



OKLAHOMA
Human Services

PINNACLE PLAN MEASURES

MONTHLY SUMMARY REPORT

November 2020

PINNACLE PLAN MEASURES – MONTHLY SUMMARY REPORT – November 2020

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.

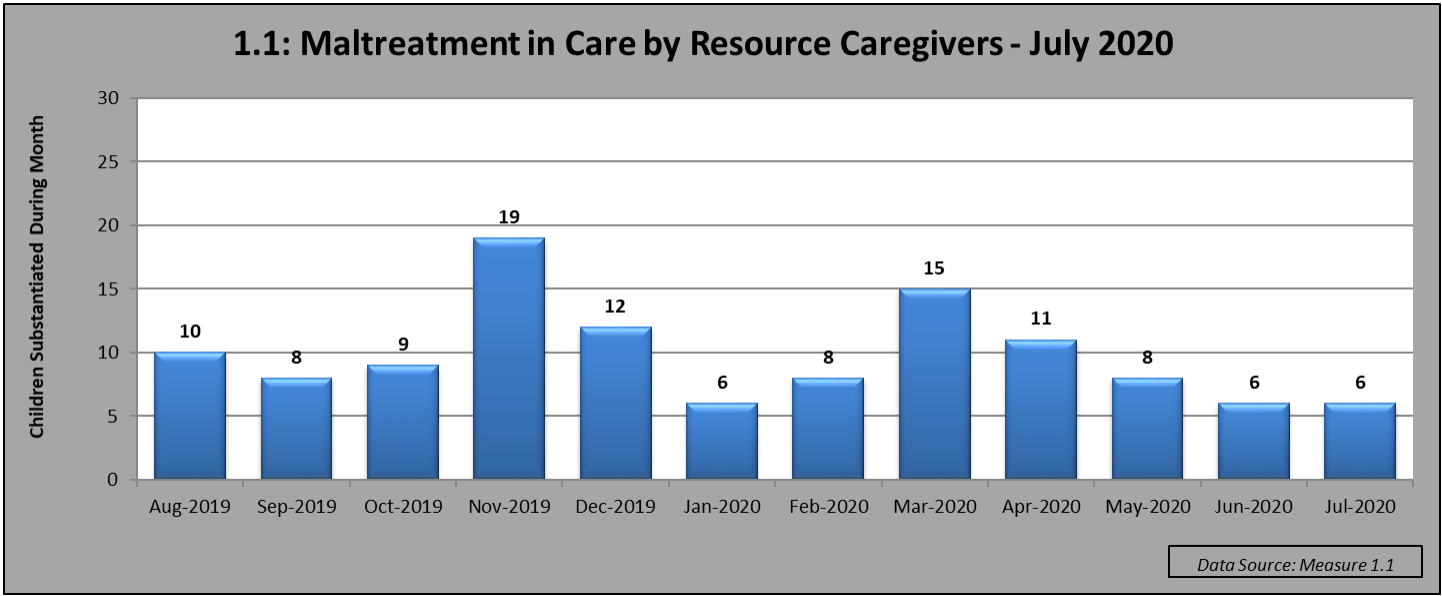
Oklahoma is committed to good faith efforts and positive trending toward the goals outlined in the plan. Each monthly report will include four performance areas, comprised of ten specific metric elements. These are: Foster Care Safety, Counts for New Foster Homes and TFC homes, Worker Contacts, and Shelter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

Pinnacle Measure		Pinnacle Plan Measures - Monthly Summary Report - November 2020					
		Name	Description	Period Ending	Monthly Count		
					# of Victims - July		
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.	7/31/2020	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.	7/31/2020	11 Children		
					September Total	SFY21 Total to Date	
Resource Homes	2.1	New Family Foster Care Homes	Newly approved Foster Homes	9/30/2020	51	163 Foster Homes	
	2.3	New Therapeutic Foster Homes	Newly approved Therapeutic Foster Homes (TFC and ITFC)	9/30/2020	5	11 TFC/ ITFC 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.	9/30/2020	7,298	7,418	98.4%
	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.	9/30/2020	6,891	7,218	95.5%
					September 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.	9/30/2020	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.	9/30/2020	0 Nights 0 Children	0 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.	9/30/2020	936 Nights 48 Children	4,623 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.	9/30/2020	1446 Nights 92 Children	10,639 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: 7 /1/2020- 9/30/2020	% of Workers that Meet Standard	1-20% Above Standard	>20% Above Standard
			89.2%		7.0%	3.8%	
		Supervisor Ratios - Statewide the number of Child Welfare Workers in respect to the number of supervisors.	% of Supervisors that Meet Standard		1-20% Above Standard	>20% Above Standard	
			84.1%		12.7%	3.2%	
Context Data		Demographical Information on Children In Care, including age and race		NOTE:** This is not a Pinnacle Plan Measure. Demographical Data Only			

