



# Performance, Quality & Improvement

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*Quarterly Report – Q4 2023*  
*October-December*

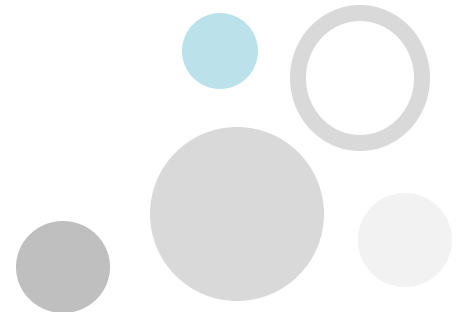


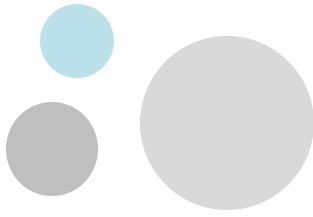
## INTRODUCTION

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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

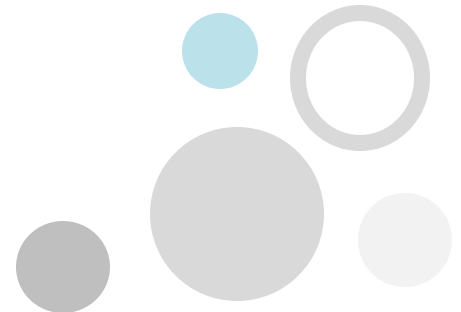
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To provide foster and adoptive children a stable, loving and nurturing family environment by support and advocacy for abused and neglected children and the families caring for them.

## CORE BELIEFS

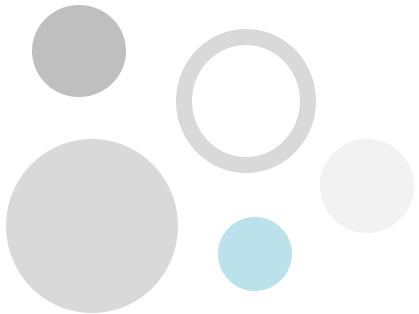
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- All children deserve to be valued, nurtured and provided with the opportunity to be the best that they can be.
- Families are the key to successfully impacting children in child welfare. Everyone else on the team: social workers, therapists, attorneys,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





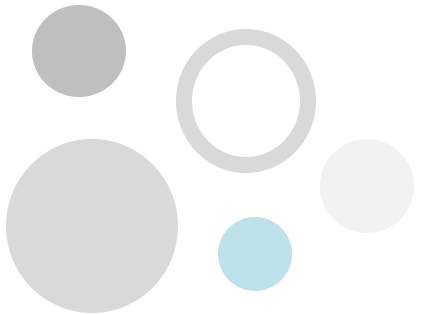
# CORE VALUES



# ORGANIZATIONAL IMPACT

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## *Section 2*

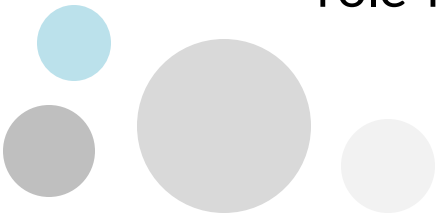




## BEHAVIORAL INTERVENTIONIST

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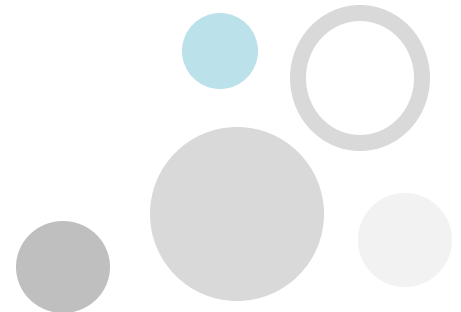
The BI program provides intensive one-on-one services within the family home to children who struggle with behavioral and emotional management to the degree that the behaviors threaten the stability of their current placement. Direct care staff use role-modeling, coaching, re-direction, to develop self-regulation,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



