



# Performance, Quality & Improvement

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*Quarterly Report – Q2 2023*

*April-June*

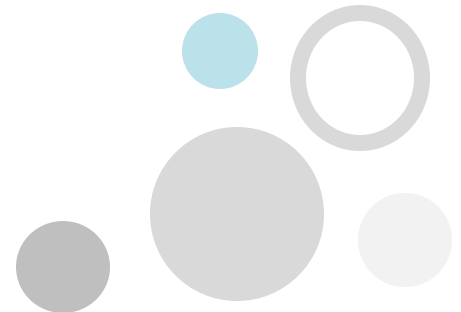


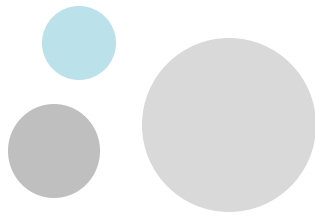
## INTRODUCTION

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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

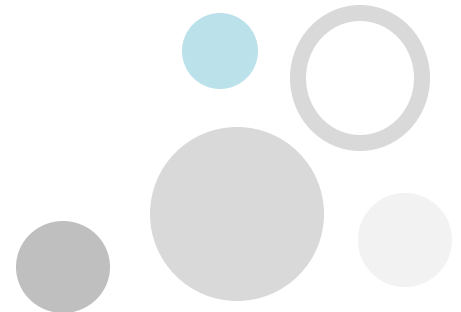
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To provide foster and adoptive children a stable, loving and nurturing family environment by support and advocacy for abused and neglected children and the families caring for them.

## CORE BELIEFS

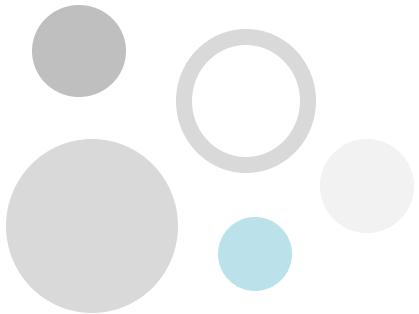
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- All children deserve to be valued, nurtured and provided with the opportunity to be the best that they can be.
- Families are the key to successfully impacting children in child welfare. Everyone else on the team: social workers, therapists, attorneys, 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.





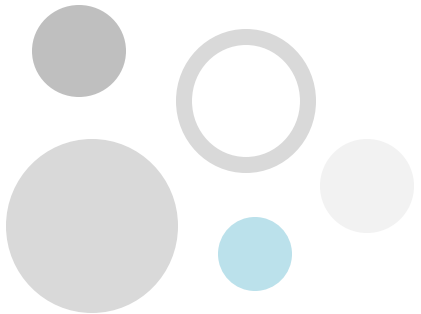
# CORE VALUES



# ORGANIZATIONAL IMPACT

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## *Section 2*

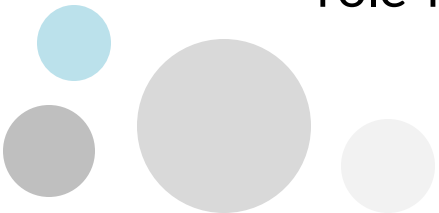




## BEHAVIORAL INTERVENTIONIST

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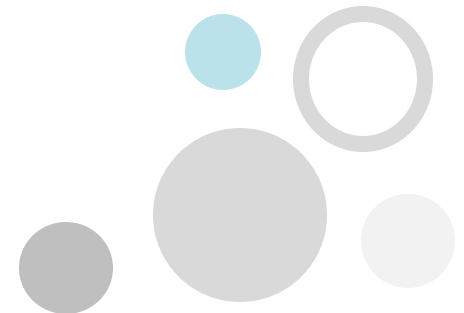
The BI program provides intensive one-on-one services within the family home to children who struggle with behavioral and emotional management to the degree that the behaviors threaten the stability of their current placement. Direct care staff use role-modeling, coaching, re-direction, to develop self-regulation,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



