right turn

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

Quarter 2
April-June 2010

Part 1. ACCESS LINE

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

Total Calls to the Access Line	**148**	
Abandoned Calls	**10**	**6.7%**
Wrong Numbers	**8**	**5.4%**
Hang Ups	**5**	**3.4%**
Inbound Follow-up (current RT family requesting information)	**8**	**5.4%**
Information Only	**17**	**11.4%**
Ineligible: Referred to Helpline	**6**	**4.0%**
Total Referrals	**94**	**63.5%**

0 calls had a hold time greater than 100 seconds

8.37 seconds is average hold time

Part 2. Referrals To Right Turn

Total Referrals **94**

Referrals responded to within 72 Hours	**94**	**100%**
Ineligible Referrals (includes ineligible and duplicate referrals)	**27**	**28.7%**
Eligible Referrals	**67**	**71.3%**

Disposition of Eligible Referrals

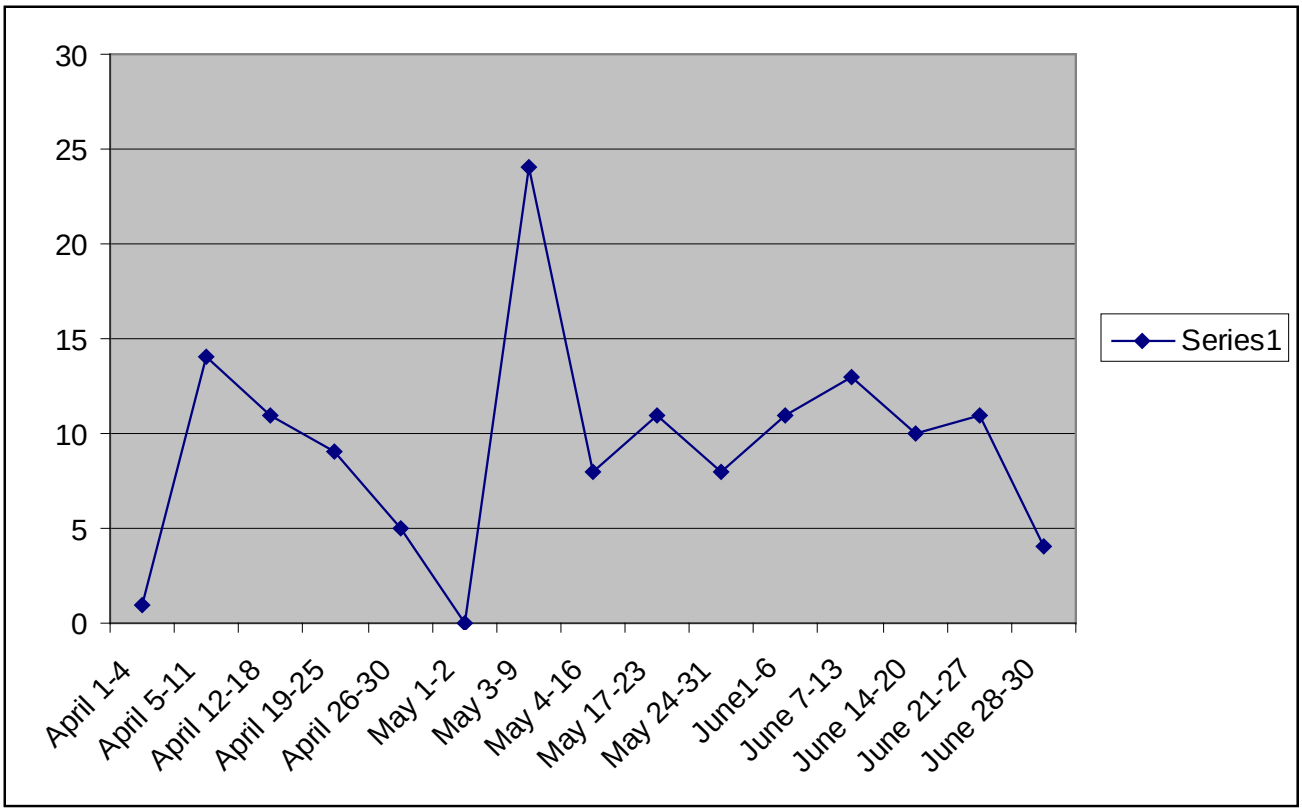
Total Eligible	**67**	
Eligible: Accepted case management services	****59**	**88%**
Eligible: Declined case management (e.g. support needs resolved, not interested in case management, did not respond to attempts to contact)	**8**	**12%**

