right turn

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

August 2010 Final

Part 1. ACCESS LINE

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

Total Calls to the Access Line	**62**	
Test Calls (KVC testing access lines calls)	**10**	**16.1%**
Wrong number	**1**	**1.6%**
Abandoned Calls	**9**	**14.51%**
Inbound Follow-up (current RT family requesting information)	**2**	**3.3%**
Information Only	**16**	**25.8%**
Total Referrals (ineligible and eligible)	**24**	**38.7%**

0 calls had a hold time greater than 100 seconds

8.68 seconds is average hold time

9 (14.51%) number of abandoned calls (calls where caller never spoke to a person. Example: Caller dials number and then hangs up before the call is picked up, call gets disconnected before a live person answers)

Part 2. Referrals to Right Turn

Total Referrals (sent from KVC) **24**

Duplicate Referrals	**2**	**8.3%**
Total Referrals (non duplicated)	**22**	**91.7%**

Referrals responded to within 72 Hours	**22**	**100%**
Ineligible Referrals	**5**	**22.7%**
Eligible Referrals	**17**	**77.2%**

Disposition of Ineligible Referrals

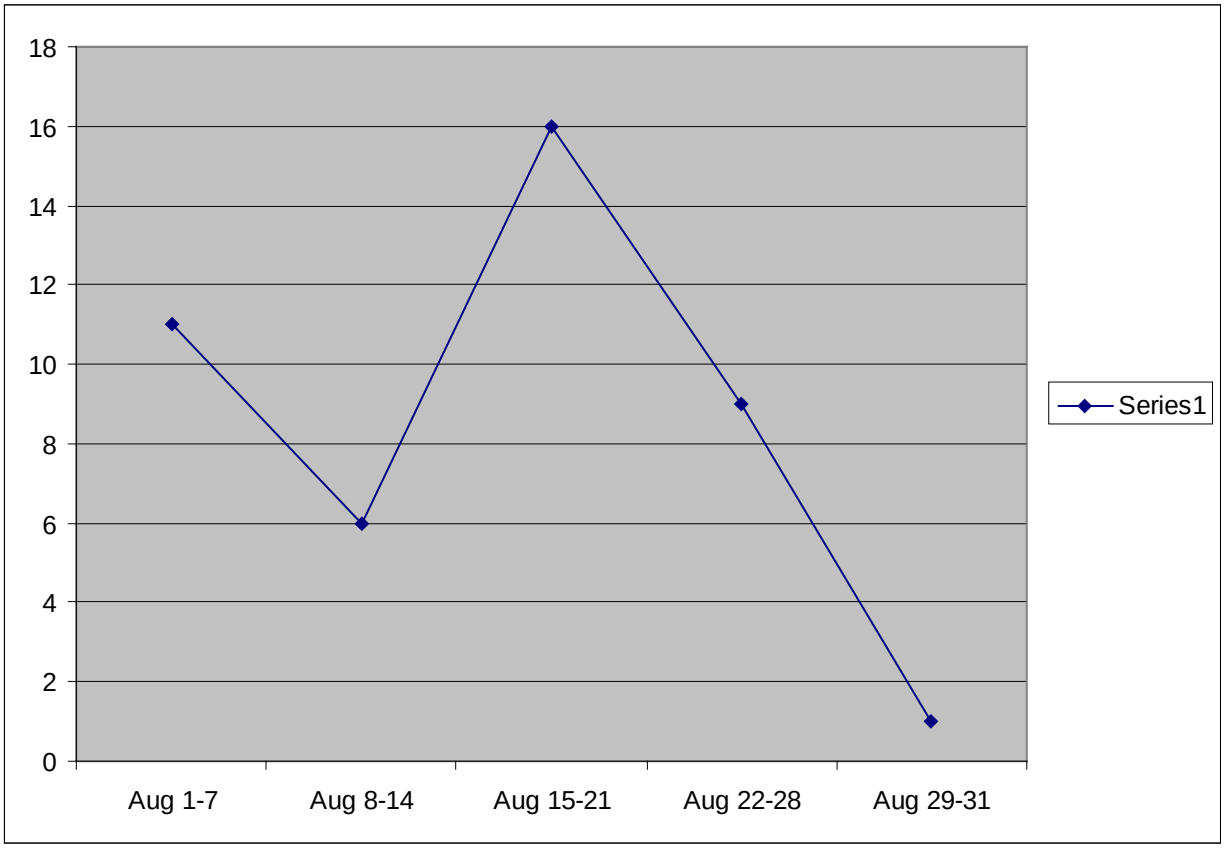
Total Ineligible ****(families were referred to more than one resource)****	**5**
Ineligible: Referred to Post adoption support **(Post adoption support other than Right Turn)**	**2/5**
Ineligible: Referred for Helpline for Referral and Support	**0/5**
***Provided additional referrals to family**	**5/5**

*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.

