right turn

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

March 2011

Part 1. Access Line

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

Total calls to the access line	**66**	
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.)	**32**	
Wrong number	**4/34**	**11.8%**
Abandoned calls	**1/34**	**2.9%**
Inbound follow-up (current RT family requesting information)	**4/34**	**11.8%**
Information only	**8/34**	**23.5%**
Total referrals (ineligible and eligible)	**17/34**	**50%**

0 call had a hold time greater than 100 seconds.

16.38 seconds is the average hold time.

1 (2.9%) abandoned call. 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 (sent from KVC) **17**

Duplicate referrals	**1**	
Total referrals (non-duplicated)	**16**	
Ineligible referrals	**4**	**25%**
Eligible referrals	**12**	**75%**

Disposition of ineligible referrals

Total ineligible referrals	**4**
Ineligible: Referred to post adoption support **<u>**(Post adoption support other than Right Turn)</u>** *** KVC aftercare required**	***2/4**
Ineligible: Referred to the Nebraska Family Helpline for referral and support	**0**
Provided additional referrals to family	**0**

**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.

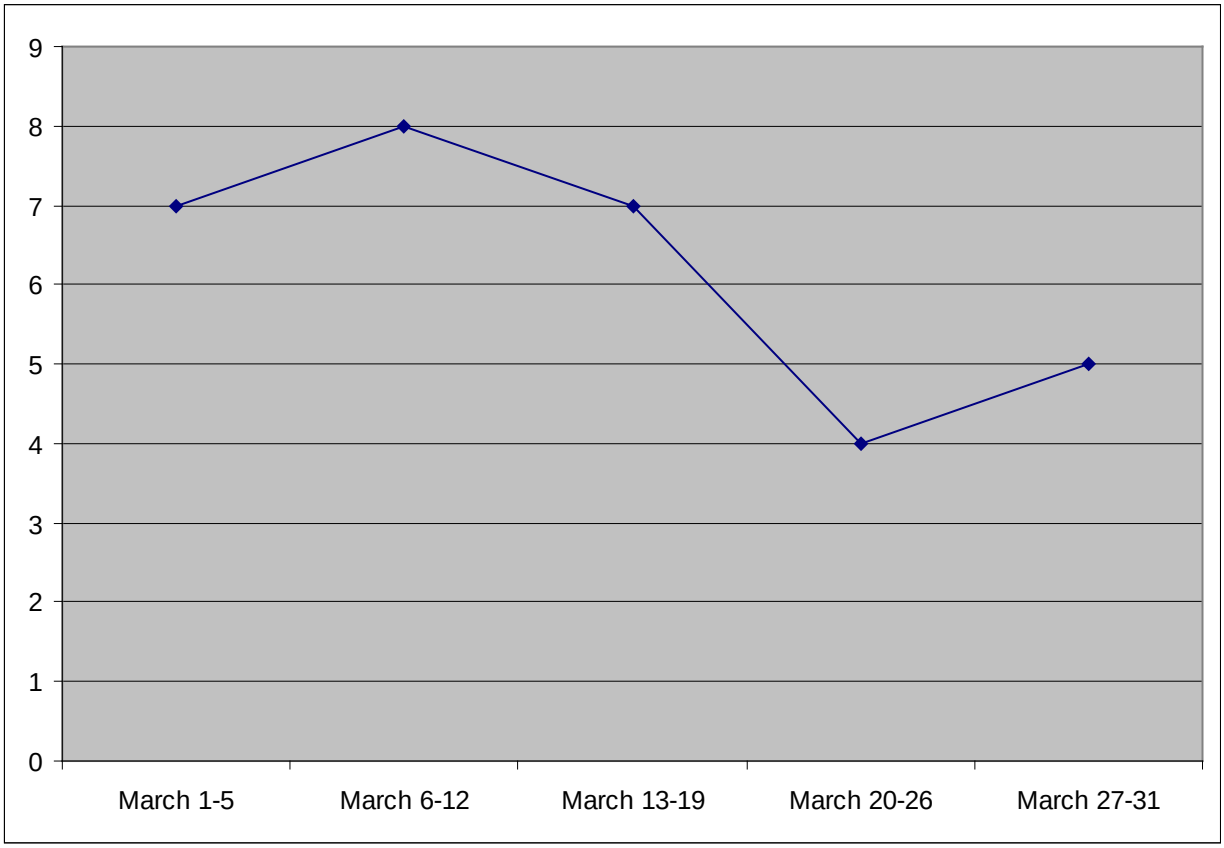
Disposition of eligible referrals

Total eligible referrals (Access Line)	**12**	
Eligible: Accepted case management services	**10**	**88%**
Eligible: Declined case management (e.g. support needs resolved, not interested in case management, did not respond to attempts to contact)	**2**	**22%**

