



nightlight[®]
christian adoptions

Performance and Quality Improvement Report – Q2 2023

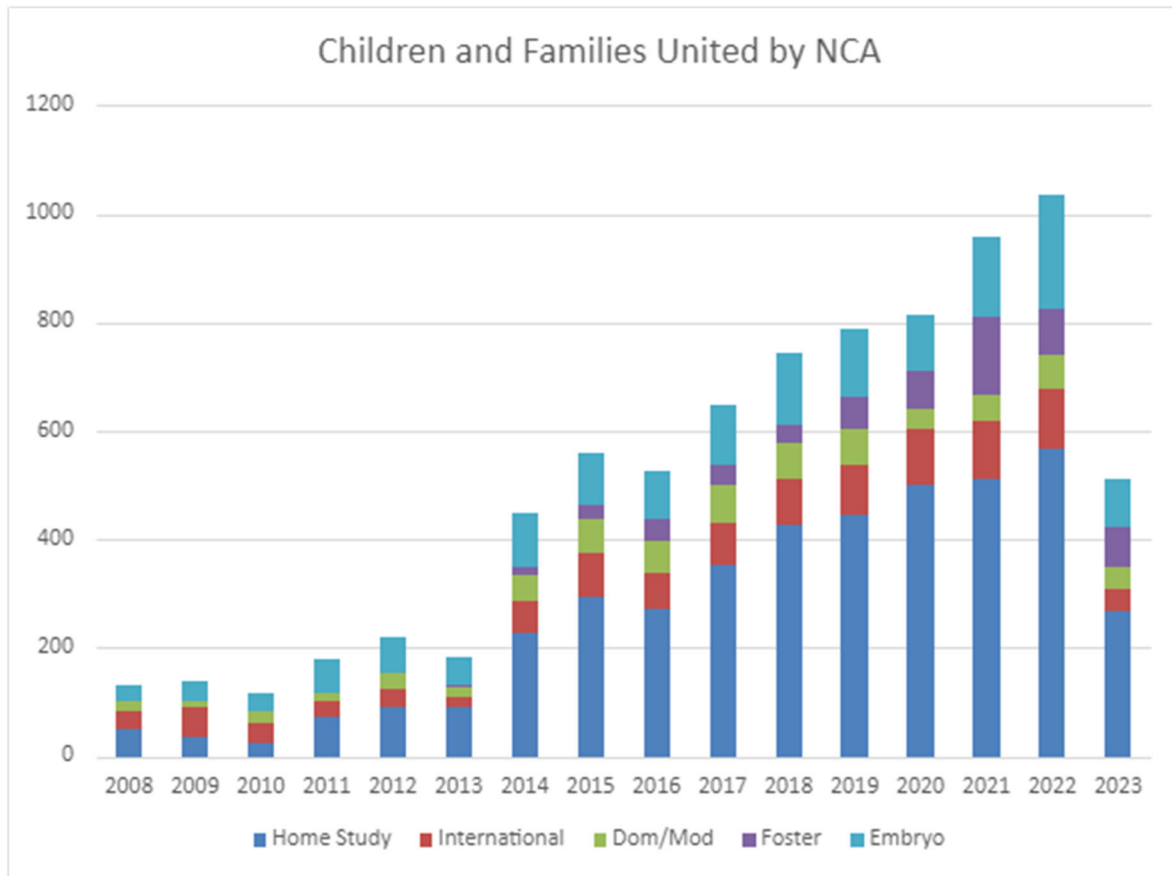
Introduction

Welcome to our 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 work that we do. PQI – Performance and Quality Improvement – is an integral part of our organization. We are always open and willing for new opportunities to change and grow. We hope this report demonstrates our commitment to the clients we serve, our transparency for when things don't go as well as planned, and our desire to receive feedback from others. If you have ideas on how this document can be improved, please let us know!

An important feature of this report is that we want to provide information to our stakeholders, both accomplishments and opportunities for improvement. Sometimes we fall short of our goals and targets. As an organization, we seek to learn from our experiences and grow. As you read through this report, when you see progress that is not up to our expectations, there will always be a plan for how to address the challenge. Being able to take ownership of our shortcomings and work to improve them is an underlying philosophy of our organization.

