right turn

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

July 2010

Part 1. ACCESS LINE

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

Total Calls to the Access Line	**42**	
Test Calls (KVC testing access lines calls)	**1**	**2.3%**
Wrong Numbers	**1**	**2.3%**
Abandoned Calls	**4**	**9.5%**
Inbound Follow-up (current RT family requesting information)	**4**	**9.5%**
Information Only	**4**	**9.5%**
Total Referrals (ineligible and eligible)	**28**	**66.6%**

0 calls had a hold time greater than 100 seconds

6.85 seconds is average hold time

4 (9.5%) 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) **28**

Duplicate Referrals	**0**	**0%**
Total Referrals (non duplicated)	**28**	**100%**

Referrals responded to within 72 Hours	**28**	**100%**
Ineligible Referrals	**2**	**7.1%**
Eligible Referrals	**26**	**92.8%**

Disposition of Ineligible Referrals

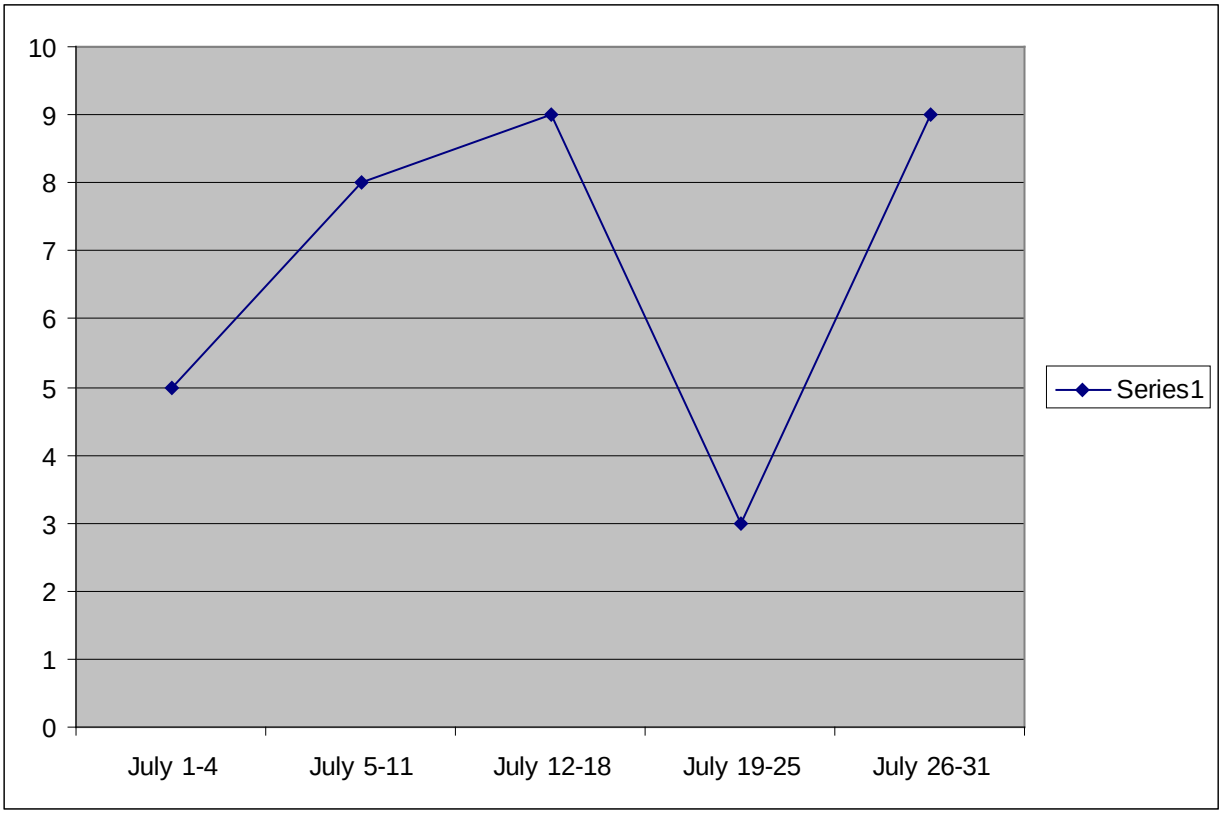
Total Ineligible ****(families were referred to more than one resource)****	**2**
Ineligible: Referred to Post adoption support **(Post adoption support other than Right Turn)**	**1/2**
Ineligible: Referred for Helpline for Referral and Support	**2/2**
***Provided additional referrals to family**	**2/2**

