



nightlight[®]
christian adoptions

Performance and Quality Improvement Report – Q3 2023

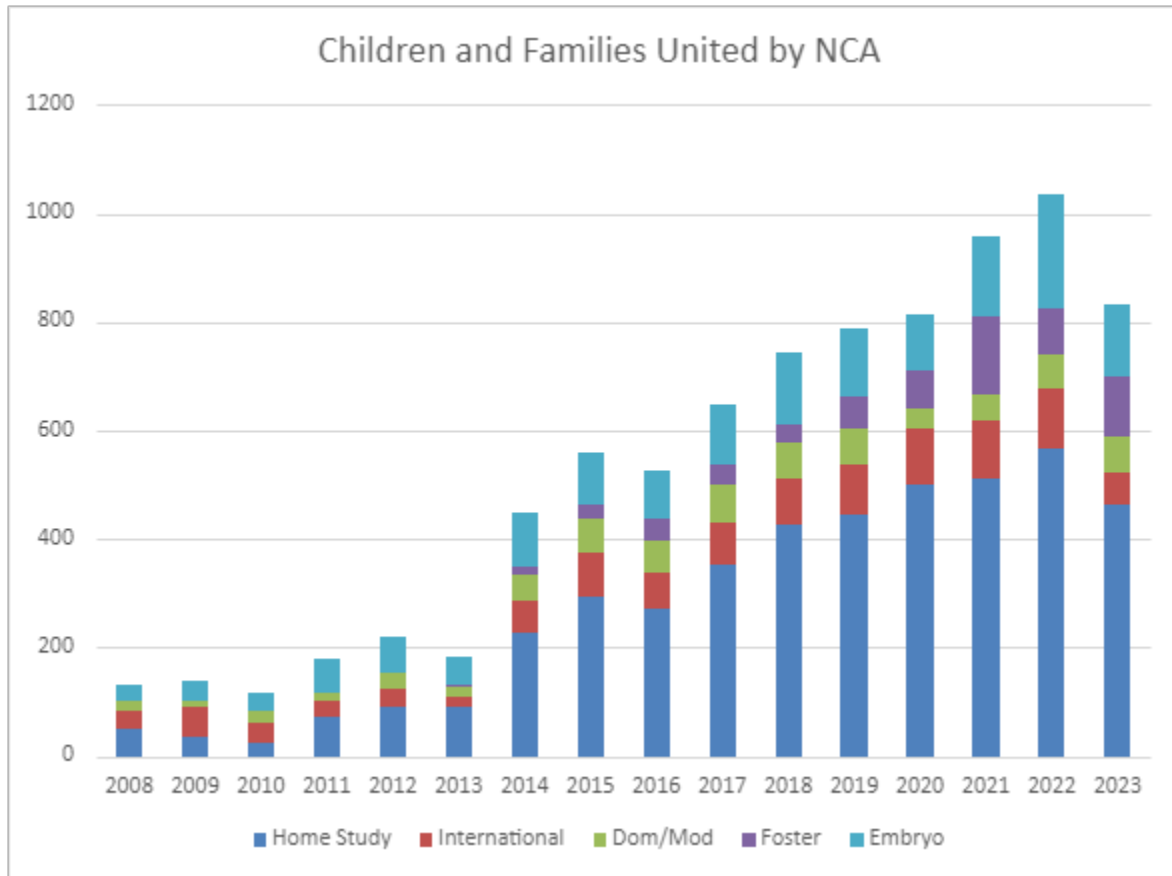
Introduction

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 Q3 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.

