right turn

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

Quarter 4 Final
September 2010- December 2010

Part 1. Access Line

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

Total calls to the KVC Access Line (including test/quality assurance calls)	**277**	
Test calls (A "test" call is defined by KVC as testing/quality assurance/training calls by KVC to ensure operability and preparedness of access line staff.)	**167**	**60%**
Total calls to the KVC Access Line	**110**	
Wrong number	**8**	**7%**
Abandoned calls	**11**	**10%**
Inbound follow-up (current RT family requesting information)	**4**	**4%**
Information only	**16**	**15%**
Total referrals	**71**	**65%**

One caller had a hold time greater than 100 seconds.

23.37 seconds is the average hold time.

11 (10%) abandoned calls. An "abandoned" call is a call in which the caller never speaks to a person. For example, the caller may dial the number and then hang up before the call is answered, or a call may be disconnected before a live person answers.

Part 2. Referrals to Right Turn

Total referrals **71**

Duplicate referrals (referrals sent more than once)	**10**	**14%**
Ineligible referrals (includes ineligible and duplicate referrals)	**9**	**13%**
Eligible referrals	**52**	**73%**

Disposition of ineligible referrals

Total ineligible	**9**
Ineligible: Referred to post-adoption support <u>(Post-adoption support other than Right Turn)</u>**	**6/9**
Ineligible: Referred to the Nebraska Family Helpline for referral and support	**6/9**
Provided additional referrals to family	**8/9**

**Right Turn made contact with all ineligible families. Right Turn provided resources to these families in addition to referring them to the Helpline and post-adoption support when that was applicable. Families that are not eligible for Right Turn services and are not adoptive/guardianship parents are referred to other programs. If families are adoptive/guardianship parents that are not eligible for Right Turn, but post-adoption supports are needed, Right Turn refers them to other post-adoption programs. Right Turn has partnered with Nebraska Children's Home Society, which has post-adoption support for families who are not eligible for Right Turn. Right Turn is committed to ensuring all adoptive/guardianship families access the support they need, even when they are not eligible for Right Turn.

Disposition of eligible referrals

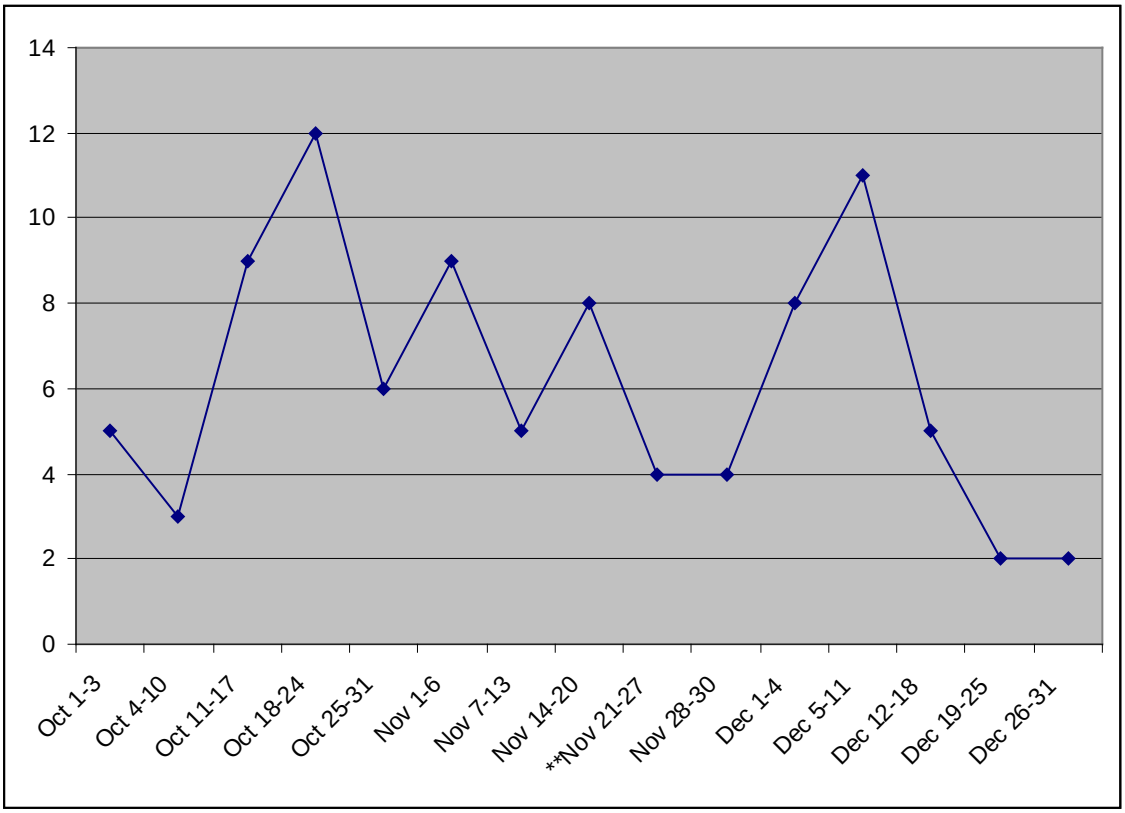
Total eligible	**52**	
Eligible: Declined case management (e.g. support needs resolved, not interested in case management, did not respond to attempts to contact)	**6**	**12%**
Eligible: Accepted case management services	**46**	**88%**
***Families that re-engaged in a second 90 days of service (did not call Access Line to re-engage in service, Specialist provided documentation to support additional days of service)**	**2**	
Total new intakes and families needing additional 90 days of service	**48**	