**** Fifty-nine families who called the access line in quarter two accepted case management in quarter two**

****Two families who called the access line in quarter one accepted case management in quarter two.**

Total New Families accepting case management (Quarter Two): 61 families

Number of Referrals Received per Week



Part 3. Characteristics of Case Management Families

Quarterly Case Management Families **61**

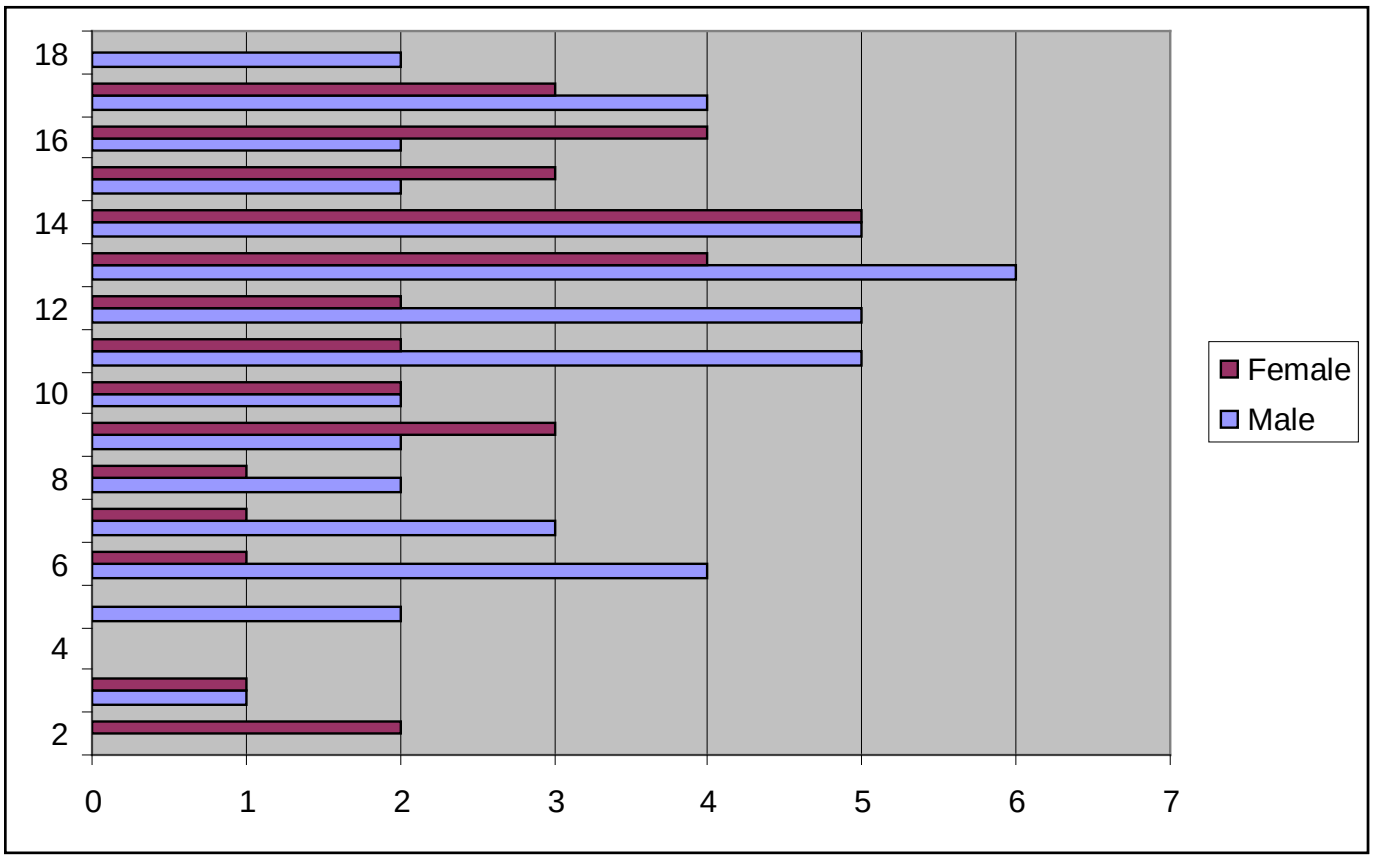
Adoption	**48**	**85.7%**
Guardianship	**13**	**14.2%**
Total Case Management Families	****61**	

