



# Performance, Quality & Improvement

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*Quarterly Report – Q2 2024*

*April-June*

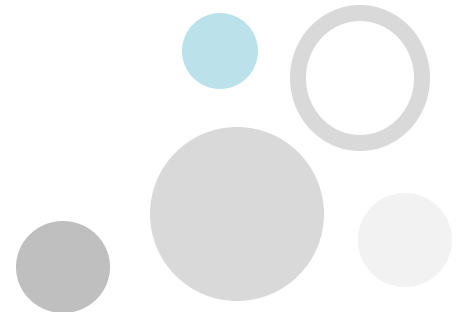


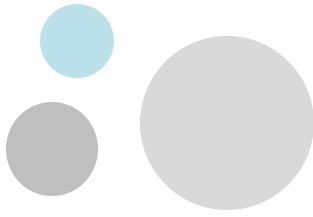
## INTRODUCTION

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Welcome to our Performance, Quality & Improvement (PQI) Quarterly Report! This report is for all stakeholders, including clients, staff, community members, board members, funders, and any individual who is interested in the great work we do. PQI is an integral part of our organization. We are always open to new opportunities to change, grow and improve.

We hope this report demonstrates our commitment to making a positive impact in the lives of the children and families we serve, our commitment to constantly working to operate more effectively, and our transparency to our stakeholders. If you have ideas on how this document can be improved, please let us know!





## MISSION STATEMENT

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To provide foster and adoptive children a stable, loving and nurturing family environment by support and advocacy for abused and neglected children and the families caring for them.

## CORE BELIEFS

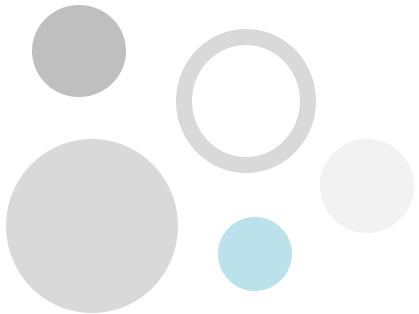
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- All children deserve to be valued, nurtured and provided with the opportunity to be the best that they can be.
- Families are the key to successfully impacting children in child welfare. Everyone else on the team: social workers, therapists, attorneys, medical providers, judges... are less important than the family in terms of making a difference for the child.
- All families are valuable, no matter how dysfunctional, to the members of that family.
- People almost always do the very best that they can in the moment. Often, when they know better, they can do better.
- Commitment is the most important competency for foster, adoptive, kinship and relative families.
- If it is the right thing for a child, there is probably a way to make it happen.





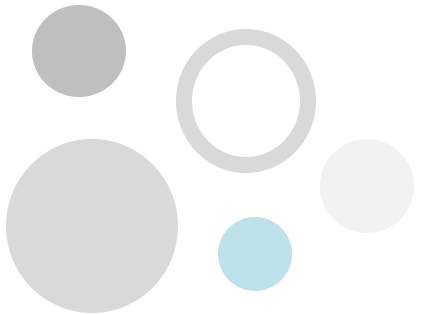
# CORE VALUES



# ORGANIZATIONAL IMPACT

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## *Section 2*

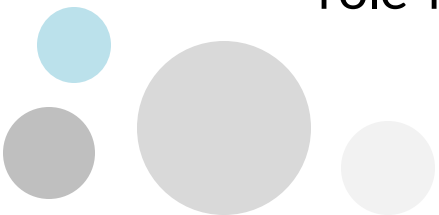




## BEHAVIORAL INTERVENTIONIST

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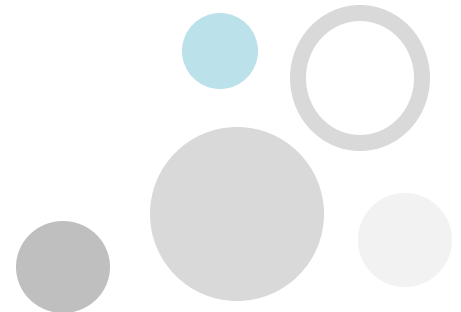
The BI program provides intensive one-on-one services within the family home to children who struggle with behavioral and emotional management to the degree that the behaviors threaten the stability of their current placement. Direct care staff use role-modeling, coaching, re-direction, to develop self-regulation, de-escalation techniques, and developing independence in daily living activities.



## BEHAVIORAL INTERVENTIONIST PROGRAM – Q2 2024

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- 102 youth served this quarter
- Number of BI hours provided this quarter: 11,060.9
- 88% of youth served avoided residential treatment and/or hospital admissions this quarter
- 99% of youth served avoided placement disruption due to behavioral concerns



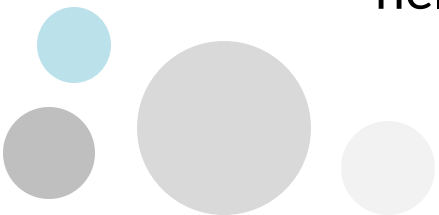




## COMMUNITY CONNECTIONS YOUTHRIVE

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Community Connections YouthThrive helps connect youth to resources in several areas including housing, higher education, employment, healthcare, finances, social supports, transportation, legal advocacy, and more. The goal of this program is to help young adults find stable housing, secure employment, and develop the necessary skills to thrive in adulthood.



