



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Performance and Quality Improvement (PQI) Annual Report and Audit of 2020 Programs

Overview of Program Audit

The audit of the Coalition's 2020 programs and operations examined the following for each program by management, supervisory, and direct service staff:

- Community need, how the program meets that need, and unmet community gaps
- Review of Logic Model and Program Activities during the COVID-19 Response
- Program Results and Goals
- Staff/Program Capacity, including COVID-19 Response
- Staff/Program Resource and Training Needs
- Risks associated with the program and ways to address those risks

Filling Community Gaps

The Foster & Adoptive Care Coalition's goal is to fill community gaps in the child welfare system. Community needs for each program were reviewed, as well as how each program meets the need. After review, it was determined that each of the Coalition's programs continues to fill community gaps and serves the Coalition's mission of creating permanency in foster children's lives by recruiting and retaining foster/adoptive families. Specifically, staff identified our strengths in filling the following gaps:

- In-depth training to prepare relative and foster caregivers to parent children who have experienced complex trauma
- Adding capacity to a child's Child Welfare Team to relieve some of the burden on the system
- Engaging extended family and community members to build a network of supports for the child and family
- Helping families navigate the complex systems and find a voice to be an advocate for the child and themselves
- Responsive and empathetic support to listen when families just want to be heard
- Identifying and recruiting Treatment Foster Care homes

Additionally, staff identified the following gaps in our Child Welfare System that continue to be opportunities for future improvements:

- Support Groups for relative caregivers (will be met in 2021)
- Effective services for youth with significant mental health issues and delinquency behaviors
- Attorney services for children and families
- Support services for informal Kinship families
- Transition services for youth preparing to age out of foster care (education, employment, accessing resources)
- More opportunities for Caregivers to connect with peers
- Sibling Separation for adoption recruitment
- Licensure and Training for Adopt Only families
- Increasing diversity of our foster parents to meet the needs of our children
- Adolescent Support Group
- Training opportunities for extended family of foster/relative caregivers
- Referral network of therapists



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COVID-19 Impact on Program Activities

Intentional, effective, and consistent programming is valued by the Coalition. Program teams reviewed logic models to examine how COVID-19 and the transition to virtual services impacted our service delivery. Teams noted strengths in our response to the pandemic as: quick adaptation to virtual services (even leading the way in a transition to virtual training of foster parents), increased participation from professional team members, creative adjustment to service plans to meet the needs of clients during the pandemic, and advocacy to continue urgency in placement with relatives, adoptions, and foster/relative caregiver licensure. Barriers included an initial decrease in referrals, increased barriers to establish rapport and connect with children and families, limited access to children and families in their natural environment, and a decrease in approval of placement transition visits, citing concerns for transmission of the coronavirus.

Program Results

- 78 children (87%) remained in their foster/adoptive homes or moved to a more stable living situation with the help of Family Works, Family Works STEPS, or the Family Support Program.
- 92% of youth served through Educational Advocacy had improved school functioning.
- 77 children, 71% of those served by 30 Days to Family, were placed with relatives by case closure.
- 8,536 training hours were provided to parents and professionals.
- 106 families were referred for foster care or adoption licensure.
- 54% of children served through our adoption programs are matched with a permanent family.
- 26 families were licensed or successfully completed the licensure process through the Dennis and Judy Jones Family Foundation Foster Care & Adoption Program.
- 17 relative families were licensed or successfully completed the licensure process through the Families United Program.
- Assisted with 1,128 advocacy efforts in response to the COVID-19 pandemic via the Coalition CareLine
- 84% of youth served maintained or improved their functioning

Staff/Program Capacity

At each meeting, teams examined caseload sizes and staff perceptions about workload and capacity. An additional month-by-month comparison of new and total clients was reviews to examine the impact of the pandemic on each program. When team members noted a sense of burnout, plans were made to promote self-care and minimize secondary trauma to our staff. When enrollment was lower than anticipated, teams made plans for reaching out to referral sources. The following teams noted a need for additional capacity to decrease the waitlist/serve more clients who were referred: Access and Advocacy, Extreme Recruitment, General Recruitment, Jones Family Program, and Training and Support.

Staff Training and/or Resource Needs

Staff identified the following training and resource needs:

- Dyadic Developmental Psychotherapy (DDP) Level 1 and 2
- Training for Adoption Competency (TAC) for all program staff
- National Child Traumatic Stress Network Trauma Training – Resource Parent Curriculum
- Informed Consent – online training
- Client Confidentiality and HIPPA
- Code of Ethics
- Training on new Federal licensing requirements
- Anti-harassment and discrimination training annually
- Human Rights Campaign (HRC)
- Diversity, Equity, and Inclusion training (TBD)
- Family Engagement/Relationship-building skills

Risk Management

It is important that the Coalition remain proactive and responsive to all areas that may present risks to employees, the organization, and to our constituents. The agency's annual Risk Summit is attended by staff and Board Ad Hoc Committee members to discuss and mitigate possible agency-wide risks. During the program audit, staff identified and addressed areas in each program that could present potential risks to employees, agency and constituents. Examples include:

Risks	Ways to Address Risks
Community partners having one negative experience with a program and globalizing that to the entire agency	Case by case; addressing concerns as they arise; community education
Physical safety	Utilize the buddy system and make sure your phone is always charged. Ongoing team meetings about environmental safety. Keep calendars updated with the address of home visits and meetings.
Transporting adults/youth in our cars	Staff transport as a last resort; they are trained and sign the transportation agreement; use proper safety restraints; Rossi has copies of drivers licenses and insurance
Confidentiality of services provided to current or former staff	Mark cases as "confidential" in Salesforce and limit permissions to view records.
Risk of false allegations	Professional liability insurance. Assign staff appropriately, taking client need and history into consideration. Ask permission to meet with youth alone and ask parents if there is anything we should know (also included on the consent form). Meet in common areas of the home when possible. Anti-Child Abuse/Molestation Training for staff annually.
Childcare background checks	We need to have childcare workers pay to join the Family Care Safety Registry (staff and Foster Friends)
Examine risks regarding texting clients or sending messages over social media	To be addressed in on-going risk management discussions: What are the implications for billing and client confidentiality? Is text youth allowed or only adults? The Leadership Team will review this further and develop standards.