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January 2010

Data Collected

Number of families referred for Right Turn Services
The following is the total number of families who were referred to Right Turn for services and the outcomes and response times of these calls

Total	Families
Number of intakes received by Right Turn	68
Number of families who were responded to within 72 hours	64 of 68
Number of families receiving case management services	54 of 68
Number of families receiving case management services within 72 hours	51 of 54
Number of families who requested immediate response and call was immediately transferred to Right Turn and case management services began	6 of 6

Disposition of calls	Families
Families that accepted case management services	54
Families referred to non-crisis, support services (referrals resolved family's need)	9
Families that declined services (i.e. family not interested in this type of service, looking for very specific service (i.e. college scholarship money), etc)	4
Families that were ineligible and referred on to other services	1

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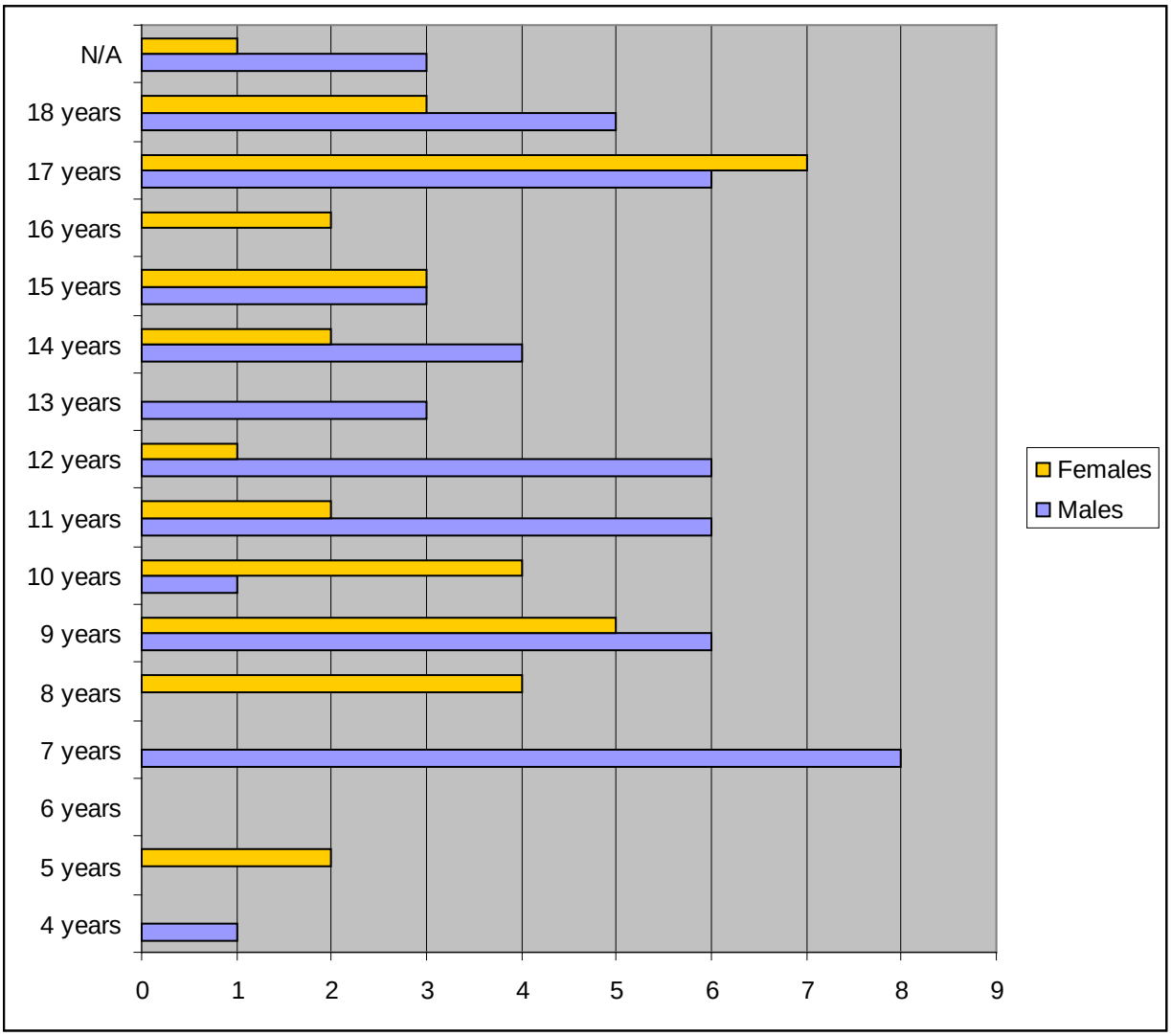
Age and gender of persons served

The following is the age and gender of the child that qualifies a family for Right Turn services. Parents of children under the age 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)



