right turn

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

May 2011 Draft

Part 1. Access Line

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

Total calls to the access line	**36**	
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.)	**2**	
Wrong number	**3/34**	**9%**
Abandoned calls	**1/34**	**3%**
Inbound follow-up (current RT family requesting information)	**2/34**	**6%**
Information only	**5/34**	**15%**
Total referrals (ineligible and eligible)	**24**	**71%**

0 call had a hold time greater than 100 seconds.

13.32 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) **24**

Duplicate referrals	**2**	
Total referrals (non-duplicated)	**22**	
Ineligible referrals	**10**	**45%**
Eligible referrals	**12**	**55%**

Disposition of ineligible referrals

Total ineligible referrals	**10**
Ineligible: Referred to post adoption support <u>(Post adoption support other than Right Turn)</u>**	**8/10**
Ineligible: Referred to the Nebraska Family Helpline for referral and support	**4/10**
Provided additional referrals to family	**7/10**

**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.

Right Turn update: This past month, forty-five percent of referrals were ineligible. This involved ten families, eight of whom were adoptive families but did not meet the Right Turn eligibility requirements. These families were referred on to other post-adoption support. Five of the eight adoptive families were ineligible for Right Turn services due to their eligibility for aftercare services with a lead agency. Right Turn makes every effort to connect families with the lead agency aftercare worker. In some instances, the lead agencies have requested to "consult" with Right Turn in order to provide better post-adoption/guardianship support. Lead agencies have expressed that Right Turn is the expert in post-adoption/guardianship and consultation with Right Turn can improve aftercare services to families. Right Turn does not have a contract with either of the lead agencies to provide consultation however in an effort to maintain family stability; Right Turn makes every effort to be available for consultation.