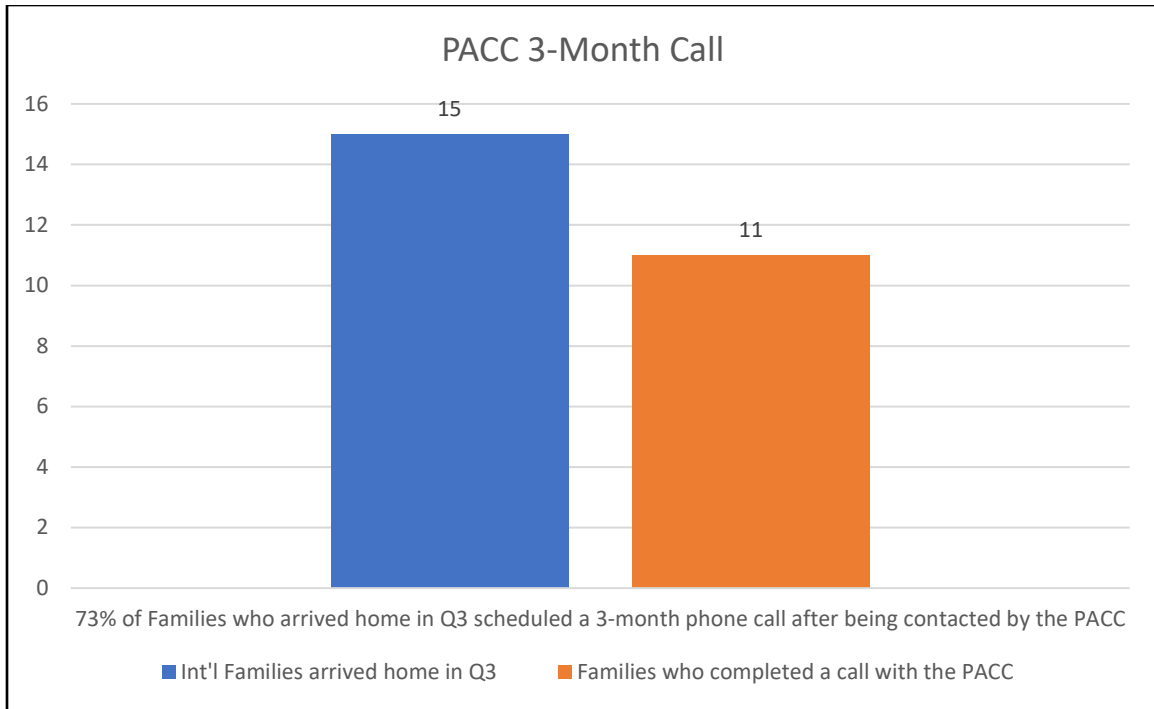
Outcomes

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.



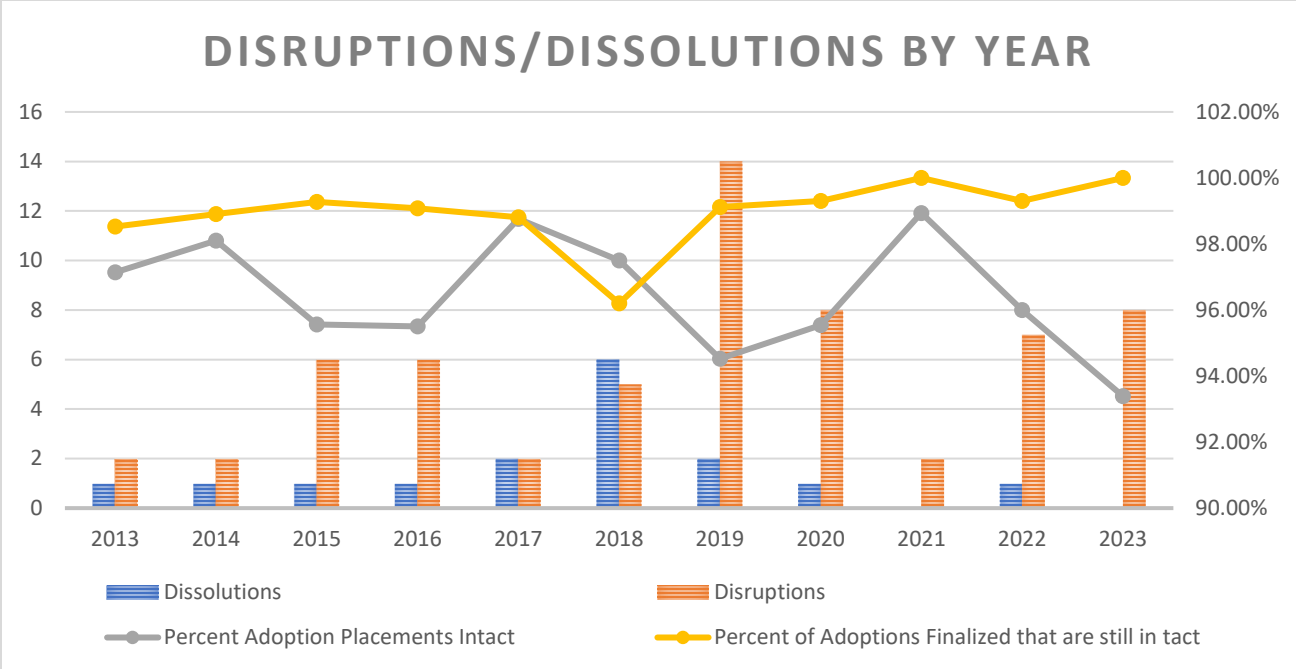
In Q3 of 2023, 73% of families contacted have followed through with a 3-month check in call. While it is incredibly important to us that international families are aware of the services of the PACC and that we check in with them at 3 months, we also recognize that some families simply do not need our 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 we have met our goal the last two quarters!