## COMMUNITY CONNECTIONS YOUTHRIVE (MO) – Q2 2024

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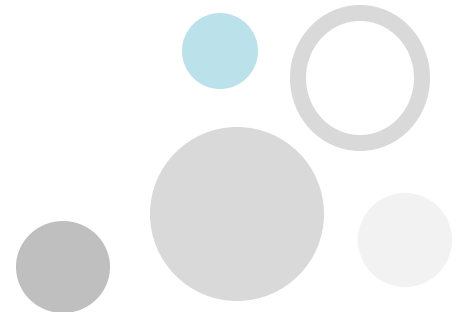
- 82 youth served through the CCYT program
- 39 clients were employed part-time or full-time
- 24 clients received financial education on monthly budgeting
- 15 clients were assisted with emergency funds to prevent crisis (i.e., paying utility or medical bills, etc.)
- 6 clients were assisted with housing funds to prevent crisis (i.e., paying off past evictions, rent to avoid evection, etc.)
- \$7,610.56 were allocated to serve these young adults to aid them in their successful transition into adulthood\*
- \*Resource Allocation: Donations received from community to FosterAdopt Connect to assist in securing permanent, safe housing including furniture, bedding, household items, kitchen/cooking items, etc.



## COMMUNITY CONNECTIONS YOUTHRIVE (KS) – Q2 2024

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- Number of youth served: 49
- 33% of youth exiting the program with High School Diploma or GED

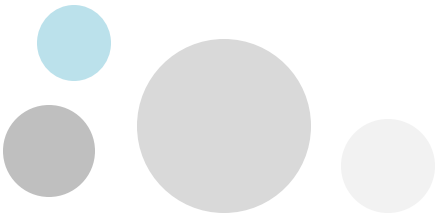




## FAMILY ADVOCACY

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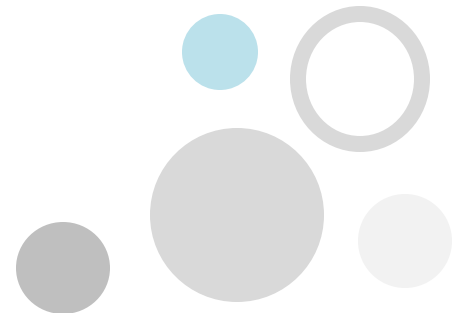
The advocacy program assists foster/adoptive parents to navigate the complex issues within child welfare when they experience problems or barriers. The advocate staff are experienced foster parents themselves who can help address specific concerns and quickly implement action plans.



## FAMILY ADVOCACY PROGRAM – Q2 2024

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- 82% of clients reporting the service provided reduced their stress level
- 272 families served

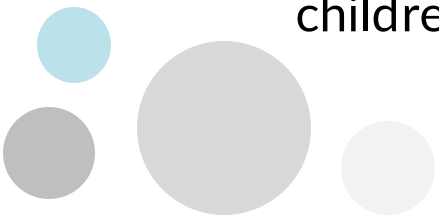




## KINSHIP NAVIGATOR

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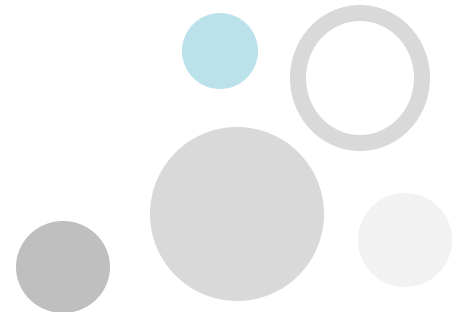
The overall goal of Kinship Navigator is to build and/or enhance protective factors for kinship families that are not actively involved in the child welfare system, but are caring for relative children and youth at risk of entering or reentering foster care. The program helps reduce or eliminate barriers for access to needed services and supports so children can be safely maintained in their homes to reduce the likelihood of placement disruption and child welfare involvement.



## KINSHIP NAVIGATOR PROGRAM – Q2 2024

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- 451 relative caregivers and the children they care for were served through the Kinship Navigator Program
- 93% of Kinship Caregivers who completed the program in the past quarter improved their ability to meet the basic needs to safely care for the children in their home, as measured by a reduction in Family Needs Scale Assessment score

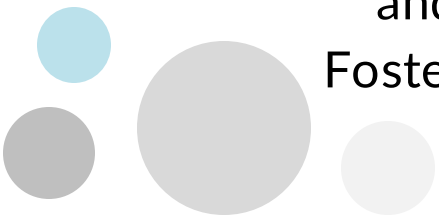




## FOSTERING PREVENTION

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The mission of Fostering Prevention is to strengthen parents' capacity to provide safe, permanent, and nurturing homes for their children. The program provides evidence-based parenting curriculum, resource identification and connection, support, and advocacy to families who are coping with significant hardships. The goal of Fostering Prevention is to prevent children from unnecessarily entering foster care.