Outputs

This section looks at our *outputs*. Our outputs are simple numerical measurements of productivity. The outputs reflect that our staff provided a certain number of services to a certain number of people. Below is our chart of outputs through Q2 of 2023.



You can see from the bar graph that our total number of all services (home study, international, domestic, foster care, and embryo adopting families) has steadily increased over the years. So far, in 2023, our number of outputs remain strong. We celebrate that we are able to serve so many clients with our various adoption programs and services.

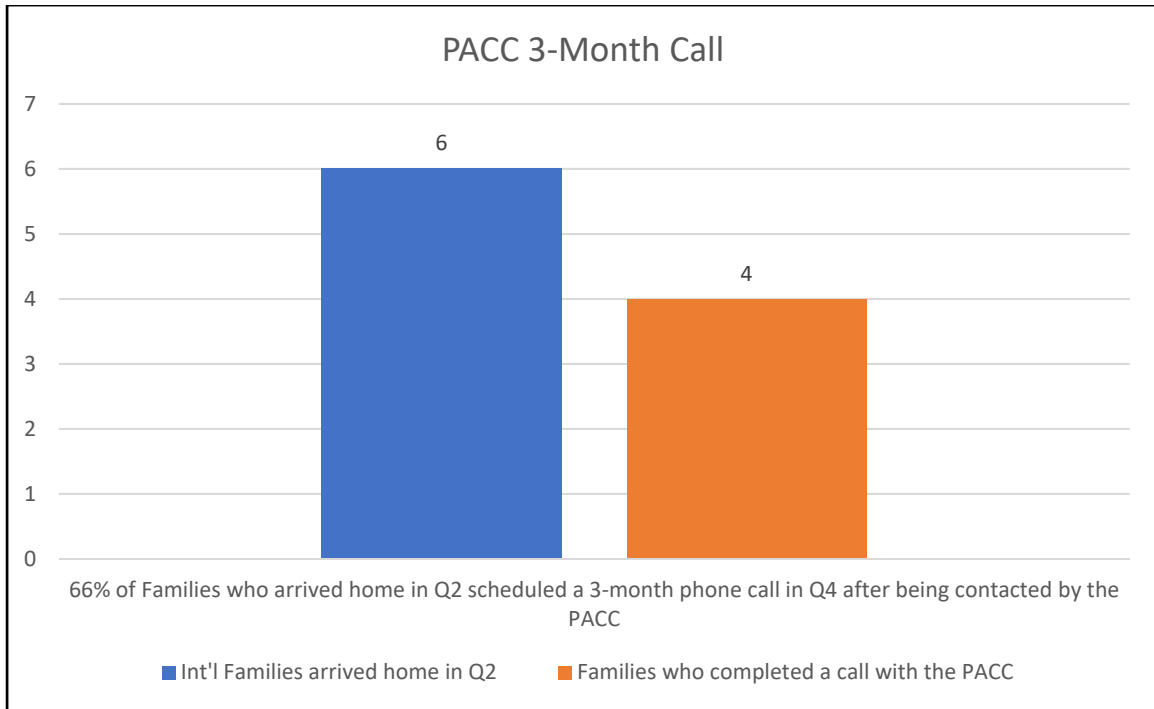
Outcomes

This section focuses on client outcomes – sustainable change in the quality of life for our clients.

Below I am using a color coding system to indicate the status of each goal. Green means we are meeting or exceeding the goal. Yellow means we are not yet meeting our goal.

Adoption Program Goals:

- 60% of international families contacted will schedule a 3-month check-in call with the PACC.



