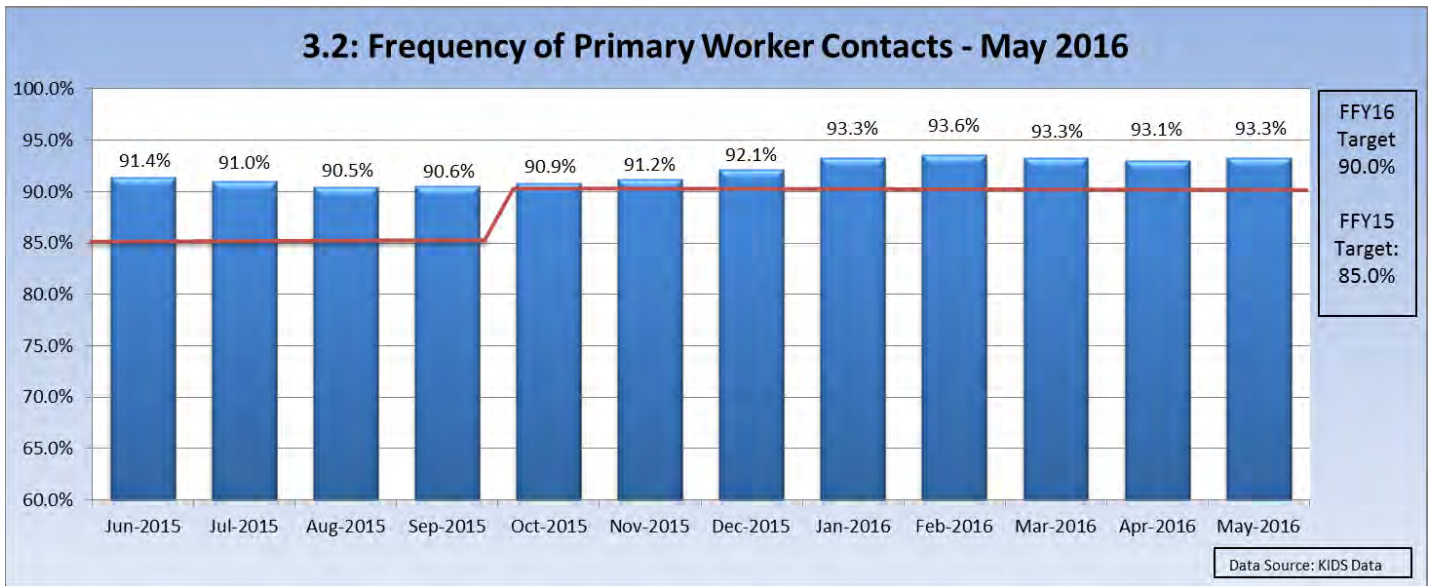


	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
Contacts Made by Any Worker	10052	10092	10092	10208	10190	10093	9803	9705	9606	9645	9559	9545
Minimum Contacts Required	10348	10357	10375	10453	10457	10370	10019	9961	9846	9879	9842	9847
% Made	97.1%	97.4%	97.3%	97.7%	97.4%	97.3%	97.8%	97.4%	97.6%	97.6%	97.1%	96.9%

**Data:** The Data reflects the total number of required visits due to children in Out of Home Care and the number of total required visits made for a given month. Only one visit per month is counted even though multiple visits may have been made during the month.