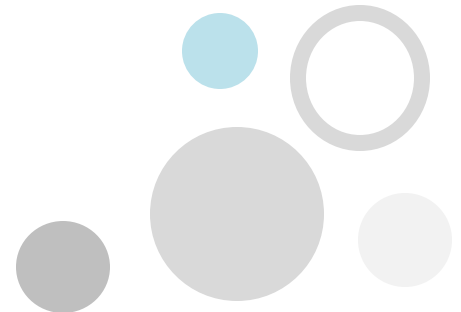




## FOSTERING PREVENTION PROGRAM – Q2 2024

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- 97% of children living with the Fostering Prevention parent that maintained placement stability
- 89 caregivers served
- 183 children served

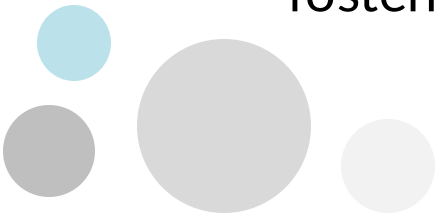




## LICENSING

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This program works directly with families to complete the requirements of licensure for pursuing fostering and adopting children from the child welfare system Missouri. After licensing approval, staff continue to assist families as they begin the fostering process by providing advocacy, support, resources, and ongoing training.



## LICENSING PROGRAM – Q2 2024

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- 14 households licensed
- 7 adoptions
- 34 referrals in process
- 189 licensed homes

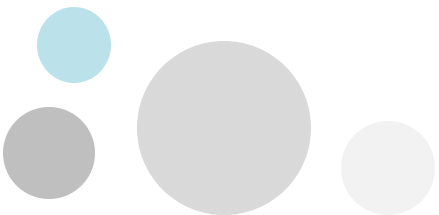




## PARENT TRAINING

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Parent training classes that help foster parents earn credits to maintain foster home licensure in Missouri. We offer a variety of in-person and virtual training options for families.



## MISSOURI PARENT TRAINING – Q2 2024

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- 368 participants trained this quarter
- 206 brand-new training participants this quarter
- 191 training hours provided this quarter

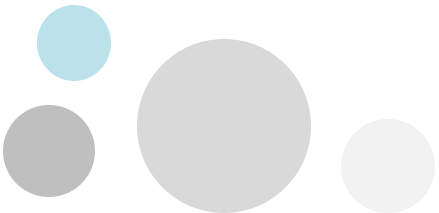




## EXTREME FAMILY FINDING

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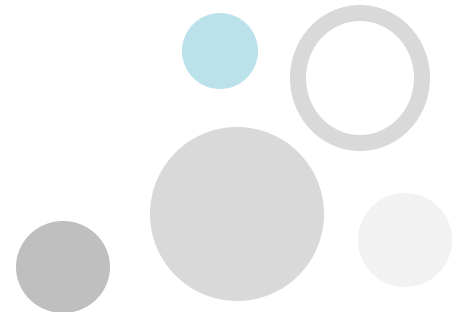
This program puts a team of recruiters and private investigators to work finding multiple extended family members and kin relationships for children most at-risk of aging out of foster care without an adoptive resource, such as older youth, large sibling groups, and children with significant medical or mental health issues.



## EXTREME FAMILY FINDING PROGRAM – Q2 2024

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- 35 children served this quarter. Of those children with closed cases:
  - 33% reconnected with family and friends they lost touch with throughout their time in foster care
  - 83% matched with families for purposes of adoption or guardianship.
  - 1 finalized their adoption or guardianship

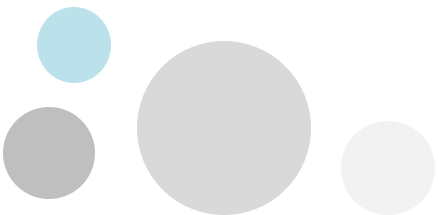




## **30 DAYS TO FAMILY**

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This program provides an intense, short-term intervention designed to increase the number of children placed with family or friends within the first 30 days of children entering foster care.

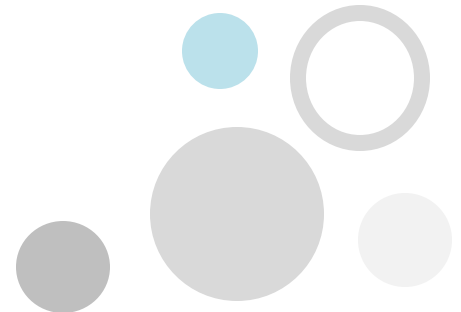




## 30 DAYS TO FAMILY PROGRAM – Q2 2024

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- 16 children served this quarter
- 64% of children placed with relatives/kin within 30 Days of coming into care
- 79% of those who were placed with relatives stayed with the relative for the full length of the program (12 months) or were reunified with biological parents in less than 12 months

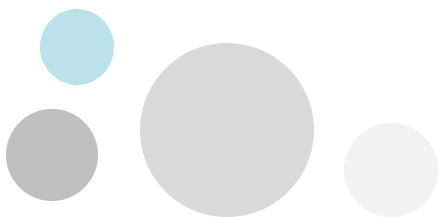




## **SAMMY'S WINDOW**

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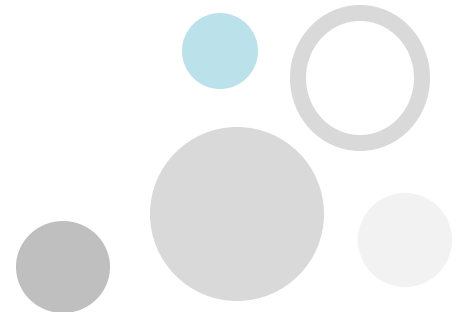
A hybrid clothing closet and food pantry program, Sammy's Window helps lift the financial burden of caring for foster and adopted children and enhances the capacity of regional foster homes to provide care to an increasing number of children in Missouri and Kansas.