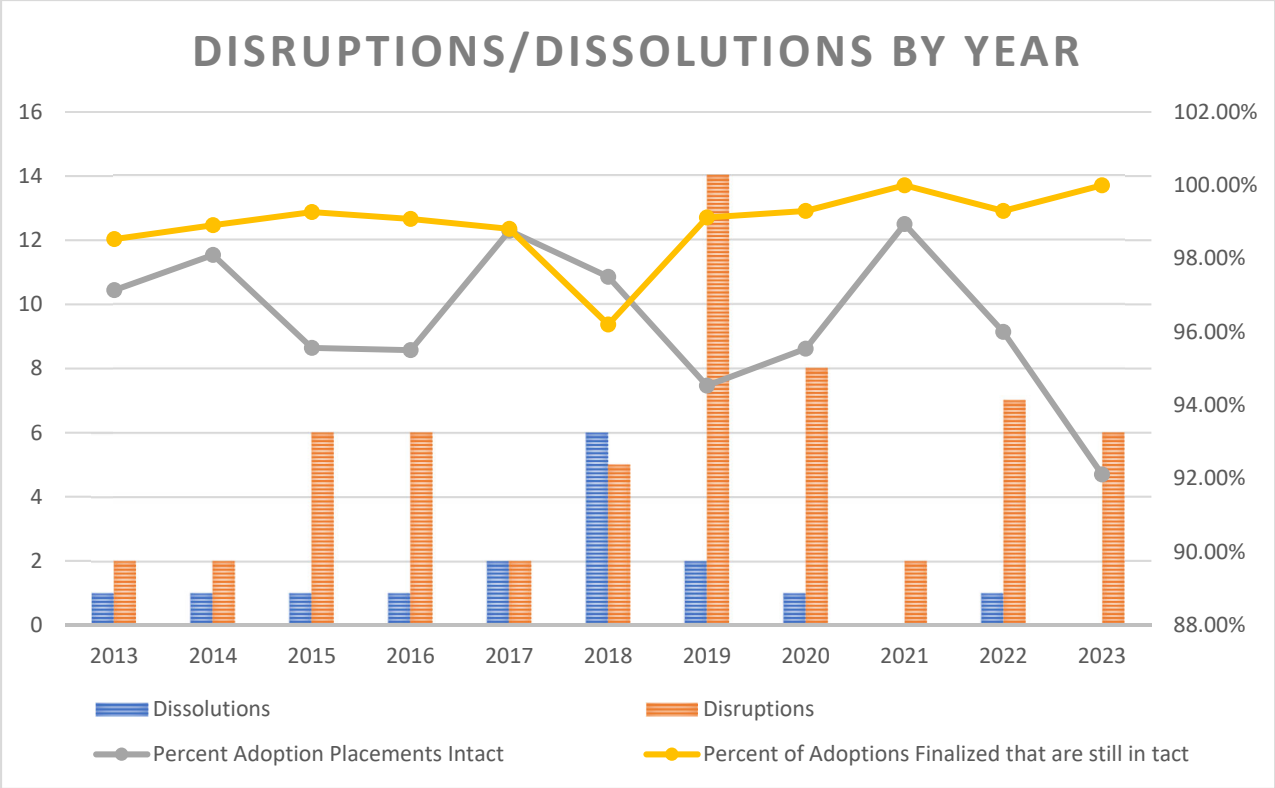
In Q2 of 2023, 66% of families contacted have followed through with a 3-month check in call. While it is incredibly important to us that international families are aware of the services of the PACC and that we check in with them at 3 months, we also recognize that some families simply do not need our assistance at that time. We believe that our efforts of changing the wording in the e-mail being sent from the PACC, as well as adding an additional e-mail, has been effective in increasing the number of families who engage with us in the 3-month check in call. The percentage of families who participate in the call has continued to increase, and this quarter we met our goal for the first time!

