right turn

Help for post-adoptive parents & guardians is just around the corner

February 2010

Part 1. ACCESS LINE

Reporting data provided by KVC Behavioral Health, which operates the access line.

Number of callers	**84**	
Number of calls with a hold time > 100 seconds	**0**	**0%**
Number of calls abandoned (calls not answered within five rings or 15 seconds)	**2**	**2%**

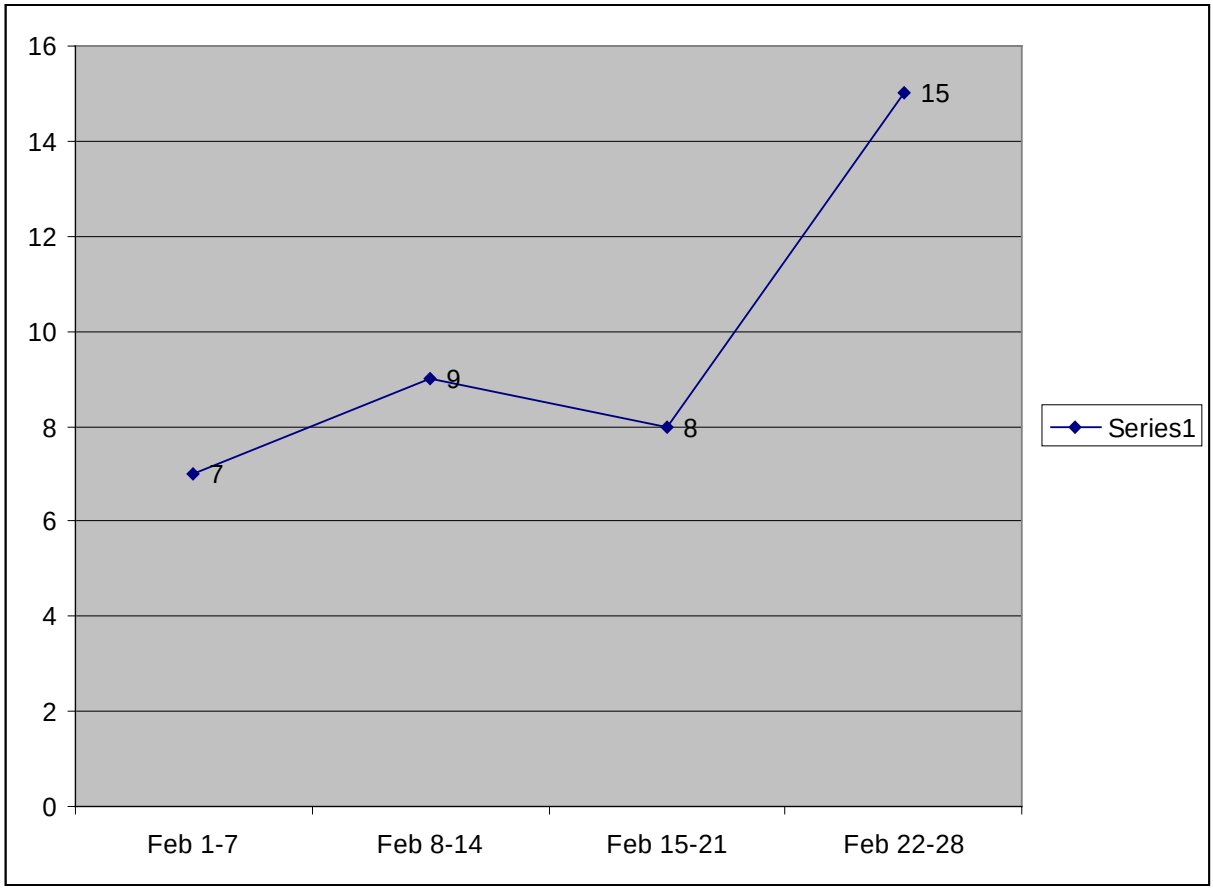
Results of Calls

Total calls	**84**	
Total eligible	**49/84**	**58%**
Eligible: Not referred to Right Turn Services (information only)	**11/49**	**22 %**
Eligible: Referred for Right Turn Services	**38/49**	**78%**
Eligible: Callers requesting immediate response (warm transfers)	**1/49**	**2%**
Total Ineligible	**2/84**	**20%**