**Comments – July 2016:** The visitation rate for all worker visits in May 2016 was 96.9%.



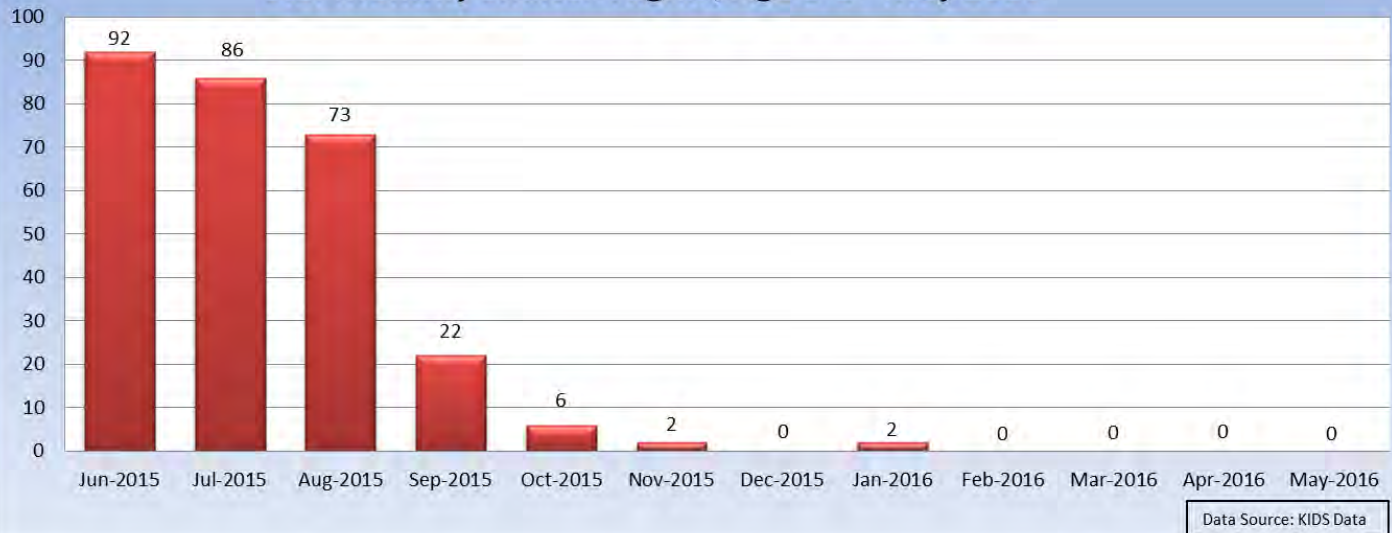


	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
Contacts Made by Primary Worker	9151	9110	9053	9129	9161	9114	8901	8968	8903	8916	8873	8897
Minimum Contacts Required	10013	10010	10008	10077	10081	9996	9661	9612	9513	9559	9535	9531
% Made	91.4%	91.0%	90.5%	90.6%	90.9%	91.2%	92.1%	93.3%	93.6%	93.3%	93.1%	93.3%

**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%.

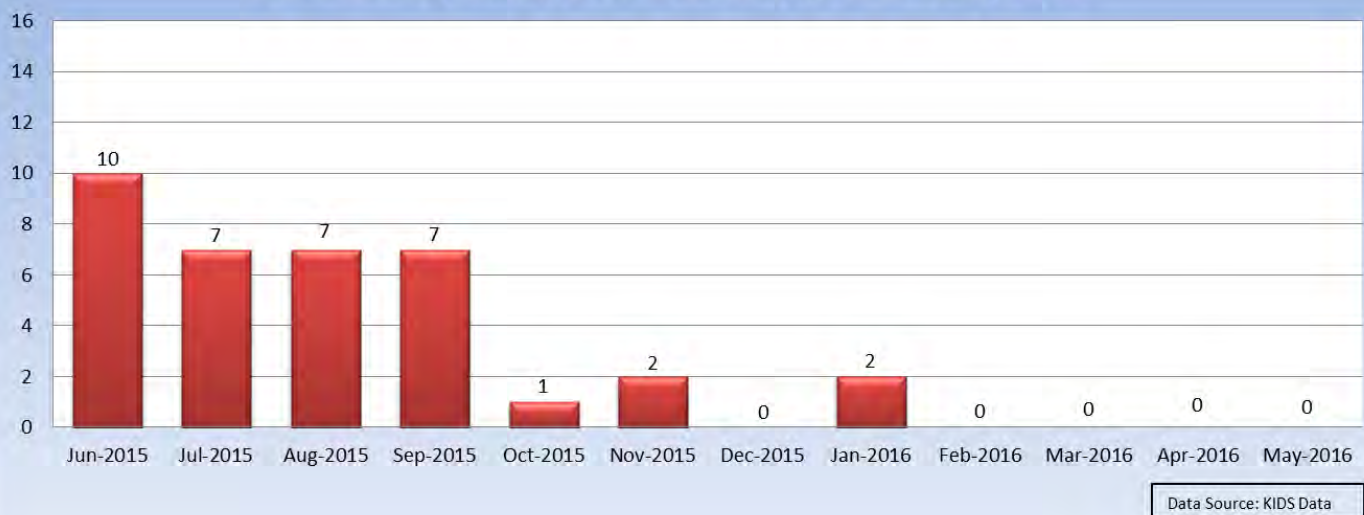
**Comments - July 2016:** The worker visitation rate for primary workers in May 2016 was 93.3%.

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



	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Nights	92	86	73	22	6	2	0	2	0	0	0	0

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

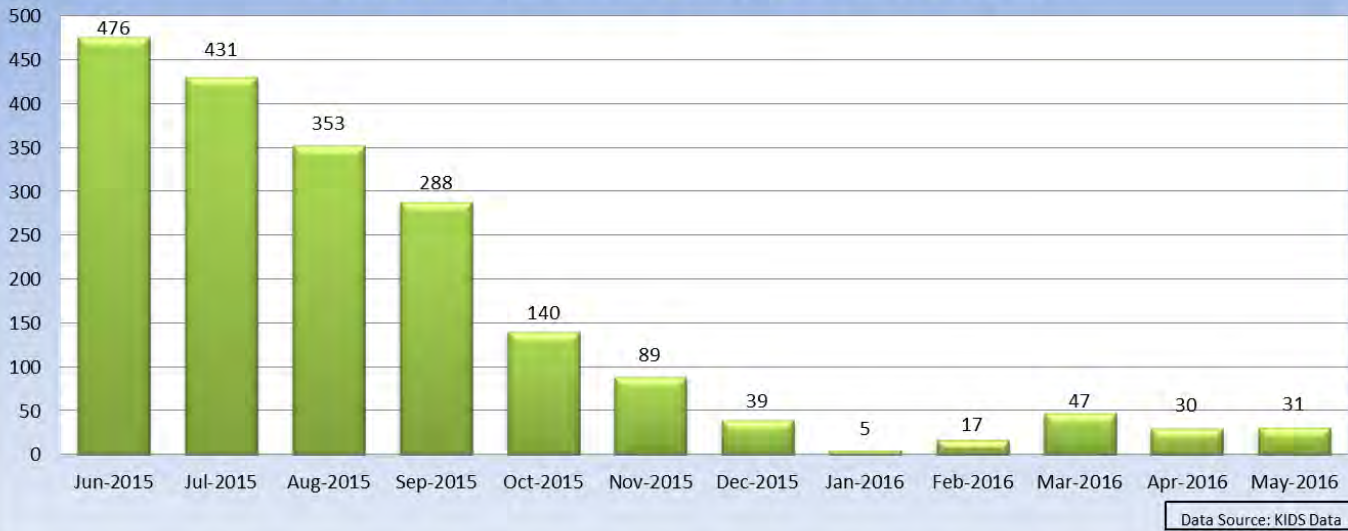


	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Children	10	7	7	7	1	2	0	2	0	0	0	0