Disposition of Eligible Referrals

Total Eligible	**17**	
Eligible: Accepted case management services	**17**	**100%**
Eligible: Declined case management (e.g. support needs resolved, not interested in case management, did not respond to attempts to contact)	**0**	

Number of Referrals Received per Week



***In the third week of August there was an increase in calls. We are uncertain why the calls increased that week. No mailings were sent out. Right Turn is consistently participating in marketing efforts. At this time, we do not have an explanation for the increase in calls in the third week of August.**

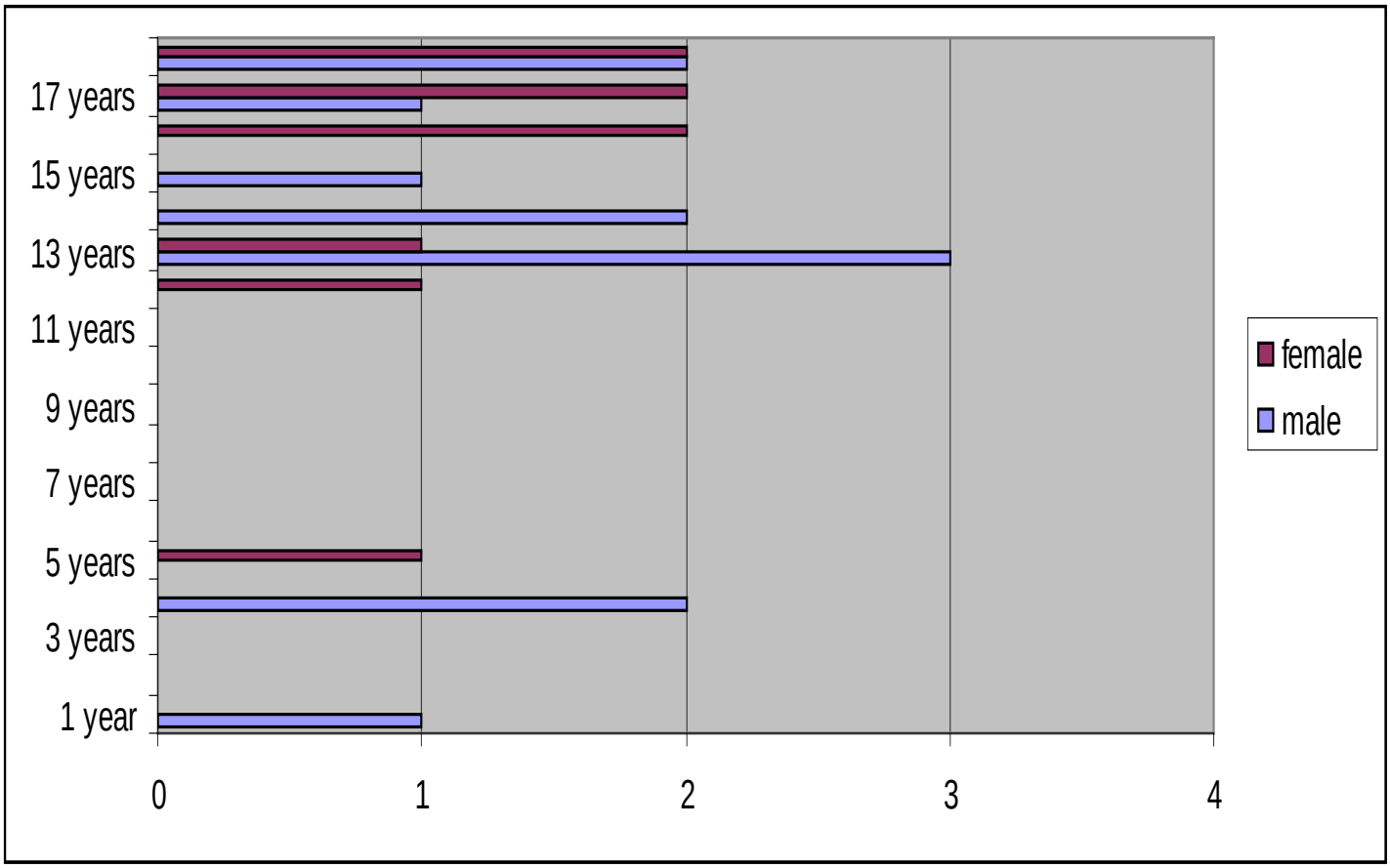
Part 3. Characteristics of New Case Management Families