*****Beginning in December 2010, Right Turn families were no longer required to call the KVC Access Line to reengage in services. When a family's Right Turn service is extended an additional 90 day period of time, a new KVC referral is no longer generated; the case is not counted as a new referral for the reporting period, but is counted in the total number of case management families served in the reporting month.

Right Turn response times

Referrals responded to within 72 hours	**71**	**100%**
Initial contact with family, Attempted **(**Right Turn response time, average amount of time that passed between a family's call to the Access Line and Right Turn's initial attempt to reach family.		**9.04 hours**
Initial contact with family, Successful (Right Turn response time, average amount of time that passed between a families call to the Access Line and Right Turn's successful contact with the family. **Case management services begin**.		**11.06 hours**

Number of Referrals Received Per Week (15 weeks in the quarter)



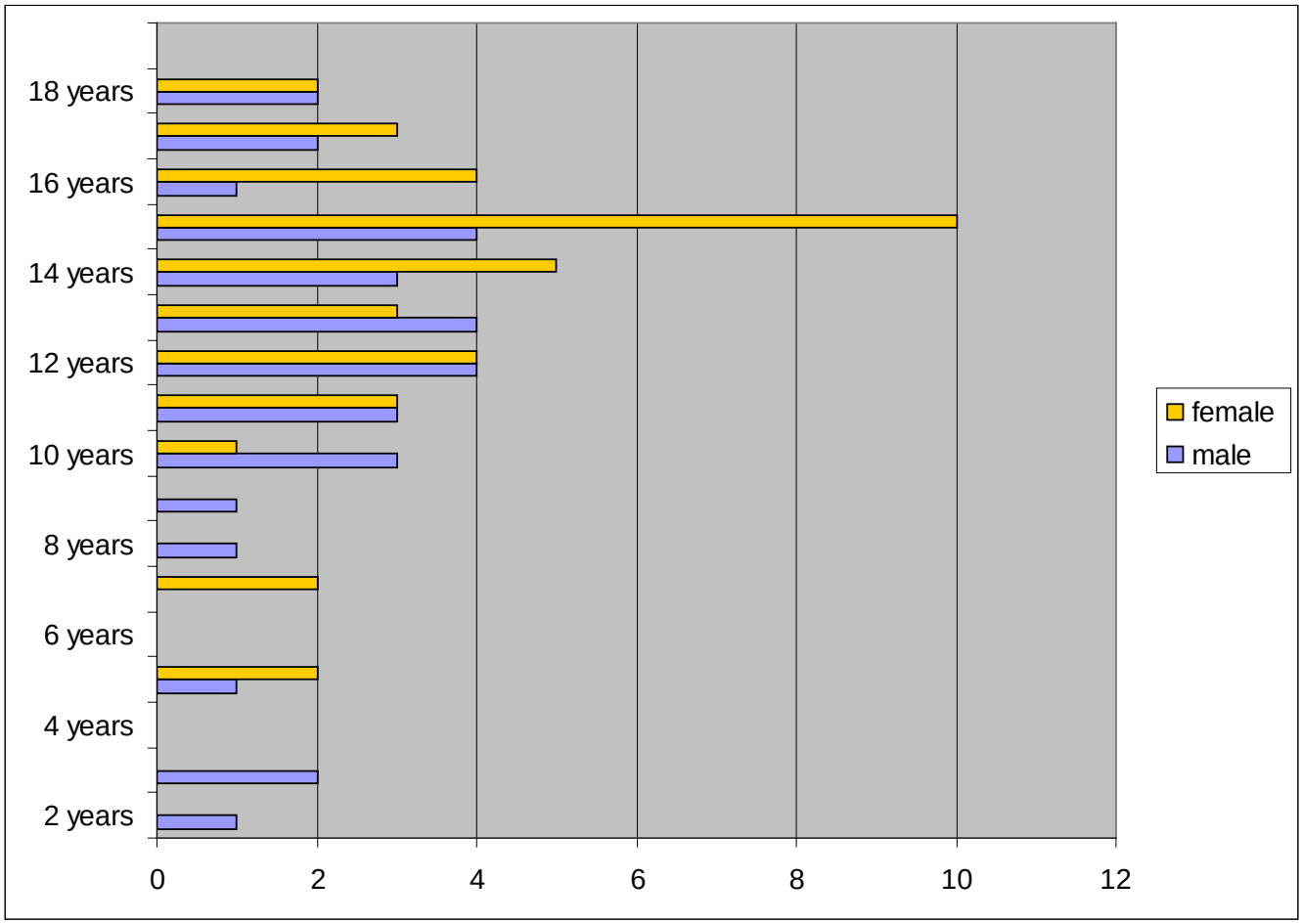
** 4th quarter mailing

Part 3. Characteristics of case management families

Quarterly case management families **48**

Adoption	**38**	**79%**
Guardianship	**10**	**21%**
Total case management families	**48**	

Age and gender of eligible child
This chart represents the age and gender of the child that qualifies a family for Right Turn *services in Quarter 4 2010*