**** Fifty-nine families who called the access line in quarter two accepted case management in quarter two**

****Two families who called the access line in quarter one accepted case management in quarter two.**

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*

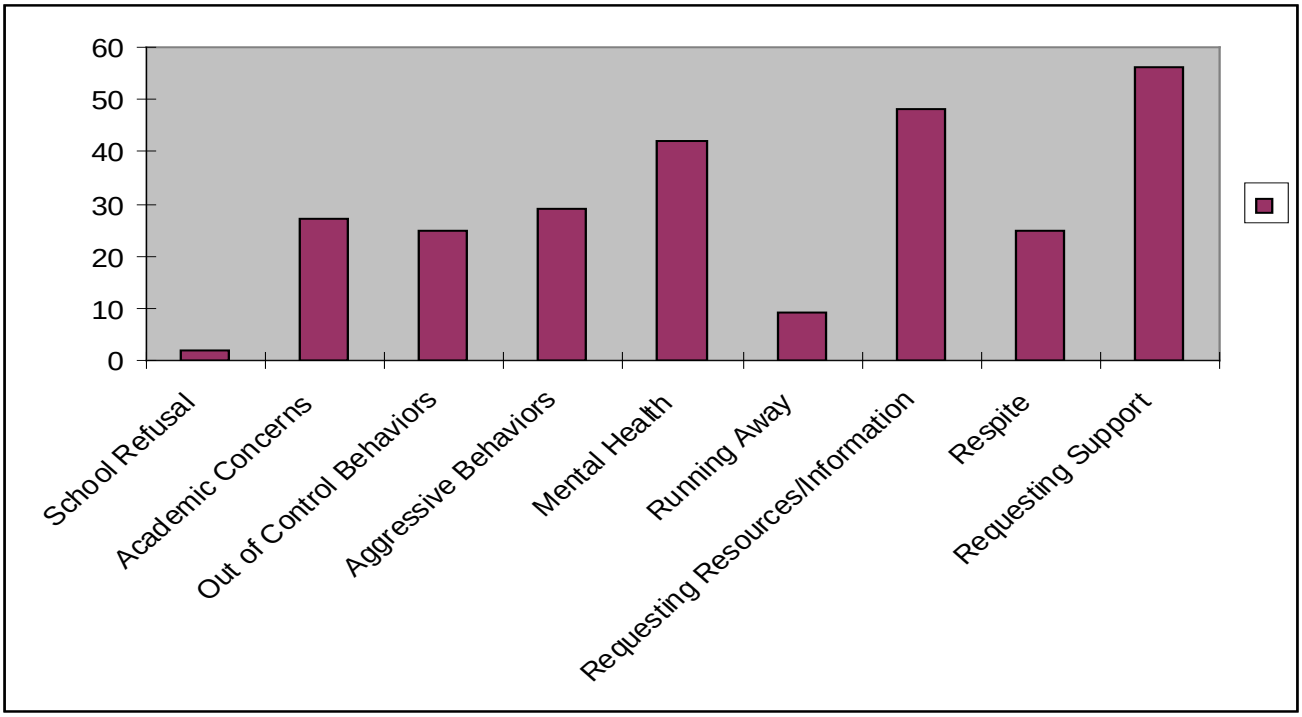


Total Youth Served (Monthly)
***accounts for total youth in families served, not the eligible child**

Female	**48**	**50%**
Male	**64**	**50%**
Total New Youth Served	**112**	

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.