New Case Management Families (Monthly) **17**

Adoption	**12**	**70.6%**
Guardianship	**5**	**29.4%**
Total New Case Management Families	**17**	

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).*

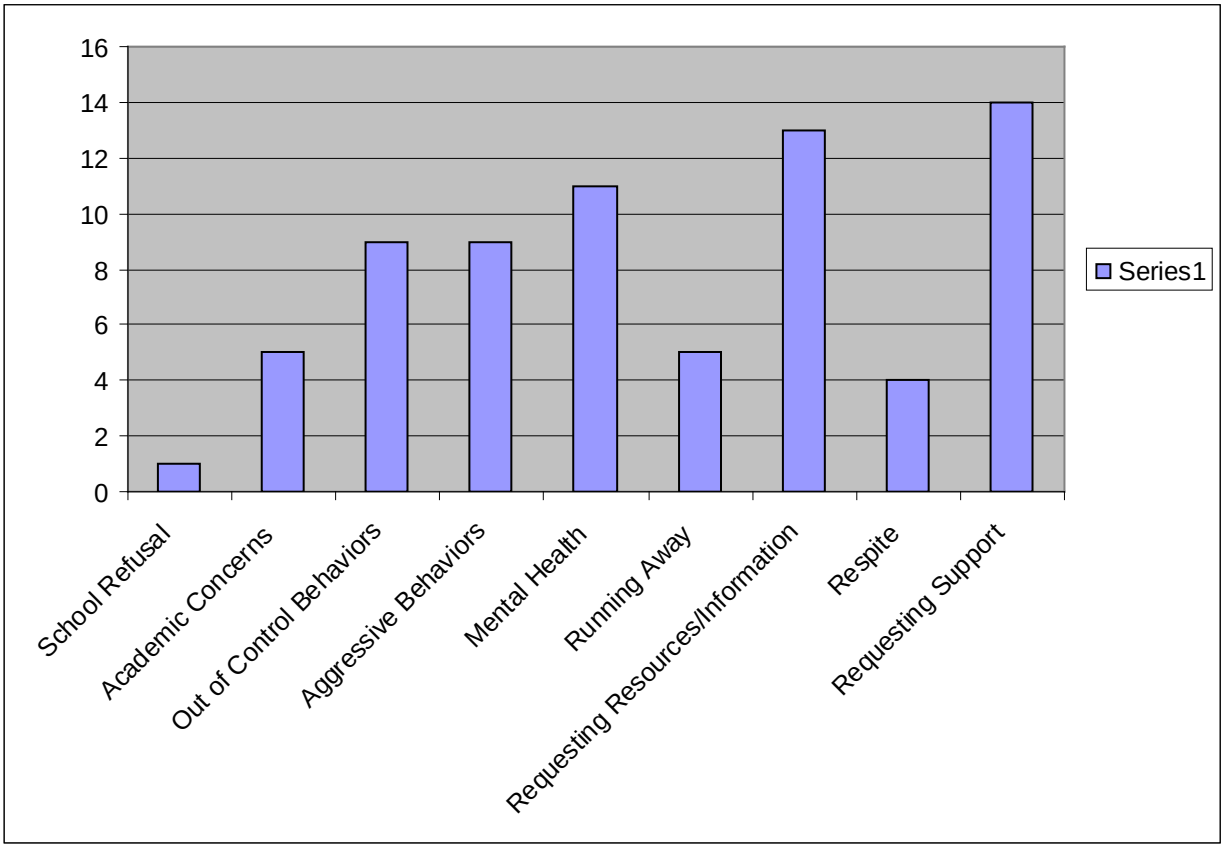


New Youth Served (Monthly)
***accounts for total youth in families served, not the eligible child**

Female	**23**	**51%**
Male	**30**	**49%**
Total New Youth Served	**53**	

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.