**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. 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.

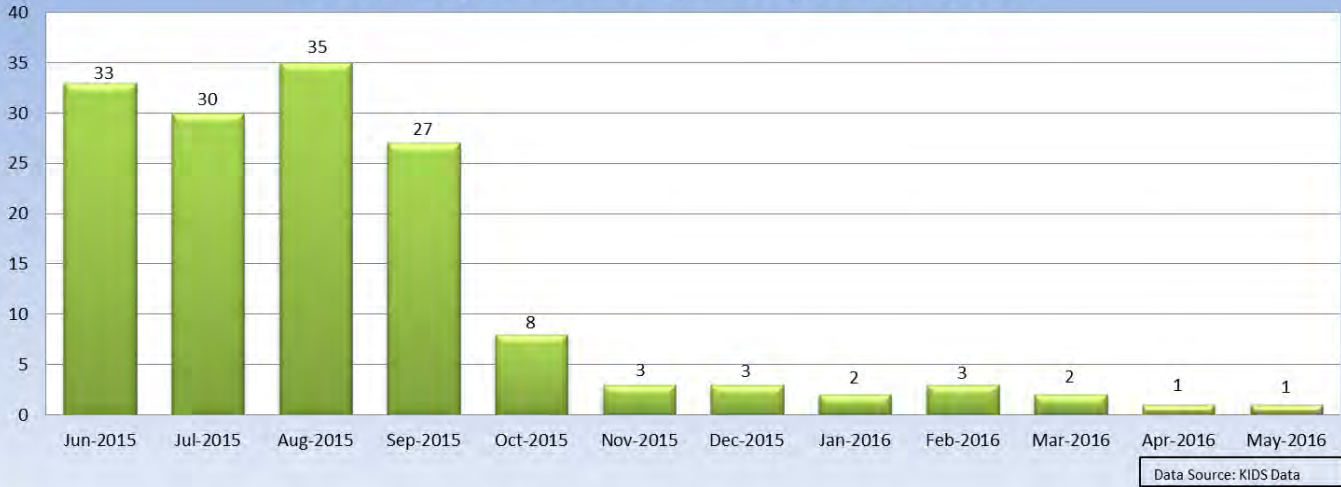
**Comments - July 2016:** In May 2016, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,994 children under the age of 2 in Out of Home Care in May 2016. Of those, 1,994 children did not spend a night in the shelter (100.00% of children in care age 0-1 year). There were 130 children age 0-1 year removed during the month of May and 130 of those children did not have a shelter stay.

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



	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Nights	476	431	353	288	140	89	39	5	17	47	30	31

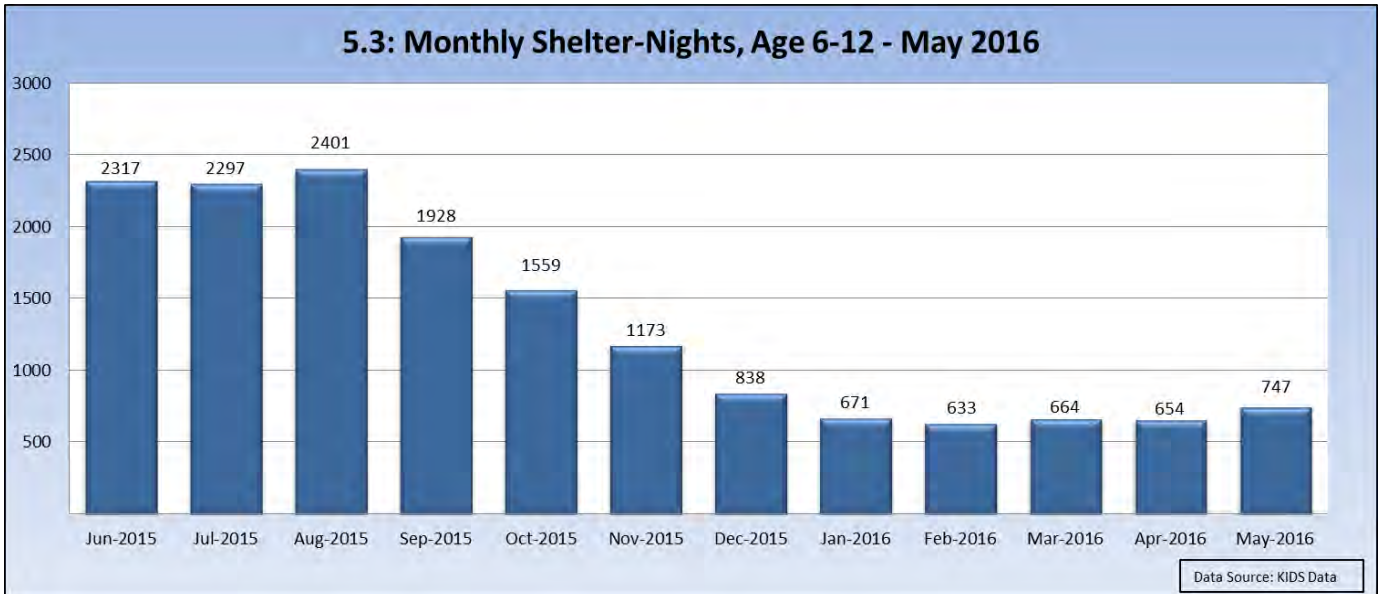
### 5.2: Monthly Children in Shelter, Age 2-5 - May 2016