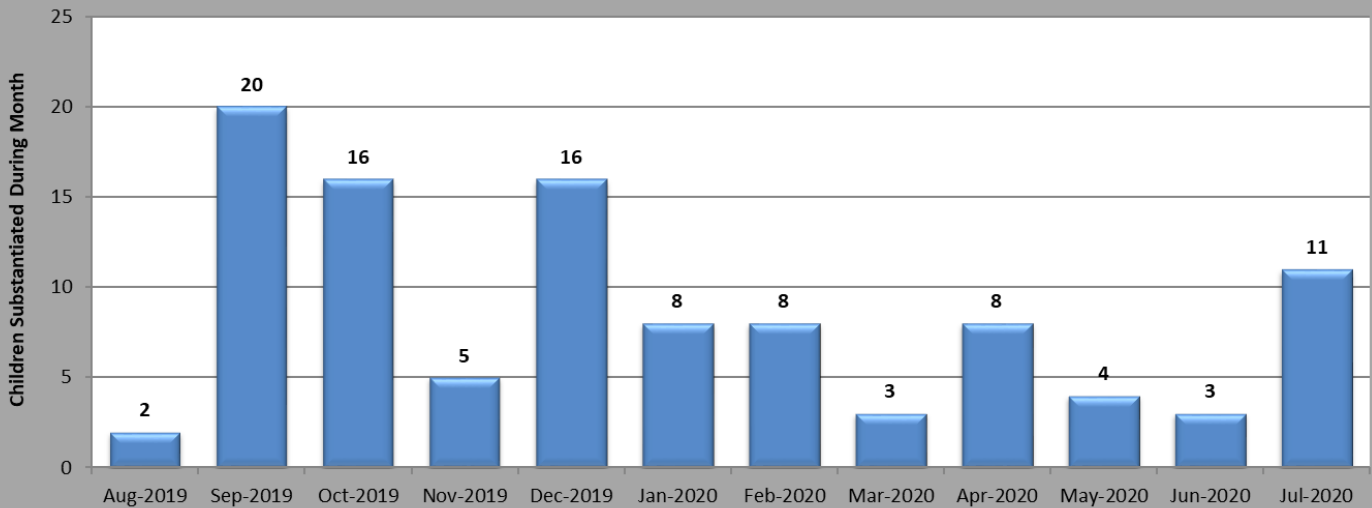


	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020
# of Substantiations	10	8	9	19	12	6	8	15	11	8	6	6

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 – November 2020:
 For the month of July 2020 there were a total of 6 substantiations of Maltreatment while in Out of Home Care. These victims were reported in 6 separate referrals for children in foster care. Of the 6 children placed in foster care, 1 child was placed in a CW Kinship/Non-Relative Home, 3 children were placed in a Kinship/Relative Home, 1 child was placed in a CW Foster Family Care Home and 1 child was placed in a Therapeutic Foster Care Home. Of the 6 substantiated victims in July 2020, 3 victims had a substantiated finding of threat of harm only.

1.2: Maltreatment In Care by Parents - July 2020



Data Source: Measure 1.2

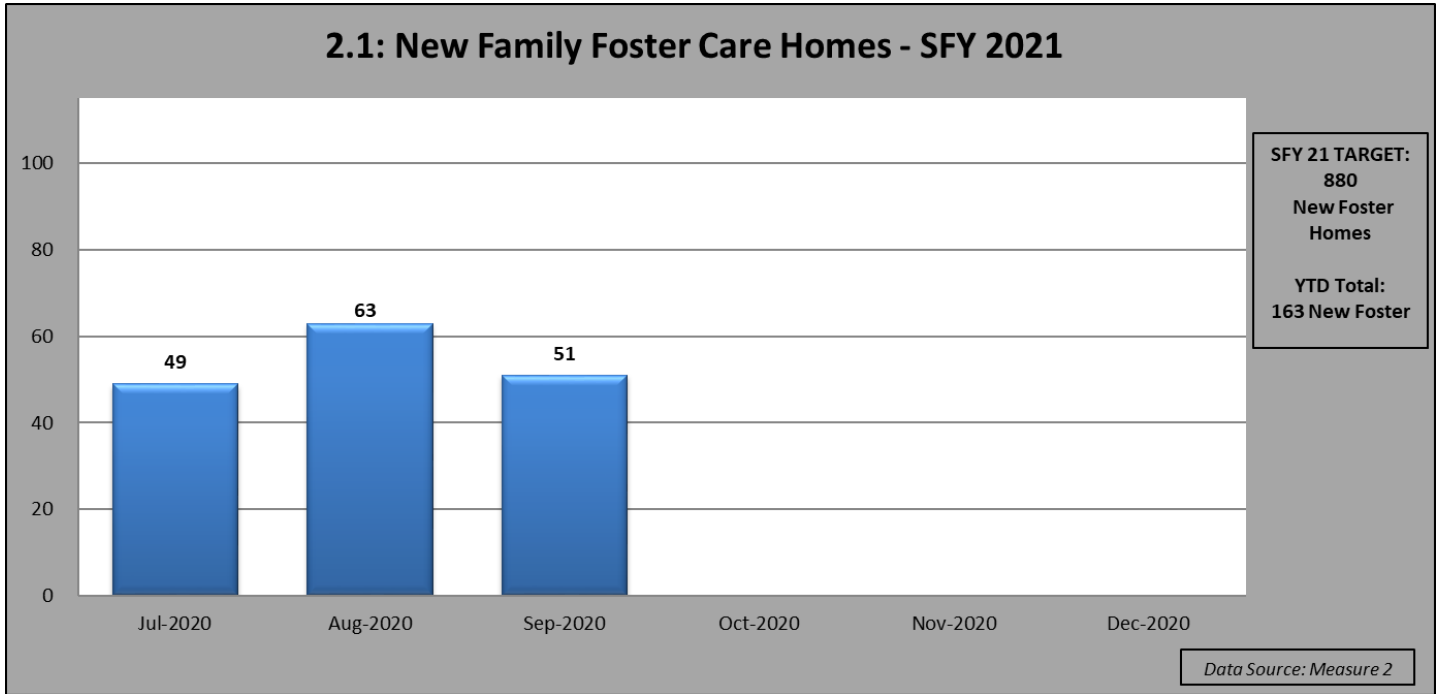
	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020
# of Substantiations	2	20	16	5	16	8	8	3	8	4	3	11

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 – November 2020:

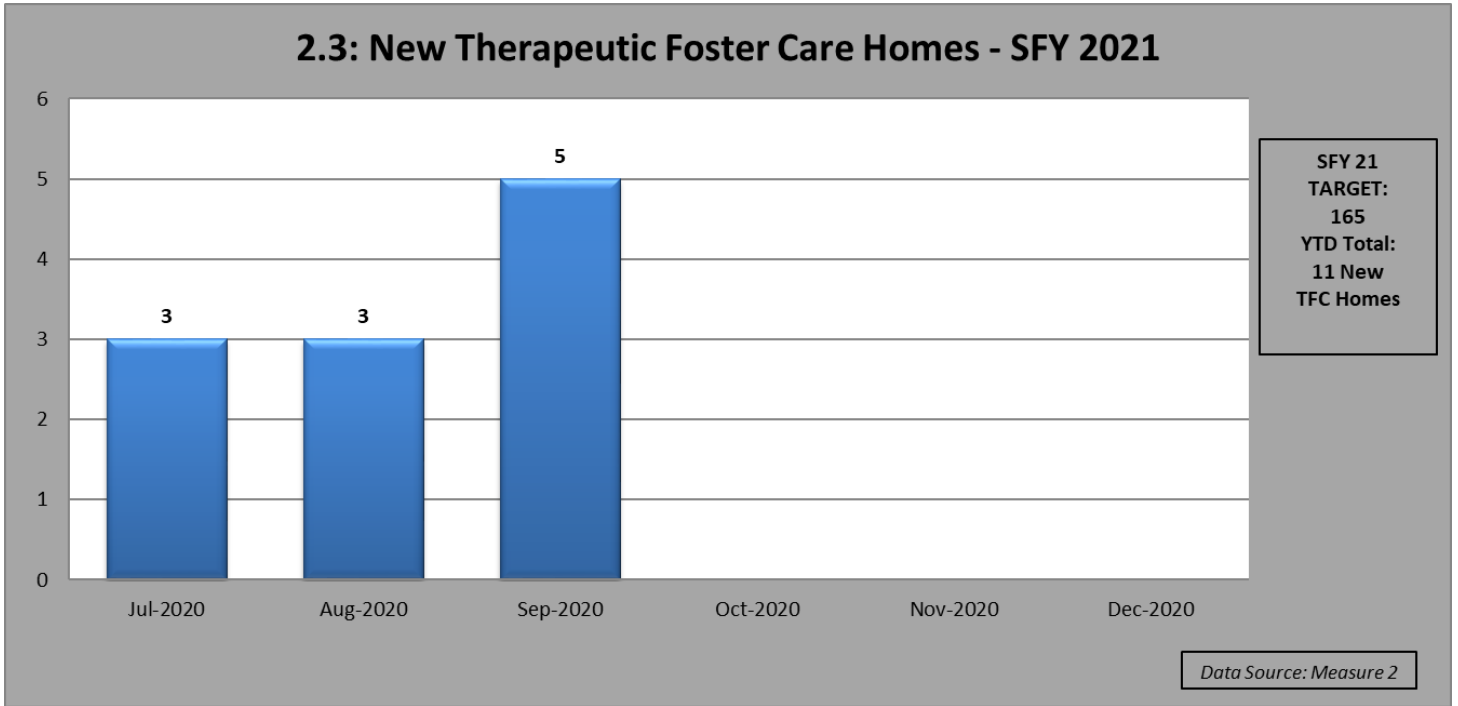
For the month of July 2020, there were 11 substantiations of abuse by parents of children in out of home care. These 11 victims were reported in 7 separate referrals. Of the 11 children in out of home care, 5 children were placed in Trial Reunification, 3 children were placed in a Kinship/Relative Home, 2 children were placed in a Kinship/Non-Relative Home, and 1 child was placed in a CW Foster Family Care – Supported Home. Of the 11 substantiated victims in July 2020, 7 victims had a substantiated finding of threat of harm only.



	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Total
# of New FFC Homes	49	63	51										163

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 SFY20 is 898 new foster homes.

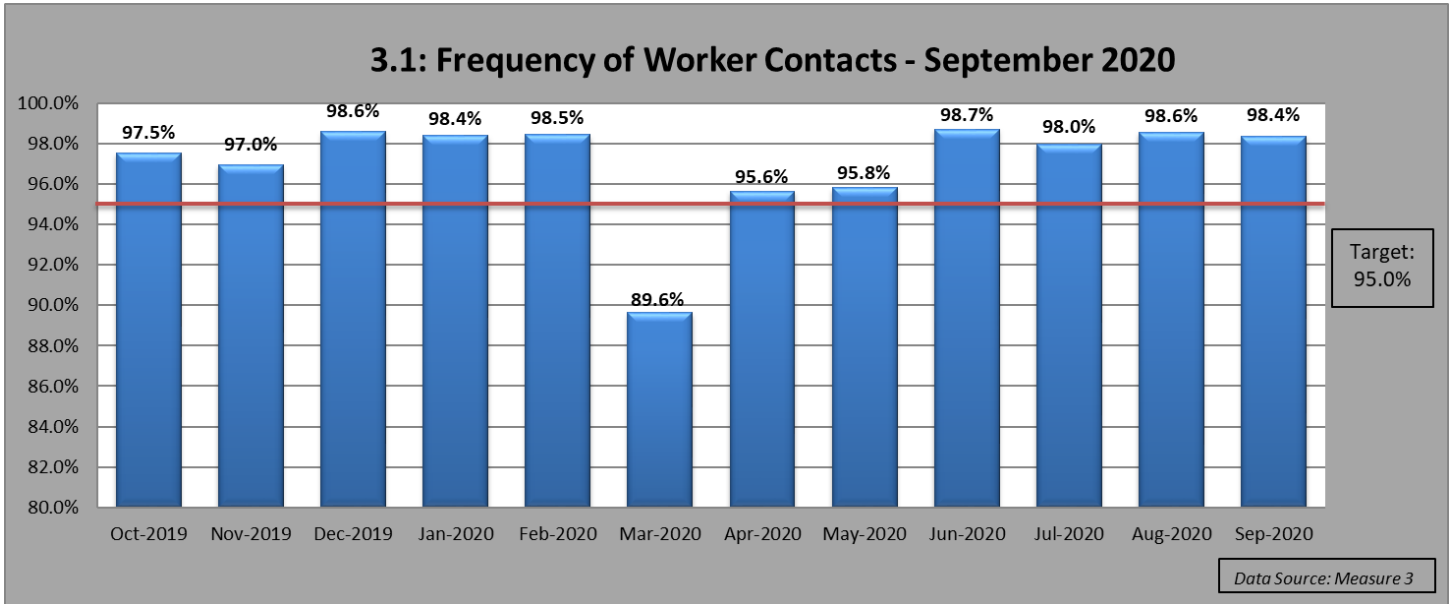
Comments – November 2020: In September 2020, there were 51 foster homes opened that met the Pinnacle Plan criteria to be counted as new at the time of reporting. As of 9/30/20, there were a total of 163 new homes for SFY21. The Foster Family Care net gain as of 9/30/20 was -43 homes. The Net gain target for SFY21 is 57 homes.



	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Total
# of New TFC Homes	3	3	5										11

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 SFY20 is 108 new TFC homes.