## BEHAVIORAL INTERVENTIONIST PROGRAM – Q4 2023

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- 95 youth served this quarter
- Number of BI hours provided this quarter: 11,243.8
- 86% of youth served avoided residential treatment and/or hospital admissions this quarter
- 100% of youth served avoided placement disruption due to behavioral concerns



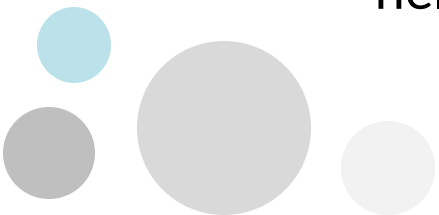




## COMMUNITY CONNECTIONS YOUTHRIVE

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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) – Q4 2023

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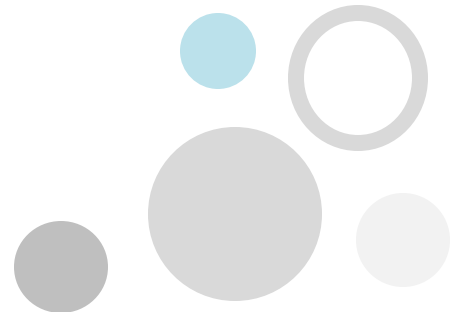
- 105 youth served through the CCYT program
- 42 clients obtained part-time or full-time employment
- 18 clients received financial education on monthly budgeting
- 13 clients were assisted with emergency funds to prevent crisis (i.e., paying utility or medical bills, etc.)
- 2 clients were assisted with housing funds to prevent crisis (i.e., paying off past evictions, rent to avoid evection, etc.)
- \$6,298.99 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) – Q4 2023

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- Number of youth served: 33
- 100% of youth exiting the program with High School Diploma or GED

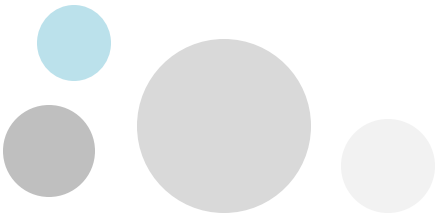




## FAMILY ADVOCACY

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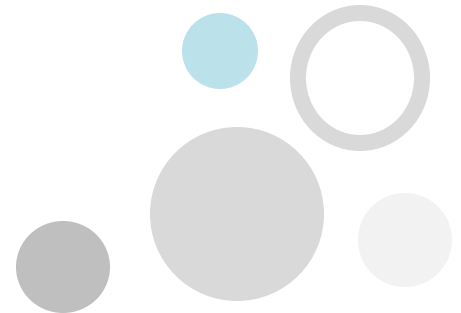
The advocacy program assists foster/adoptive parents to navigate the complex issues within child welfare when they experience problems or barriers. The advocate staff are experienced foster parents themselves who can help address specific concerns and quickly implement action plans.



## FAMILY ADVOCACY PROGRAM – Q4 2023

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- 61% of clients reporting the service provided reduced their stress level
- 219 families served

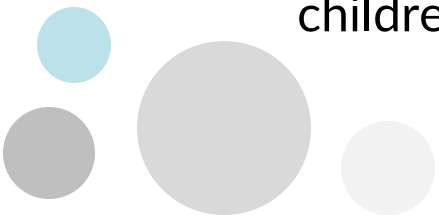




## KINSHIP NAVIGATOR

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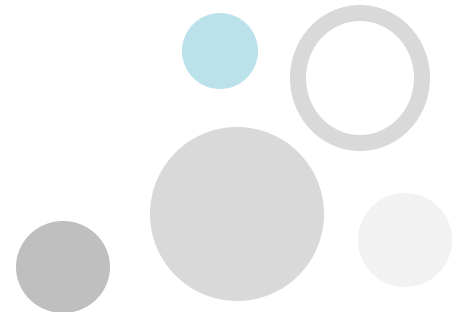
The overall goal of Kinship Navigator is to build and/or enhance protective factors for kinship families that are not actively involved in the child welfare system, but are caring for relative children and youth at risk of entering or reentering foster care. The program helps reduce or eliminate barriers 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 – Q4 2023

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- 471 relative caregivers and the children they care for were served through the Kinship Navigator Program
- 98% 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.