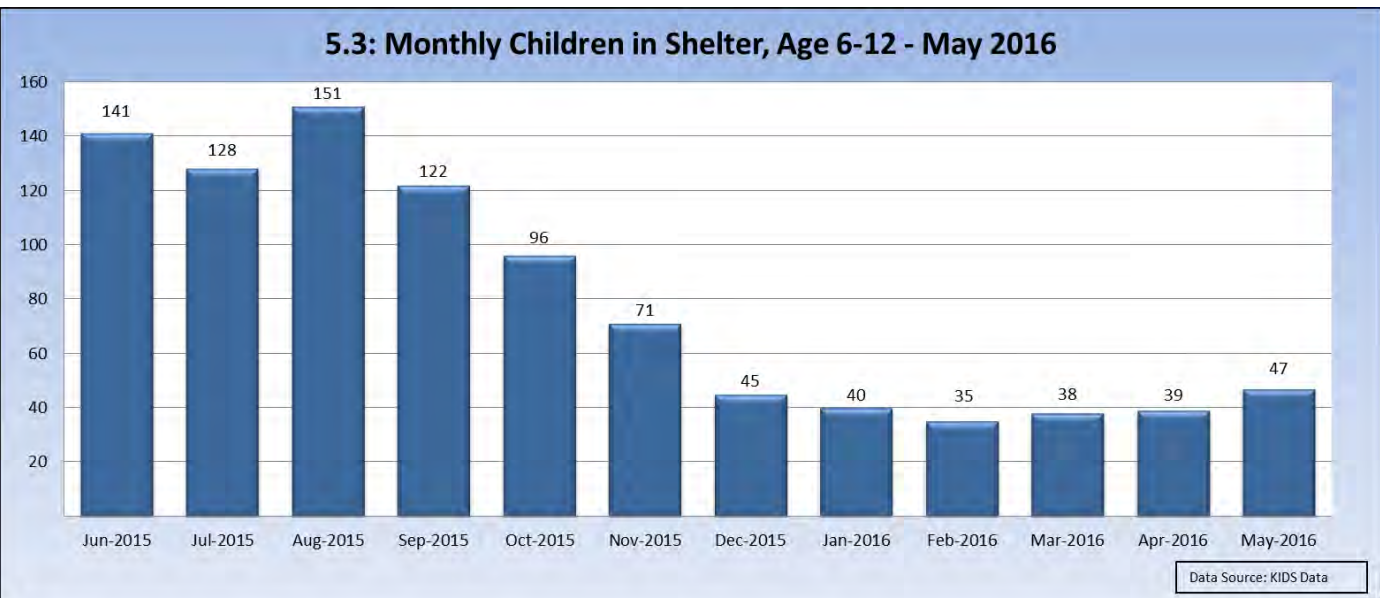
	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Children	33	30	35	27	8	3	3	2	3	2	1	1

**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 - July 2016:** In May 2016, 1 child age 2-5 years spent a total of 31 nights in the shelter. There were 3,217 children age 2-5 years in care in May 2016. Of those, 3,216 children did not spend a night in the shelter (99.9% of children in care age 2-5 years). There were 106 children age 2-5 years removed during the month of May and 106 of these children did not have a shelter stay.



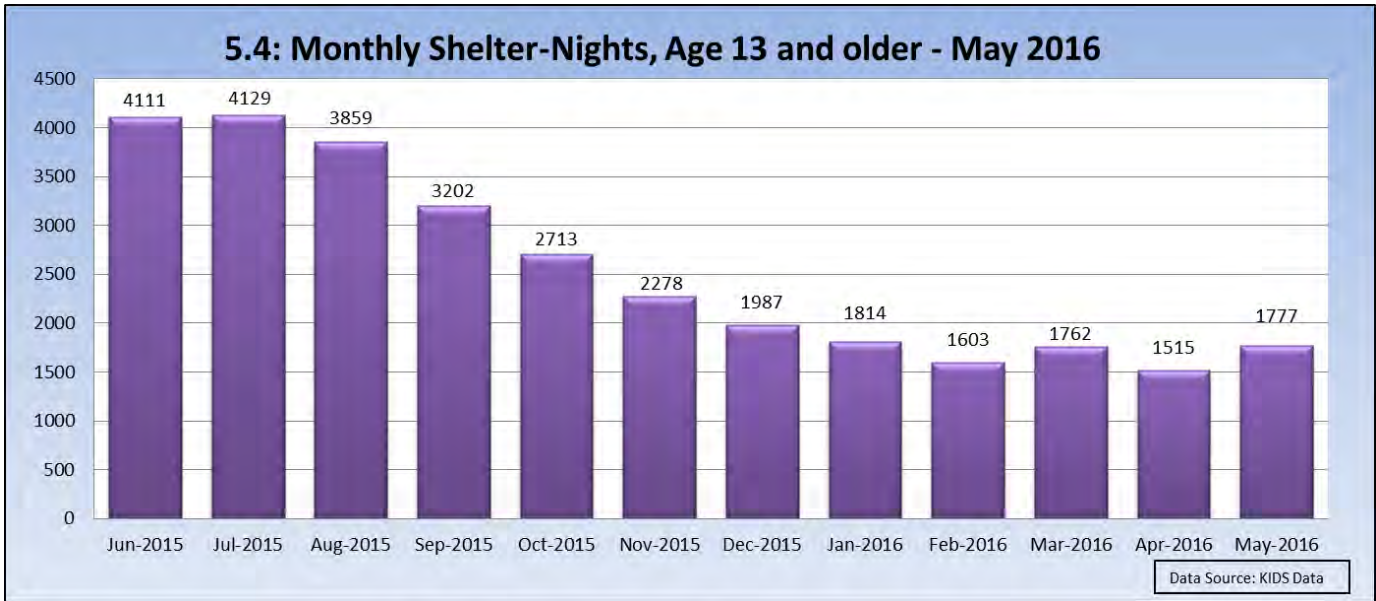
	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Nights	2317	2297	2401	1928	1559	1173	838	671	633	664	654	747