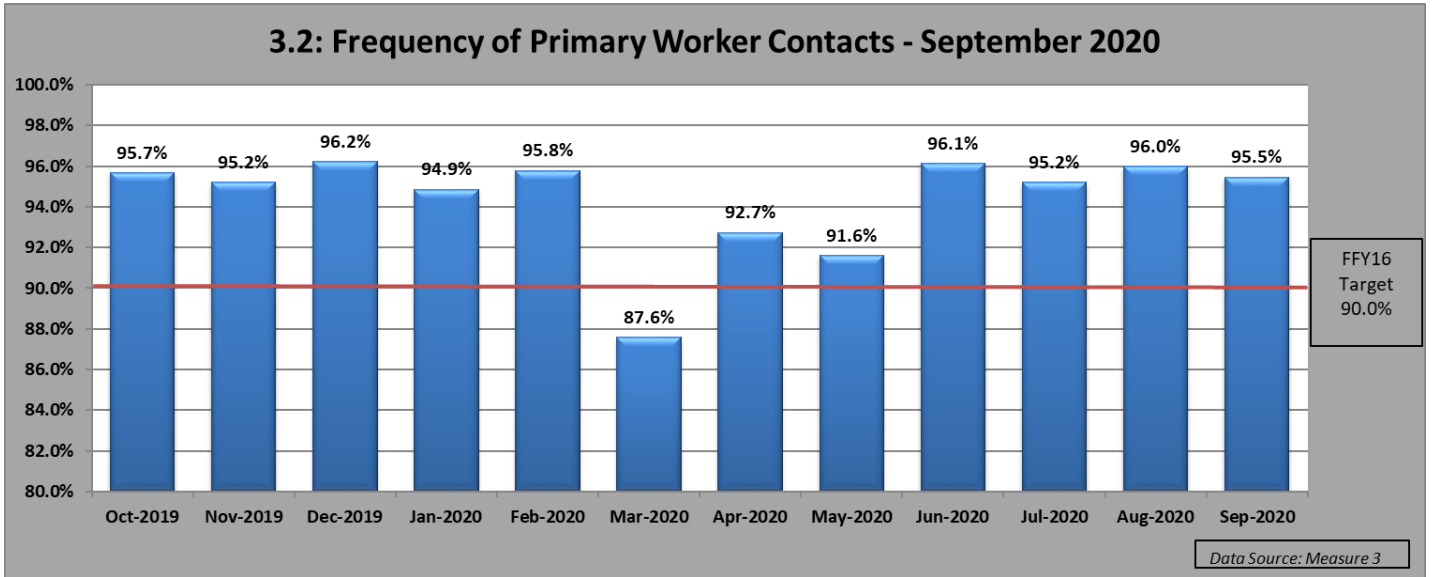
Comments – November 2020: In September 2020, 5 new TFC homes and 0 new ITFC homes opened for a total of 5 new therapeutic homes during the month. There are a total of 11 new TFC and ITFC homes for SFY21. The TFC net gain as of 9/30/20 was 4 homes for SFY21. The Net Gain target for SFY21 is 108 homes.



	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
Contacts Made by Any Worker	7420	7341	7308	7300	7313	6708	7203	7142	7297	7260	7288	7298
Minimum Contacts Required	7607	7571	7412	7419	7427	7483	7531	7453	7392	7408	7393	7418
% Made	97.5%	97.0%	98.6%	98.4%	98.5%	89.6%	95.6%	95.8%	98.7%	98.0%	98.6%	98.4%

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 – November 2020: The visitation rate for all worker visits in September 2020 was 98.4%.

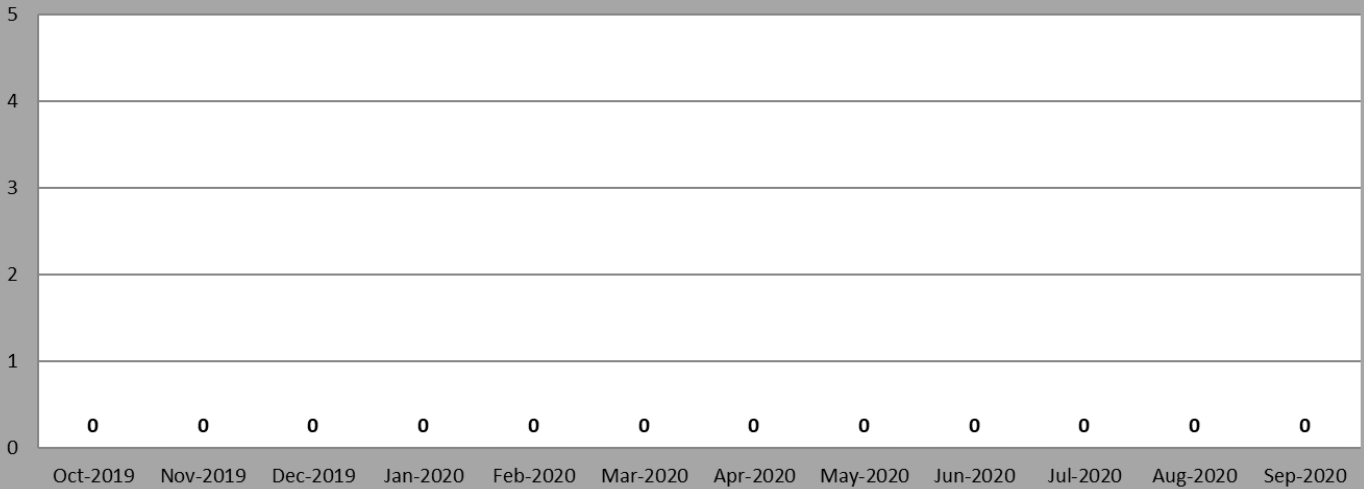


	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
Contacts Made by Primary Worker	7043	6990	6916	6828	6913	6353	6778	6634	6914	6860	6900	6891
Contacts Required	7361	7341	7188	7198	7217	7254	7309	7241	7191	7206	7189	7218
% Made	95.7%	95.2%	96.2%	94.9%	95.8%	87.6%	92.7%	91.6%	96.1%	95.2%	96.0%	95.5%

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 – November 2020: The worker visitation rate for primary workers in September 2020 was 95.5%.