## SAMMY'S WINDOW – Q2 2024

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- 5,011 individuals served this quarter
- Estimated value of resources/goods given to families
  - Branson: \$8,135
  - Cape Girardeau: \$19,354
  - Chillicothe: \$6,779
  - Hannibal: \$2,347
  - Independence: \$45,249
  - Joplin: \$5,863
  - Kansas: \$8,935
  - Mountain Grove: \$16,195
  - Pittsburg: \$180
  - Poplar Bluff: \$49,991
  - Springfield: \$171,470





## LEGAL ADVOCACY

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FosterAdopt Connect's legal advocacy team connects current or former foster youth with attorney representation to aid with minor legal issues, which then frequently become barriers to living a healthy and fulfilling life.



## LEGAL ADVOCACY PROGRAM – Q2 2024

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- 27 individuals served this quarter
- 36 court appearances this quarter



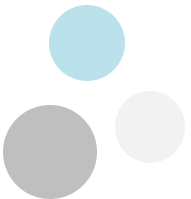


## Adopt Kansas Kids

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Adopt Kansas Kids is the Adoption Exchange for Kansas. The program raises awareness about the need for adoptive families for children who currently are in foster care as well as providing coaching and consultation to other child welfare professionals to better prepare children and families for adoption from foster care. Adopt Kansas Kids also supports families who are interested in becoming an adoptive parent for a child in foster care.

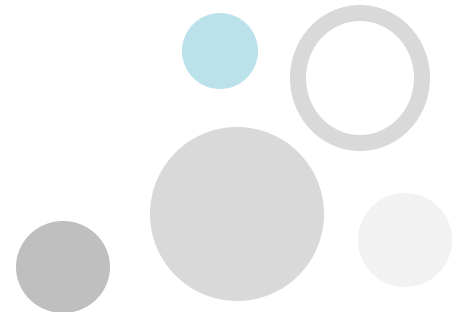
As people inquire about their interest in adopting, Adopt KS Kids will: 1) provide education about the adoption process; 2) answer all questions while trying to decide if adoption is their option; and 3) connect families to an agency in their state who is able to support them and prepare them for the next steps of adoption.



## ADOPT KANSAS KIDS (AKK) – Q2 2024

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- 262 adoption inquiries (36 met criteria and were referred to CMP for consideration)
- 19 adoption finalizations
- 79 new families registered
- 106 families registered for private matching on the Adoption Exchange

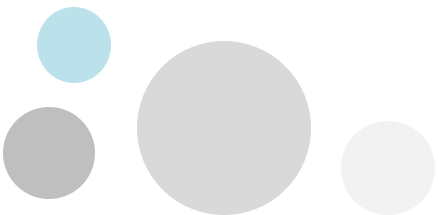




## KANSAS POST ADOPTION RESOURCE CENTER (K-PARC)

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K-PARC is a program dedicated to strengthening kinship and adoptive families in Kansas through advocacy, peer to peer support groups and networking, as well as training opportunities.

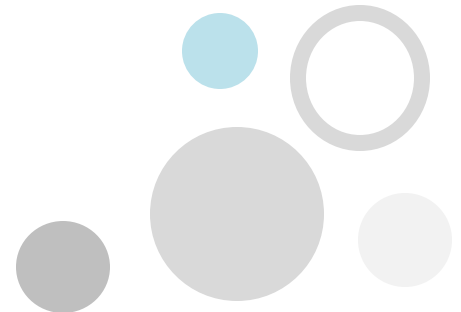




## KANSAS POST ADOPTION RESOURCE CENTER (K-PARC) – Q2 2024

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- 20 families served via family advocacy and support
- 3 Support Groups offered
- 6 Training Courses offered
- 1 Training Retreat

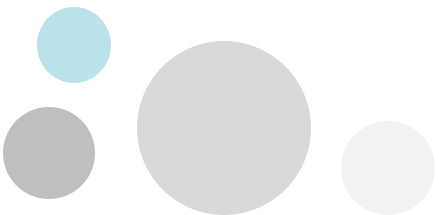




## KANSAS CAREGIVERS SUPPORT NETWORK (KCSN)

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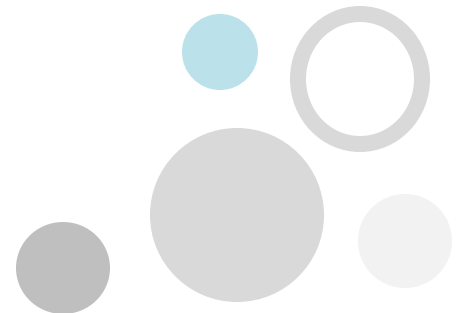
KCSN provides meaningful representation and a voice to those providing care for children not born to them. KCSN works to provide for caregivers' needs in a variety of ways including peer to peer support and mentoring, education and training opportunities, and information and resources to assist all caregivers in feeling equipped to handle the needs of children in foster care.



