



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Performance and Quality Improvement (PQI) Annual Report and Audit of 2021 Programs

Overview of Program Audit

The audit of the Coalition's 2021 programs and operations examined the following for each program by management, supervisory, and direct service staff:

- Diversity, Equity, and Inclusion within the context of each program's practices and data collection
- Community need, how the program meets that need, and unmet community gaps
- Review of Logic Model
- Program Results and Goals
- Review of program Job Descriptions
- Staff/Program Capacity
- Staff/Program Resource and Training Needs
- Risks associated with the program and ways to address those risks

Diversity, Equity, and Inclusion

During the 2021 Program Audit, each program explored how their practices and the data we collect uphold our values of Diversity, Equity, and Inclusion. Some of the practices noted were:

- Seeking out resources to provide the most culturally competent services for families and children
- Flexibility within programs to provide services that meet each individual family's needs
- Examining program outcomes by various parent and child demographics to ensure consistent service provision

Teams also spent time identifying how we can modify or add practices and collect data to further our Diversity, Equity, and Inclusion in our community. Some of the areas for growth explored were:

- Reviewing internal program documents and processes to ensure that they are drafted and presented in the most culturally competent way
- Examining current program Assessment Tools and the appropriateness of their use in the populations that we serve
- Encouraging inter-program collaboration to ensure the most appropriate and helpful resources are use in serving children and families

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



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- 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
- Informal training provided to new foster care case managers who do not understand all intricacies of the system
- Informal mediation provided to alleviate strained relationships between families and professionals on children's Family Support Teams

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

- Additional financial and support resources for relatives in the community, including families serving as placement that are unable to become licensed
- Support in the community for "non-offending" biological parents
- 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
- Experienced, diverse therapists able to provide trauma informed therapy to children and families
- Continuity on Family Support Teams due to high child welfare professional turnover

Program Results

- 127 children (85%) 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.
- 97% of youth served through Educational Advocacy had improved school functioning.
- 85 children, 77% of those served by 30 Days to Family, were placed with relatives by case closure.
- 8,353 training hours were provided to parents and professionals.
- 83 families were referred for foster care or adoption licensure.
- 70% of children served through our adoption programs are matched with a permanent family.
- 37 families were licensed or successfully completed the licensure process through the Dennis and Judy Jones Family Foundation Foster Care & Adoption Program.
- 27 relative families were licensed or successfully completed the licensure process through the Families United Program.
- Assisted with 208 advocacy efforts through our Access & Advocacy and Geographic Support Programs
- 94% of youth served maintained or improved their functioning
- 14 Treatment Foster Parents were licensed through our Treatment Foster Care Program
- \$53,484 of clothing distributed to foster, adoptive, and guardianship families

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 annual trends and discuss possible reasons for these trend. When team members noted a sense of burnout, plans were made to promote reasonable case load sizes and to discuss self-care plans for staff involved. When enrollment was lower than anticipated, teams made plans for reaching out to referral sources. Due to increased funding expected in 2022 the following programs are receiving additional staff to increase case and service capacity: Access and Advocacy, Family/Geographic-Specific Support, Families United, General Recruitment, Educational Advocacy, Family Works, Family Works STEPS, and Extreme Recruitment. In addition the following programs will be launched in 2022 to meet additional needs identified in our

community: Continuing Education, RESPOND Targeted Recruitment and Licensing Support, TFC/Specialized Foster Home Training and Support, two positions supporting Older Youth, and Family Connections (an expanded Family Finding and support program).

Staff Training and/or Resource Needs

Staff identified the following training and resource needs:

- Diversity, Equity, and Inclusion Workshops and Affinity Groups
- 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
- Think of Us Training
- Youth Acceptance Project Training
- Anti-harassment and discrimination training annually
- 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. Confidentiality training presented by Operations early in 2022
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.
Confidentiality risks specific to remote work	If working at home using closed doors or headphones to maintain client's confidentiality from others in the home. Informing supervisors of files that are transported to staff's home, ensure their security while in the home.