Right Turn response times

Referrals responded to within 72 hours	**10**	**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.		**16.16 hours**
Initial contact with family, Successful Right Turn response time, average amount of time that passed between a family's call to the Access Line and Right Turn's successful contact with the family. Case management services begin.		**18.61 hours**

Number of Referrals Received Per Week



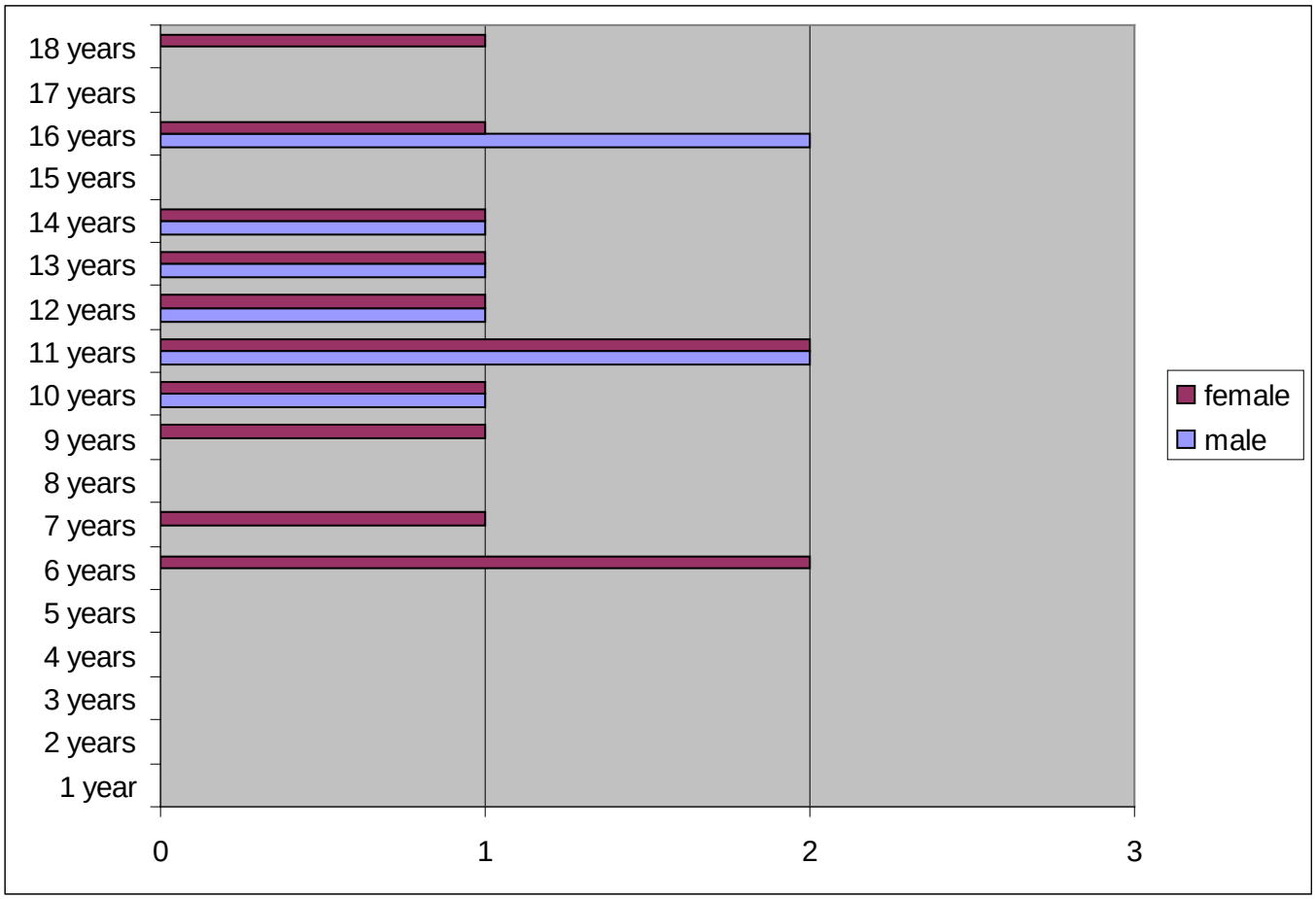
*** Right Turn has not been able to identify a pattern of calls. Marketing efforts are made on a weekly basis by Right Turn staff.**