## KANSAS CAREGIVERS SUPPORT NETWORK (KCSN) – Q2 2024

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- 43 families served via family advocacy and support
- 3 Support Groups offered
- 4 Training courses offered
- 1 Training Retreat

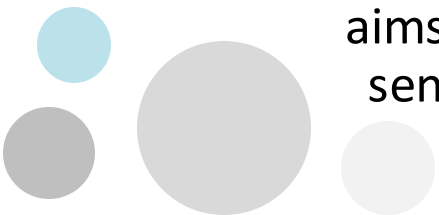




## YOUTHCONNECT CENTER

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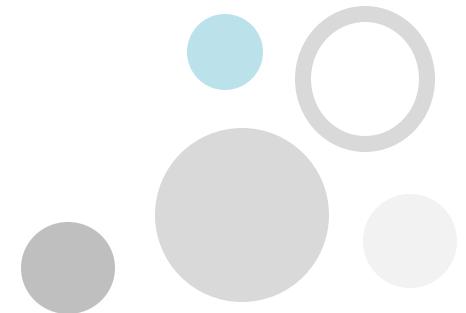
The YouthConnect Center (YCC) is a drop-in center for school aged youth 13-18 years old. The YCC aims to eliminate any obstacles that youth face accessing different community resources by partnering with other service providers in the community and providing a safe space for them to meet with youth and their families. The YouthConnect Center aims to provide quality and meaningful opportunities for youth that will give them a sense of pride and accomplishments while honoring their families and caregivers.



## YOUTHCONNECT CENTER – Q2 2024

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<u>April-June 2024</u>	<u>Total</u>
Total Clients Served	231
Total Youth Sheltered	22
Total Services Provided (Bus Passes, Clothing, Food, Hygiene, Laundry, Medical, Shelter, Transport)	2162

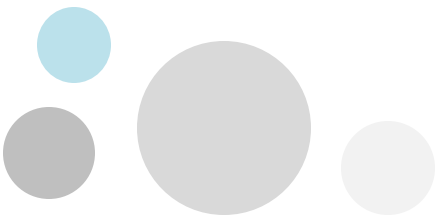




## YOUTH HOMELESSNESS DEMONSTRATION PROJECT

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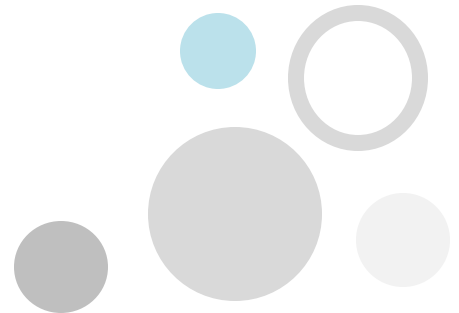
Youth Homelessness Demonstration Project (YHDP) staff support a variety of housing programs, including rapid rehousing, permanent supportive housing, transitional housing, and host homes. We aim to provide quality and meaningful opportunities for youth that give them a sense of pride and accomplishment, while honoring them.



## YOUTH HOMELESSNESS DEMONSTRATION PROJECT (YHDP) – Q2 2024

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- As of June 30, 2024, YHDP has served 23 youth and young adults experiencing homelessness since being awarded the contract in January 2024.

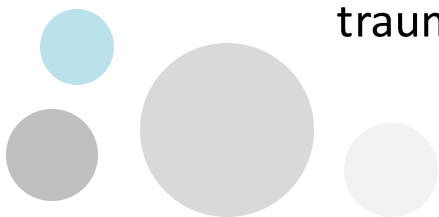




## CLINICAL SERVICES

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Children in foster care have usually experienced an immense amount of trauma, whether that be inter-generational, chronic, or acute trauma related to abuse, neglect, or being removed from their homes. Prior to seeking support, many youth and their families have participated in years of therapy services that have not been effective in addressing trauma or truly reaching a point of healing to be successful in life. Our clinical services are specifically designed for these foster and/or adoptive youth and families.

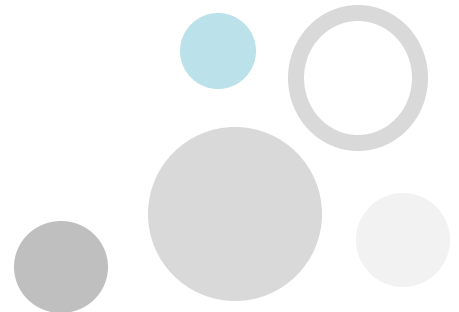




## CLINICAL SERVICES – Q2 2024

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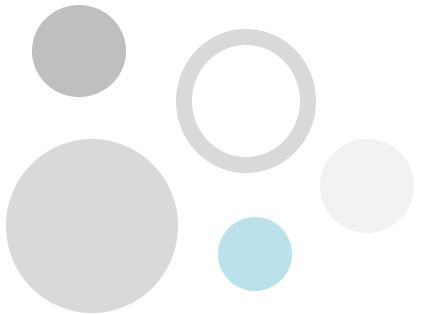
- Number of clients served: 35
- Individual sessions: 120
- Family sessions: 34



