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# Turning Points for Children, Community Umbrella Agency 9

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# Turning Points for Children, Community Umbrella Agency 9

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## TURNING POINTS FOR CHILDREN

Turning Points for Children is a social services agency that serves over 9,000 individuals throughout Philadelphia. Turning Points for Children encompasses a variety of programs – including Families and Schools Together (FAST), Family Finding, Parenting Support Service, the Food and Wellness Network (FAWN), Post Legal Adoption Services, and the Foster Care Program. Its affiliates include the Public Health Management Corporation, The Bridge, and the Villa. In addition, Turning Points for Children operates two Community Umbrella Agencies (3 and 9).

## WELL-BEING

During my internship at Turning Points for Children CUA 9, I worked closely with the Well-Being Specialists. Well-Being Specialists are a part of the case management team and play an integral role in carrying out the family's case plan. Well-Being Specialists are responsible for obtaining and updating case children's medical records and ensuring that case children are up to date with all immunizations and medical and dental treatments. In addition, Well-Being Specialists also ensure that case children receive appropriate specialty care and behavioral health interventions.

## RESPONSIBILITIES

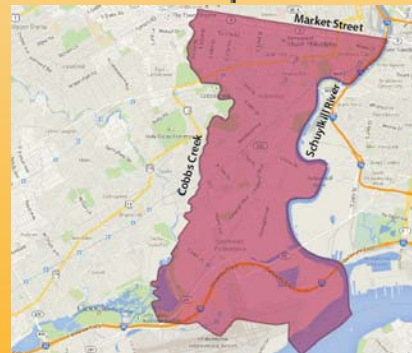
- Request records for case children from medical and dental offices
- Receive and upload medical and dental records to the Electronic Case Management System
- Keep track of missed and upcoming appointments to ensure patient compliance
- Schedule medical or dental appointments for case children in foster care
- Reconcile missing records
- Review medical histories and alert Well-Being Specialists of any "red flags" for follow-up
- Compile "How To" training guide for other interns
- Train high school interns to request and upload records

## COMMUNITY UMBRELLA AGENCY 9

Turning Points for Children's Community Umbrella Agency 9 (CUA 9) serves families residing in the 12<sup>th</sup>, 18<sup>th</sup>, and 77<sup>th</sup> Police Districts in West and Southwest Philadelphia. Community Umbrella Agencies were established as a part of the Improving Outcomes for Children initiative. As a part of this initiative, Community Umbrella Agencies provide direct case management services for children in the welfare system with oversight from the Department of Human Services. These neighborhood-based agencies allow for decentralization of the case management process and development of stronger connections to the local communities.

## COMMUNITY UMBRELLA AGENCY SERVICES

IMPROVING OUTCOMES FOR CHILDREN • CHILD ABUSE PREVENTION SERVICES • FOSTER CARE SERVICES



## PERSONAL STATEMENT

"My time at Turning Points for Children has been challenging, eye-opening, and rewarding. I am grateful to have had the opportunity to learn about the healthcare system from a social work perspective. I am humbled and motivated by Turning Points for Children's tremendous dedication to empowering families and nurturing our city's most vulnerable children. I have also gained a deeper understanding of the challenges that many families face in navigating the healthcare system and optimizing their resources in order to provide the best care for their children. As a student physician who hopes to enter the field of primary care, this experience has compelled me to consider the ways in which I can effectively address the unique needs of children and youth in the welfare system." – Rita Fan

## REFERENCES

[www.turningpointscua.org](http://www.turningpointscua.org)  
[www.turningpointsforchildren.org](http://www.turningpointsforchildren.org)

## ACKNOWLEDGEMENTS

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