	Adoption	Guardianship	Total
Families at start of the quarter	**62**	**16**	**78**
Families opened this quarter	**48**	**13**	**61**
Families that closed this quarter	**61**	**14**	**75**
Families at the end of the quarter	**49**	**15**	**64**
Total families served	**110**	**29**	**139**

Families closed this quarter	**75**
Average length of service for families that closed this quarter (prior to the 90 days)	**88.5 days**

	Total
Children at start of quarter	**178**
Children opened this quarter	**112**
Children that closed this quarter	**202**
Children at the end of the quarter	**88**
Total Children served	**290**

OUTCOMES FOR FAMILIES AT THE END OF SERVICE PROVISION

Outcomes are established in proposal prepared for and approved by NDHHS.

Right Turn Assessment will measure family outcomes at the end of service provision. Right Turn Assessment began being administered to all Right Turn families on April 1, 2010 for a trial period. June 1, 2010 this assessment was approved by Health and Human Services to be used as the primary tool for measuring outcomes. Post assessment outcomes are not available at this time. Families who completed the pre-assessment in April will not be completing their post-assessment until the end of the ninety day case management service. Families who began services in April will complete post assessments in July.

Pre-Assessment Scores Quarter 2
Right Turn Family Assessment

Safety of my child

37	My son or daughter is safe in the home
15	My son/daughter is at risk to harm him/herself or others in my home
6	My son/daughter is not in my home due to safety concerns

Families will remain intact without a need for out of home placement

22	There is no need for placement of my son/daughter outside of my home
20	I am seeking community based services to prevent a need for my child to be placed outside of my home
12	I am actively seeking a higher level of care for my son/daughter outside of my home
2	My son/daughter is not placed in my home but I am working to get him or her back
0	My son/daughter is placed in my home and I am actively seeking dissolution of my parental commitment
2	My son/daughter is placed out of the home and I am seeking dissolution of my parental commitment.

Ability to identify community resources (education, support, and treatment)

16	I am able to locate community resources to meet the needs of my family
33	I know there are resources available to my family but I am uncertain on how to access them
6	I know there are resources available but they are not available in my community
3	I not aware of any resources that would help me in meeting the needs of my family

Ability to meet child's needs through parenting skills

32	I feel competent in my parenting ability
15	I feel good about my parenting ability
10	I feel my parenting ability is adequate
1	I feel my parenting ability is inadequate

Parent education and skilling building support

34	I do not need additional parent education and skill building support
23	I would benefit from parent education and skill building support
1	I am in need of parent education and skill building support

Parent understanding of child's needs

34	I completely understand the emotional, educational, and/or physical needs of my son or daughter
23	I partially understand the emotional, educational, and/or physical needs of my son or daughter
1	I do not understand the emotional, educational, and/or physical needs of my son or daughter

Parent understanding of child's behavioral health-related diagnosis

21	My son/daughter has a diagnosis that I fully understand
28	My son/daughter has a diagnosis that I somewhat understand
1	My son/daughter has a diagnosis that I do not understand
7	My son/daughter does not have a diagnosis
1	No response

Parent involvement in child's care and/or treatment

56	I am actively involved in my son/daughter's care and/or treatment
0	I am sometimes involved in my son/daughter's care and/or treatment
1	I am not involved in my son/daughter's care and or treatment
1	No response

Level of understanding of adoption issues

27	I have a great understanding of the adoption/guardianship issues my son/daughter may experience as he/she ages
21	I have some understanding of the adoption/guardianship issues my son/daughter may experience as he/she ages
7	I have limited understanding of the adoption/guardianship issues my son/daughter may experience as he/she ages
1	I have no understanding of the adoption/guardianship issues my son/daughter may experience as he/she ages

Level of informal support

36	I have many friends and family who support me in my role as a parent
4	I have many friends and family who support me but not in my role as a parent
12	I have few friends and family who support me in my role as a parent
1	I have few friends and family who support me but not in my role as a parent
3	I am alone and I have no one to call for support
2	No response

