

Executive Summary

S9 Crisis Intervention Services; Emergency Telephone Response Services; Information and Referral Services

Background

The Children's Aid and Family Services' Crisis Intervention Services; Emergency Telephone Response Services; Information and Referral Services is provided at two primary locations. Each location caters to different client demographics, as follows:

1. Family Counseling Service (FCS) – Located at our Ridgewood New Jersey Office and caters to referrals for service from callers from our Northwest Bergen County area. Callers to the location include people seeking basic information such as where to find appropriate services to meet their needs, to persons in crisis and needing immediate response. The center maintains an active list of available services in the area for his purpose.
2. The New Jersey Adoptions Resource Clearing House (NJARCH) – is a web-based information and referral service targeting adoptive and pre-adoptive parents in the entire state. The web-site, hosted by the agency also services as a clearing house on adoption information, including, but not exclusive to literatures on the subject, locations of adoption support networks in the state, etc.

The following narrative describes each program in detail, beginning with the Family Counseling Service (FCS) location:

FCS - Information & Referral Services

1. Despite some of the fiscal challenges faced by Children's Aid and Family Services after September 11, 2001, the staffing of this service has remained stable. The organization remains committed to providing the community with a quality information and referral service. Philanthropic funding supports this program from two primary sources: the Family Counseling Service Auxiliary and the Depot – a gift shop operated by volunteer gift shop whose proceeds are donated to FCS. Plans to expand the I&R program to include a family resource room are underway. Local foundation funding has been secured for office renovation to establish the resource room for use by families and individuals who need specific information that will help them through periods of life transitions.
2. The program director is Gloria Leder, MSW, LCSW, Director of Clinical Specialties. It operates from
Family Counseling Services (Riggs House)
148 Prospect Street, Ridgewood, NJ, 07450.

Hours of Operation

Monday through Friday 9:00am – 5:00pm.

To access these services, individuals can call 201/445-7015 during business hours. The receptionist will forward the call to the access coordinator who will assess each person's specific need (s). After hours, callers are asked to leave a message for the access coordinator who will contact them on the next business day. Any emergencies are handled by the on-call staff as per the after hour procedures of FCS.

3. Program Description.

This service is designed to help community members locate resources and link them to appropriate community resources. These resources can include substance abuse, eldercare, psychiatric services, childcare, support groups on a variety of topics, financial support etc.

Outcomes

The goal of Family Counseling Service's Information & Referral service is to provide the community with knowledge of other key resources in an effort to meet the individual or family needs.

Eligibility

Any person who contacts Family Counseling Service, either by telephone, e-mail or in-person, is eligible to receive I & R services. However, FCS focuses on the needs of the people in Northwest Bergen County, particularly those in Ridgewood, HoHoKus, Midland Park, Glen Rock, Waldwick, Wyckoff, Franklin Lakes, Ramsey, Oakland, Mahwah, Allendale, Saddle River, and Upper Saddle River. FCS provides a barrier free treatment environment and every effort is made to accommodate individual disabilities within our capabilities.

Fees

There is no charge for information and referral services.

Treatment Philosophy

The commitment of the Family Counseling Service is to provide a warm and caring environment. Included in our philosophy are the concepts of empowerment and personal growth. In providing community access, FCS seeks to obtain pertinent information in order to provide linkage to the most appropriate resource available. In an effort to assure quality of service, the FCS access coordinator follows up within 2 business days, with either a phone-call, e-mail or through a satisfaction survey. FCS makes every effort to work with the unique characteristics of each caller.

Average Number of Cases by month for 2004

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
32	22	23	48	30	38	37	53	63	51	49	31

4. Screening/Intake Services

Access to Services

Members of the community are informed of this service in a variety of ways. The services are promoted through the use of CAFS website – www.cafsnj.org, listing in the County Yellow Pages telephone directory, listing in the “211” directory, listing in the Bergen County Community Resource Council’s Service Directory, Brochures, etc. Services can be accessed via telephone, e-mail or walk-ins.

Referral Resources

The access coordinator maintains an extensive community resource file and has access to the First Call for Help “211” database. This community resource file is updated regularly and checked for accuracy at a minimum of once per year.

5. FCS does not provide services through any formal contracts or coordinated service delivery systems.

6. Staffing

Supervisor: Gloria Leder, MSW, LCSW, 20 years experience

Access Coordinator: Heather Struz, BS, 1 year experience

The Access Coordinator is regularly trained in supervisory sessions.

7. Demographic Information

For the I & R Service, the following information is collected at the time of the telephone response: name, gender, address and telephone number of the caller, and presenting problem/reason for call. In 2004, there were calls from 29 of Bergen County’s 70 municipalities; 63% of the callers were female and 37% of the callers were male.

8. Case records reviews

The I & R staff prepares monthly reports detailing demographic information, presenting problems, and referrals made. These reports are reviewed by the Director of Clinical Specialties, who also discusses I & R calls with staff during weekly supervision.