- **Less than 1% of Nightlight adoptions will end in dissolution.**

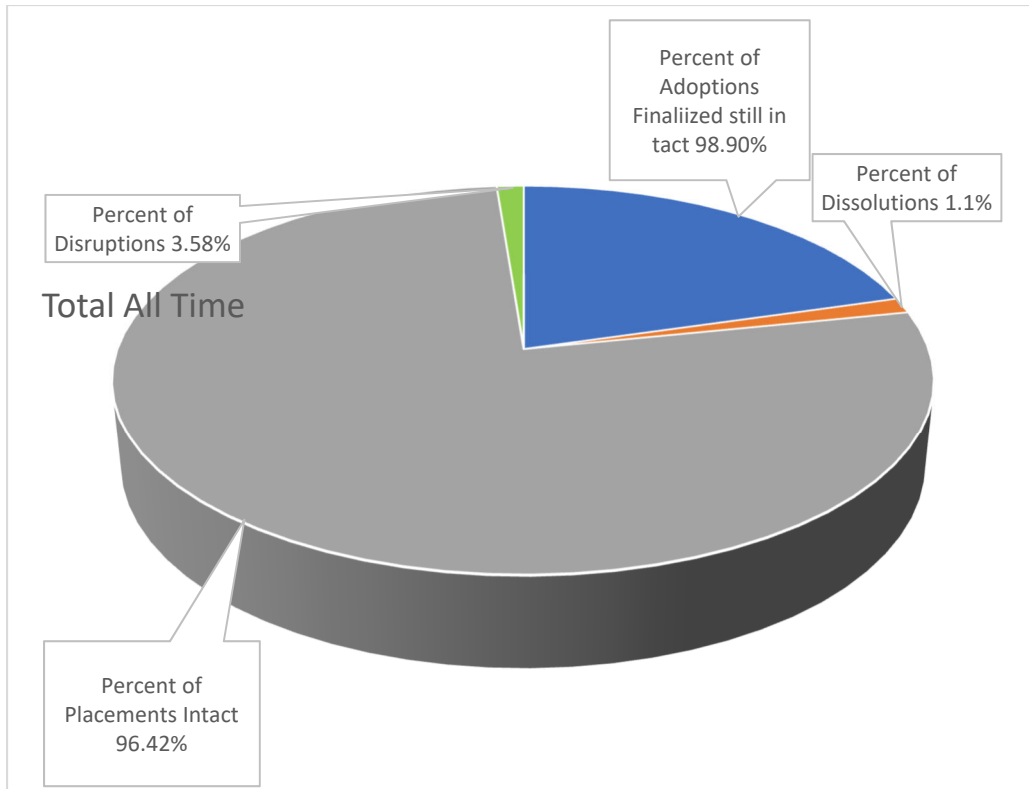
Nightlight had no adoption dissolutions this quarter. For the second quarter of 2023, 100% of adoptions finalized are still intact.

- **Less than 10% of Nightlight adoptions involve disruption.**

Nightlight had two adoption placements disrupt before finalization in Q2 of 2023. A family in our Anchored in Hope program decided they could not meet the needs of the child placed in their home, and one domestic placement disrupted after the birth mother and birth father decided to parent after placement. Our Q2 percentage of adoptive placements that remain intact is 98.7%.



You can see from the chart above that the number of families that adopted through Nightlight and later dissolved their adoptions has decreased significantly, with our highest number of dissolutions occurring in 2018. One adoption dissolved in 2018, which included a sibling group of four children. Adoption disruption numbers have also continued to decrease in our international adoption program. The number of overall disruptions has continued to increase since 2021. We believe this is due to additional tracking of the foster to adopt program and adding the Anchored in Hope Program (adoption from foster care). We anticipate that due to the trauma children experience in foster care and the behaviors exhibited by these children, a higher number of disruptions is inevitable. We have also noticed a slight increase in the number of women in our domestic program who placed their child for adoption but then chose to parent. While our percentage of adoption placements still intact continues to be very high at 96.42% overall, it is always devastating to have a child placed in a home and then have that child moved again. We continue to evaluate our processes to keep our disruption numbers low.



Foster Care Program Goals:

- Less than 10% of Nightlight foster parents certified will close their foster home in the first year for anything other than adoption of the foster child placed in their home.

Thirteen (13%) percent of foster families newly certified between 4/1/2022 and 6/30/2023 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This number has decreased the last two quarters, and we are very close to meeting our goal. It is always disappointing to see foster families close their home within the first year of fostering. Many Nightlight resources are expended to certify a new family. In addition, foster home closures directly impact our foster placement disruption goals. We want to avoid placing foster children into foster homes that are not prepared to commit long term to those children. The national average for newly certified foster families closing their home in the first year is over 50%. Nightlight is striving for much better retention rates. We know that there will always be families who discover that fostering is just not possible for them, but we are committed to decreasing the number of foster family homes that close during the first year of being licensed.