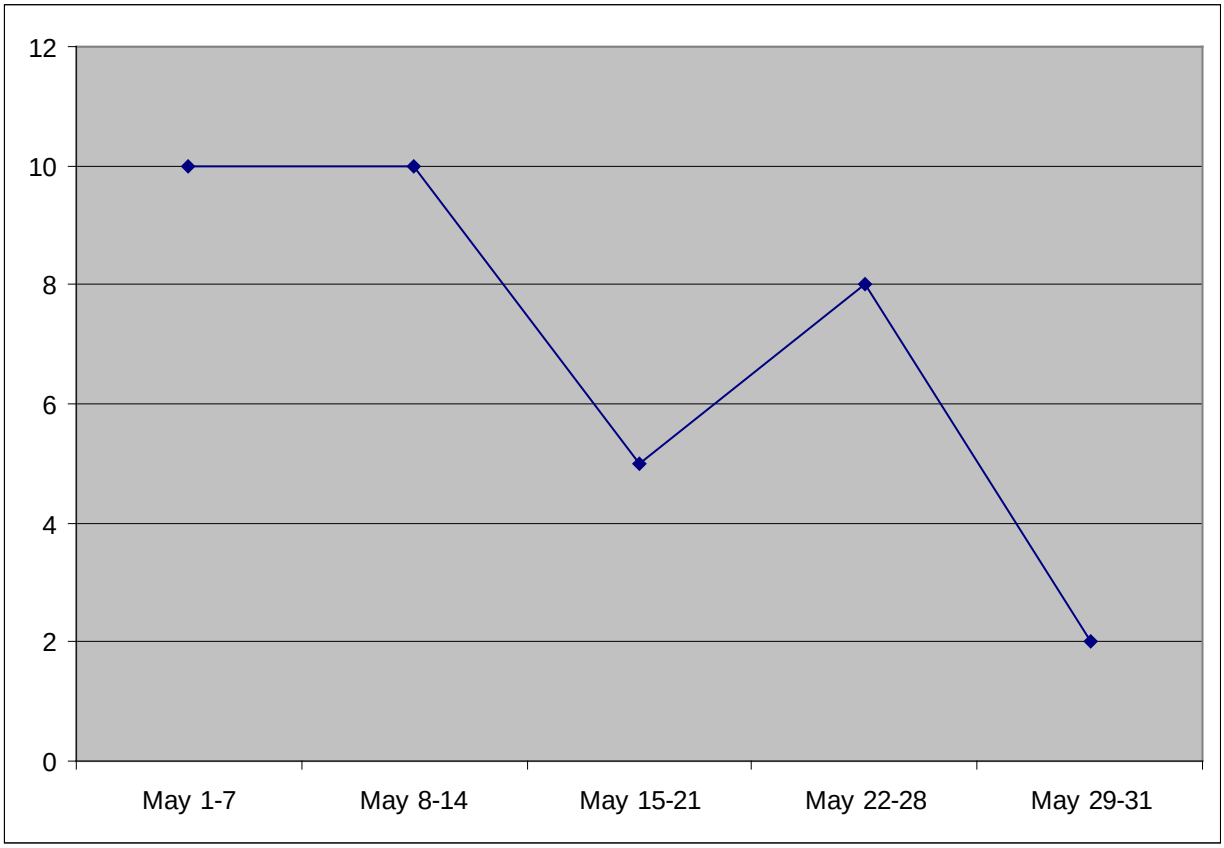
Disposition of eligible referrals

Total eligible referrals (Access Line)	**12**	
Eligible: Accepted case management services	**11**	**92%**
Eligible: Declined case management (e.g. support needs resolved, not interested in case management, did not respond to attempts to contact)	**1**	

Right Turn response times

Referrals responded to within 72 hours	**12**	**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.		**14.09 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.		**15.03 hours**

Number of Referrals Received Per Week



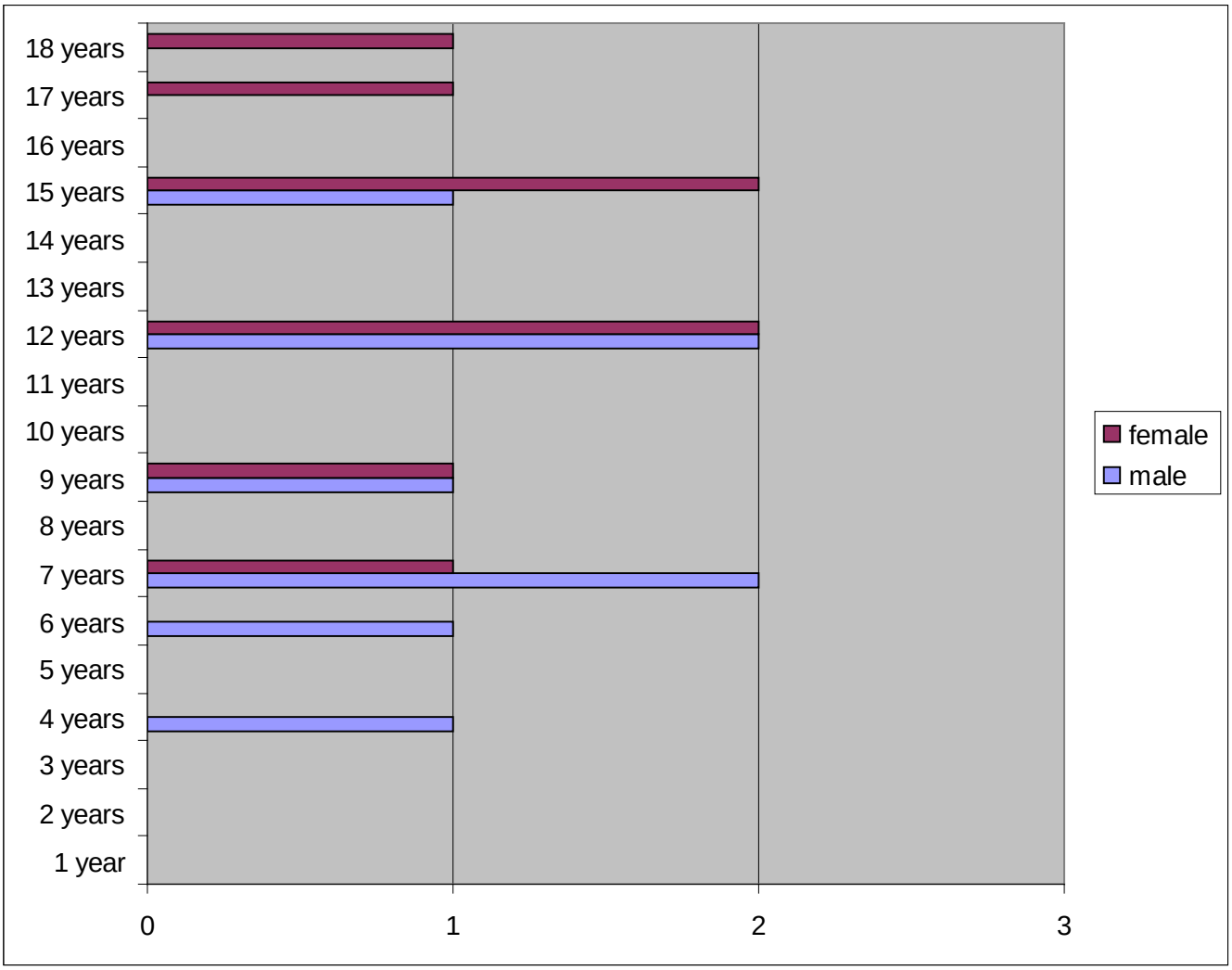
Part 3. Characteristics of new case management families