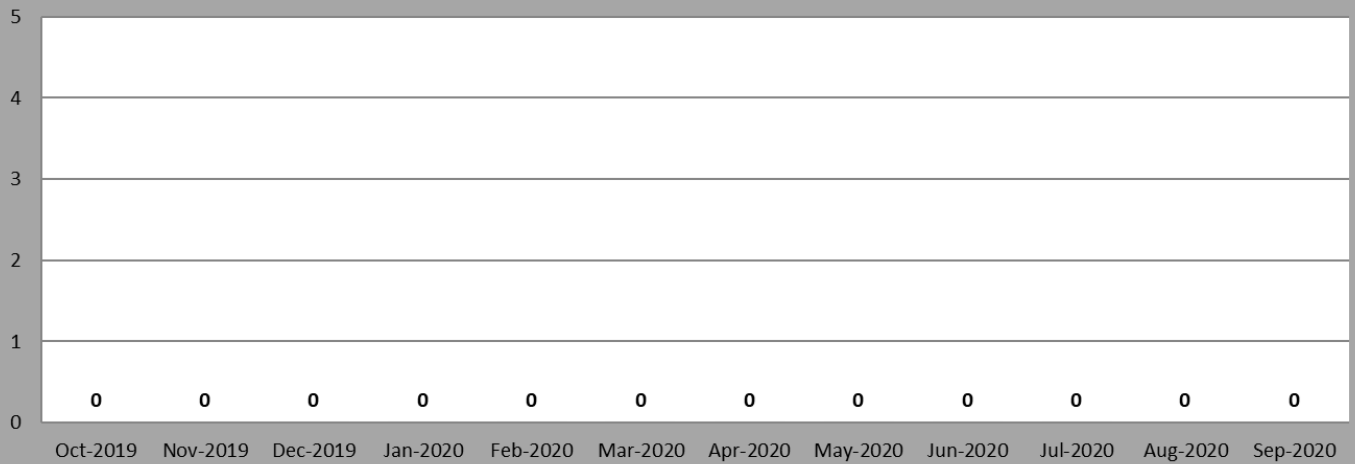
5.1: Monthly Shelter-Nights, Age 0-1 - September 2020



Data Source: Measure 5

	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Nights	0	0	0	0	0	0	0	0	0	0	0	0

5.1: Monthly Children in Shelter, Age 0-1 - September 2020



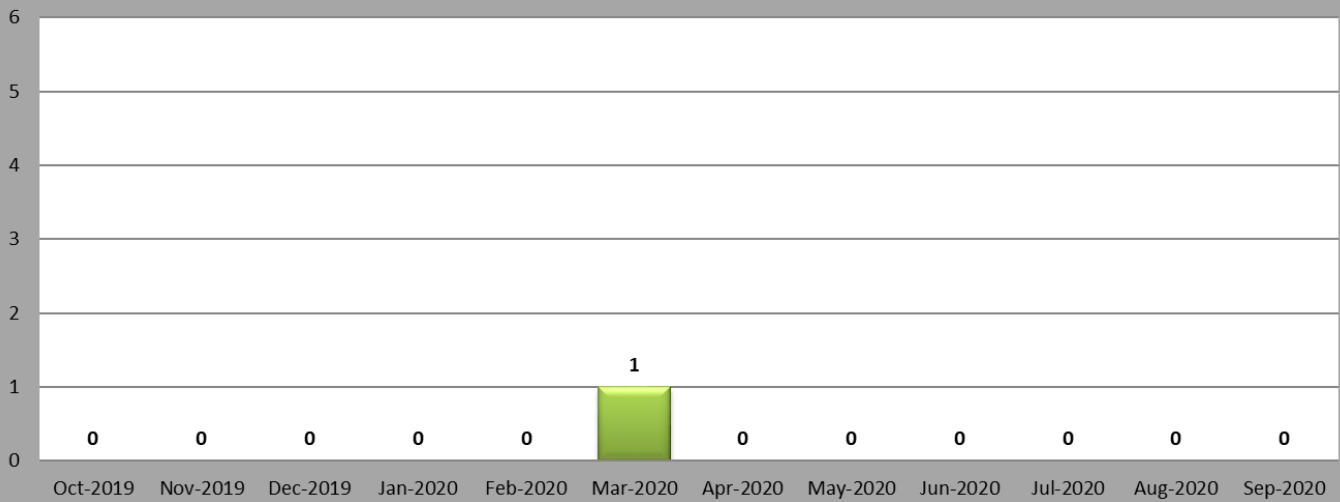
Data Source: Measure 5

	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# 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 – November 2020: In September 2020, 0 children age 0-1 year spent a total of 0 nights in the shelter. There were 1,756 children age 0-1 year in Out of Home Care in September 2020 and none of those children spent a night in the shelter (100% of children age 0-1 year). There were 108 children age 0-1 year removed during the month of September and none of the children had a shelter stay (100% of children in care age 0-1 year).

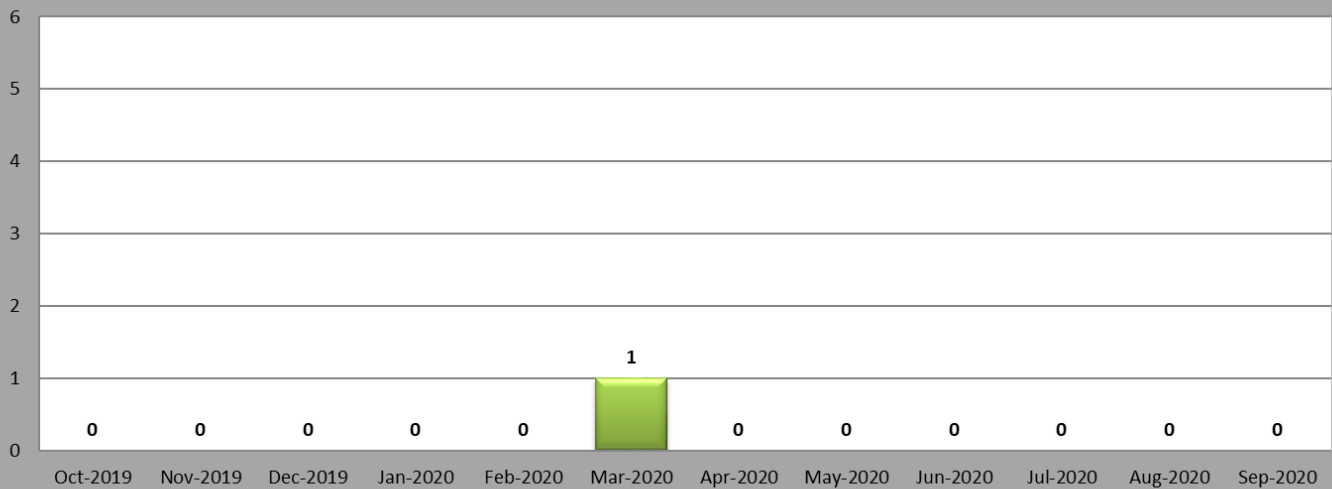
5.2: Monthly Shelter-Nights, Age 2-5 - September 2020