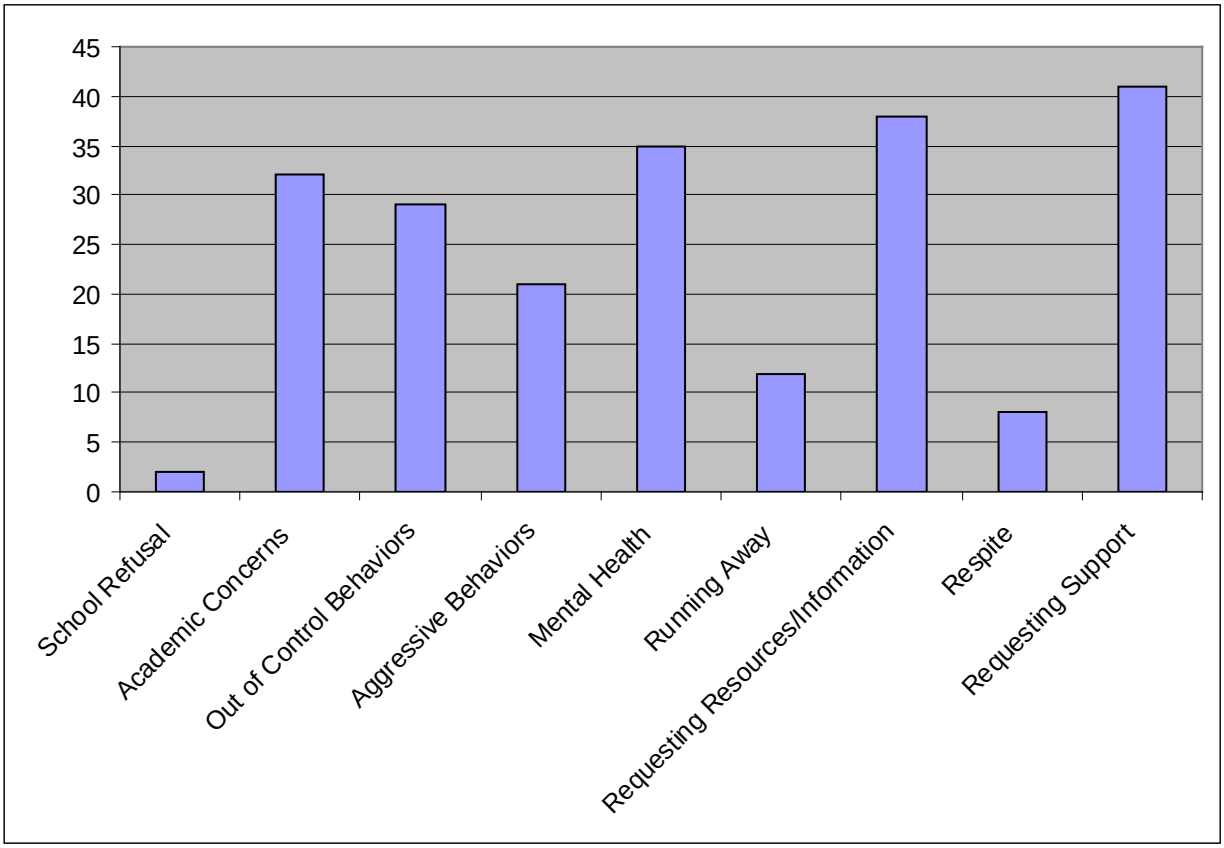


Total youth served (4th quarter)
***accounts for total youth in families served, not the eligible child**

Female	**51**	**54%**
Male	**43**	**46%**
Total new youth served	**94**	

Issues identified as 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.



3rd Quarter	Adoption	Guardianship	Total
Families at start of the quarter	59	24	83
Families opened this quarter	38	10	48
Families closed this quarter	47	11	58
Families at the end of the quarter	50	23	73
Total families served	97	33	130

Families closed this quarter	58
Average length of service for families that closed this quarter (prior to the 90 days)	92.2 days
Number of families who required an additional 90 days of service and re-opened (documentation provided)	2

3rd Quarter	Total
Children at start of quarter	147
Children opened this quarter	135
Children closed this quarter	172
Children at the end of the quarter	110
Total children served	282

Outcomes for families at the end of service provision
Outcomes are established in proposal prepared for and approved by NDHHS.

A total of forty-eight new families were served in Quarter 4 2010. Twenty-four families completed both pre and post Right Turn assessments. The information gathered from both the pre and post assessments is below.

Families will remain intact	A total of 260 families have been served in the Right Turn program from January 2010 through December 20101. 48 new families were served in the 4th quarter of 2010. 48/48 families have remained intact (no dissolutions or relinquishments). If children required out-of-home care for treatment purposes and the family remained involved in the child's treatment, these families were counted as "intact" families.