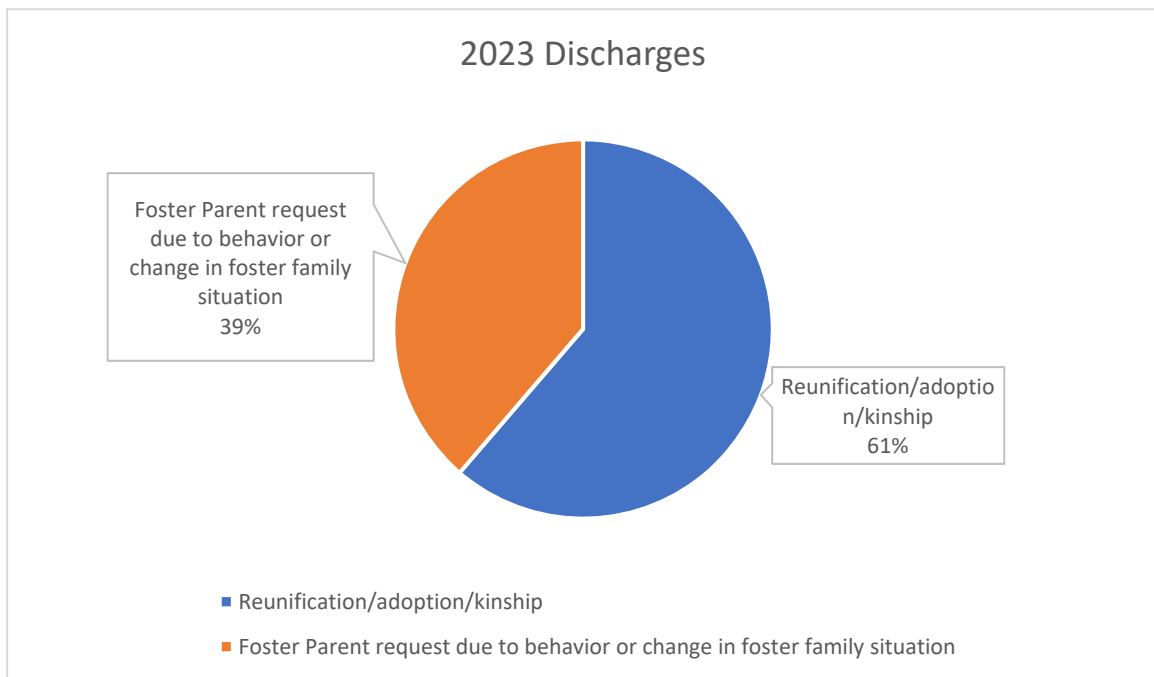
Our Vice President of Foster Care is committed to focusing on foster parent recruitment and retention. We are looking at the trends very closely to determine the reason foster parents are closing their homes so soon. In February of 2023, we launched our first virtual foster parent support group. In addition, we are increasing support to newly certified foster families through utilizing volunteers, bridge organizations, and our team members.

- 75% of children placed with Nightlight Healing Homes will have only 1 placement

Seventy-four (74%) percent of children placed into Nightlight Healing Homes in quarter 2 of 2023 had no moves or disruptions. This means, we missed our goal by 1%. Because, we know the impact that multiple moves has on children, Nightlight has set a high standard. We have added disruption events to our staffing supervision so that we can debrief each of these cases to see if the disruption was preventable.

- 75% of children discharged will be discharged to permanency (reunification, adoption, kinship)

In 2023, forty-nine (49) children discharged from Nightlight Healing Homes, of those, 61.3% discharged to reunification, adoption, or kinship. This is a lower percentage than last quarter, and it appears we are trending down for 2023. We believe supervision meetings with team members to debrief and discuss each disruption will help us improve our understanding of these numbers. We hope these discussions will result in ideas and strategies to increase the number of positive discharge outcomes for our program.