Data Source: Measure 5

	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Nights	0	0	0	0	0	1	0	0	0	0	0	0

5.2: Monthly Children in Shelter, Age 2-5 - September 2020



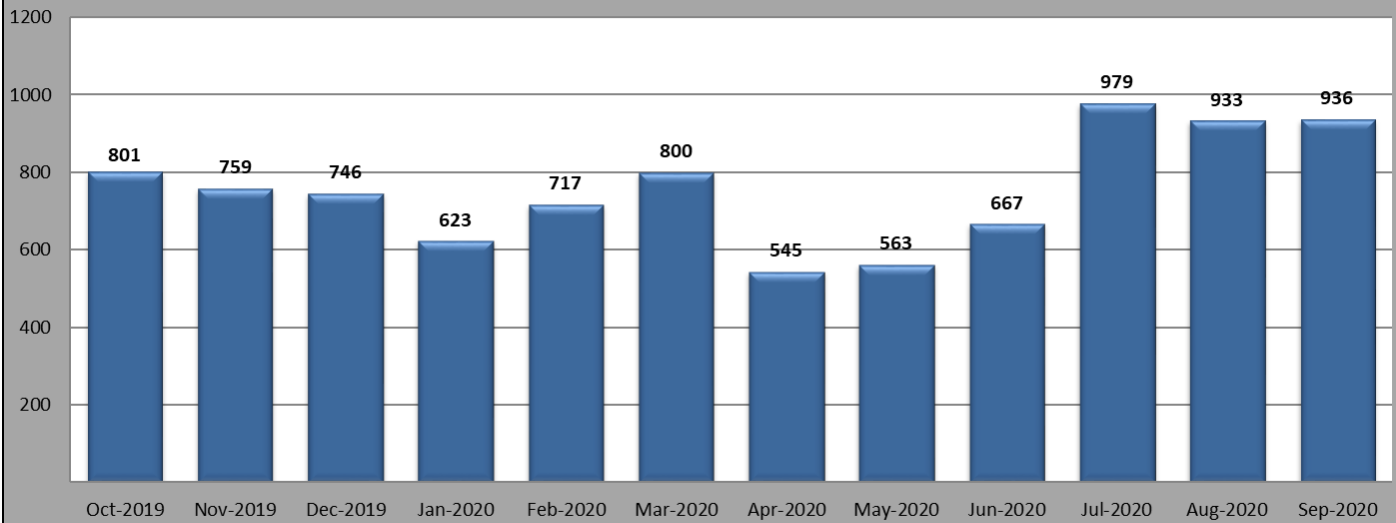
Data Source: Measure 5

	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Children	0	0	0	0	0	1	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. The Pinnacle Plan commitment to stop the use of shelters for children age 2-5 years was implemented on 7/1/13.

Comments – November 2020: In September 2020, 0 children age 2-5 years spent a total of 0 nights in the shelter. There were 2,487 children age 2-5 years in care in September 2020 and none of those children spent a night in the shelter (100% of children age 2- 5 years). There were 86 children age 2-5 years removed during the month of September and none of those children had a shelter stay (100% of children in care age 2-5 years).

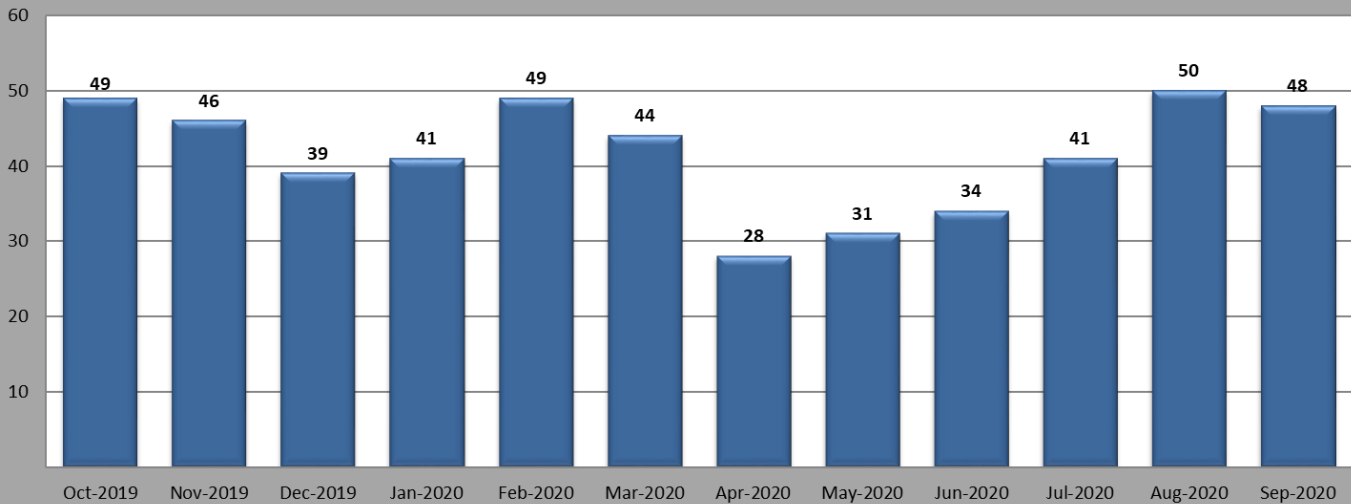
5.3: Monthly Shelter-Nights, Age 6-12 - September 2020



Data Source: Measure 5

	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Nights	801	759	746	623	717	800	545	563	667	979	933	936