*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)

Disposition of Eligible Referrals

Total Eligible	**26**	
Eligible: Accepted case management services	**24**	**92.3%**
Eligible: Declined case management (e.g. support needs resolved, not interested in case management, did not respond to attempts to contact)	**2**	**7.7%**

Number of Referrals Received per Week



**Quarter 3 mailing was sent July 15, 2010

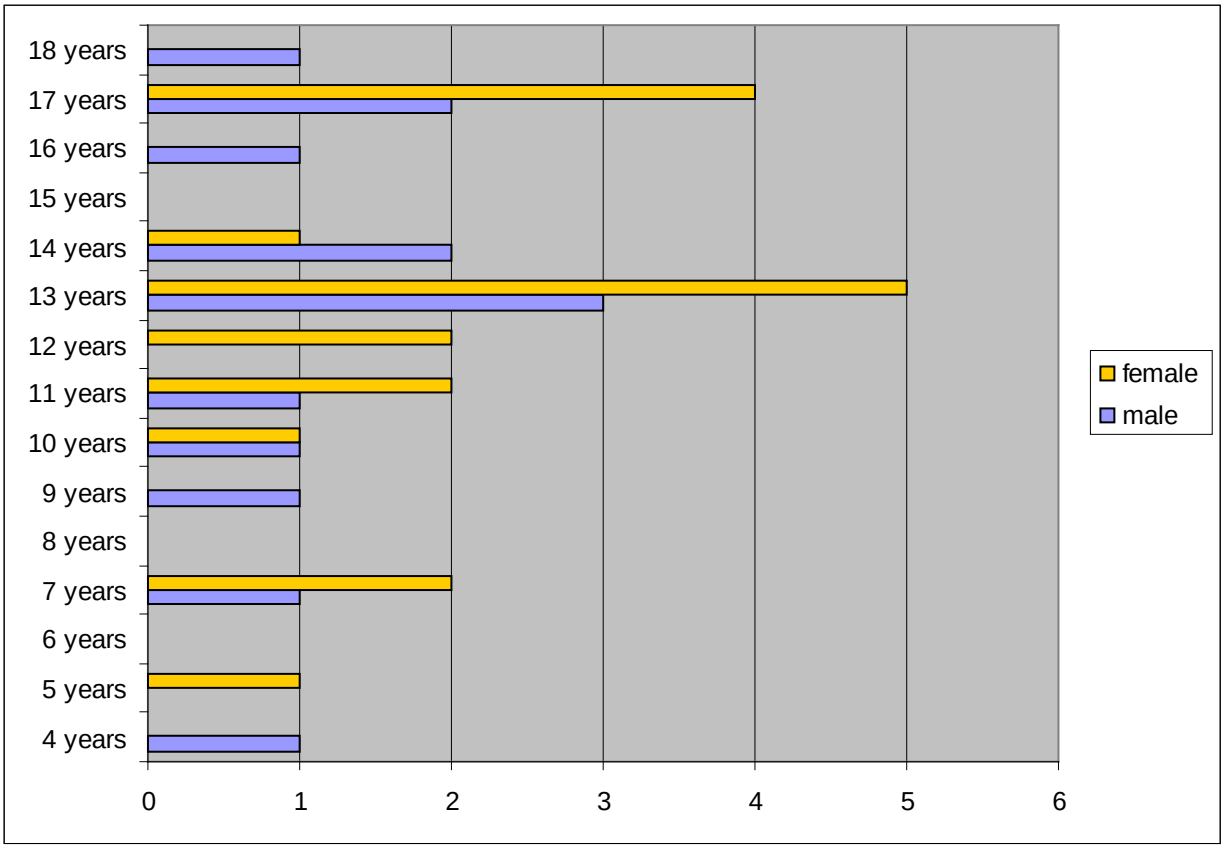
Part 3. Characteristics of New Case Management Families

New Case Management Families (Monthly) **24**

Adoption	**19**	**79.1%**
Guardianship	**5**	**20.8%**
Total New Case Management Families	**24**	