Part 3. Characteristics of new case management families

New case management families (Monthly)
March 2011

Adoption	**7**	**70%**
Guardianship	**3**	**30%**
Total new case management families	**10**	

Age and gender of the eligible child
This chart represents the age and gender of the child that qualifies a family for Right Turn *service in March 2011*

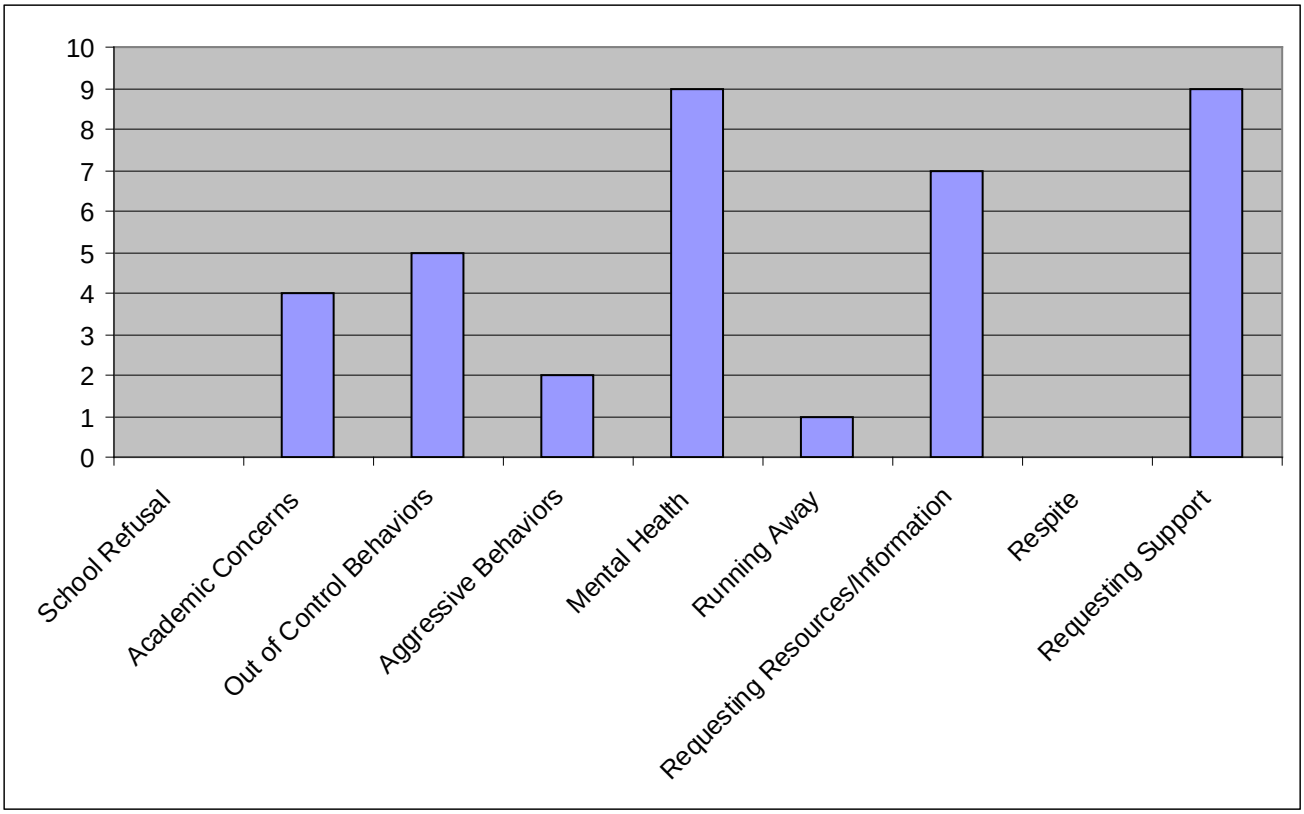


New youth served (monthly) March 2011
***Accounts for total youth in families served, not just the eligible child**

Female	**15**	**42%**
Male	**21**	**58%**
Total new youth served	**36**	

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.