Families will be able to identify at least one community resource they will be able to access as needed after discharged from services	100% Right Turn staff made over 700 referrals for services.
Parents will report improved parenting skills through the participation of services	In the 4th quarter, 50 satisfaction surveys were returned to the Right Turn CQI Manager. 60.4% of surveys stated that their parenting skills improved because of Right Turn. (33% responded with neutral). 100% of surveys stated that they would refer another family. .
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	In the 4th quarter, 50 satisfaction surveys were returned to the Right Turn CQI Manager. 68.8% of surveys stated they understood their child's specific needs. (25% responded neutral).

Families will have improved scores on the assessments	All families had an overall higher score on the post-assessment than on the pre-assessment. The areas in which families had the <u>most improvement</u> were on questions related to: o Ability to identify community resources o Improved parenting and skill building o Ability to meet child's needs through improved parenting skills 19.5% believe that overall the services they received were ***Good*** 73.2% believe that overall the services they received were ***Excellent*** Assessment scores consistently improved on both adoption and guardianship cases.

Satisfaction surveys

Families continue to have the option of either filling out the surveys through a website or mailing them after their services end. The surveys are anonymous and are entered by the Right Turn CQI specialist. Some of the questions were not answered by the families. Sixteen surveys were returned. Right Turn staff requests families complete the survey at case closure. Surveys are mailed to the Right Turn program assistant.