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

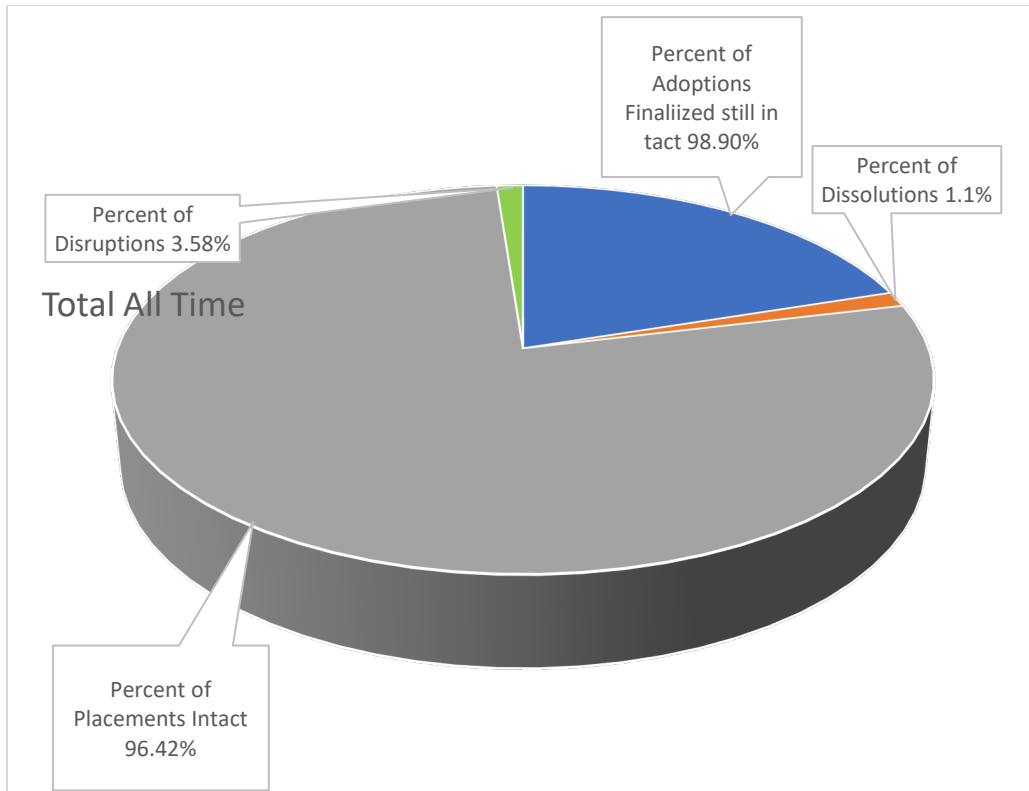
Nightlight had no adoption dissolutions this quarter. For the third quarter of 2023, 100% of adoptions finalized are still intact.

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

Nightlight had two adoption placements disrupt before finalization in Q3 of 2023. Both of these disruptions occurred after a child was placed for domestic adoption and the birth parent decided to parent. Our Q3 percentage of adoptive placements that remain intact is 98.35%.



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.

Sixteen (16%) percent of foster families newly certified between 7/1/2022 and 9/30/2023 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This is an increase since last quarter. 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.