5.3: Monthly Children in Shelter, Age 6-12 - September 2020

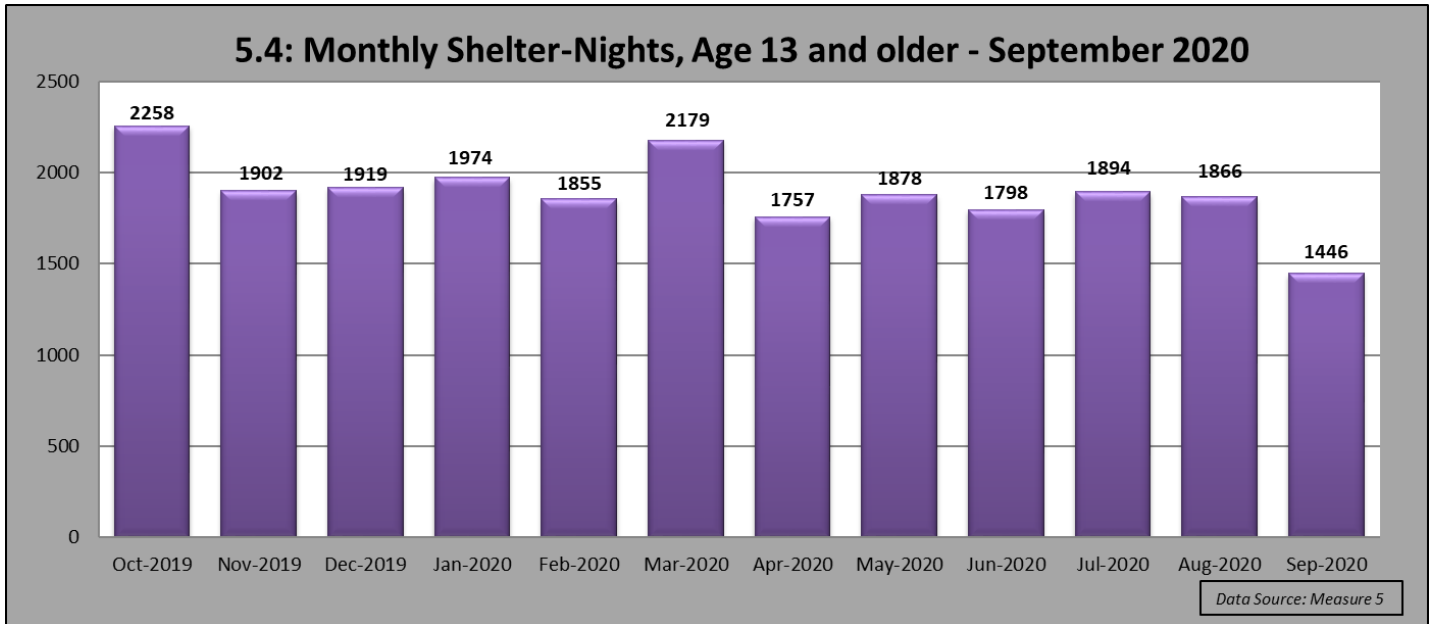


Data Source: Measure 5

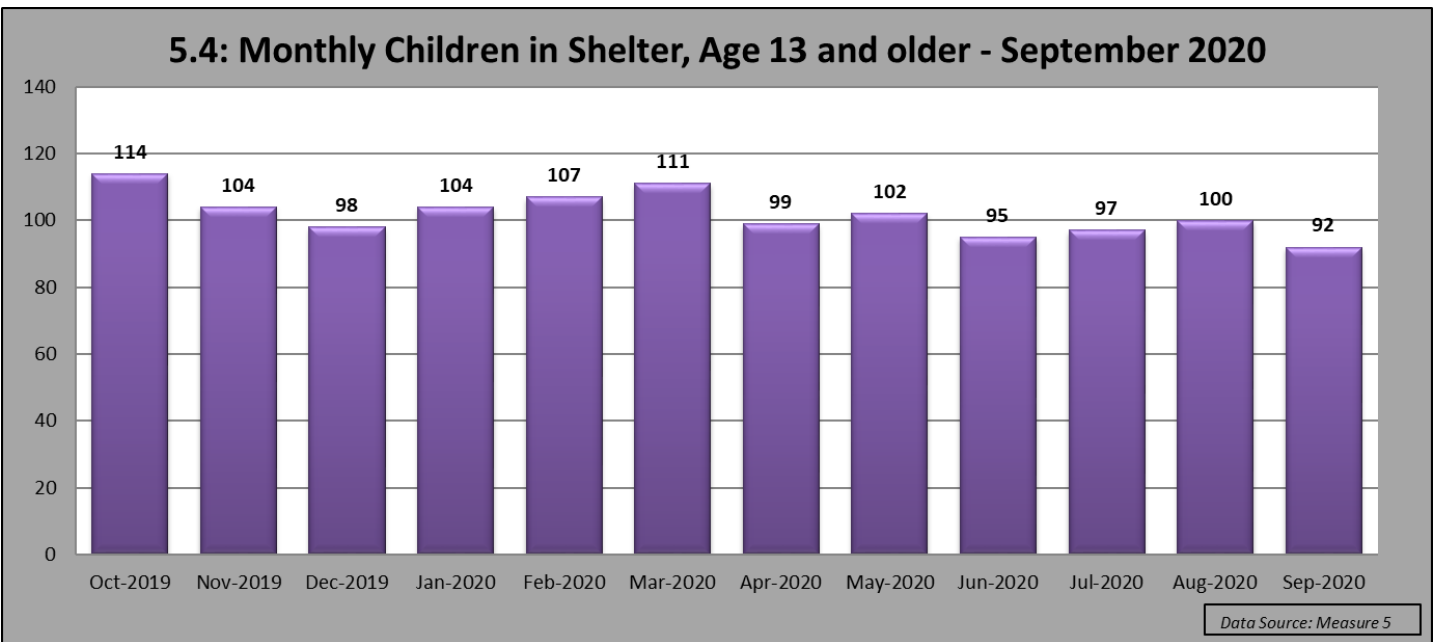
	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Children	49	46	39	41	49	44	28	31	34	41	50	48

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 – November 2020: In September 2020, 48 children age 6-12 years spent a total of 936 nights in the shelter. There were 2,542 children age 6-12 years in care in September 2020 and 2,494 of those did not spend a night in the shelter (98.1% of children age 6-12 years). There were 101 children age 6-12 years removed in September and 99 of those children did not have a shelter stay (98.0% of children in care age 6-12 years).