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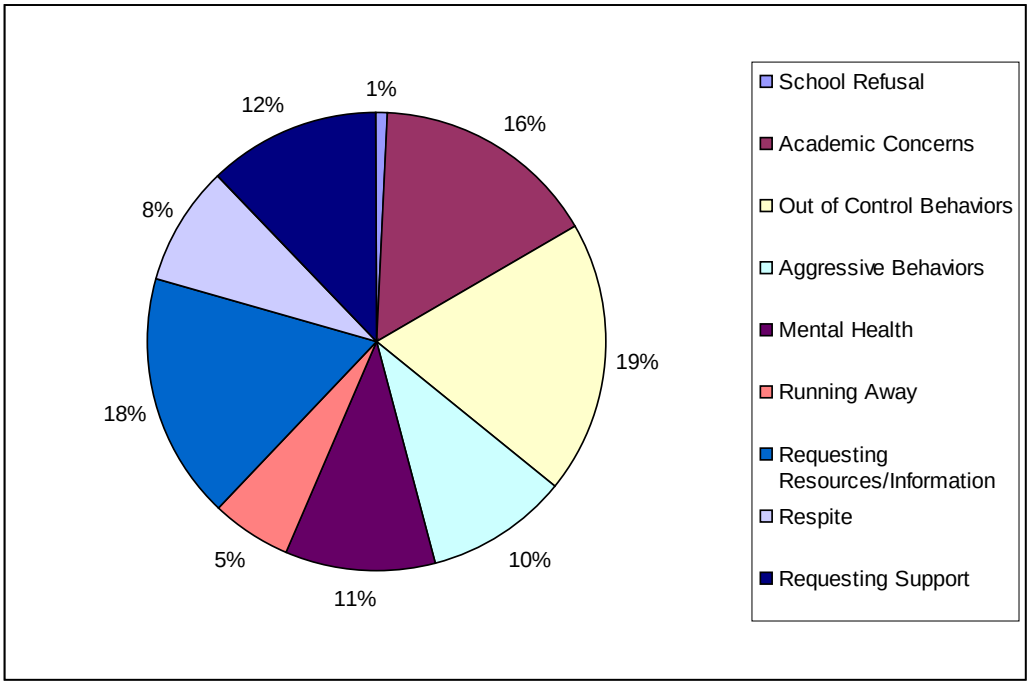
Number of families served and number of youth involved (case management)

The following is the total number of families served and receiving case management services in the past reporting period. The number of youth served is the total number of youth in families served

	Total	Adoption	Guardianship
Total Number of Families	**54 families**	44 families	10 families
Total Number of Youth	**115 youth**	95 youth	20 youth
Percent Female	**50.4%**		
Percent Male	**49.6%**		

Issues identified as the reason for self-referral to access line

The following is the reason for referral as identified by both the family and the permanency support specialist



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Services provided to families in the past reporting period

The following is the services provided to each family through the Right Turn program. Length of service is not detailed below as all families are within their first thirty days of services, services are on-going for ninety unless otherwise requested by family.

Number of intakes received by Right Turn	68 Families

Access Line *Single Point of Access Intake Service*	100%	
Case Management *Family-centered, short-term case management services that work with families in their home and at the intensity which is defined by the families needs and wants*	79.4%	
Short-term respite *Emergency respite care services that are provided as a safety service when other informal respite arrangements can not be arranged*	0%	Right Turn is able to provide short-term, emergency respite for families who are in need. Right Turn is committed to providing crisis management and locating informal supports that make it possible for families to utilize people in their life when in need of respite.
Mentoring *Peer mentoring support provided by Nebraska Adoptive and Foster Parent Association*	38.2%	NFAPA provides peer mentoring services to families who request additional support
Education *Referral to area trainings* *provided by community agencies, NFAPA, Right Turn, and other agencies providing post-adoption services*	100%	Right Turn website is updated on a regular basis. Education opportunities are being added to the website on a weekly basis. Families are encouraged to attend trainings that are offered in local area as well as online trainings. Right Turn is able to pay for trainings or educational opportunities for families who struggle financially
Support *Access and referral to local support groups*	100%	Right Turn website is updated on a regular basis. All families are referred to website to learn more about the local support groups that are available to youth and parents. Right Turn is making progress in creating support group opportunities in the area of: parenting the unattached child, reactive attachment disorder, adoptee support, parenting children with disabilities

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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*	100%	All families served by Right Turn are referred to services that will facilitate improved family functioning and healthier attachment Further detail regarding types of services families are referred and the services provider referred to will be available in future reporting (Right Turn database continues to be developed and is unable to provide the break down of service referrals during this reporting period)
Assistance in gaining authorization for services Advocating for authorizations that will facilitate payment for mental health services; assisting family in gathering necessary documentation	41%	

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Outcomes for families at the end of service provision

The following is 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 to report 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 to report this reporting period
Parents will report improved parenting skills through the participation of services	No outcome data to report 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 to report this reporting period No outcome data to report this reporting period
Families will have improved scores on the three assessments	No outcome data to report this reporting period
Families will have improved scores on the two assessments	No outcome data to report this reporting period
Families will have improved scores on the one assessment	No outcome data to report this reporting period

Services not available to families

The following are gaps in service trends that have been discovered as families are served by Right Turn.