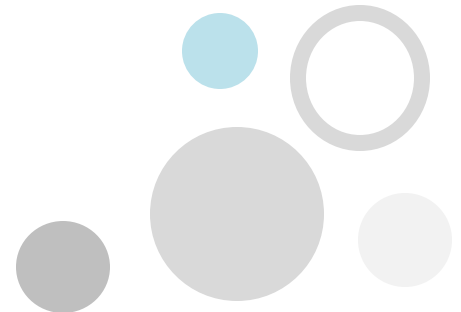




## FOSTERING PREVENTION PROGRAM – Q4 2023

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- 98% of children living with the Fostering Prevention parent that maintained placement stability
- 102 caregivers served
- 182 children served

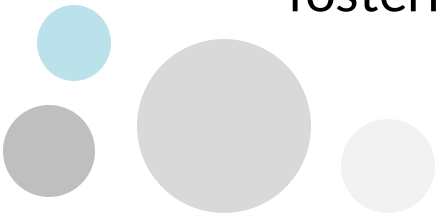




## LICENSING

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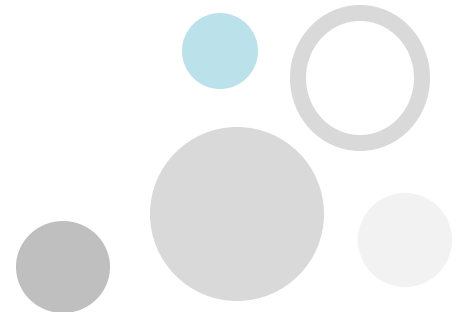
This program works directly with families to complete the requirements of licensure for pursuing fostering and adopting children from the child welfare system Missouri. After licensing approval, staff continue to assist families as they begin the fostering process by providing advocacy, support, resources,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



## LICENSING PROGRAM – Q4 2023

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- 25 households licensed
- 26 adoptions
- 70 referrals in process
- 305 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 – Q4 2023

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- 979 participants trained this quarter
- 283 brand-new training participants this quarter
- 390 training hours provided this quarter

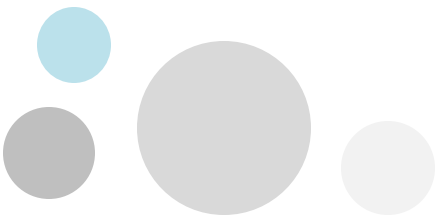




## EXTREME FAMILY FINDING

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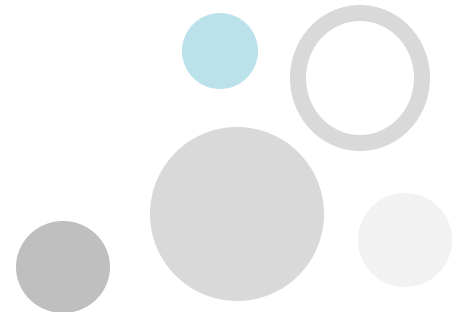
This program puts a team of recruiters and private investigators to work finding multiple extended family members and kin relationships for children most at-risk of aging out of foster care without an adoptive resource, such as older youth, large sibling groups, and children with significant medical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



## EXTREME FAMILY FINDING PROGRAM – Q4 2023

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- 39 children served this quarter. Of those children with closed cases:
  - 20% reconnected with family and friends they lost touch with throughout their time in foster care
  - 100% matched with families for purposes of adoption or guardianship.
  - 2 finalized their adoption or guardianship

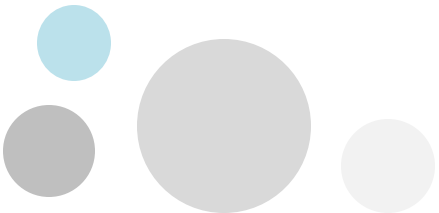




## **30 DAYS TO FAMILY**

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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.