## BEHAVIORAL INTERVENTIONIST PROGRAM – Q2 2023

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- 100 youth served this quarter
- Number of BI hours provided this quarter: 12,905.7
- 93% of youth served avoided residential treatment and/or hospital admissions this quarter
- 99% of youth served avoided placement disruption due to behavioral concerns



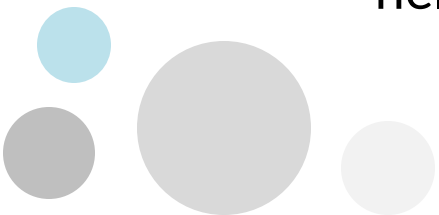




## COMMUNITY CONNECTIONS YOUTH PROJECT

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Community Connections Youth Project 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 YOUTH PROJECT – Q2 2023

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- 116 youth served through the CCYP program
- 67 clients obtained part-time or full-time employment
- 18 clients received financial education on monthly budgeting
- 17 clients were assisted with emergency funds to prevent crisis (i.e., paying utility or medical bills, etc.)
- 2 clients were assisted with housing funds to prevent crisis (i.e., paying off past evictions, rent to avoid evection, etc.)
- \$4.148 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.

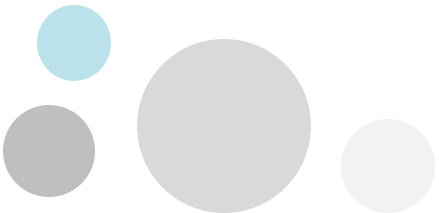




## FAMILY ADVOCACY

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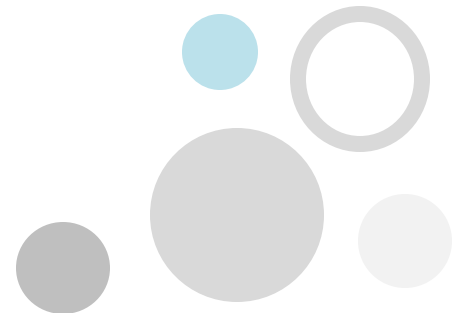
The advocacy program assists foster/adoptive parents to navigate the complex issues within child welfare when they experience problems or barriers. The advocate staff are experienced foster parents themselves who can help address specific concerns and quickly implement action plans.



## FAMILY ADVOCACY PROGRAM – Q2 2023

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- 69% of clients reporting the service provided reduced their stress level.
- 219 clients served.

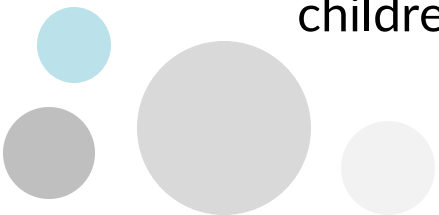




## KINSHIP NAVIGATOR

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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 2023

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- 591 relative caregivers and the children they care for were served through the Kinship Navigator Program.
- 100% 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.

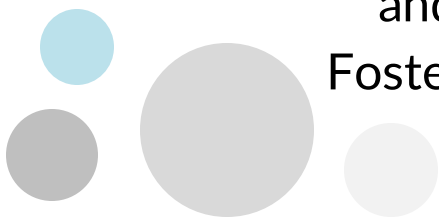




## FOSTERING PREVENTION

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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 2023

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- 100% of children living with the Fostering Prevention parent that maintained placement stability
- 117 caregivers served
- 218 children served



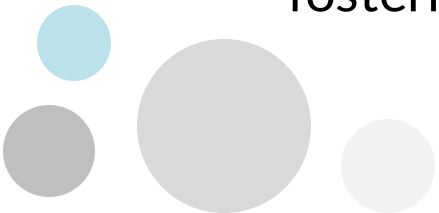




## LICENSING

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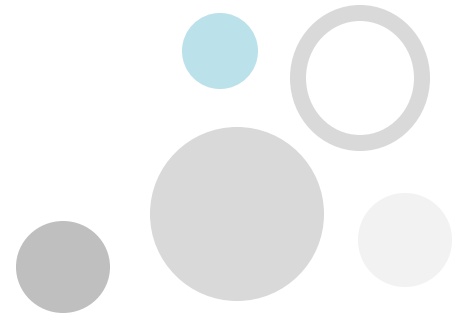
This program works directly with families to complete the requirements of licensure for pursuing fostering and adopting children from the child welfare system Missouri. After licensing approval, staff continue to assist families as they begin the fostering process by providing advocacy, support, resources,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