March	Adoption	Guardianship	Total
Families at start of month	50	18	68
Families opened this month	7	3	10
Families that closed this month	19	3	22
Families at the end of the month	38	18	56
Total families served	57	21	78

Families closed this month	22

	Total
Children at start of month	91
Children opened this month	32
Children that closed this month	73
Children at the end of the month	50
Total children served	123

PART. 4 Services Provided

Services are on-going for 90 days unless otherwise requested by family. Service categories have been amended and agreed upon by HHS and HZA.

Right Turn's "Six Core Services" as established in contract with HHS:

- Case management service
    - Support and referral
    - Crisis management
    - Advocacy
        - Mental health services
        - Education/school services
    - Intervention services
        - Independent living
        - Wellness plans
        - Behavioral management
        - Tutoring/education wellness
        - Establishing healthy relationships with birth family
        - Parent coach
- Mental health referrals
    - Ensuring all families are connected to adoption-competent mental health providers that are able to meet the needs of the families

- Respite care
    - Offering training to families on the benefits of planned respite
    - Assisting families in locating informal respite options for planned and crisis respite needs
    - Connecting families to formal respite networks
    - Financial assistance for families where respite expenses exceed the monthly respite payment provided as part of their subsidy and for families who do not receive respite payments as part of their subsidy.
- Training/education
- Support group
- Peer mentoring **60%** of families use peer mentoring services during this report month.

March 2011: 78 families served
March 2011: 217 service referrals made

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.*	**78 families**
Basic Needs: Housing Food Clothing Fuel/utilities Job	7 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	7 referrals
Legal/Court Services Juvenile Adult	5 referrals
Education Primary Secondary Special Ed IEP Tutoring 504 Plan (specialized plans to address the needs of children with a disability) Alternative school	6 referrals
Health Care Primary Specialized Dental	0 referral
Mental Health Evaluation/assessment/diagnostic Community-based outpatient Community-based treatment (day treatment) Residential treatment	22 referrals

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 Community treatment aid Other home-based services Other informal supports	4 referrals
Parent Education/Support Individual Support group Peer support Mentoring Child care Parenting classes Other forms of parent education Post-adoption support Specialized parenting Training/education Adoption Attachment FAS/drug exposure Grief/loss Mental health Behavioral	134 referrals
Child Development/Support Recreation/leisure Youth development Leadership programs/activities Transitional/skill training/independent living Mentoring child/youth	32 referrals

Every month, Right Turn hosts parent and an adoptee support groups in Lincoln and Omaha. The Lincoln support group meets on the fourth Thursday of each month. The Omaha support group meets on the second Monday of each month. The support groups are open to all adoptive and guardianship families needing additional support. In addition to these groups, Right Turn partners with Nebraska Foster and Adoptive Parent Association and the Post Adoption Support and Education group to provide support groups for families throughout Nebraska. Each month, there are twenty-one support groups that meet throughout the state. These groups meet in the following areas:

Alliance: Fourth Thursday of the month
Columbus: Second Tuesday of the month
Curtis: Third Tuesday of the month
Fremont: Second Monday of the month
Grand Island: Third Thursday of the month
Gretna: Fourth Monday of the month
Hastings: First Thursday of the month
Kearney/Lexington: Second Thursday of the month
Lexington: PASE: First Monday of the month
Lincoln Right Turn: Fourth Thursday of the month
Lincoln: First Thursday of the month
Norfolk: Fourth Friday of the month
North Platte: First Tuesday of the month
North Platte Kin-Nect Orientation: Third Monday of the month
O'Neil: Third Thursday of the month
Ogallala: Fourth Thursday of the month
Omaha Right Turn: Second Monday of the month
Omaha: Third Monday of the month
Scottsbluff: Third Thursday of the month
Sidney: Second Tuesday of the month
South Sioux City: Third Tuesday of the month

Service to Families

Permanency Support Specialists provide case management services that include the following activities: support, referral, advocacy, intervention, WRAP plans, crisis plans, coordination of services, teaching new skills, and mediation of services. New categories added in mid-November, are reflected in this report. "Visit, In person, Service intervention" accounts for time a Specialist provides an in-home service to families, such as, independent living, budgeting, coping skills, relationship building, family support, etc. "Visit, In person, WRAP plan" accounts for the time a Specialist works with a member of the family to complete a Wellness Recovery Action Plan.