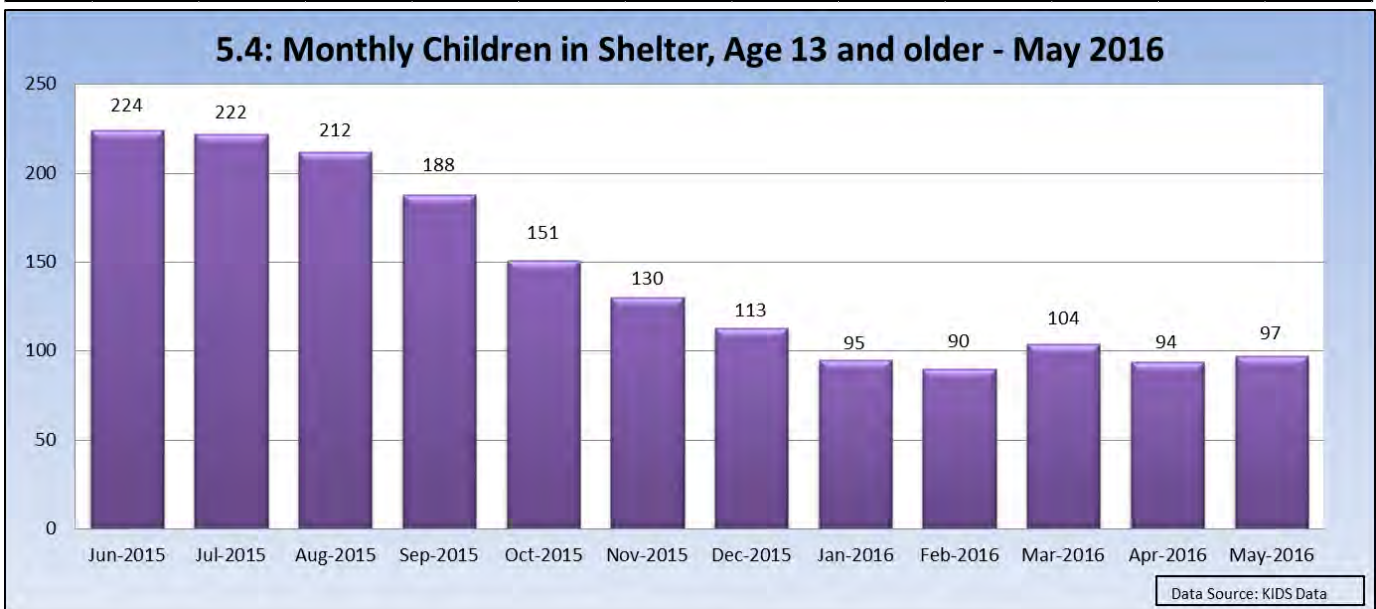
	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Children	141	128	151	122	96	71	45	40	35	38	39	47

**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 - July 2016:** In May 2016, 47 children age 6-12 years spent a total of 747 nights in the shelter. There were 3,784 children age 6-12 years in care in May 2016 and 3,737 of those did not spend a night in the shelter (98.7% of children age 6-12 years). There were 90 children age 6-12 years removed in May and 82 those children did not have a shelter stay.



	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Nights	4111	4129	3859	3202	2713	2278	1987	1814	1603	1762	1515	1777