Families will remain intact without a need for out of home placement	99% of all Right Turn families remained intact. (1/139 of families served this quarter)
Families will be able to identify at least one community resource they will be able to access as needed after discharged from services	100%

Parents will report improved parenting skills through the participation of services	<u>Pre/post Right Turn assessment data not available this quarter</u> According to satisfaction surveys (21 surveys returned) 14 of 21 families report improved parenting skills 5 families remained neutral 1 family disagreed 1 family did not provide a response
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	According to satisfaction surveys (21 surveys returned) 14 of 21 families report improved parenting skills 5 families remained neutral 1 family disagreed 1 family did not provide a response
Families will have improved scores on the assessments	**95% of families completed the Right Turn Assessment Pre-Test** **Post test scores are not available this quarter**
Continuous Quality Improvement	o Satisfaction Surveys o Monthly Spot Checks (program requirement) o Program supervisors randomly contact new families in the first thirty days of services to determine family satisfaction and to ensure family is receiving the services they expected and needed o Quality Improvement Team o Peer Reviews

Satisfaction Surveys
Right Turn received twenty-one satisfaction surveys from families who have completed case management services
All families receive Right Turn satisfaction survey at case closure

Survey result questions from Right Turn satisfaction surveys are attached. Families had the option of either filling out the surveys through a website, or mailing them in after their services ended. The surveys were anonymous, and were entered by the Right Turn CQI Specialist, or via the families online.

Compared to only having two satisfaction surveys returned in the first quarter, 21 were completed as of July 1st, 2010. Some of the questions were not answered by the families, and some surveys were of earlier version so were not tabulated.

The results show a definite appreciation and appearance that the Right Turn is making a difference. Because of the anonymity of the survey, families are able to give honest feedback—and on each question Right Turn is seen as positive. Most telling are the free-form questions where families are able to give feedback off of a scale.

Hornby Zeller has also developed a satisfaction survey that is being mailed to families at case closure and returned to Hornby Zeller. Results of these surveys have not yet been made available to Right Turn.

Spot Checks

A database was configured to help organize strategies for the Right Turn supervisors. Marketing, training, and other information can be tabulated and organized in the database.

One of the items being tracked are "spot-checks". These mid-service calls are made by supervisors to see how the family is progressing, and their feelings of how they are being treated mid-service. This extra check is key to see not only how the family sees Right Turn after the 90 days, but is a progress report to gain a snapshot of the families perception mid service.

Quality Improvement Team

A Quality Improvement Team met once over quarter 2 to assess Right Turn's records and data. The team discussed ways in which we can capture what areas need to be looked at for services and how to encourage families to give meaningful feedback via survey's and to case-workers.

With the leadership of Jessyca Vandercoy, the Quality Improvement Team also suggested to implement a Peer-Review Process for record reviews. Currently, all Right Turn records, both open and closed cases, are being reviewed. The results of this review will be made available at the next Quality Improvement team scheduled for August 5th. The results will then be disseminated to case-workers for their information and education, and will be made available to the third quarter report.

Peer Reviews

At the end of Quarter 2, there have been 90 files reviewed, with 100% of the cases scheduled to be reviewed by July 28th. Attached is the current report, listed by anonymous case-worker and with totals at the end of the report.

Success in the second quarter:

Increase in referrals after marketing efforts
Overall satisfaction of services by families served (as evidence by online testimonies, evaluator interviews and monthly "spot checks' with families)
99% of families served by Right Turn have remained intact
Collaboration between NCHS and LFS and their subcontractors is positive and effective
Expansion of Right Turn website
Increase number of satisfaction surveys returned with positive responses
Families are willing to complete Right Turn Assessment with nearly 100% compliance

Continued collaboration with HZA evaluators

Challenges in the second quarter:

Capturing gaps to and barriers in service

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

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This section is currently being adjusted with the guidance of Hornby Zeller. HZA has made suggestions related to changing the manner in which we are collecting and calculating data in the area of barriers and gaps.