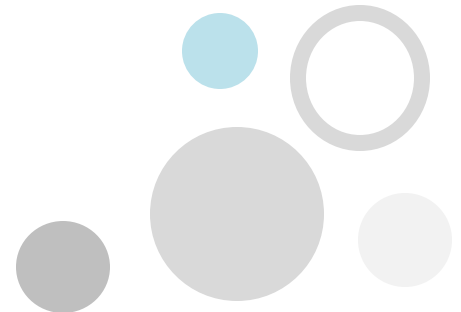




## 30 DAYS TO FAMILY PROGRAM – Q4 2023

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- 11 children served this quarter
- 60% of children placed with relatives/kin within 30 Days of coming into care
- 73% 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

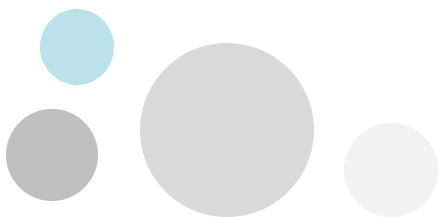




## **SAMMY'S WINDOW**

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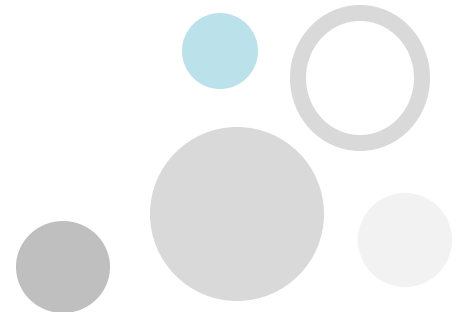
A hybrid clothing closet and food pantry program, Sammy's Window helps lift the financial burden of caring for foster and adopted children and enhances the capacity of regional foster homes to provide care to an increasing number of children in Missouri and Kansas.



## SAMMY'S WINDOW – Q4 2023

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- 5,723 individuals served this quarter
- Estimated value of resources/goods given to families
  - Cape Girardeau: \$4,229
  - Chillicothe: \$23,536
  - Hannibal: \$6,393
  - Independence: \$63,480
  - Joplin: \$12,057
  - Kansas: \$21,228
  - Mountain Grove: \$30,056
  - Poplar Bluff: \$85,456
  - Springfield: \$223,854





## 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 – Q4 2023

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



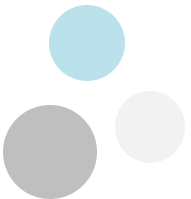


## Adopt Kansas Kids

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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) – Q4 2023

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- 325 adoption inquiries (46 met criteria and were referred to CMP for consideration)
- 13 adoption finalizations
- 95 families registered for private matching on the Adoption Exchange

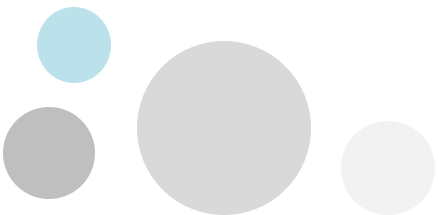




## KANSAS POST ADOPTION RESOURCE CENTER (K-PARC)

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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.