# MISSION MOMENT

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*Section 3*

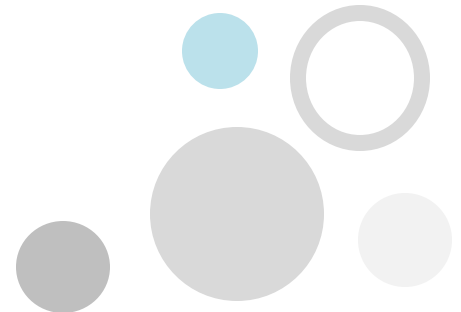


## MISSION MOMENT – Q2 2024

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### Community Connections You thrive (CCYT)

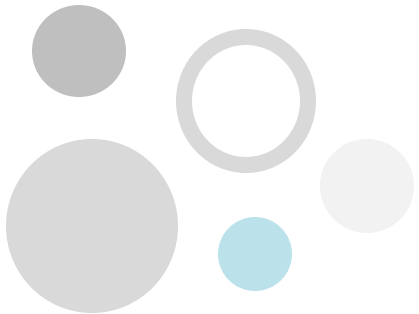
Two youth have obtained licenses, three are enrolled in education programs, four are temporarily housed, five have secured permanent housing and seven have obtained employment. This quarter, CCYT was able to provide support and advocacy to a single mom Opal. When Opal was referred to the program, she and her five-year-old daughter were residing in a hotel with social supports. Since working with her CCYT Specialist, Opal was able to obtain and maintain employment, obtain SNAP benefits, and repair her relationship with a family member which also secured temporary shelter outside of the hotel. CCYT was also able to assist the client with providing work attire, and out of state verification to assist with obtaining the Fostering Youth Initiative and assist Opal with the process of getting an eviction removed from her record. Opal has reported that this is the first time she has felt hopeful and moving forward with her goals.



# STAFF RECOGNITION

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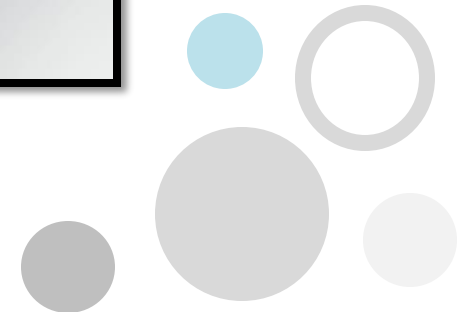
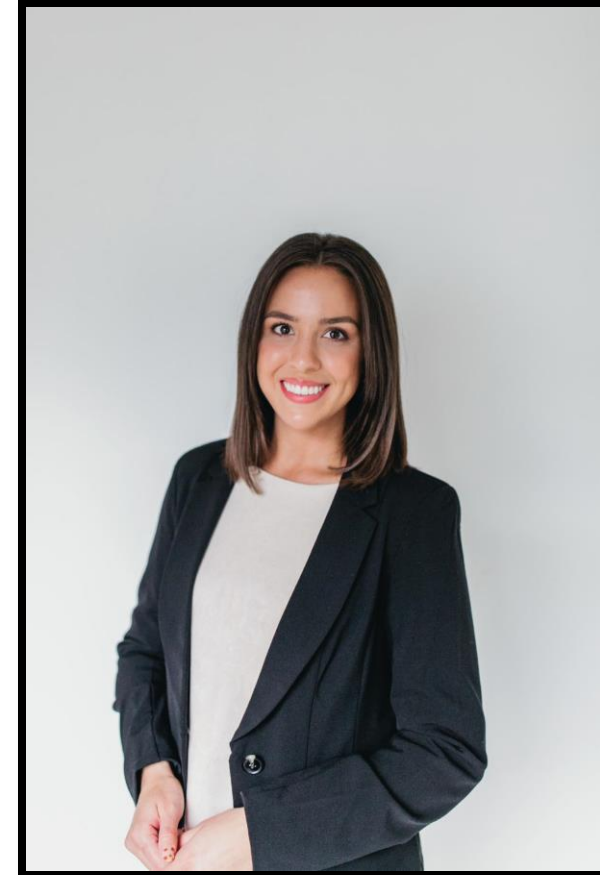
*Section 4*