Pregnancy Support Services Goals:

- 100% of clients served will receive counseling and education on their available birth options to empower them to make an informed decision regarding their pregnancy and reduce the number of abortions

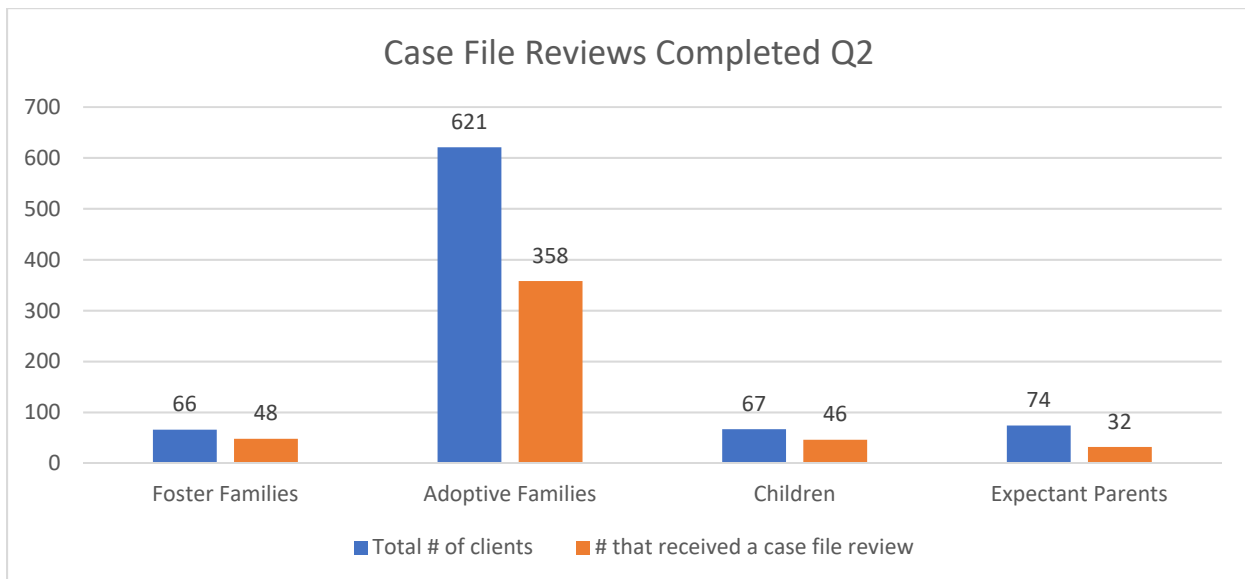
Twenty-five (25) women facing unplanned pregnancies became Nightlight clients in Q2 of 2023. Of those, four (3) contacted us after their child was born. The remaining 22 received pregnancy counseling that included birth options counseling.

- 80% of clients surveyed will reflect satisfaction with how their birth options were explained to them and knowledge of how to access counseling services moving forward

In the 2nd Quarter of 2023, we received four (4) returned surveys from birth parents, and 80% have expressed satisfaction regarding how their birth options were explained to them and their knowledge of how to access counseling services moving forward.

Ongoing File Reviews

Nightlight takes a utilization management approach to case file reviews with ongoing supervision, and all case files are reviewed quarterly when active, with a final review on case closure. The intent of the file review is to ensure that the records contain all of the required information to meet state, federal, and accreditation standards while also providing the best adoption practices to all of our clients. It is an opportunity to assess the quality of service delivery and ensure that confidential information remains confidential. Ongoing file reviews with supervisors also allow for case reviews and service adjustment, as client needs change.