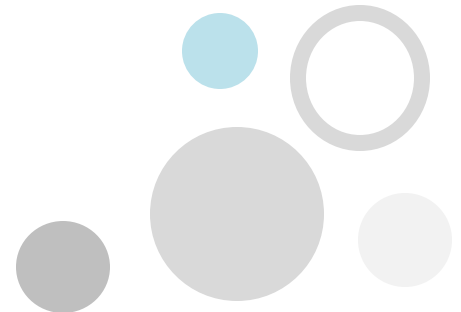




## KANSAS POST ADOPTION RESOURCE CENTER (K-PARC) – Q4 2023

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- 10 families served via family advocacy and support
- 3 Support Groups offered
- 6 Training Courses offered



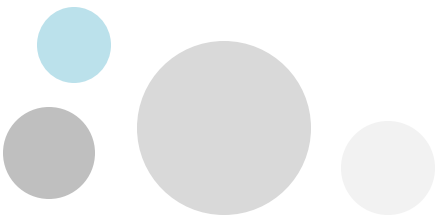


# Kansas Caregivers Support Network

## KANSAS CAREGIVERS SUPPORT NETWORK (KCSN)

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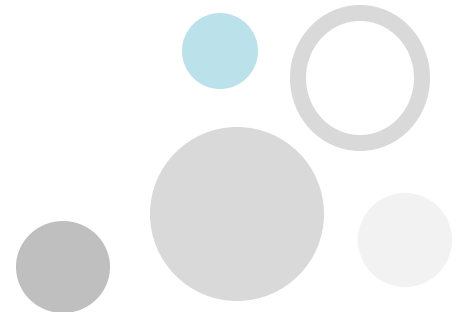
KCSN provides meaningful representation and a voice to those providing care for children not born to them. KCSN works to provide for caregivers' needs in a variety of ways including peer to peer support and mentoring, education and training opportunities, and information and resources to assist all caregivers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



## KANSAS CAREGIVERS SUPPORT NETWORK (KCSN) – Q4 2023

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- 20 families served via family advocacy and support
- 3 Support Groups offered
- 13 Training Courses offered

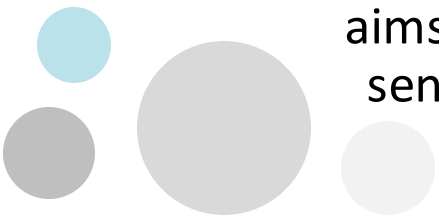




## YOUTHCONNECT CENTER

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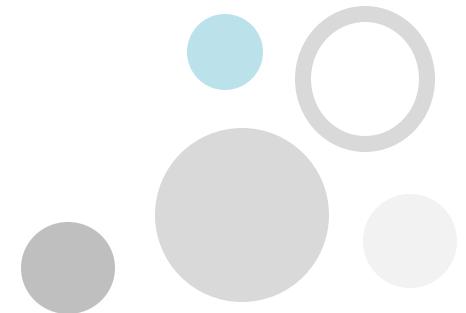
The YouthConnect Center (YCC) is a drop-in center for school aged youth 13-18 years old. The YCC aims to eliminate any obstacles that youth face accessing different community resources by partnering with other service providers in the community and providing a safe space for them to meet with youth and 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 – Q4 2023

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<u>October-December 2023</u>	<u>Total</u>
Total Clients Served	174
Total Youth Sheltered	15
Total Services Provided (Bus Passes, Clothing, Food, Hygiene, Laundry, Medical, Shelter, Transport)	1884

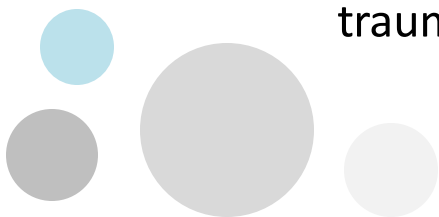




## CLINICAL SERVICES

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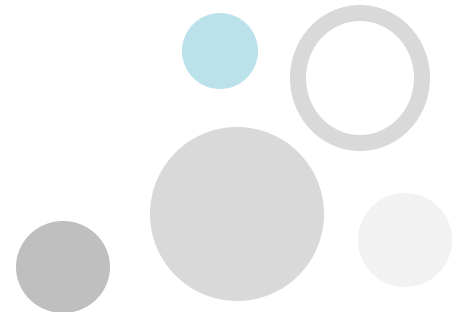
Children in foster care have usually experienced an immense amount of trauma, whether that be inter-generational, chronic, or acute trauma related to abuse, neglect, or being removed from their homes. Prior to seeking support, many youth and their families have participated in years of therapy services 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 – Q4 2023