Ineligible: Referred for Right Turn post-adoptive Support/Referrals	**2/2**	**100%**
Ineligible: Referred for Helpline for referral and support	**0**	**0%**
Hang-up calls	**2/84**	**2%**
Wrong numbers	**4/84**	**5%**
***Current Right Turn Families needing contact information for assigned worker**	**27/84**	**32%**

Right Turn family who used the access line to reach their specialist called the access line thirteen times to reschedule appointments and ask for contact information that had previous been provided. Right Turn has added staff contact information to the Right Turn website.

NUMBER OF ELIGIBLE CALLS REFERRED TO RIGHT TURN PER WEEK



Part 2. RIGHT TURN SERVICES

NUMBER OF ELIGIBLE FAMILIES REFERRED BY ACCESS LINE

The total number of families referred to Right Turn *for services and the outcomes and response times of these referrals.*

	Families	
Intakes received	**40** **(2 duplicate intakes)** **38 total intakes**	
Families responded to within 72 hours	**38**	**100%**
Families requesting immediate response (including crisis calls)	**1/38**	**2%**
Families requesting immediate response, call was immediately transferred to *Right Turn* and case management services began	**1/1**	**100%**

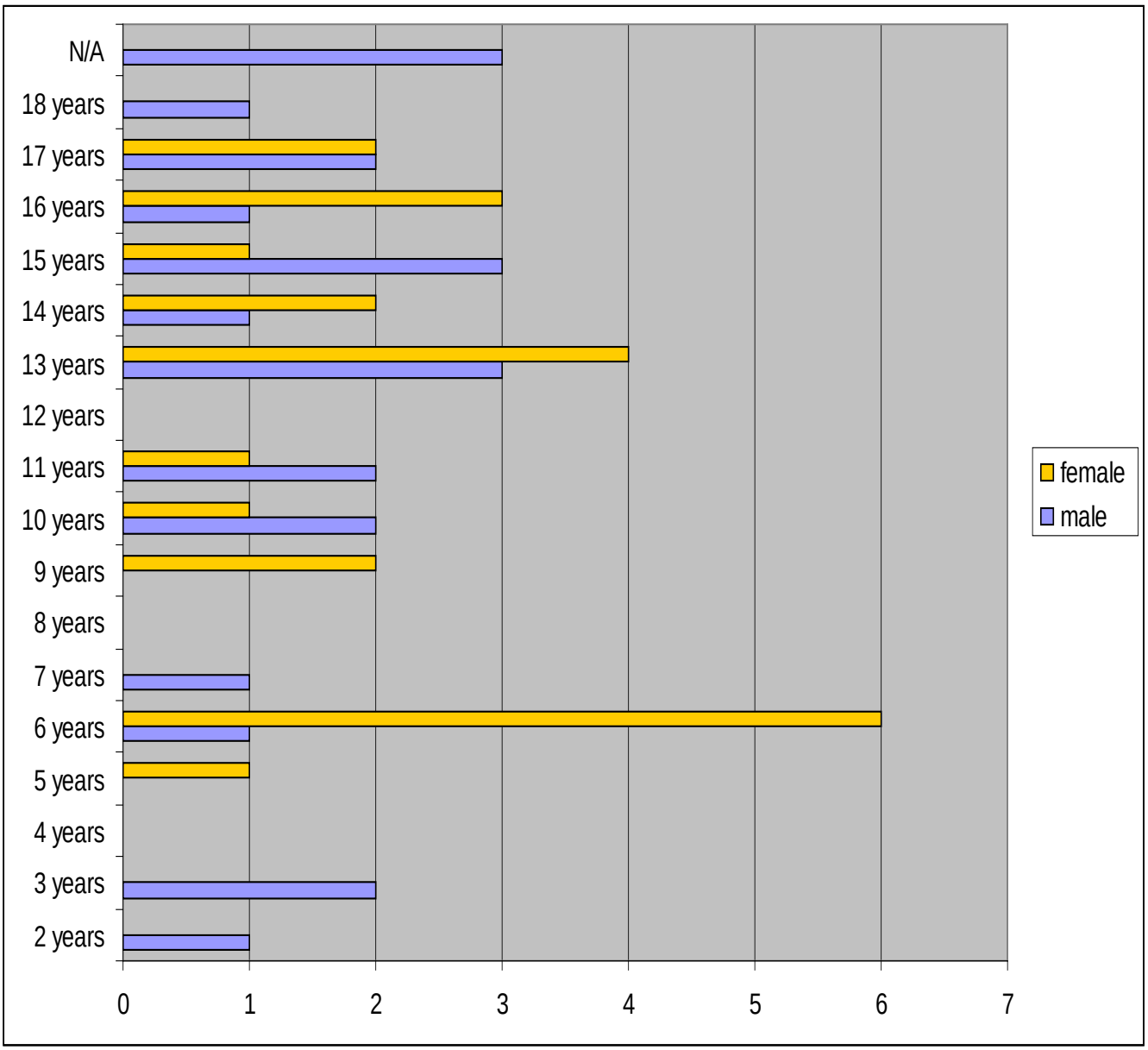
Disposition of Families

Families accepting case management services	**27/40**	**68%**
Families referred to non-crisis support services ***(referrals resolved family's need)***	**4/40**	**10%**
Families declining services ***(i.e. family not interested in this type of service, looking for very specific service (e.g.,. college scholarship money)***	**1/40**	**3%**