Contact Type	Number of Contacts	Contact Hours	Percent of time
Documentation	148	53.5	14%
Intake (clinical triage) with family	9	6.75	2%
Intake (clinical triage) of family requesting additional days of case management	1	.75	.5%
Research	26	16	4%
Travel	90	42.5	11%
Visit, case staffing	114	30	8%
Visit, collateral contact	140	35.25	9%
Visit, e-mail	227	56.5	14%
Visit, family team meeting	20	23.25	6%
Visit, In person, Attempted	6	2.25	.5%
Visit, In person, Successful	38	41.75	10%
Visit, In person, Service intervention	9	13.75	4%
Visit, In person, WRAP plan	1	.5	.1%
Visit, telephone, Attempted	55	12.75	3%
Visit, telephone, Successful	125	48.25	12%
Visit, Written	24	6.5	2%
Close Accounts	22	3.75	1%
Total	1055 contacts	390 hours	

Staff training update: **All Right Turn staff completed this training and are preparing to implement with families.**

Currently Right Turn Permanency Support Specialists have over eighty hours of mandatory training. Quarterly, all-staff trainings are required for staff to attend and each Permanency Support Specialist has on-going training requirements through the Essential Learning system, an online training program. In March 2011, Permanency Support Specialists will be required to attend all-staff training. Staff will earn an additional ten hours of training. The learning objectives for this training are listed below.

Staff will be trained on techniques adoptive/guardianship parents can utilize to improve a child's capacity for forming trusting relationships.

Learning Objectives for training:

- **Apply the basics of brain development to trauma and attachment resolution.**
- **Explain the Cycle of Need and Safety.**
- **Identify and describe challenges and behavioral signs of loss and trauma that impact relationships.**
- **Identify and describe parent interventions designed to control behavior.**
- **Practice and be prepared to implement techniques which facilitate the development of trust, attachment, and empathy in children.**
- **Identify social emotional milestones indicating healthy attachment is occurring.**
- **Recognize the qualities of an effective therapist related to a child's healing and therapeutic progress.**

Marketing

The Right Turn proposal outlines a marketing campaign and requires contact with physicians, schools, school counselors, psychiatrists, health clinics, and hospitals. Additionally, Right Turn will send representatives to 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.

In addition to the marketing activities listed each month, Right Turn continues to develop the Right Turn website. The site serves as an information and support resource to families and providers. The site's community calendar lists activities, conferences, trainings, support groups, and events which occur throughout the state. The website also details the Right Turn core services, explains how to access services, and provides links to several local and national resources.

March 2011

Mailings (letters/promotional materials)

Omaha and Lincoln support group reminder flier (to current and past families)

Email Blasts (Monthly)

Informational emails, current and previous Right Turn families (monthly)
Newsletter (March) (283 addresses) (Newsletters are archived on Right Turn Website)
Providers, partners, Right Turn contacts (monthly) (283 addresses) (support group reminder email)

Presentations

Omaha Public Schools-School Social Workers
Omaha Public School-Special Education Staff
HHS-Norfolk Office-Subsidy Staff
HHS-Gering Office-Subsidy Staff
HHS-North Platte Office- Subsidy Staff
HHS-Grand Island Office- Subsidy Staff
HHS-Lincoln Office- Subsidy Staff
HHS-Omaha Office- Subsidy Staff

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

Preliminary data taken from Right Turn intake questionnaire and interview:

1. Families have insufficient training, preparation, and understanding of the special needs of children who have experienced abuse, neglect, trauma, or losses associated with adoption/guardianship. As a result, families are unfamiliar with the types of treatment needed to address a child's specific need, and they do not know how to access these specialized treatments.

2. There are an insufficient number of mental health providers throughout the state that are able to adequately address loss associated with adoption and guardianship. As a result, families can sometimes access mental health services for many years without seeing important issues addressed and, more importantly, without improvement in child's mental health.

3. 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.

4. Families often travel great distances to access specialty services, because well-trained, adoption-competent services are not available throughout the state.

5. Families often cannot get a current mental-health diagnosis of a child that insurance providers will accept. As a result, treatment is often not approved or paid for by the insurer.

6. 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).

7. 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.

8. 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.