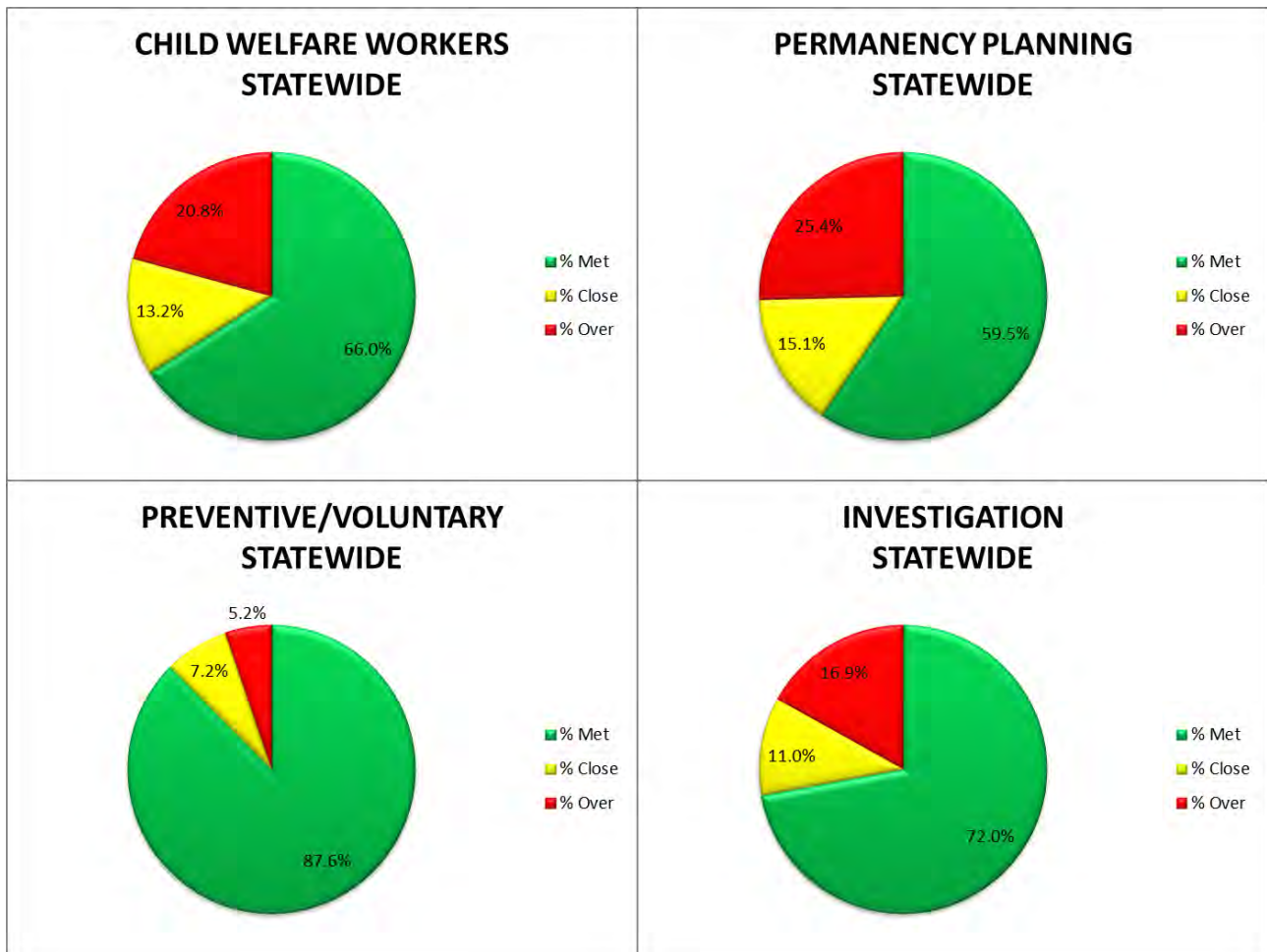


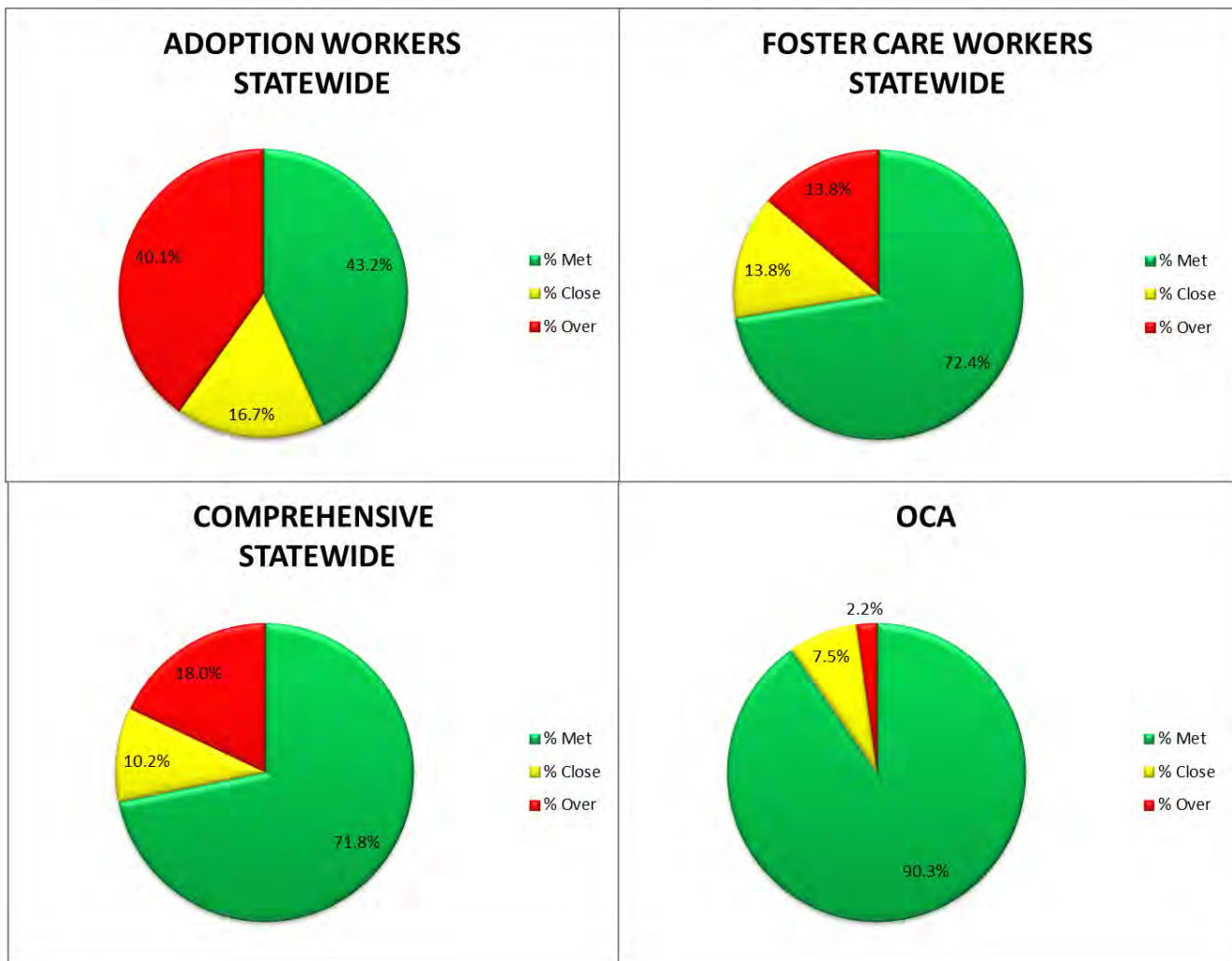
	Jun-2015	Jul-2015	Aug-2015	Sep-2015	Oct-2015	Nov-2015	Dec-2015	Jan-2016	Feb-2016	Mar-2016	Apr-2016	May-2016
# of Children	224	222	212	188	151	130	113	95	90	104	94	97