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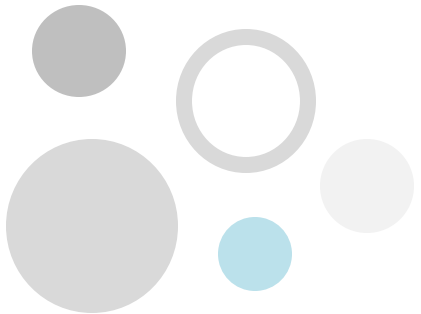
- Number of clients served: 32
- Individual sessions: 124
- Family sessions: 49



# MISSION MOMENT

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*Section 3*



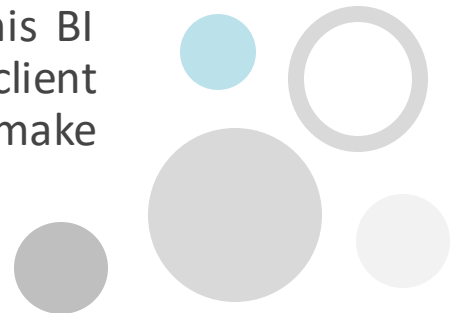


## MISSION MOMENT – Q4 2023

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### Clinical Services – Independence, MO

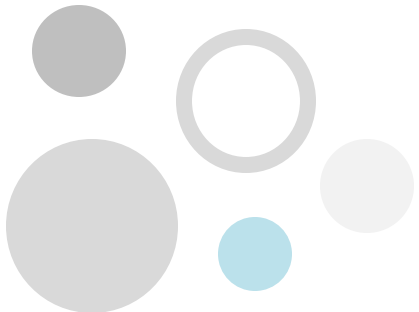
A 15-year-old client who started services in November of 2022, after previously unsuccessful therapy and in home services over the last 5 years, this client's kinship guardian finally sought the services of BI and Therapy at FAC 10 months ago. Until finding FAC, this client had been given up on everywhere they sought services before due to his high level of trauma and ADHD responses including: inpatient treatment, outpatient services, multiple therapists and in home workers, and even his local schools. For the first time in the last 5 years, he and his family are reporting peace at home and healthy exchanges of love, affection, and encouragement between our client and them. His trauma responses are almost non-existent, he is learning to manage his ADHD, and he is now able to see he has a bright future. Just as important, his family now sees that for him too! When asked in their most recent therapy session what has changed, the guardian and client both reported consistent family and individual therapy, the reinforcement of the tools they are learning with in-home BI help, and all of FAC's encouragement for them to do the work. This allows the client to come to therapy, with an understanding how the strategies learned with the support of his BI improve his mental health. Our wrap around services and the hard work of the family and client helped this family succeed. The work is not done, but together we are helping this family make healthy changes!



# STAFF RECOGNITION

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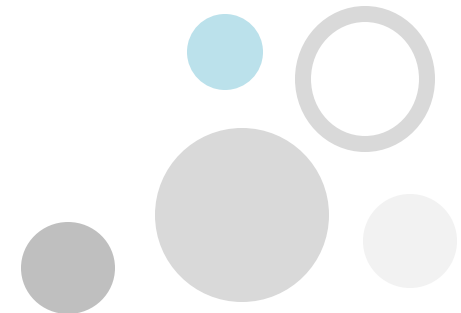
*Section 4*