Lack of community based services that provides access to services necessary to avoid of out of home care for youth with mental health diagnosis
Inadequate parent education or training related to raising an adopted child (i.e. loss, grief, shame, identity, intimacy, control, rejection)
Appropriate level of support and service for children who have been diagnosed with Reactive Attachment Disorder
Access to mental health services in rural areas (specialty services which are available within thirty miles of the family home (allotted distance where transportation is authorized for payment through Medicaid)

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Access Line

Is operated by KVC Behavioral Health. The following is reporting data provided by KVC.

	Calls
Number of callers to toll-free line	115
Number of calls that had a hold time for more than 100 seconds	0
Number of calls that had an abandonment rate over 5% or more	0

Results of calls

Identified immediate safety concerns	3
Referred for Right Turn Services	68
Wrong numbers	22
Callers who had received Right Turn Materials and wanted more information	14

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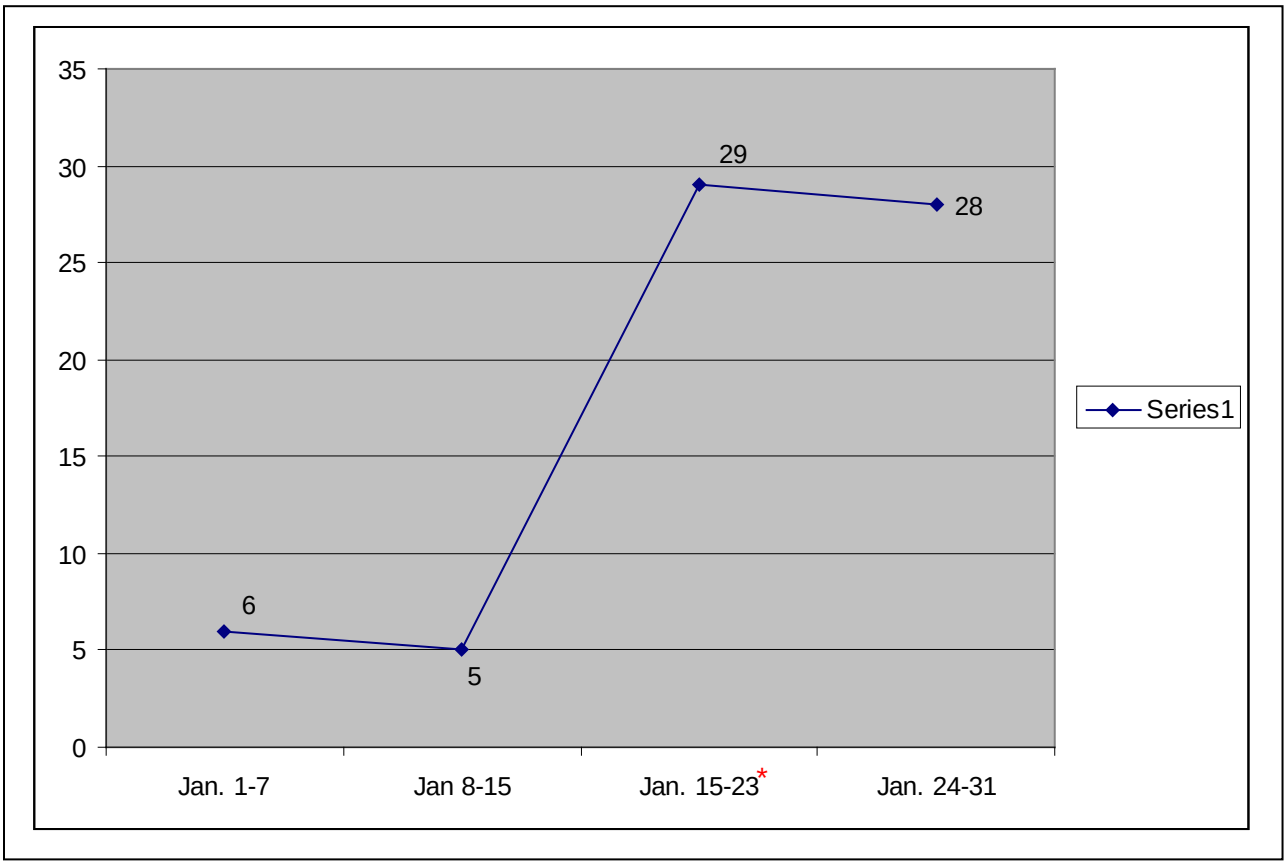
# of Eligible Call Received per Week



** Right Turn mailing was sent on January 15.*