New case management families (Monthly)
May 2011

Adoption	**11**	**100%**
Guardianship		
Total new case management families	**11**	

Age and gender of the eligible child

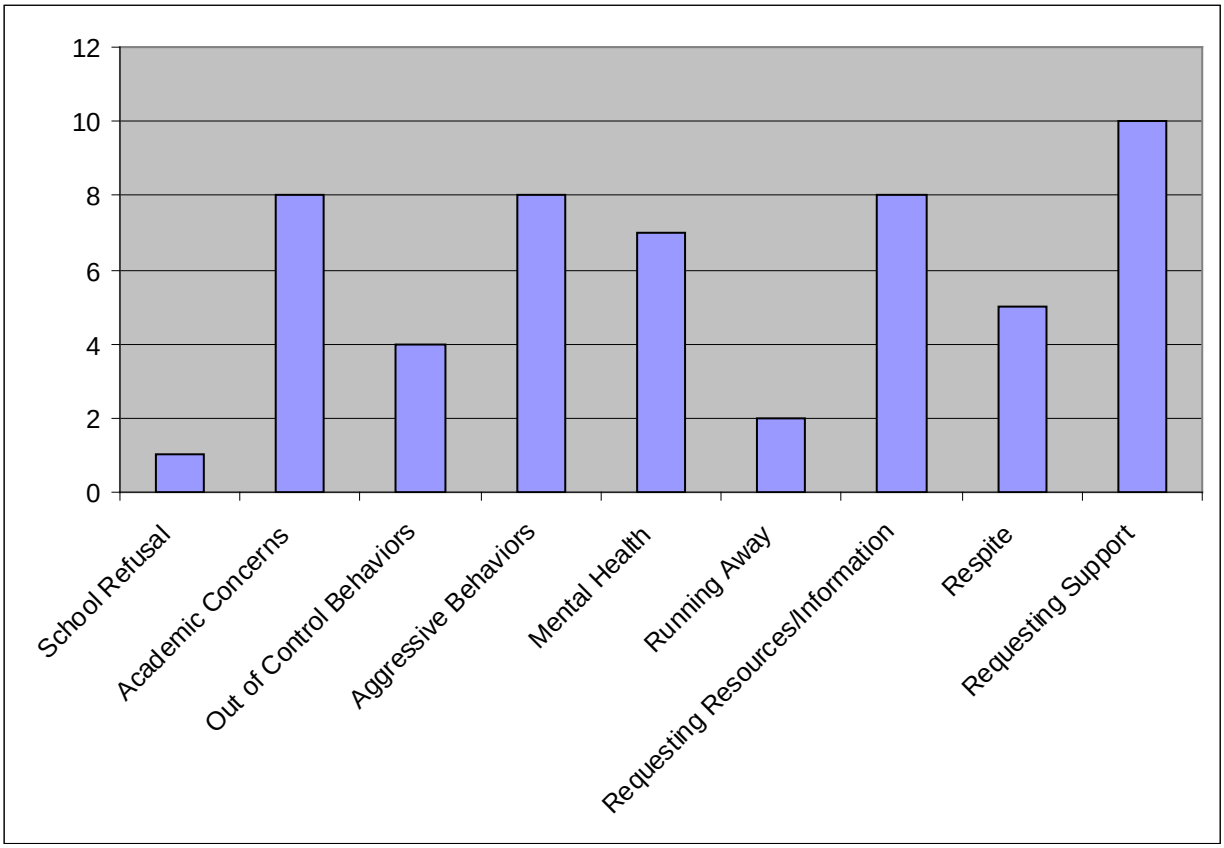
This chart represents the age and gender of the child that qualifies a family for Right Turn *service in May 2011.*