August	Adoption	Guardianship	Total
Families at start of month	67	18	85
Families opened this month	12	5	17
Families that closed this month	18	4	22
Families at the end of the month	61	19	80
Total families served	79	23	102

Families closed this month	22
Average length of service for families that closed this month	97 days

	Total
Children at start of month	135
Children opened this month	53
Children that closed this month	48
Children at the end of the month	140
48Total Children served	188

PART. 4 SERVICES PROVIDED

Services provided to each family through the Right Turn *program. Services are on-going for 90 days unless otherwise requested by family. Service categories have been amended and agreed upon by HHS and HZA.*

SERVICES PROVIDED TO FAMILIES RECEIVING CASE MANAGEMENT:

Right Turn Six Core Services:
Case Management
Mental Health Referrals
Respite Care
Training/Education
Support Group
Peer Mentoring 67% of families chose to utilize peer mentoring services

August: Served 102 families

August: 257 service referral

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.*	**102 families**
Basic Needs: Housing Food Clothing Fuel Utilities Job	3 referrals
Benefits Medicaid Food Stamps Aid to Dependent Children (ADC) Aid to Aged, Blind and Disabled Energy Assistance Kids Connection Child Care Subsidy NECHIP Developmental Disabilities (SSI/SSDI) Private Insurance Adoption Subsidy Medicaid Waiver Other	13 referrals
Legal/Court Services Juvenile Adult	2 referrals
Education Primary Secondary Special Ed IEP Tutoring 504 Plan Alternative School	2 referrals
Health Care Primary Specialized Dental	1 referral
Mental Health Evaluation/Assessment/Diagnostic	35 referrals

Community Based Outpatient Community Base Treatment (day treatment) Residential Treatment Specialized residential treatment Hospital/Crisis mental health Medication Management	
Substance Abuse Evaluation Community Based Outpatient Community Based Intensive Outpatient Community Based Day Treatment Residential Hospital/Crisis Medication management	0 referrals
Non-therapeutic Supports Formal respite Informal respite CTA Other home-based services Other informal supports	14 referrals
***Parent Education/Support** Individual Support Group Peer Support Mentoring Childcare Parenting classes Other forms of parent education Post-adoption support Specialized parenting Training/Education Adoption Attachment FAS/Drug exposure Grief/Loss Mental health Behavioral	164 referrals
Child Development/Support Recreation/Leisure Youth Development Leadership programs/activities Transitional/Skill Training/Independent Living Mentoring child/youth	23 referrals

Right Turn hosts a parent and an adoptee support group in Lincoln and Omaha each month. The Lincoln support group occurs on the 4th Thursday of each month. The Omaha support group occurs on the 2nd Monday of each month. These support groups are open to all adoptive and guardianship families needing additional support. In addition to these support groups, Right Turn partners with NFAPA and PASE to provide support groups for families throughout the State of Nebraska. Each month there are twenty-one support groups that occur throughout the State. Support groups occur in the following areas on a monthly basis:

1st Monday of the month PASE
1st Thursday of the month Hastings Support Group
1st Thursday of the month Lincoln Support Group (breaks for summer)
1st Tuesday of the month North Platte Support Group
2nd Monday of the month Fremont Support Group (breaks for summer)
2nd Monday of the month Omaha Right Turn Support Group
2nd Thursday of the month Kearney/Lexington Support Group
2nd Tuesday of the month Columbus Support Group
2nd Tuesday of the month Sidney Support Group (no mtg in July)
3rd Monday of the month Kin-Nect Orientation- North Platte (no mtg in July)
3rd Monday of the month Omaha Support Group (breaks for summer)
3rd Thursday of the month Grand Island Support Group
3rd Thursday of the month Scottsbluff Support Group (no mtg in July)
3rd Thursday of the month Support Group – O'Neil (breaks for summer)
3rd Tuesday of the month – Curtis
3rd Tuesday of the month South Sioux City Support Group (breaks for summer)
4th Friday of the month Norfolk Support Group
4th Monday of the month Gretna Support Group (breaks for summer)
4th Thursday of the month Alliance Support Group (no mtg in July)
4th Thursday of the month Lincoln Right Turn Support Group
4th Thursday of the month Ogallala Support Group (no mtg in July)

Permanency Support Specialists Service to Families

Permanency Support Specialists provide a case management service which includes the following activities: support, referral, advocacy, intervention, WRAP plans, crisis plans, coordinating of services, teaching new skills, and mediating of services. Below is a detailed list of how specialists spend their time with families.