## OCTOBER EMPLOYEE OF THE MONTH

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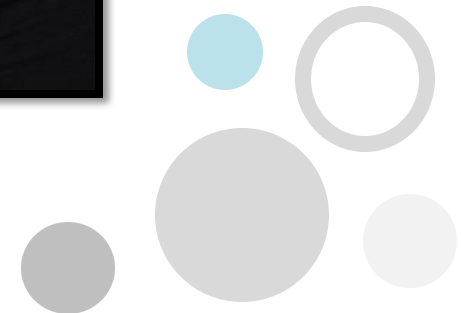
- Mark Hay
- Title: Direct Services Mobile Unit Specialist
- Branch: Springfield
- Mark started Sammy's Window in 2009 and named it after his father, Sam Hay, who was in foster care from ages 6-18. He spent a lot of time as a little boy, looking out the window for his family to come for him, and it never happened. We can be the people on the other side of the window to help kids in care. Mark brought Sammy's Window over to what is now FosterAdopt Connect in 2014 after meeting with Lori when Springfield came on board. Mark has since have started the Sammy's Window Mobile Unit that currently serves around 330 families in rural areas. Mark is a father of 2, step-father of 2, granddad of 5 and have had foster kids through the years. He loves growing fruits and vegetables and is currently learning how to grow different types of mushrooms.



## OCTOBER EMPLOYEE OF THE MONTH

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- Jenn Meyer
- Title: Family Training Specialist
- Branch: Kansas City, KS
- Jenn Meyer joined FAC as a Family Training Specialist in June 2021. Initially training in Missouri, she now trains Kansas families, specifically facilitating classes for caregivers and those who have adopted from the foster care system. Jenn hopes families have fun in her trainings, but walk away thinking about how they parent. Jenn previously worked as a Family Support Specialist, but her love of training drew her to FAC. As a former foster parent and current adoptive parent, she uses her real-life experiences to meet families where they are. Jenn is also getting her master's in neuroscience and trauma to bring the most up-to-date information to those working with children from hard places. Jenn and her husband have been married for 30 years and have three amazing daughters: two Labradoodles and one bearded dragon. If she has any spare time, she loves to read and watch the Kansas City Chiefs and Royals.



## NOVEMBER EMPLOYEE OF THE MONTH

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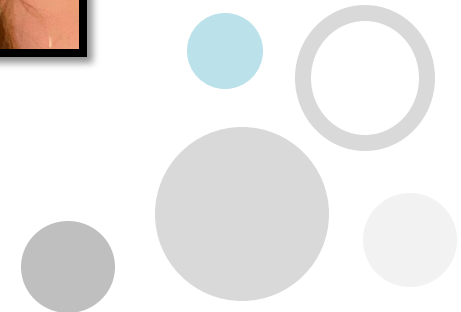
- Natalie Butler
- Title: CCYT Specialist
- Branch: Poplar Bluff
- Natalie joined FAC a little over 4 ½ years ago. She started out serving foster and adoptive families through their Sammy's Window program and a year and a half ago, transitioned this to a new role helping aged-out foster youth through the Community Connections YouThrive program. This is a huge passion for Natalie, as she is a former foster youth/adoptee herself. Natalie works with the most at-risk youth, assisting them with housing, employment, mental health, and more. Natalie and her husband of 16 years have 2 children together, Gabriel 14, and Elena 11, and 5 pets including 3 dogs (Miesha, Piper, and Rocky), and 2 cats (Meow Meow and Freya). Natalie and her family love to spend time outdoors at the river, in local parks and trails.