On July 12, 2010, HHS and Hornby Zeller will be working with Right Turn in developing a system of gathering and recording gaps and barriers to services. Right Turn will continue to collect information from families and case specialists in regards to the gaps and barriers to service based on family report and specialist report. Right Turn is a family driven program and report from family is seen as valuable and honest.

The following is new information gathered with each intake to better capture gaps and barriers to services. This process has been approved by HZA and it is the belief of Right Turn and HZA that gaps and barriers to services will be better captured through the following new data being collected.

1. Mental Health Intake Questions:

1. Does eligible child have mental health diagnosis?
Yes
No
Unknown

If yes, then type:
Reactive Attachment
PDD
Autism
Aspergers
ADHD
ADD
Depression
Anxiety Disorder
Conduct Disorder
ODD
OCD
Bi-Polar
Borderline
Schizophrenia
Schizoaffective
PTSD

Mood Disorder NOS
FAS Diagnosed
FAS suspected
Pre/post natal drug exposure (documented)

2. Has the eligible child had previous mental health treatment?
Yes
No
Unknown

If yes, then type:
Therapy
In-home therapy
Intensive Outpatient
Inpatient
Residential
Chemical dependency
Day treatment
Other (notes box)

If no, why not? (mark all that apply)
Capacity/Wait time
Transportation
Not covered by insurance
Not covered by Medicaid
Parent lacks insurance
Not suitable to family's culture
Wrong age
Mental health diagnosis required
Wrong referral source (accepts referral only from specific agency or practitioner)
Cost
Hours of operation
Distance (over 50 miles)
Service specialty not available
Magellan authorization denied
Magellan appeal rejected
Parental consent required
Agency refused
Family refused

3. Is the eligible child currently receiving mental health treatment?
Yes
No

If yes, type:
Therapy
In-home therapy
Intensive Outpatient
Inpatient
Residential
Chemical dependency
Day treatment

Other (notes box)

If no, why?
Capacity/Wait time
Transportation
Not covered by insurance
Not covered by Medicaid
Parent lacks insurance
Not suitable to family's culture
Wrong age
Mental health diagnosis required
Wrong referral source (accepts referral only from specific agency or practitioner)
Cost
Hours of operation
Distance (over 50 miles)
Service specialty not available
Magellan authorization denied
Magellan appeal rejected
Parental consent required
Agency refused
Family refused

4. Is the eligible child in need of treatment?

Yes
No
Unknown

If yes, why has treatment not been accessed?

Parent unfamiliar with treatment services
Capacity/Wait time
Transportation
Not covered by insurance
Not covered by Medicaid
Parent lacks insurance
Not suitable to family's culture
Wrong age
Mental health diagnosis required
Wrong referral source (accepts referral only from specific agency or practitioner)
Cost
Hours of operation
Distance (over 50 miles)
Service specialty not available
Magellan authorization denied
Magellan appeal rejected
Parental consent required
Agency refused
Family refused

2. Services family is requesting at intake:

Intake questions will include asking the family the services they are requesting at the start of services. Capturing this data at the beginning of services is valuable as Right Turn will be able to collect the types of services family are requesting, the appropriateness of these services, the accessibility of these services, and if services were obtained by family.

Types of Services Requested by Family at Intake:

Information about services
Child background information
Child Enrichment Services
Education services
After school services
Financial services
Health/Medical services
Counseling
Support services
Mental health/Guidance
Parent education
Household Management Services
Housing assistance
Vocational services
Legal assistance

3. Services Referral Follow-up:

Right Turn will begin to capture follow-up information on all referrals made to families. IF a family does not receive a service that has been referred, data on why the service was not accessed by the family is captured.

Reasons why services were not accessed by family:

Capacity/Wait time
Transportation
Not covered by insurance
Not covered by Medicaid
Parent lacks insurance
Not suitable to family's culture
Wrong age
Mental health diagnosis required
Wrong referral source (accepts referral only from specific agency or practitioner)
Cost
Hours of operation
Distance (over 50 miles)
Service specialty not available
Magellan authorization denied
Magellan appeal rejected
Parental consent required
Agency refused
Access to Internet
Family declined (choice by family)