## LICENSING PROGRAM – Q2 2023

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- 31 households licensed
- 16 adoptions
- 52 referrals in process
- 325 licensed homes





## PARENT TRAINING

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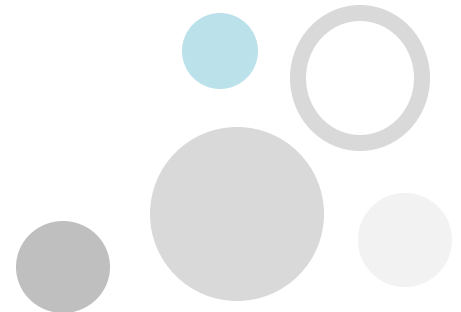
Parent training classes that help foster parents earn credits to maintain foster home licensure in Missouri. We offer a variety of in-person and virtual training options for families.



## PARENT TRAINING – Q2 2023

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- 778 participants trained this quarter
- 362 brand-new training participants this quarter
- 436 training hours provided this quarter

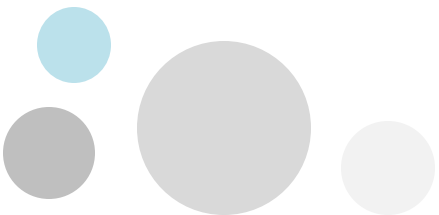




## EXTREME FAMILY FINDING

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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 2023

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- 44 children served this quarter. Of those children with closed cases:
  - 71% reconnected with family and friends they lost touch with throughout their time in foster care
  - 14% matched with families for purposes of adoption or guardianship.
  - 2 finalized their adoption or guardianship.

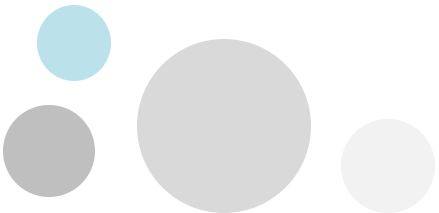




## 30 DAYS TO FAMILY

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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 2023

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- 14 children served this quarter.
- 42% of children placed with relatives/kin within 30 Days of coming into care.
- 80% 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.



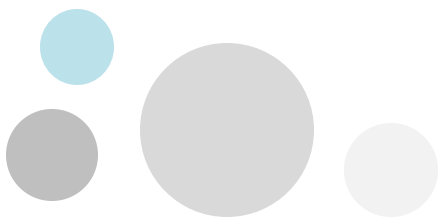




## **SAMMY'S WINDOW**

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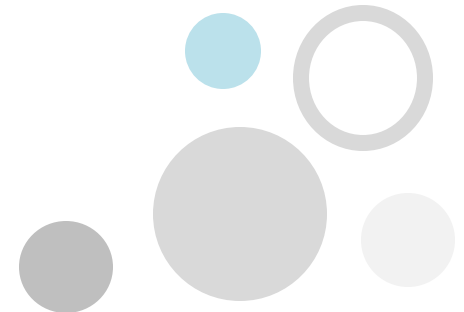
A hybrid clothing closet and food pantry program, Sammy's Window helps lift the financial burden of caring for foster and adopted children and enhances the capacity of regional foster homes to provide care to an increasing number of children in Missouri and Kansas.



## SAMMY'S WINDOW – Q2 2023

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- 5,156 individuals served this quarter
- Estimated value of resources/goods given to families
  - Chillicothe: \$8,096
  - Hannibal: \$2,279
  - Independence: \$43,871
  - Joplin: \$23,909
  - Kansas: \$21,296
  - Kirksville: \$3,759
  - Mountain Grove: \$14,653
  - Poplar Bluff: \$39,334
  - Springfield: \$168,153





## LEGAL ADVOCACY

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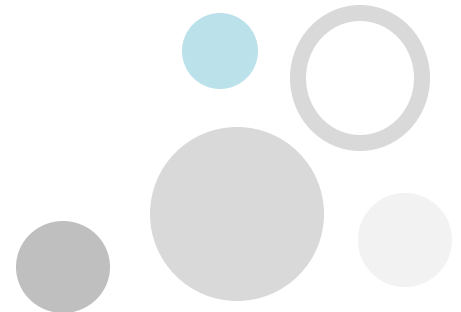
FosterAdopt Connect's legal advocacy team connects current or former foster youth with attorney representation to aid with minor legal issues, which then frequently become barriers to living a healthy and fulfilling life.