## APRIL EMPLOYEE OF THE MONTH

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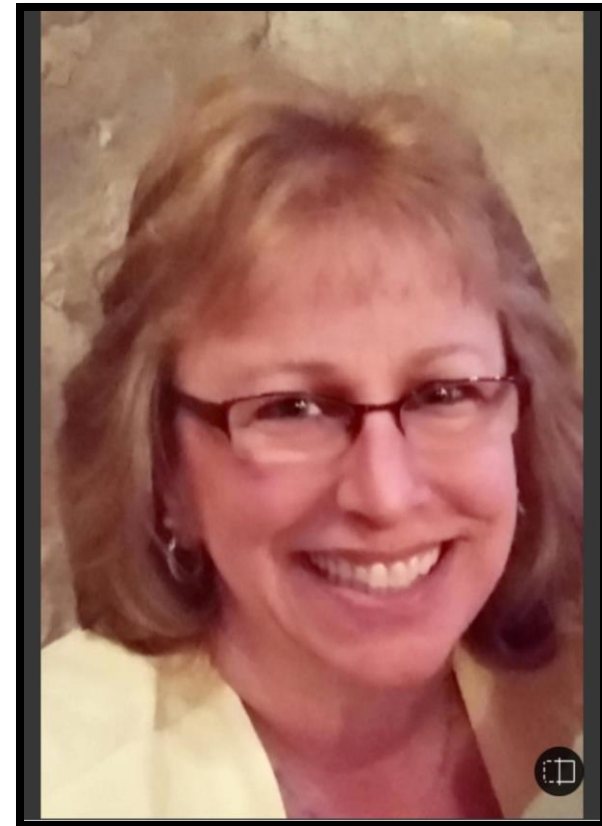
- Amy Murphy
- Title: Kinship Navigator Specialist
- Branch: Springfield
- **Amy** joined FAC in 2023 as a Kinship Navigator Specialist. Amy has more than 7 years of experience in direct care roles, providing case management and supportive services to families in crisis. Amy is passionate about protecting children and reducing childhood trauma and appreciates that her role at FAC does this through support of kinship caregivers.
- Outside of work, Amy enjoys reading, yoga, baking, outdoor activities, and spending time with her husband and their dog, Aspen.



## APRIL EMPLOYEE OF THE MONTH

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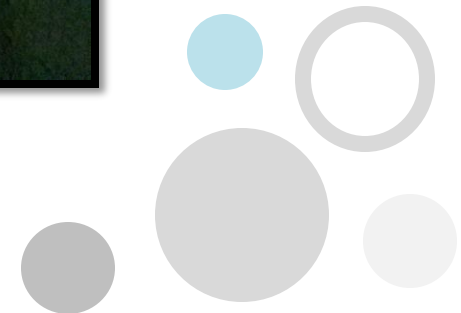
- Joni Hiatt
- Title: Director of Community Outreach
- Branch: HQ/KS
- Prior to joining FAC in June 2014, **Joni** was the president of Kansas Foster and Adoptive Children Inc. (KFAC) for 10 years. Joni and her Board were looking for options to expand the work of supporting foster, adoptive and relative parents in Kansas. After meeting with Lori Ross and learning about the advocacy, trainings and programs offered, the decision was made to merge KFAC into FAC and continue the work into Kansas. As the Director of Kansas Programs, Joni worked to form relationships with key stakeholders in Kansas Child Welfare. As the only agency in Kansas offering advocacy and trainings for any and all care parents (regardless of agency affiliation) the FAC commitment began to prove it's worth and became the 'go-to' for parents and stakeholders alike. Then, in March of 2021, FAC was awarded three state contracts that changed the trajectory of our work throughout the state. In May 2022, Joni changed positions within the agency, to join the Development team as Director of Community Outreach and help raise funding for all of our amazing programs.
- Joni and husband Jim have three grown daughters, three sons-in-law and two grandsons. Much experience and knowledge were gained from fostering children in Kansas for 27 years. Retiring their license in 2019, they enjoy many hobbies and adventures together and with family.



## MAY EMPLOYEE OF THE MONTH

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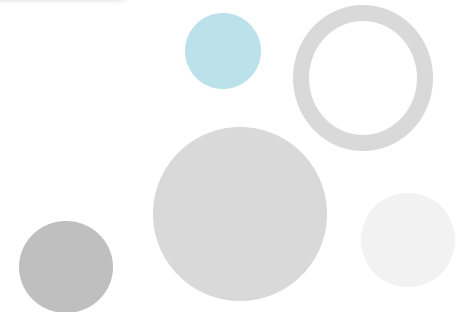
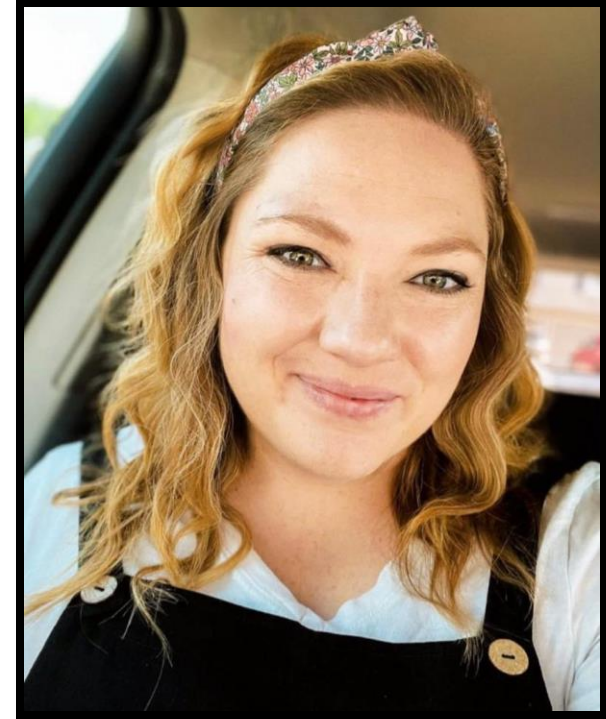
- Melanie Denton
- Title: Office Manager/Direct Services Specialist
- Branch: Chillicothe
- **Melanie** started her career as a childcare provider for 11 years while also becoming of a licensed foster parent . In July 2019 she joined FAC as the Direct Services Specialist and in January 2022 accepted the position as Office Manager.
- Melanie is the proud mother to 2 kiddos, London (10) and Britton (7). In her free time Melanie enjoys reading, listening to music, watching her kids play soccer, and playing card games with her husband David and their friends.