Families who did not respond to Right Turn attempts to contact	**4/40**	**10%**
Families who are ineligible and were referred to post-adoption services**	**1/40**	**3%**
Duplicate Intakes (intakes sent twice by KVC)	**2/40**	**5%**
Intakes received: eligibility uncertain due to lack of information from caller (caller was transferred to law enforcement prior to answering eligibility questions)	**1/40**	**3%**

**Right Turn made contact with all ineligible families and provided resources to families in addition to referring families to the Helpline and post-adoption support (when applicable). Families who are not eligible for Right Turn services are referred to other programs that will meet the needs of families. In cases where the families are adoptive parents who have a child not eligible for Right Turn, post adoption supports are needed but Right Turn is unable to serve these families. Right Turn has partnered with Nebraska Children's Home Society who has post adoption support for families who are not eligible for Right Turn. Right Turn is committed to ensuring all adoptive families access the support they need even when not eligible for Right Turn.

AGE AND GENDER OF THE ELIGIBLE CHILD

The age and gender of the child that qualifies a family for Right Turn *services. Parents of children under the age of four years did not self-refer to the* Right Turn *Access Line this past reporting period (N/A - services were not provided to family and age and/or gender of child was not gathered during intake).*



TOTAL NUMBER OF FAMILIES SERVED AND NUMBER OF YOUTH INVOLVED (CASE MANAGEMENT)