Contact Type	Number of Contacts	Contact Hours	Percent of time
Documentation	52	23.75	13%
Intake (clinical triage) with family	15	11.25	6%
Intake (clinical triage) of family requesting additional days of case management	2	1.5	1%
Research	26	17.25	10%
Travel	32	24.5	14%
Visit, Case Staffing	41	10.25	6%
Visit, Collateral Contact	36	10.75	6%
Visit, Email	42	10.5	6%
Visit, Family Team Meeting	4	6.5	4%
Visit, In Person	16	24	13%
Visit, Telephone	91	35.25	20%
Visit, Written	5	2	1%
Total	364	177.5	

Marketing

The Right Turn proposal outlines a marketing campaign requires contact with physicians, schools, school counselors, psychiatrists, health clinics, and hospitals. Additionally the proposal states Right Turn will be present at urban and rural health/wellness fairs, send quarterly mailings to eligible families, and have links established on subcontractor websites. The list of marketing activities is below and meets the marketing campaign requirements described in the proposal.

From March 1- August 31, 2010

- 67 marketing activities

Mailings (letters/promotional materials)

Advanced Psychiatric Care
Bambi Reckling (LMHP)
Belmont Community Center
Bryan LGH Mental Health Center
Center for Psychological Services
Child Advocacy Center
Child Guidance Center
County Court Judges (59 pieces)
Dr. Lori Lunquist-Wall
ESU's
Family Resource Center (UNL)
Family Services
Gethsemane Baptist Church
Grant Medical Center
Juvenile Court Judges (11 pieces)
Kendra Frederick (LMHP)
Lancaster County Health Department
Lincoln Behavioral Health Clinic
Lincoln Family Medical Group
Lincoln Pediatric Group
Lincoln YMCA (5 pieces)
Marcia Malone (LMHP)

Mental Health Associates
Nebraska Appleseed Foundation
Nebraska Comprehensive Health Center
North High School (Omaha)
ORR Psychotherapy Associates
People's Health Center
Pioneer Counseling Center
Region V
Region VI
Right Turn Mailing (eligible families) Jan, April, July
Samaritan Counseling Associates
Southeast service area HHS
Southeastern public schools (48 pieces)
South Pointe Family Resource Center
St. Mark's United Methodist Church
Statewide CASA offices (21 pieces)
Statewide County Courts (19 pieces)
Statewide HHS subsidy workers
Statewide public defenders offices (15 pieces)
UNMC
Williamsburg Behavioral Health
Woodhaven Counseling

Email Blasts

Current and previous Right Turn families (monthly)
HHS Staff (January, May)
HHS staff received email from Mary Dyer after Right Turn provided electronic promotional material.
Newsletter (September) (212 addresses)
Providers, partners, Right Turn contacts (Monthly) (104 addresses)

Professional Meetings

Adoption Links Worldwide
Developmental Disabilities
Douglas County Response
Eastern Service Area Administration
Juvenile County Attorney (Douglas)
Marvin Crouch and Associates (Kearney)
Nebraska Children's Home Society Board
Region III Behavioral Health
Sarpy County HHS

Presentations

OMNI
603 Committee
Boys Town Foster Care
CASA
Child Connect
Child Saving Institute
Eastern Service Area HHS
ESU's
Families Care Kearney
Foster Care Review Board
Governor's Commission on the Protection of Children
Kim Foundation Radio Program
KVC Behavioral HealthCare
Lexington Interagency Commission
MCAC
Nebraska Children's Home Society
Nebraska Family Collaborative
Nova Foster Care
Partners Council
Spirit of Omaha Radio Program

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

No new updates at this time. New methods for collecting data to capture gaps and barriers to service were developed in July 2010. This data is being collected, analyzed and reported when findings become clear.