## LEGAL ADVOCACY PROGRAM – Q2 2023

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- 28 individuals served this quarter
- 31 court appearances this quarter



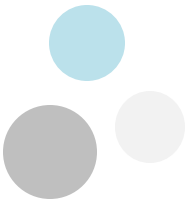


## Adopt Kansas Kids

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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.

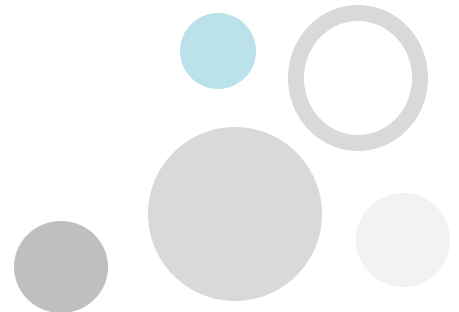
As people inquire about their interest in adopting, Adopt KS Kids will: 1) provide education about the adoption process; 2) answer all questions while trying to decide if adoption is their option; and 3) connect families to an agency in their state who is able to support them and prepare them for the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



## ADOPT KANSAS KIDS (AKK) – Q2 2023

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- 485 adoption inquiries
- Adoption Finalizations (AKK Inquiry): 10
- Adoptions Finalized (non-AKK Inquiry): 13

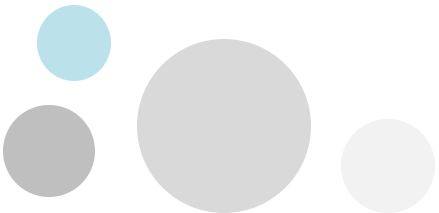




## KANSAS POST ADOPTION RESOURCE CENTER (K-PARC)

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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 2023

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- 27 families served
- 3 Support Groups offered
- 11 Training Courses offered





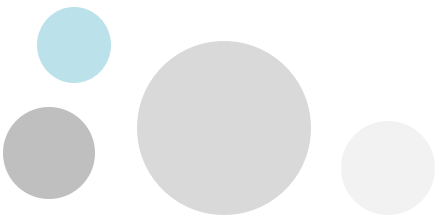


# Kansas Caregivers Support Network

## KANSAS CAREGIVERS SUPPORT NETWORK (KCSN)

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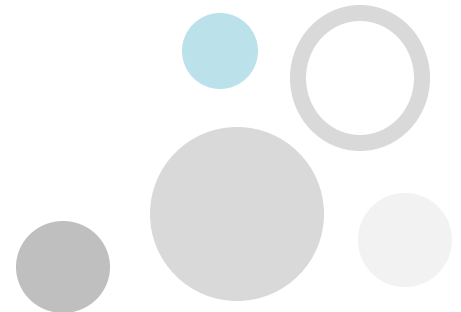
KCSN provides meaningful representation and a voice to those providing care for children not born to them. KCSN works to provide for caregivers' needs in a variety of ways including peer to peer support and mentoring, education and training opportunities, and information and resources to assist all caregivers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



## KANSAS CAREGIVERS SUPPORT NETWORK (KCSN) – Q2 2023

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- 24 families served
- 3 Support Groups offered
- 13 Training Courses offered



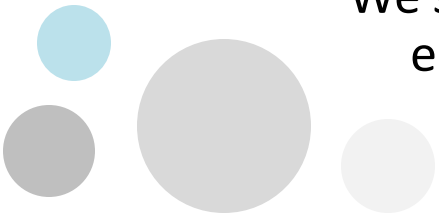


## YOUTHRIVE

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The mission of YOUTHRIVE is to broadly engage the KC community to empower, equip, and support our foster youth as they make the transition to becoming healthy and contributing adults in our community.