## NOVEMBER EMPLOYEE OF THE MONTH

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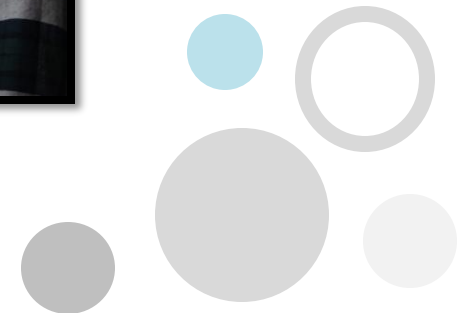
- Ammi-El Rich
- Title: Development Coordinator
- Branch: HQ
- Ammi-El joined FAC as an administrative assistant to Licensing and Training in July of 2017. Then in 2022, Ammi-El jumped over to development and has thoroughly enjoyed working alongside the incredible advancement team to support programs with events and fundraising. Ammi-El wears a lot of hats and the best part about her job is getting to hear the stories about how FAC has helped people in this community. There's nothing better than standing alongside kinship and foster parents and being able to see them succeed by providing resources for back to school, Christmas and much more. She states, "There's no place I'd rather be than snuggled up with my two kiddos, reading a book and drinking a cup of coffee. I believe every child deserves to feel safe and loved. I love working at FosterAdopt Connect and being able to be a part of breaking the cycles of childhood abuse and neglect."



## DECEMBER EMPLOYEE OF THE MONTH

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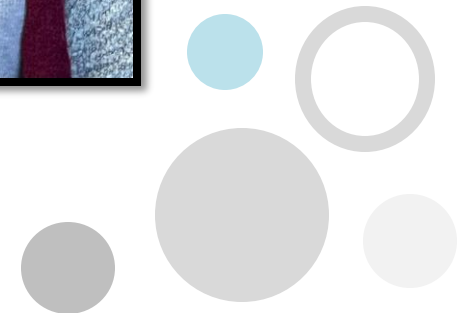
- Alex Wogomon
- Title: Junior Systems Administrator
- Branch: HQ
- I joined FAC as a Help Desk and IT Training Specialist in July of 2022 before being promoted to my current position in September of 2023. I previously had a 14-year career in the grocery industry with Hy-Vee before going back to school for Cybersecurity and entering the IT field in March of 2021. I spend my downtime continuing to learn and working towards certifications.
- I'm a former foster parent, during which time my wife and I fostered then later adopted my oldest daughter Anna who is 2 years old. We also have one other daughter, Parker, who will turn 1 this March. We have 2 dogs, 2 cats, and a handful of fish. My wife and I enjoy going out and trying new types of food and traveling. When I have time to myself, I like to play games, read, and watch soccer or hockey.



## DECEMBER EMPLOYEE OF THE MONTH

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- Linn Hanshaw
- Title: Kinship Navigator Specialist
- Branch: Joplin
- Linn Hanshaw joined FAC as a Kinship Navigator in June of 2022 as the Kinship Navigator in the Joplin location. Linn graduated from Iowa Wesleyan University with a degree in psychology, sociology & social work. She comes to FosterAdopt Connect with over 20 years of case management assisting those who have experienced trauma, specializing in domestic and sexual violence. Since working with FosterAdopt Connect, she has been able to teach the skills that she has learned working with trauma survivors to the caregivers she assists. She has been a credentialed Victim Advocate for many years, is a Safe At Home applicant assistant, and has served on the board of Legal Aid of Western Missouri.
- Linn is the proud mother of three grown children and grandmother of two (one that just arrived this month); they all are her pride and joy. When not at work, Linn enjoys spending time with her wife and German Shepherd, Rex. She spends her downtime camping, swimming and making crafts. Linn is an active member of JoMo Pride Inc's board and assists in planning Joplin's Pridefest every year, last year sewing the state's largest Pride Flag coming in at over 100 feet long.

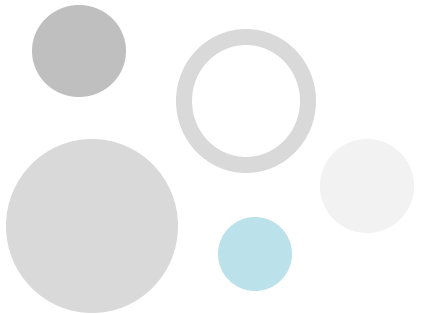




# CONTACT US

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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.

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