**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 - July 2016:** In May 2016, 97 children age 13 and older spent a total of 1,777 nights in the shelter. There were 1,697 children age 13-18 years in care in May 2016. Of those, 1,600 children did not spend a night in the shelter (94.2% of children in care age 13-18 years). There were 26 children age 13-18 years removed during the month of May and 18 of these children did not have a shelter stay.

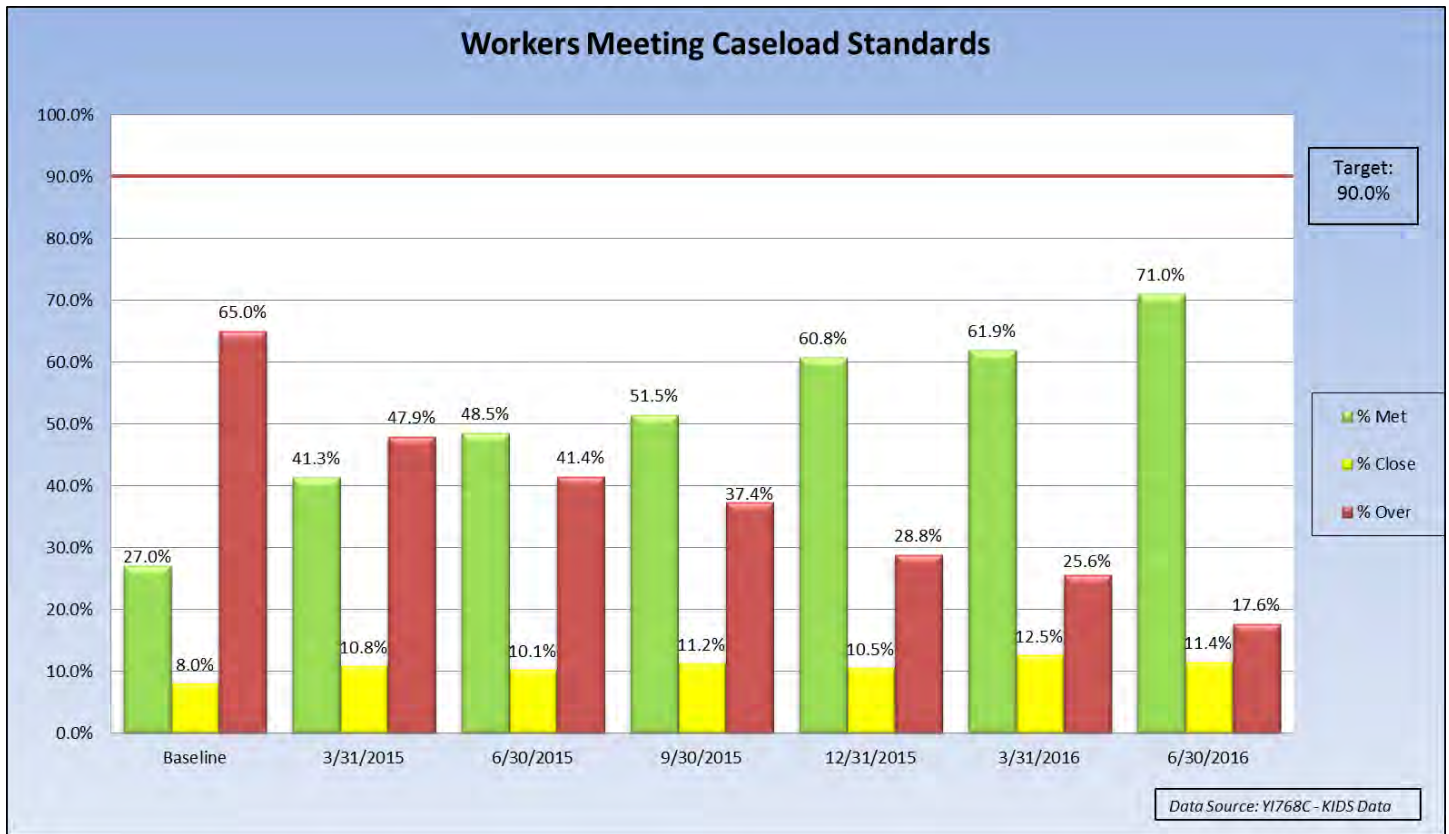
Workers Meeting Workload Standards April 1, 2016 - June 30, 2016				
Worker Type	Worker Days	% Met	% Close	% Over
BRIDGE - ADOPTION	7662	43.2%	16.7%	40.1%
BRIDGE - FOSTER CARE	18238	72.4%	13.8%	13.8%
COMPREHENSIVE	10253	71.8%	10.2%	18.0%
PERMANENCY PLANNING	63180	59.5%	15.1%	25.4%
PREVENTIVE/VOLUNTARY	6856	87.6%	7.2%	5.2%
INVESTIGATION	39843	72.0%	11.0%	16.9%
OCA	641	90.3%	7.5%	2.2%
<b>STATEWIDE TOTAL</b>	<b>146673</b>	<b>66.0%</b>	<b>13.2%</b>	<b>20.8%</b>