## MAY EMPLOYEE OF THE MONTH

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- Brittany Brooks
- Title: Resource Development/Licensing Assistant Director
- Branch: HQ
- **Brittany** joined FAC in August of 2015 as an intern for the Licensing Department at HQ. She then accepted a position as a licensing worker after she graduated from the University of Central Missouri with her Bachelors in Social Work in December 2015. Brittany was promoted to a Senior Licensing Worker in 2017 and currently is the Assistant Director for Resource Development. Through her time at FAC, she has grown her experience and knowledge in the child welfare system and continues to love working with her foster families and her teammates.
- Brittany is a mother of two, Emma (5) and Livie (3). When not working, Brittany enjoys listening to music, spending time with her friends, spending time with her children, and going on walks with their family dog, Nala. She recently picked up Embroidery as a hobby and enjoys crafting, cooking, and listening to audiobooks.





## JUNE EMPLOYEE OF THE MONTH

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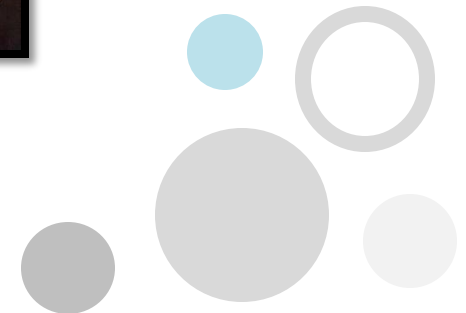
- Tom Furrh
- Title: Branch Director - Joplin
- Branch: Joplin
- **Tom Furrh** joined FAC in September 2021 as the Joplin Branch Director; officially opening the Joplin Branch on St. Patrick's Day, 3/17/2022. Tom has nearly 10 years experience leading in multiple non-profit sectors, has a bachelors in Sociology from MSSU (Joplin) and an MBA from Pittsburg State University (Pittsburg KS); along with lived experience as a former foster and adoptive parent.
- Tom lives in Carthage MO with his wife, Emily, of 15 years this October - and 3 children, Rayann (12), Raygan (10), and Jachin (7). Tom has 2 grandchildren as well; Layla (3) and Liam (1) from his oldest daughter who lives in Carthage as well.
- Here's a goofy quote you can use if you'd like; "Being a 35 year old grandfather, while unique, really is one of the simpler oddities in our line of work; and I'm thankful to build a family on the foundation of unconditional love rather than biological bond."



## JUNE EMPLOYEE OF THE MONTH

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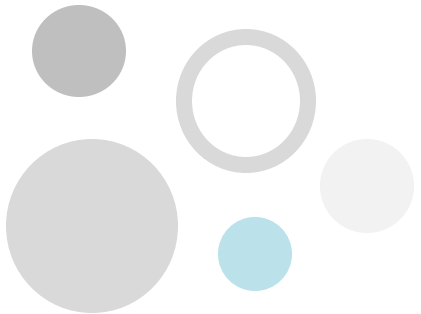
- Courtney Meek
- Title: Recruitment Programs Manager
- Branch: Springfield
- **Courtney Meek** joined FAC as The Recruitment Programs Manager for Southwest Missouri (Springfield) in January of 2021. She has been a social worker for the last 13 years, spending the last 10 years in the child welfare system in Southwest Missouri. FosterAdopt Connect has allowed Courtney to continue her passion for enriching the lives of youth while finding permanent, safe, and secure placement options for them.
- When not working, Courtney enjoys spending time with her family and pets (2 dogs and 1 cat). Courtney enjoys spending time at the beach in the ocean, in the lakes and rivers. Courtney also enjoys music, traveling and watching the Kansas City Chiefs!



# CONTACT US

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*Section 5*



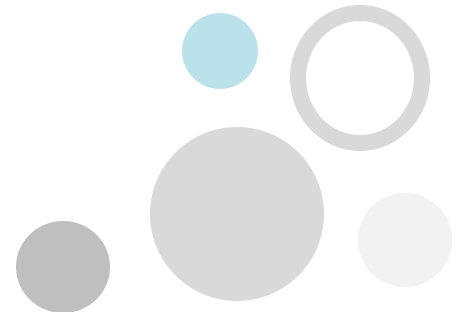
## CONTACT US!

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- If you have any feedback about this report, please contact Meredith Greenfield via email at [meredith.greenfield@fosteradopt.org](mailto:meredith.greenfield@fosteradopt.org).
- If you are a current or past client, we always welcome your feedback via the Client Satisfaction Survey.



SCAN HERE





# EVERYONE CAN DO SOMETHING FOR A CHILD IN NEED.

*Join us.*

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