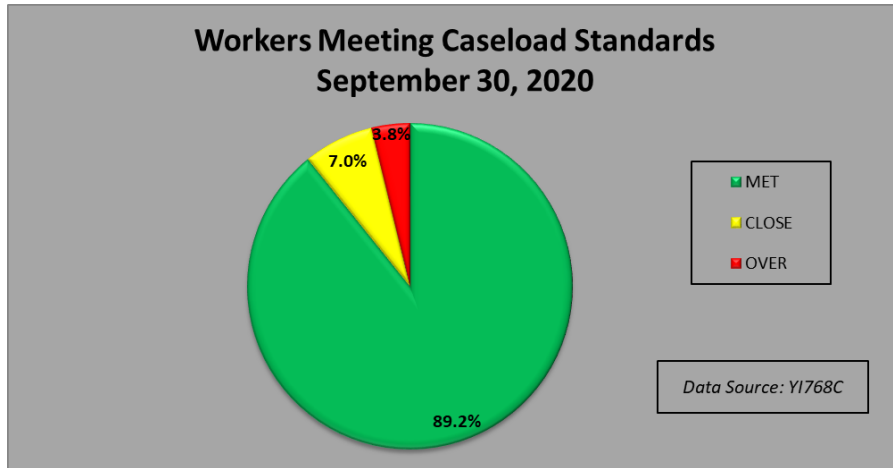
	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Nights	2258	1902	1919	1974	1855	2179	1757	1878	1798	1894	1866	1446



	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020
# of Children	114	104	98	104	107	111	99	102	95	97	100	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 – November 2020: In September 2020, 92 children age 13 and older spent a total of 1,446 nights in the shelter. There were 1,291 children age 13-18 years in care in September 2020. Of those, 1,199 children did not spend a night in the shelter (92.9% of children in care age 13-18 years). There were 41 children age 13-18 years removed during the month of September and 32 of these children did not have a shelter stay (78.0% of children in care age 13-18 years).

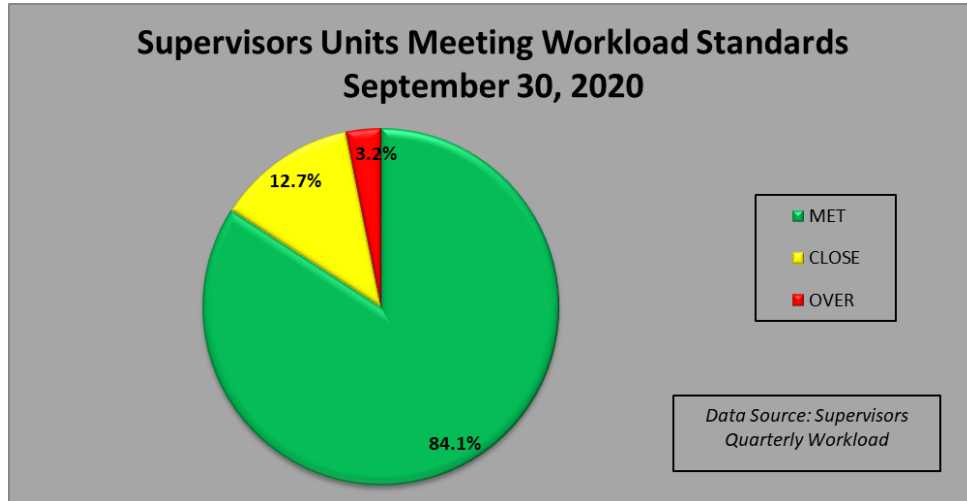


Quarterly Workload Standards Report July 1, 2020 - September 30, 2020				
Worker Type	Worker Days	% Met	% Close	% Over
ADOPTION SPECIALIST	4861	97.9%	1.6%	.5%
RESOURCE FAMILY SPECIALIST	18418	89.6%	9.2%	1.2%
COMPREHENSIVE	5236	84.2%	10.6%	5.2%
PERMANENCY PLANNING	57741	91.6%	4.6%	3.7%
PREVENTIVE/VOLUNTARY	6933	95.7%	3.0%	1.4%
INVESTIGATION	42997	90.6%	6.3%	3.0%
RECRUITMENT	3601	100.0%	.0%	.0%
ATU	4015	97.9%	2.1%	.0%
STATEWIDE TOTAL	143802	91.6%	5.6%	2.8%

Data Source: KIDS Data Quarterly Workload Summary Ending 9/30/20

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 2020: As of 9/30/20, using the point in time Y1768C Workload data report, the percentage of Child Welfare Workers meeting the standard is 89.2%, with 7.0% being “Close”, and 3.8% “Over Standard”. Of the 1560 workers, 1392 workers were meeting workload standards, 109 workers were close, and 59 workers were over the standard. For the period of Jul 1, 2020 – Sept 30, 2020, the quarterly data shows that the percentage of Child Welfare Workers “meeting” the standard is 91.6%, with 5.6% being “Close”, and 2.8% “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. Initially a supervisor was allowed to carry up to two case assignments, and those case assignments would not be calculated into the total workload. Any additional assignments on a supervisor's caseload would then be calculated at the same case type weight as on the worker's caseload and then combined with the supervisor capacity, which includes the number of workers supervised. Beginning with the reporting period ending December 2019, supervisors were no longer allotted the one or two assignments that did not add to the overall workload total. All assigned, countable work is now calculated into the supervisor’s workload. 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 2020: The total number of Child Welfare Supervisor Units “Meeting the Standard” is 84.1%, with 12.7% being “Close”, and 3.2% “Over Standard”. There are 378 supervisor units with 318 units meeting the standard, 48 units close and 12 units over the standard.

Context Data		
Children in Out of Home Care Population Served September 2020 - 8,076 Children		
Age	# of Children	% of Total
0-1 Years	1756	21.7%
2-5 Years	2487	30.8%
6-12 Years	2542	31.5%
Over 13 Years	1291	16.0%
TOTAL	8076	100.0%
Race	# of Children	% of Total
White	3834	47.5%
African American	790	9.8%
Multi Race	2742	34.0%
Native American	694	8.6%
Pacific Islander / Asian	16	0.2%
TOTAL	8076	100.00%
<i>Hispanic</i>	<i>1430</i>	<i>17.7%</i>
*Note: Hispanic or Latino origin is not counted as a primary race		