New Jersey Adoption Resource Clearing House (NJ ARCH)

1. Overview of program:

The New Jersey Adoption Resource Clearing House (NJ ARCH) is a newly-formed information and referral service established in the summer of 2003 with an official launch date of November, 2003.

This program is being provided under the auspices of Children’s Aid and Family Services, Inc. Funding for the NJ ARCH program is provided by the New Jersey Department of Human Services and the Division of Youth and Family Services as part of “Promoting Safe and Stable Families” Title IV B Funds.

The current challenges for the NJ ARCH Program are meeting the goals set for the Buddy Family Network and Support Group Advocacy aspects of the program. Although some Buddy Families and Support Groups have been established through enormous outreach efforts, trainings, and advertisements; NJ ARCH has been unable to establish as many new Buddy Families and Support Groups as desired. This will be one of the primary goals for the program’s activities in the upcoming year.

NJ ARCH provides information and referral services to all persons in New Jersey that have a connection to adoption.

2. Program Information:

Name: New Jersey Adoption Resource Clearing House

Director: Kathleen E. Russo, MSW, LCSW

Assistant Director: Barbara A. Rall, MSW, LCSW

Address: 76 South Orange Ave. Suite 209
South Orange, NJ 07079

Phone number: (973) 763-2041

Hours of operation: Monday through Friday, 9:00 am to 5:00 pm
Warm Line Hours:

Monday:	9:00 am to 5:00 pm
Tuesday:	11:00 am to 8:00 pm
Wednesday:	9:00 am to 5:00 pm
Thursday:	11:00 am to 8:00 pm
Friday:	9:00 am to 5:00 pm
Saturday:	11:00 am to 4:00 pm

3. Program Description of services and activities provided under S9:

- a. The service population for NJ ARCH is as follows: This program’s resources provides anyone “touched by adoption” such as adoptive families, birth parents, adopted children and professionals with information regarding national, statewide, regional and local services; these services are available to meet each individual’s or family’s needs. The Education / Information and Referral system is a centralized point of contact that collects, disseminates, refers, clarifies and provides access to information relevant to adoption. These are the only eligibility criteria for receiving services from NJ ARCH.
- b. There are no fees required to receive any services from NJARCH.
- c. The goal of the NJ Adoption Resource Clearing House (NJARCH) Program is to work towards permanency and/or stabilization for adoptive families. Those who access NJARCH are encouraged to incorporate psycho-educational and parenting tools to assist them to avoid disruption prior to or after finalization.

Our first priority is children at risk of adoption / placement disruption. We understand that many children in pre- or post- adoptive families may present a multitude of problems due to experiencing some or all of the following: changes in permanency goals, loss, separation and grief issues and such problems such as attachment disorder, fetal alcohol symptoms, neurological problems, trauma due to sexual and/or physical abuse, neglect and multiple placements.

It is clearly understood that adoption is a lifelong issue for all members of the adoption constellation. We work toward supporting children and families who are at risk for disruption of placement prior to or after adoption finalization. Our information addresses many of the lifelong clinical themes that challenge adoptive families such as: how and when to talk about adoption, curiosity about origins, feelings about differences, low self-esteem and inadequacy and chronic grieving.

The purpose of the NJARCH program is to offer a centralized, statewide Education / Information and Referral system, accessed via telephone, the Internet, facsimile and/or E-Mail that will assist families to assess their needs and determine the type of adoption-related services that can benefit them. NJARCH identifies existing resources and support groups for adoptive parents.

- d. The following procedures are in place for the program’s primary service, the Toll Free Warm-Line:
 NJARCH has a dedicated toll-free number to provide Warm Line services. The Warm Line is staffed 46 hours a week, including evening and weekend hours. During the hours the Warm Line is not staffed, callers hear a recorded message explaining the Warm Line, giving the hours the line is staffed, referring them to the Web Site, asking them to leave their name and number, and telling them that a

staff member will return their call within one working day. In the event that a caller appears to require immediate clinical support or intervention, the caller will be referred to appropriate crisis intervention services or to the NJARCH Assistant Director.

In all other situations, the Warm Line staff will provide general information about adoption, provide a listening ear if support and encouragement are needed, and provide telephone consultation to assess where the caller should be referred for services and if the person requires help in accessing those services. Callers will also be informed about the Web Site. For each warm line caller or e-mailer, warm line workers complete a Warm Line Contact Form. When the work is complete (the caller has been referred for services and/or books and articles have been sent) the warm line worker turns the contact form over to the Program Evaluator who enters it in the database.

The public is also able to contact the NJARCH Program by fax, e-mail and in person.