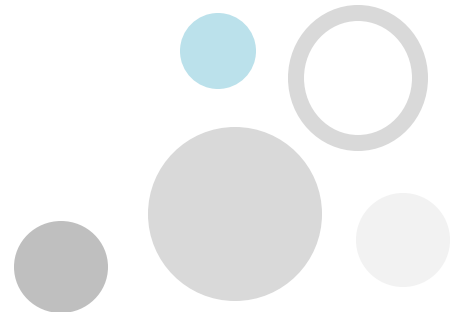
We support youth in developing a variety of transitional skills including education, employment, transportation, physical and emotional health, finances, identity, community resources, self-development, and more.



## YOUTHRIVE - Q2 2023

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- Number of youth served: 31
- 100% of youth exiting the program with High School Diploma or GED

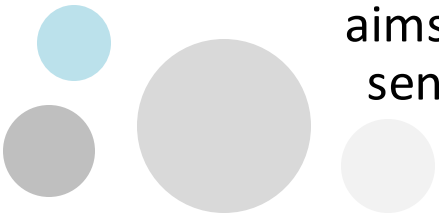




## YOUTHCONNECT CENTER

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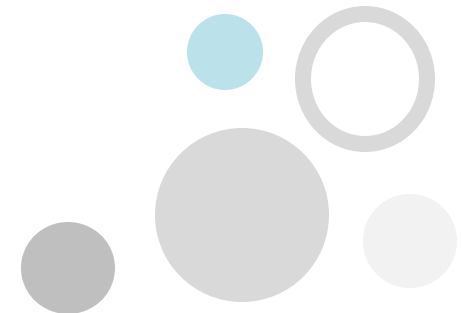
The YouthConnect Center (YCC) is a drop-in center for school aged youth 13- 18 years old. The YCC aims to eliminate any obstacles that youth face accessing different community resources by partnering with other service providers in the community and providing a safe space for them to meet with youth 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 2023

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<u>April-June 2023</u>	<u>Total</u>
Total Clients Served	152
Total Youth Sheltered	5
Total Services Provided (Bus Passes, Clothing, Food, Hygiene, Laundry, Medical, Shelter, Transport)	1,223

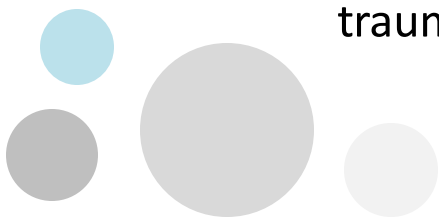




## CLINICAL SERVICES

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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 2023

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- Number of clients served: 48
- Individual sessions: 116
- Family sessions: 30

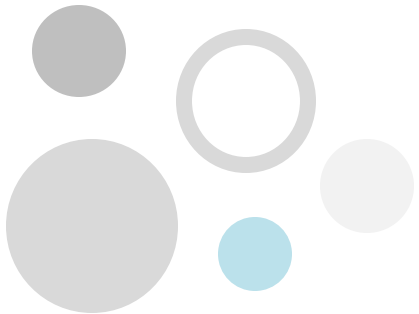




# MISSION MOMENT

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*Section 3*

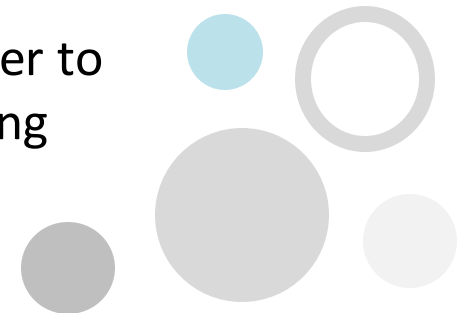


## MISSION MOMENT – Q2 2023

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### YouthConnect Center – Springfield, MO