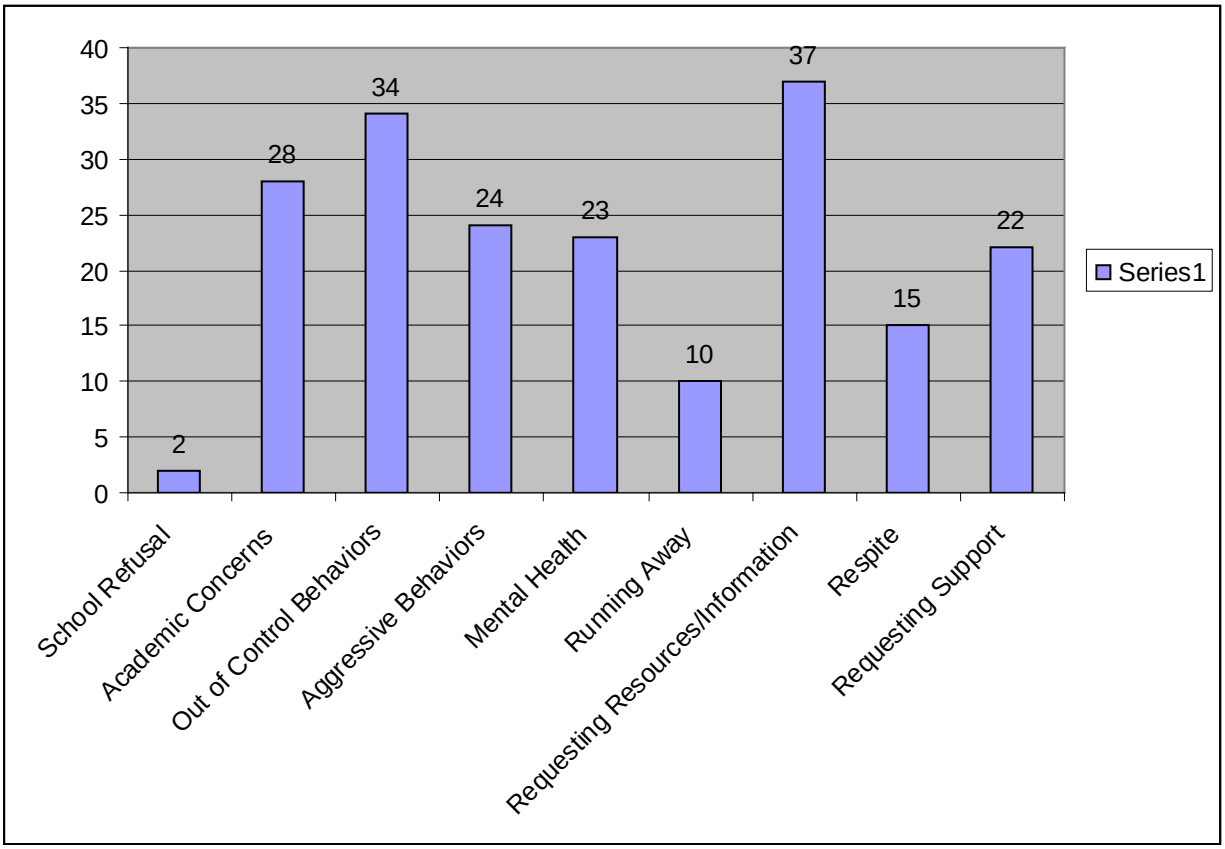
The total number of families currently being served and receiving case management services. The number of youth served is the total number of youth in families served.

	Total	Adoption	Guardianship
Active RT Families	**71**	55	15
Closed RT Families	**9**		
Total Served RT Families	**80**		
Youth Served	**167**		
Female	**49.7%**		
Male	**50.3%**		

February		Adoption	Guardianship
Families Served	**27**	21	6
Youth Served	**56**		
Female	**44.4%**		
Male	**55.5%**		

ISSUES IDENTIFIED AS THE REASON FOR REFERRAL

More than one reason can be identified. Reasons for referral are identified by both the family and the permanency support specialist once case management begins[D1]. [HH2][D3]



SERVICES PROVIDED TO FAMILIES DURING THE REPORTING PERIOD

Services provided to each family through the Right Turn *program. Length of service is not detailed as all families are within their first 30 days of services. Services are on-going for 90 days unless otherwise requested by family.*

NUMBER OF *RIGHT TURN* INTAKES RECEIVED: 38

February Services

Case Management *Family-centered, short-term case management services that work with families in their home and at the intensity defined by the families' needs and wants.*	**71%**	Case management cases/ total number of intakes received
Short-term respite *Emergency respite care services provided as a safety service when other informal respite arrangements cannot be arranged.*	**1%**	Total number of RT families receiving case management were offered respite services/the total number of families receiving case management services
Mentoring *Peer mentoring support provided by Nebraska Adoptive and Foster Parent Association (NFAPA).*	**92.8%**	Total number of families receiving NFAPA peer mentoring/ total number of families receiving case management services
Education Referrals *Referral to area trainings provided by community agencies, NFAPA, Right Turn, and other agencies providing post-adoption services.*	Type of (percent): Training-16% Classes-20% Websites-22% Online training 14% Literature-28%	Types of Educational referrals by percentage
Support Referrals *Access and referral to local support groups.*	Type of: Parent support group-100% Youth support group 0%	Types of support group referrals by percentage