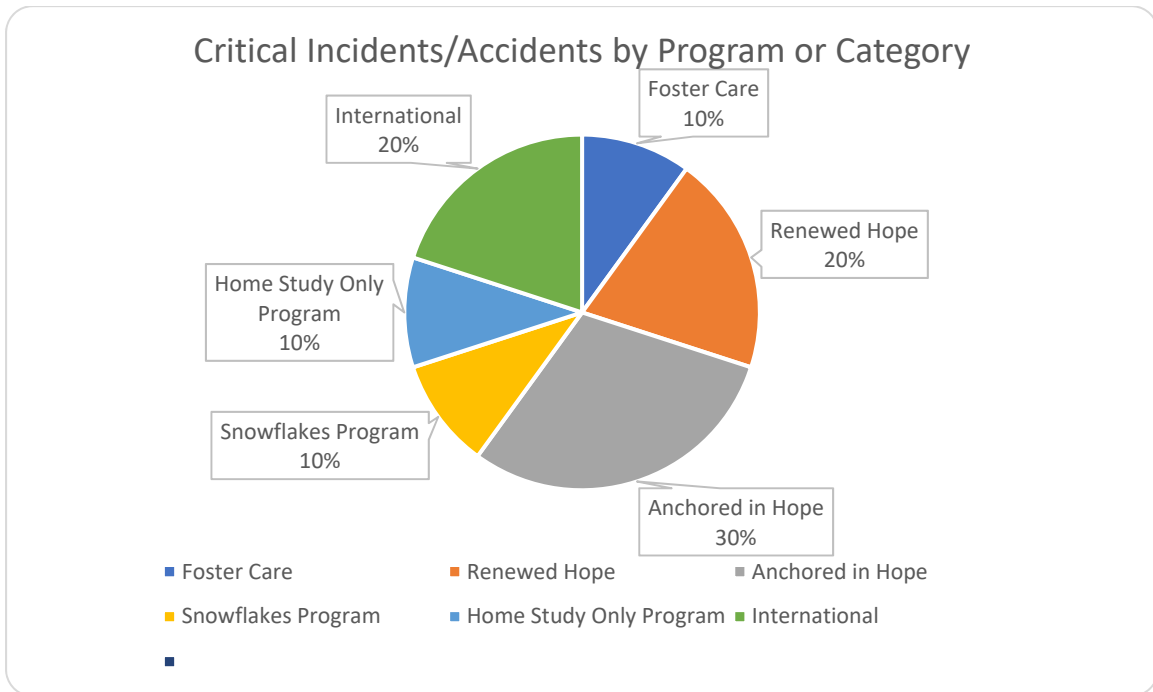


- Complete eighty percent (80%) of all case file reviews per quarter.

At this time, we are not meeting our 80% goal of case file reviews for any program. This will be focus of improvement next quarter.

Critical Incidents/Accidents

As part of the PQI process, Nightlight has a critical incident reporting procedure where specific accidents and critical incidents are reported to the PQI team for review and feedback. During the 2nd Quarter of 2023, the PQI team reviewed ten (10) critical incidents.



Of the ten (10) critical incidents received, one (1) critical incident involved a foster child threatening self-harm, three (3) critical incidents in the Anchored in Hope program were all for the same child. These incidents included suicidal ideation, allegations of sexual abuse, and running away. One (1) critical incident was an infant death at the hospital immediately after birth in the Snowflakes program. One (1) was an allegation of abuse against a home study only family adopting through an attorney. Two (2) incidents were in the international program and involved allegations of abuse made on two children in the home. Lastly, two (2) incidents in the Renewed Hope program were incidents involving the same child and included running away and law enforcement involvement. Our critical incidents this quarter spanned 6 different programs and involved many different situations. All allegations of abuse/neglect were investigated by CPS and ruled unsubstantiated. The PQI team has reviewed each critical incident and provided feedback to our team. In many situations, additional measures were recommended for foster/adoptive parent training and other mitigating factors.

Client Satisfaction

Client satisfaction is very important to us achieving our mission. Our goal is to have a 25% survey participation rate. Our overall survey satisfaction goal is 80%.

Currently, Clients receive an e-mail asking them to follow a link to complete a short survey. In the 2nd Quarter of 2022, we began sending families a second e-mail with a reminder and link to the survey. We have seen that this has increased our participation rate for some surveys.