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).*

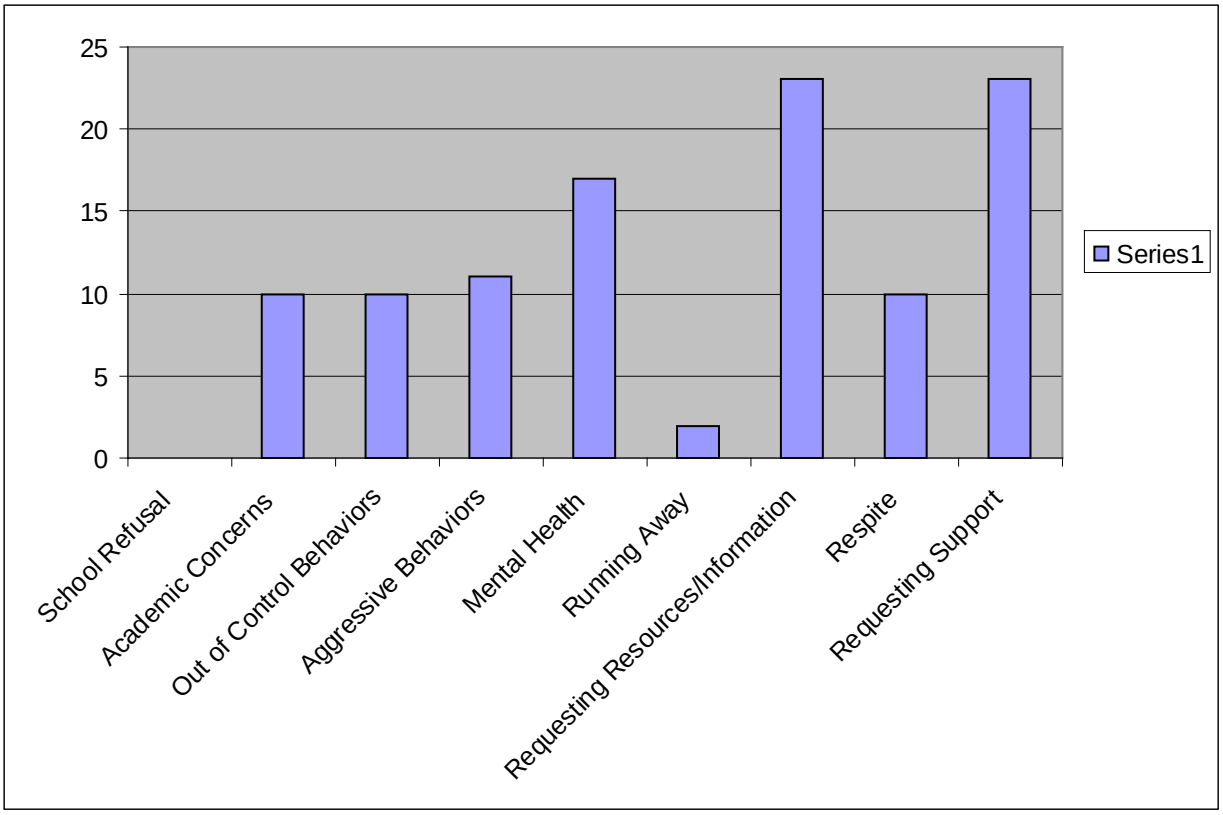


New Youth Served (Monthly)
***accounts for total youth in families served, not the eligible child**

Female	**19**	**51%**
Male	**18**	**49%**
Total New Youth Served	**37**	

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.



May	Adoption	Guardianship	Total
Families at start of month	48	13	61
Families opened this month	19	5	24
Families that closed this month	20	7	27
Families at the end of the month	47	11	58
Total families served	67	18	85

Families closed this month	27
Average length of service for families that closed this month	88 days

	Total
Children at start of month	98
Children opened this month	37
Children that closed this month	67
Children at the end of the month	68
Total Children served	135

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:

July: Served 85 families

July: 132 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.*	**85 families**
Basic Needs: Housing Food Clothing Fuel Utilities Job	3 referrals
Benefits Medicaid Food Stamps	10 referrals

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	
Legal/Court Services Juvenile Adult	2 referrals
Education Primary Secondary Special Ed IEP Tutoring 504 Plan Alternative School	3 referrals
Health Care Primary Specialized Dental	1 referral
Mental Health Evaluation/Assessment/Diagnostic Community Based Outpatient Community Base Treatment (day treatment) Residential Treatment Specialized residential treatment Hospital/Crisis mental health Medication Management	37 referrals
Substance Abuse Evaluation Community Based Outpatient Community Based Intensive Outpatient Community Based Day Treatment Residential Hospital/Crisis Medication management	1 referrals
Non-therapeutic Supports Formal respite Informal respite	17 referrals

CTA Other home-based services Other informal supports	
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	45 referrals
Child Development/Support Recreation/Leisure Youth Development Leadership programs/activities Transitional/Skill Training/Independent Living Mentoring child/youth	14 referrals

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

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)