The results show an appreciation of what Right Turn is doing. Because of the anonymity of the survey, families are able to give honest feedback and on each question Right Turn is seen overall as positive.

Spot checks

Per the last report, spot checks continue. Spot checks are mid-service calls to families asking how their services have been. The spot checks allow an insight into perception of the program around 45 days into service, which could also give insight into areas of concern or areas of progress.

Of the five spot checks done from July to September by supervisors, all five recorded either a 6 or 7 in satisfaction on a 7-point-scale. The areas marked were: satisfaction with the program; satisfaction with their specialist; and overall progress since entering Right Turn. Spot checks are done over the phone and by Right Turn supervisors. The result of these spot check calls are entered into the Right Turn CQI database.

Quality improvement team

A quality improvement team met Aug. 5th to discuss the results of the Right Turn record review. Every first- and second-quarter record in the program was analyzed, and the results reported to the quality improvement team, Right Turn supervisors, and staff. The results were used for improvements in protocol (ex. "Every case note must be signed in the file"), education, and future care for families.

The team concluded that the format of peer record reviews was an enjoyable and effective way of evaluating records. The team recommended a greater attention to keeping a family history.

The third-quarter quality review of cases is currently under way. It will be completed in early November. The report will be forwarded in the fourth-quarter Right Turn Report, or forwarded after November 1st upon request.

Peer Reviews
Overall, in the third quarter, files were over 79% compliant.

3rd quarter 2010 peer review
Total records done thus far: 102

Total Records	102
Compliant:	81
Non-Compliant	21
Percentage Compliant	79.41%
Discharge	91.18%
Service Plan	92.16%
Case Notes	98.04%
Assessment	98.04%
Demographic	98.04%
Release	99.02%
Referral	100%
Service Plan reflects issues?	100%

October –December 2010 peer reviews
Files to be reviewed in January 2011
Result of file review will be available in Quarter 1 report of 2011.

Gaps in service trends that have been discovered as families are served by *Right Turn.*

Preliminary data taken from Intake questionnaire and interview:

1. The family is unfamiliar with type of treatment needed and how to access treatment.
2. The family does not have a current mental-health diagnosis of their child that is acceptable to insurance providers when approving mental health services.
3. The family lacks training and understanding of the special needs of children who have experienced abuse, neglect, trauma, or losses associated with adoption/guardianship.
4. There are families who continue to believe and are continue to be told by service providers that if their child is a state ward the family will be able to better access mental health treatment services.
5. There are an insufficient number of mental health providers throughout the State that are able to adequately address losses associated with adoption/guardianship. This situation can leave a family in therapy for many years without issues being addressed or without improvement in child's mental health.
6. There are an insufficient number of community-based services throughout the state able to work with a family in their home while avoiding the need for out-of-home care for the child.
7. A child who is in the legal custody of the State of Nebraska has access to individual and family services not available to children who are in the care and custody of their parent/guardian. These include tracking and electronic monitoring, intensive family preservation, a "group home" level of care, and family support services).
8. A child in the legal custody of the state has access to mental health services not available to children who are in the care and custody of their parent or guardian. Because of this, parents are using dependency court filings to give the state care and control of their children so the children can access treatment services.

9. A child who has a mental health diagnosis and developmental disability diagnosis can be refused for treatment in both the behavioral health system and the developmental disabilities system.

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Right Turn's intake process includes a series of mental health questions asked of the parents. Right Turn began using this intake tool with all intakes in August, 2010.

50 families completed the intake questionnaire. The following information was reported.

1. Does eligible child have mental health diagnosis?
Yes **36**
No **9**
Unknown **5**

2. Is the eligible child currently receiving mental health treatment?
Yes: **17**
No: **19**
Unknown: **14**

Reactive attachment	13
Autism	3
Asperger's	0
ADHD	11
ADD	5
Depression	3
Anxiety	3
Conduct disorder	0
ODD	4
OCD	1
Bi-polar	6
Borderline	2
Schizophrenia	1
Schizoaffective	0
PTSD	3
Mood disorder NOS	3
FAS diagnosed	8
FAS suspected	5
Pre/postal natal drug exposure (documented)	9