**Data:** Utilizing the standards set forth in the Pinnacle Plan, each individual type of case is assigned a weight and then the weights are added up in order to determine a worker’s caseload. The consolidated workload tracking process allows Oklahoma to factor in the worker’s “Workload Capacity.” 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.

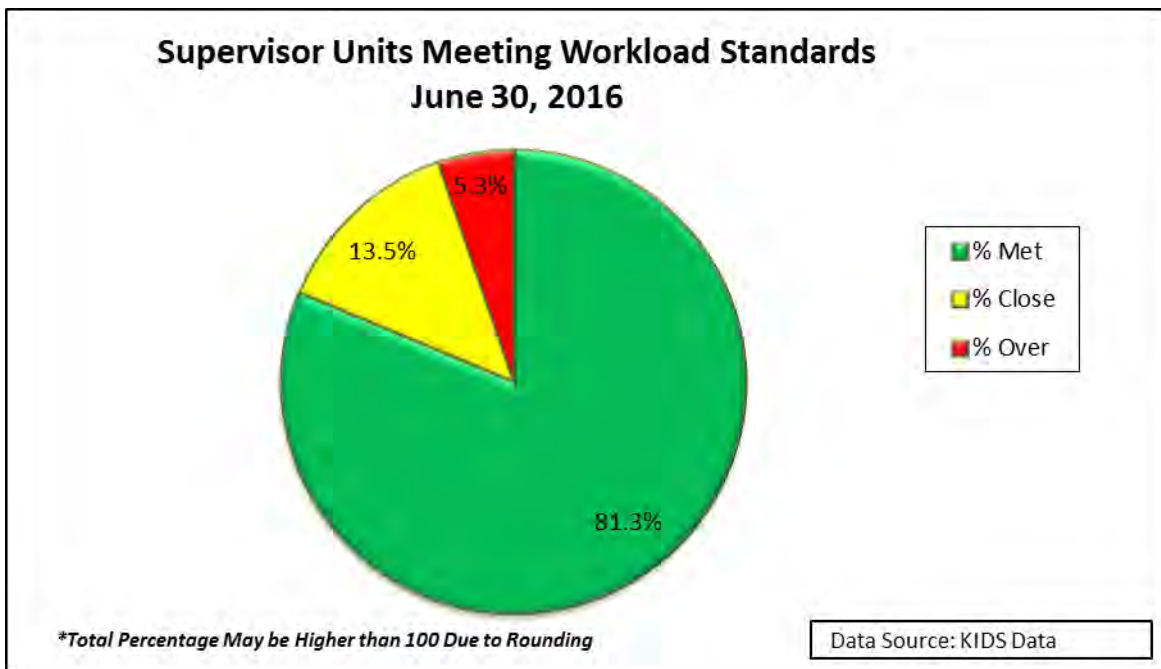
**Comments – July 2016:** For the period of April 1, 2016 – June 30, 2016, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 66.0%, with 13.2% being “Close”, and 20.8% “Over Standard.”



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

**Comments – July 2016:** As of 7/1/16, using the point in time YI768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 71.0%, with 11.4% being “Close”, and 17.6% “Over Standard”. Of the 1656 workers, 1176 workers were meeting workload standards, 189 workers were close, and 291 workers were over the 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 – July 2016:** The total number of Child Welfare Supervisor Units “Meeting the Standard” is 81.27%, with 13.46% being “Close”, and 5.28% “Over Standard”. There are 379 supervisor units with 308 units meeting the standard, 51 units close and 20 units over the standard.

Context Data		
Children in Out of Home Care Population Served May 2016 - 10,692 Children		
Age	# of Children	% of Total
0-1 Years	1994	18.6%
2-5 Years	3217	30.1%
6-12 Years	3784	35.4%
Over 13 Years	1697	15.9%
	10692	100.0%
Race	# of Children	% of Total
White	3925	36.7%
African American	943	8.8%
Multi Race	3161	29.6%
Native American	724	6.8%
Hispanic*	1924	18.0%
Pacific Islander	6	0.1%
Asian	9	0.1%
TOTAL	10692	100.00%
*Note: Hispanic or Latino origin is not counted as a primary race		