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

Female	**33**	**55%**
Male	**27**	**45%**
Total new youth served	**60**	

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 2011	Adoption	Guardianship	Total
Families at start of month	51	19	70
Families opened this month	11	0	11
Families that closed this month	16	1	17
Families at the end of the month	46	18	64
Total families served	62	19	81

Families closed this month	17

May 2011	Total
Children at start of month	91
Children opened this month	32
Children that closed this month	45
Children at the end of the month	78
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 **30%** of families used peer mentoring services during this report month.

***Number of referrals for mentor* – 191 (as of 5-31-2011)**
***Number of families currently being served by mentors* - 19 (as of 5-31-2011)**
Number of new referrals for May – 7

May 2011: 81 families served
May 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.*	**81 families**
Basic Needs: Housing Food Clothing Fuel/utilities Job	4 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	11 referrals
Legal/Court Services Juvenile Adult	1 referrals
Education Primary Secondary Special Ed IEP Tutoring 504 Plan (specialized plans to address the needs of children with a disability) Alternative school	1 referrals

Health Care Primary Specialized Dental	0 referral
Mental Health Evaluation/assessment/diagnostic Community-based outpatient Community-based treatment (day treatment) Residential treatment Specialized residential treatment Hospital/crisis mental health Medication management	21 referrals
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	13 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	146 referrals

Child Development/Support Recreation/leisure Youth development Leadership programs/activities Transitional/skill training/independent living Mentoring child/youth	20 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 2010, 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, A Step Further (pilot) 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	162	55.75	13%
Intake (clinical triage) with family	11	8.25	19%
Research	23	16	4%
Travel	95	57.25	13%
Visit, case staffing	184	45.75	10%
Visit, collateral contact	173	46	10%
Visit, e-mail	184	45	10%
Visit, family team meeting	16	23.25	5%
Visit, In person, Attempted	9	2.25	2%
Visit, In person, Successful	30	38.5	9%
Visit, In person, Service intervention	8	11.25	3%
Visit, In person, WRAP plan	3	4.5	1%
Visit, telephone, Attempted	102	25.25	5%
Visit, telephone, Successful	152	52	12%
Visit, Written	40	10.5	2%
Close Accounts	17	3.75	1%
Total	1209 contacts	445.25 hours	

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.