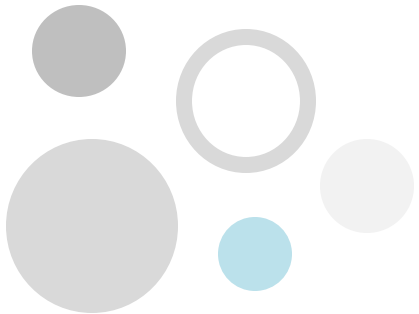
A youth came into the center on a tour with C-Star, a youth substance abuse treatment program that tours the center monthly, to learn about all that the YouthConnect Center has to offer. Upon exiting the C-Star program, the youth began to visit the YouthConnect Center, bringing her two-year-old daughter with her. Not only has the youth been accessing services that she and her daughter need, but she has been working with community providers to receive additional services. Navigators at the YouthConnect Center have helped this youth complete and navigate the food stamp application process, as well as the Parents as Teachers application. The youth has completed the food stamp application and had their interview, meaning they are incredibly close to receiving benefits. They have also completed the Parents as Teachers application and begun meeting with them as well. It is encouraging to see a youth go from a tour of the center to an active attendee of the center, taking steps to better her and her daughter's life along the way.



# STAFF RECOGNITION

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*Section 4*



## APRIL EMPLOYEE OF THE MONTH

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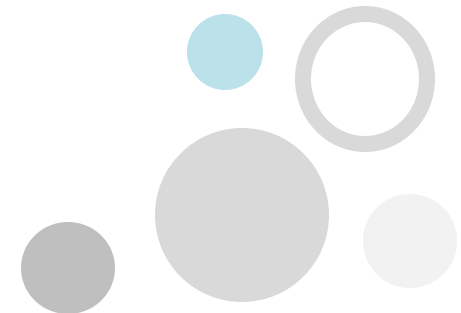
- Jessica Robertson
- Title: Payroll & Billing Specialist
- Branch: HQ
- Jessica joined FAC in February of 2022 as a Payroll and Billing Specialist. She has more than 12 years of Payroll experience and 4 years of Billing experience. She came in with a teamwork mentality and now helps out where is needed within the department. Jessica's cares greatly about the mission and works hard to problem solve and accurately input data on a daily basis. Jessica is a mother of two children (Ethan who is 8 and Hailey who is 5), loves the outdoors, Jeep rides and anything adventurous.



## APRIL EMPLOYEE OF THE MONTH

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- Crystal Fox
- Title: Family Support Programs Manager
- Branch: Kansas City, KS
- Crystal holds a bachelor's degree in Social Work from Wichita State University. Crystal has worked in the child welfare system for the past 16 years in various roles including reintegration, kinship, and adoption. Although, Crystal's heart and passion has always been her adoption work. Crystal saw the need for "no matter what families" for children in foster care, and she and her husband, Chris, adopted two brothers, Chayan and Cayden, from foster care in 2012. The family knew it was meant to be when the couple was introduced to the boys and found their soon-to-be children and dogs had the same and nearly the same names. Their dogs were Cheyenne and Kadence. It made for some interesting laughs!!! Crystal empathizes that parenting children who have experienced trauma and loss and come from compromised beginnings can be a complicated journey. She recognizes the challenges this brings to the adoption relationship and wants to help families grow in their trauma informed care.



## MAY EMPLOYEE OF THE MONTH

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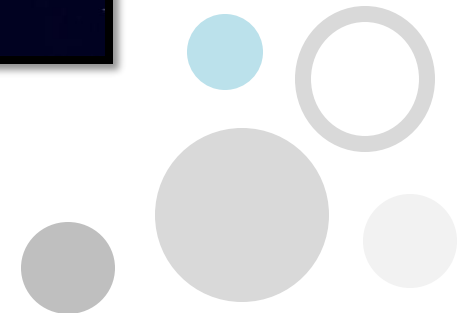
- Kelli Tokar
- Title: CCYP Specialist
- Branch: Springfield
- Kelli joined FAC as a Specialist in our Community Connections Youth Project (CCYP). She has always had the dream of being able to advocate and assist teens who felt lost in the child welfare system, as she too is familiar with that feeling. That dream persuaded her to continue her education, graduating from Drury University with majors in Criminology and Sociology. After college, she began her career with the State of Missouri in Division of Youth Services and Children's Division. During that time, she encountered so many youth who needed the person that she dreamed of being and that is what has brought her to Foster Adopt Connect's CCYP Program. She is the mom of two girls and enjoys spending time outdoors, primarily at the river kayaking. On those colder days, you can find her binge watching a good series.