Below are the survey results for Quarter 2 of 2023.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	42	31	74%	95% overall satisfaction
Snowflakes Adopting Parent Survey	33	39 – it appears that some families from the first quarter must have waited to complete the survey until the 2 nd quarter.	100%	99% overall satisfaction
Snowflakes Placing Parent Survey	34	23	68%	97% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	7	0	0%	n/a
Birth parent Survey – 4 weeks after Placement	17	4	24%	90% overall satisfaction
Domestic Family Survey – Match Ready	13	2	15%	100% overall satisfaction ¹
Domestic Family Survey - 4 Weeks Post Placement	22	6	27%	83% overall satisfaction
International Family Survey – Dossier Complete	15	12	80%	92% overall satisfaction
International Family Survey – Child Home	16	8	50%	83% overall satisfaction
Foster Parent Survey – Home Closed	9	3	33%	80% overall satisfaction

Foster Parent Survey – Initial Certification	13	10	77%	96% overall satisfaction
Foster Parent Survey – Re-certification	4	2	50%	90% overall satisfaction
Home Study Survey – HS Completed	92	20	22%	96% overall satisfaction
Renewed Hope Adoptive Family – After Match	2	0	0%	n/a
Renewed Hope Adoptive Family – After Adoption Finalization	0	0	n/a	n/a
Renewed Hope Placing Family – After Child Summary	3	0	0%	n/a
Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	8	8	100%	98% overall satisfaction
Anchored in Hope Adoptive Family – Placement Complete	2	0	0%	n/a
Anchored in Hope Adoptive Family – Adoption Finalized	0	0	n/a	n/a
Post Adoption Support Survey	23	2	9%	80%

As you can see from the table above, we have a number of surveys where we are not meeting our goal of 25% survey participation. We are very pleased to see that we did increase our foster parent survey response rates from last quarter. Our foster care team has implemented some new strategies for trying to engage foster parents in the survey process. We are very pleased to report that the returned surveys for every program reflected an 80% or higher overall satisfaction rate.

Some of the most valuable information we get is in the form of comments through the narrative section on surveys. Below is a sampling of what our clients are saying (All client identifying information has been removed.):

"Very positive. The supporting roles taken and the communication was phenomenal. It can be a lengthy or worrisome process but the constant communication and reassurance kept you informed and encouraged."

"I was told before they matched a family there was prayer involved to try and make the best choice for each family. They gave me so much comfort going through this process. It was thought out and not just thrown together. This is not a business to this is was very difficult and knowing snowflakes was trying to make the right match gave me some

"Helping where I needed help. Even if it was a temporary fix for me they gave me hope my baby was ok."

"I think as a Christian based program, the education could be improved upon with more positivity concerning healing with the kids and not so doom and gloom. "

"It was sometimes unclear whether to contact our adoption coordinator versus home study social worker. I think it can be difficult having so many different social workers in multiple states involved at different stages."

"The NCA team was always available to help and answer any questions we had throughout the dossier process. Even when our coordinators switched mid way through, others stepped in to make sure any gaps were filled while the new coordinator caught up to speed."

"This was a long and arduous process for my family; The staff have been patient, very supportive throughout the process. Karson have been very kind and helpful answering all my questions and going above & beyond her duties. I'm glad NCA took on this challenge with me. Thanks for your wonderful guidance and support. "

We ask for a lot of narrative feedback from families, so much that it would be impossible to include all comments here. Overall, the comments we receive are positive. When we receive negative narrative comments, we discuss as a team and determine how we can improve in the future. We are so thankful for all the positive feedback we received this quarter.

Recognition

This quarter we would like to celebrate Shannon Torres, Lead Inquiry Specialist. Shannon has only been with Nightlight for a little over one year, but she has made quite an impression on her co-workers. Two members of the PQI team nominated her this quarter. Shannon is passionate about her work. She is compassionate and patient with inquiring families and she listens to their needs and concerns to ensure that families are routed to the correct program. She is also very organized and follows up to make sure no inquiring family slips through the cracks. Thank you Shannon for all you do to help families and children!



“Religion that God our Father accepts as pure and faultless is this: to look after orphans and widows in their distress and to keep oneself from being polluted by the world.” James 1:27

Future Plans

We hope you found the information contained in this report helpful. We continue to improve our data collection methods, and we are using all PQI data to inform our services, make improvements, and serve clients better.

Contact us!

If you have any feedback about this report, please contact via e-mail or phone:
lisa@nightlight.org or (502)423-5780.