May 2011

Mailings (letters/promotional materials)

- **Omaha and Lincoln support group reminder flier (121 current and past families)**

Email Blasts (Monthly)

Informational emails, training updates, family fun respite opportunities to current and previous Right Turn families (monthly)
Newsletter (May) (283 email addresses)
-Newsletters are archived on Right Turn Website
Providers, partners, Right Turn contacts (monthly) (283 addresses)
(support group reminder email)

Presentations

Project Ever Last, Omaha
Wholeness Healing Center, Grand Island
HHS-Grand Island
St. Francis Hospital, Grand Island

Gaps and Barriers:

- **A complete, accurate mailing list of eligible families to ensure all eligible families are aware of Right Turn services and their eligibility is essential to reaching all eligible families. Right Turn does not have an accurate and complete mailing list and this remains a barrier to reaching all eligible Right Turn families.**

  Right Turn sends a quarterly mailing to eligible families as required in the Post Adoption/Guardianship contract with Health and Human Services. These mailings consistently result in an increase in calls to the Access Line and an increase in the number of families served by Right Turn. This mail list began with **3,172** addresses in January 2010, when the list was originally provided to Right Turn for the purposes of marketing. Since that time, names and addresses of new eligible families have been sent to Right Turn by HHS to add to our mailing list for purposes of marketing; however, inaccuracies in addresses or non-valid addresses have reduced our initial mailing list to **2,959** addresses. It is clear that mailing to eligible families increases Right Turn call volume. An accurate, complete list of names and addresses of all eligible families is imperative to the success of Right Turn marketing. According to HZA data, there are **4,011** eligible families.

  The eligible population for Right Turn is a small percentage of the general population. Billboards or large media campaigns are expensive and not likely to reach the eligible population. Right Turn believes the best and most effective way of reaching the eligible population is through direct mailings and contact. An inaccurate, incomplete mailing list is a barrier to reaching all eligible families. Right Turn makes every effort to share Right Turn services and does not solely rely on the quarterly mailings. In the new contract period, it is suggested that Right Turn mailings be sent to eligible families on a monthly basis.

Since January 2010, Right Turn has participated in over 300 marketing activities including:

- Active Facebook account
- Announcement email blast sent to DHHS staff
- Development of Right Turn website which outlines services and gives
- website visitors the ability to download promotional materials, includes updated
- community
- calendar (trainings, family fun days, conferences, community events)
- Direct quarterly mailing to eligible families across the nation
- Monthly email blast to DHHS contractors, mental health professionals,
- educational personnel, and medical professionals
- Monthly Newsletter emailed to partners, families, and providers
- Monthly professional meetings with community providers
- Monthly professional presentations (schools, therapists, medical providers, Region and State workers)
- Participation at health fairs and conferences throughout the State
- Statewide Webinars
- Various radio interviews

- **Access to community-based services that are focused on parent-child relationship with providers who are adoption-competent and understand the impact of a child's trauma history continues to be a gap in services for Right Turn eligible families. Hornby-Zellar and Right Turn data show that although families continue to be very satisfied with the Right Turn service, families are not getting all that they need from the community-based and mental health services available to them. Right Turn believes that an in-home service that has a family support component and a mental health component, and focuses on a child's trauma and loss issues are critical to improving parent-child functioning, effective disciplining, strengthening attachments, and ultimately creating greater permanency stability**.

  - Right Turn offers a solution to the lack of community-based, adoption-competent services providers available to families through the *A Step Further* program, which offers support for parents who are parenting children with extensive loss and trauma histories. The *A Step Further* component, created by Right Turn, will focus on assisting parents in identifying and understanding the milestones which indicate a child is becoming attached, effective disciplining, and building a more meaningful effective parent-child relationship. *A Step Further* offers Right Turn eligible families a service that is not readily available in Nebraska but is tailored to the needs of Right Turn eligible families. It includes simple and easy to implement techniques parents can utilize to improve a child's capacity for forming trusting relationships and focuses on a child's trauma and loss history and how these traumas affect a child's brain, change the child's core beliefs, and ultimately impact behavior and relationships.

    A Right Turn Permanency Support Specialist, with enhanced therapeutic support and guidance from a therapist, will work closely with the Right Turn family to continue to improve the parent-child relationship. *A Step Further* is an extension of what Right Turn currently provides to families, a more intense, lengthy component of Right Turn that responds to the needs of Right Turn families. *A Step Further* will require a greater amount of time for the Specialist to be in the family home, a greater amount of time from Right Turn supervisors to provide clinical oversight and up to 180 days to meet family service goals.