## MAY EMPLOYEE OF THE MONTH

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- Jamie Hawkins
- Title: Behavioral Health Coordinator
- Branch: HQ
- Jamie Hawkins joined FAC as Behavioral Health Coordinator in April of 2022. Jamie has assisted in developing FAC's Clinical Services Program from the beginning. She coordinates day-to-day operations for our Clinical Program, Dr. Kilo's Behavioral Health Program, and our psychologist. She has more than 20 years of healthcare experience including coordinating hospital programs in Pre-Operative Services and Interventional Radiology. Her wealth in health care knowledge helped to create Clinical Service's Standard Operating Procedures. In addition to working with our clinicians, Jamie also assists Dr. Kilo's clinic and our psychologist, Dr. Fornander. She has been referred to as the heart of her team. Jamie's passion is to lift up those that need a listening ear and meet them where they are in a judgment-free atmosphere. It is her philosophy, that not only the clients but also the providers and families need to feel that they are heard. This helps to facilitate a great service for our foster children and their families.



## JUNE EMPLOYEE OF THE MONTH

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- Jade Cope
- Title: Graphic Design Coordinator
- Branch: HQ
- Jade Cope joined FAC as Graphic Design Coordinator in May of 2022. She graduated from Missouri Western State University with a bachelor's degree in graphic design and a minor in photography. After college, Jade got a position at the Quincy Herald-Whig in Quincy, IL. Her design work went on to win second place in the 2022 Single Page Design Category for the Illinois Press Association. Jade is a mother to her 3-year-old cat, Punkin. Jade enjoys reading, traveling, and occasionally playing dungeons and dragons.

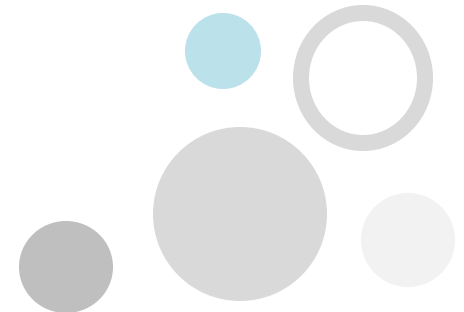




## JUNE EMPLOYEE OF THE MONTH

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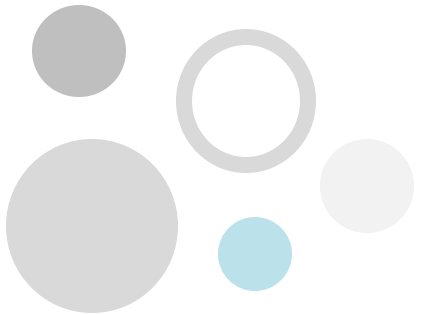
- Courtney Temm
- Title: Kinship Navigator Specialist
- Branch: HQ
- Courtney Temm has been working with FAC since March of 2022, starting in Kansas's Kinship Navigator Program before moving to the Kinship Navigator Program in Missouri. Before coming to FAC, they graduated from University Of Central Missouri with a bachelor's degree in social work and a minor in child and family development. Courtney has worked previously in foster care case management and home visiting. Courtney is a parent their two cats, Jack and Chai. Courtney is a fan of board games, chai tea, puppets, and any décor featuring mushrooms.



# CONTACT US

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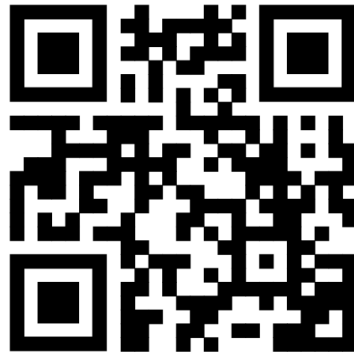
*Section 5*



## 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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