- e. The NJ ARCH Program does not provide Crisis Intervention services; however the program does have specific outcomes being measured. Those outcomes include the following:
- Increasing families' and professionals' knowledge about general adoption information and post adoption issues and challenges in order to strengthen the adoptive family.
 - Increasing families' and professionals' knowledge about effective treatment for children with special needs.
 - Stabilizing children in their adoptive homes by the provision of formal and informal supports to increase the parental ability to effectively handle children with special needs.
 - Stabilizing children in their adoptive homes by the provision of information regarding local, state, and national formal and informal supports to increase parental ability to effectively handle children with special needs.
- f. The average number of cases served by NJ ARCH for each of the previous 12 months are as follows:
- (data refer to the primary service of NJ ARCH, the Toll Free Warm Line, and represent Warm Line Contacts via email and telephone combined.)

December 2003: 33

January 2004:	87
February 2004:	41
March 2004:	55
April 2004:	35
May 2004:	28
June 2004:	60
July 2004:	39
August 2004:	57
September 2004:	57
October 2004:	70
November 2004:	55

4. Not applicable.

5. Not applicable.

6. Staffing Documents:

Job descriptions for the NJARCH staff positions are attached. These positions include:

- Director, MSW, LCSW, 15+ years of experience (Part-time oversight)
- Assistant Director, MSW, LCSW, 20+ years of experience (Full-time)
Reports to: Director
- Program Evaluator, MA, 4+ years of experience (Full-time)
Reports to: Assistant Director
- Resource Development Coordinator, BA, 10+ years of experience (Full time)
Reports to: Assistant Director
- Warm-Line Support Worker (Part-time)
Reports to: Assistant Director
- Warm-Line Support Worker, Bi-lingual (Spanish) (Part-time)
Reports to: Assistant Director
- Clerical Worker
Reports to: Assistant Director

The Director and Assistant Director have a Master’s Degree in Social Work from an accredited program and are Licensed Clinical Social Workers (LCSW)

7. Demographic profile of persons and families served by the programs being reviewed under S9, with percentages that address the following:

Racial and ethnic characteristics-

Caucasian:	72.9%
African American:	16.7%
Hispanic:	9.0%
Asian:	0.5%
Multiracial:	0.5%
Other:	0.5%

Gender-

Male:	13.6%
Female:	86.4%

Age-

0-18 years:	1.4%
18-30 years:	6.4%
30-45 years:	67.4%
45-65 years:	20.6%
65 + years:	4.2%

Major religious groups-

Not available

Major language groups-

English:	99.2%
Spanish:	0.8%

8. Quarterly Reports:

Not applicable

9. N/A Forms: see attached.

Section Highlights:

S9.1 Access to Service – Section Highlights:

The organization informs the community about the means of accessing its services.

NJ ARCH uses a variety of methods to inform the community about how to access its services. A quarterly newsletter is published and distributed via email and regular mail that includes the Toll Free Warm Line phone number, email address and the NJ ARCH web site address. NJ ARCH performs trainings and presentations at various agencies, support groups and other adoption-related events in order to disseminate information about NJ ARCH's services. NJ ARCH maintains a website, www.njarch.org that contains relevant information about NJ ARCH and its services. NJ ARCH has also published two separate adoption-related handbooks that were distributed to our mailing list and are available free of charge on the NJ ARCH web site or by request through the Warm Line.

S9.2 Crisis Intervention Services:

The organization responds immediately to people in crisis or emergency situations.

N/A- NJ ARCH does not provide crisis intervention services.

S9.3 Community Connections for Crisis Intervention Services:

Crisis intervention services establish written agreements and procedures for coordinating services and making appropriate referrals in crisis situations.

N/A- NJ ARCH does not provide crisis intervention services.

S9.4 Emergency Telephone Response and Information and Referral Services:

The organization provides immediate linkages with appropriate community resources and documents service gaps, overlaps, and duplications.

N/A- NJ ARCH does not provide emergency telephone response and information and referral services.

S9.5 Additional Requirements for Emergency Telephone Response Services:

Emergency telephone response services also meet the following requirements.

N/A- NJ ARCH does not provide emergency telephone response services.

S9.6 Human Resources: All Services:

The organization ensures that service personnel are properly trained and supervised.

NJ ARCH holds a weekly team consultation meeting. The purpose of these meetings are to discuss program activities, to address any staff concerns, to review policies, procedures and service protocols, and to determine program priorities. All Warm Line staff has weekly individual supervision. The basis of this meeting is the weekly status report (form #017) completed by the Warm Line worker. In addition to regular supervision, warm line staff and the Resource Coordinator attend a minimum of four sessions of the Rutgers Adoption certificate program per year until they complete the training and receive their certificates. A total of nine courses are required for certification. The Assistant Director and the Resource Coordinator attend all clinical trainings arranged by CAFS. The Assistant Director and the Resource Coordinator attend adoption and child welfare related conferences regularly.

S9.7 Human Resources: Crisis Intervention Services and Emergency Telephone Response Services:

The organization ensures that crisis intervention services and emergency telephone response service providers are properly trained and supervised.

N/A- NJ ARCH does not provide crisis intervention services and emergency telephone response services.