Referral for Services *Right Turn has phone contact with all families who self-refer and eligible for services. If a family chooses not to participate in case management services, the initial contact with Right Turn provides referral for services that may better meet family need. Locating services with services providers who provide professional post-adoption services and facilitating access to services is also a function of case management.*	Types of referrals: Assistance- 1% CD evaluation 0% Child Care- 7% Community Support- 22% Community Support Emergency- 1% CPS- 0% Educational Support- 3% Independent Living Services- 3% Legal- 1% NFAPA Mentoring- 22% Peer mentoring (youth) 9% Mental Health- 13% MH evaluation- 9% Post Adoption Support- 1% Residential Treatment- 3% Tutoring- 3% Social Security- 1% Social Services- 2%	Types of referrals by percentage

OUTCOMES FOR FAMILIES AT THE END OF SERVICE PROVISION

A list of outcomes for families served by Right Turn*. Outcomes are established in proposal prepared for and approved by NDHHS.*

Families will remain intact without a need for out of home placement	No outcome data this reporting period
Families will be able to identify at least one community resource they will be able to access as needed after discharged from services	No outcome data this reporting period
Parents will report improved parenting skills through the participation of services	No outcome data this reporting period
Parents will report they have a better understanding of their children's specific needs and know how to deal with them as a result of participation in the program	No outcome data this reporting period
Families will have improved scores on the assessments	No outcome data this reporting period

GAPS IN SERVICE TRENDS THAT HAVE BEEN DISCOVERED AS FAMILIES ARE SERVED BY *RIGHT TURN*

(In cooperation with Hornby Zellar, it was determined the best method of capturing gaps and/or barriers to services would be to collect a list of identified gaps and/or barriers over the course of three months. At the end of the three month period, we hope to establish categories of gaps and/or barriers to services and then be able to quantify the number of gaps and/or barriers experienced by Right Turn families)

1. Lack of Community based services necessary to avoid of out of home care for youth with a mental health diagnosis
2. Lack of Parent education or training related to raising an adopted child (i.e. loss, grief, shame, identity, intimacy, control, rejection)
3. Lack of Appropriate level of support and service for children who have been diagnosed with Reactive Attachment Disorder
4. Lack of Access to mental health services in rural areas (specialty services which are available within thirty miles of the family home and therefore not reimbursable by Medicaid
5. Lack of educational training on what life looks like for the adopted child who has been prenatally exposed to drugs, has mental health issues, or who has been in several placements prior to adoption)
6. Lack of information/training on transferring subsidy benefits to another State and the differences in State Medicaid when accessing mental health services
7. Lack of education or training on out of state services available to families when or if they move from Nebraska
8. Difficulty in accessing or identifying services in the community for a family that does not have the internet
9. Lack of cooperation from schools to address special needs, parents feel like school is not listening or being responsive
10. Lack of understanding or information on what type of testing or services are responsive to the needs of children with pre/post natal drug exposure
11. Adoption/guardianship subsidies not covering the cost of the child as they get older and needs increase.
12. No training on the costs related to raising high/special needs children.
13. Mental health services or treatment end prior to child making progress due to stop in payment or authorization from insurance company
14. Parents not receiving the details or the “full picture” of their child’s mental health issues prior to adoption/guardianship (parents feeling like information was withheld to get them to adopt)

15. Lack of communication between mental health providers and the rest of the interdisciplinary team.

16. Lack of childcare resources available for children with special needs.

17. Lack of educational advocacy to create and enforce responsive IEP's.

18. Lack of respite care resources available to special needs children.

19. Recommended level of service by insurance companies not available (MST and FFT programs have waiting lists).

20. Lack of services in the Panhandle (No CTA or mental health service providers.)

21. Several high needs or special needs children placed in one home, as children age families are unable to attend to all the needs.

22. Respite costs are greater than respite subsidy amount

23. Lack of education or training on adoption issues

24. Not trained in accessing the services or on-going parent education needs that would enable the parent to better meet the emotional, physical and behavior needs of their child

25. Parents who feel rushed into providing permanency through adoption or guardianship when they felt ill prepared but did not want to risk losing the child in their home