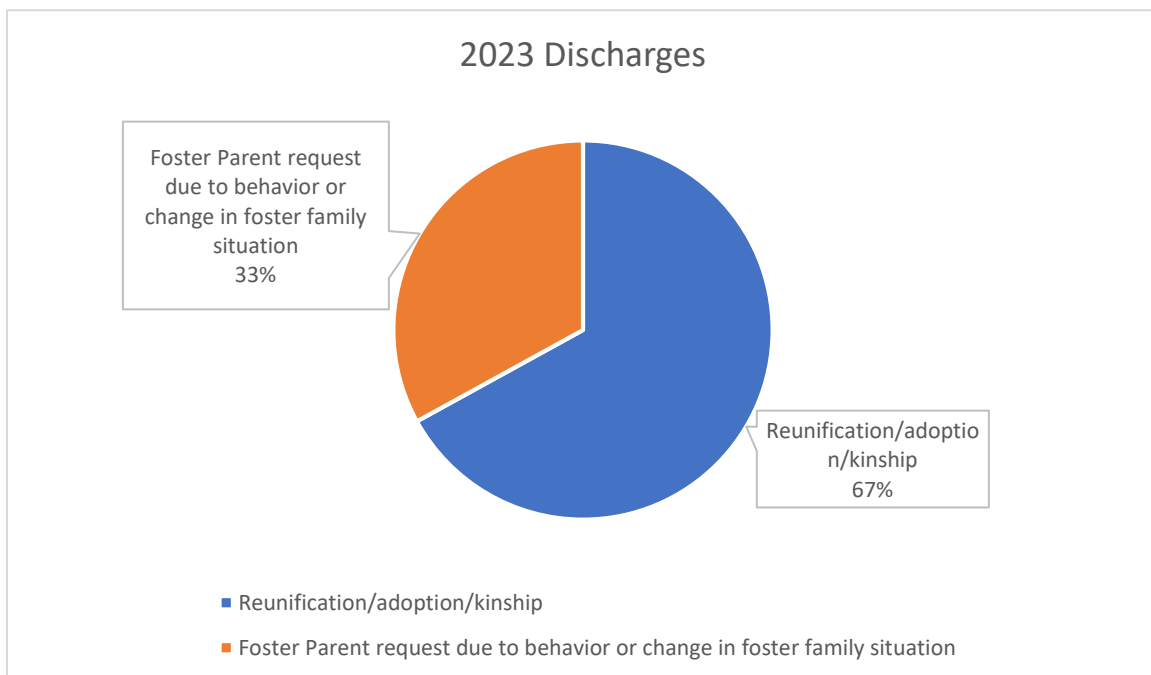
Our Vice President of Foster Care is committed to focusing on foster parent recruitment and retention. We are looking at the trends very closely to determine the reason foster parents are closing their homes so soon. In February of 2023, we launched our first virtual foster parent support group. In addition, 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 for the first 3 quarters 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 or move was preventable.

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

In 2023, eighty-nine (89) children discharged from Nightlight Healing Homes, of those, 67% discharged to reunification, adoption, or kinship. This is a higher percentage than last quarter, and it appears we are now trending up for 2023. We have begun supervision meetings with team members to debrief and discuss each disruption to help us improve our understanding of these numbers. We believe these discussions have already resulted 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

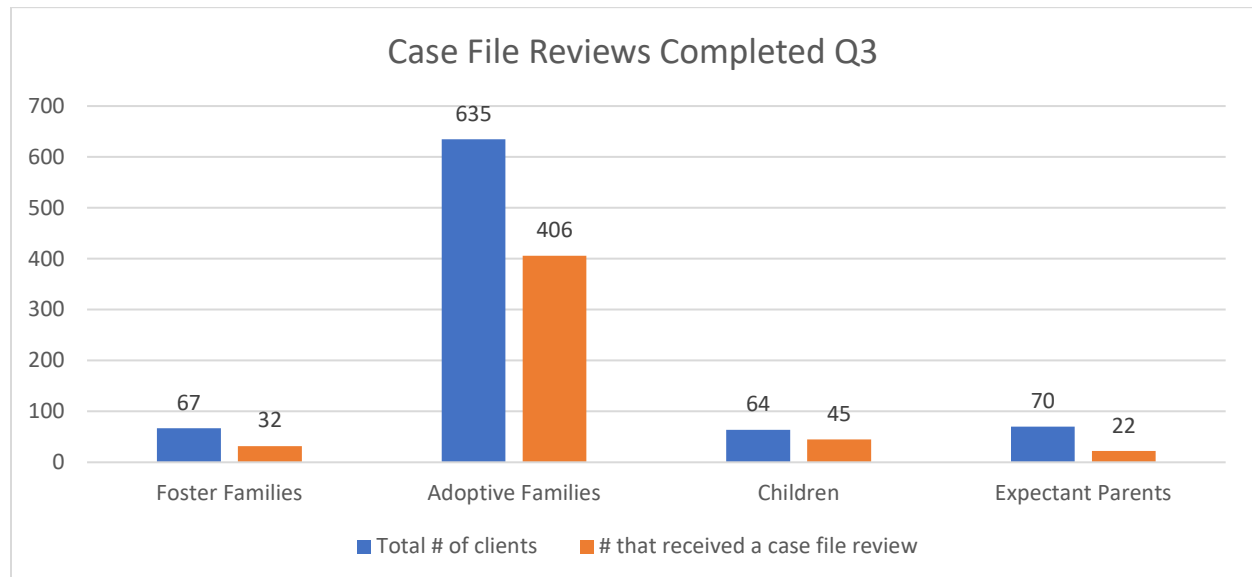
Twenty-eight (28) women facing unplanned pregnancies became Nightlight clients in Q3 of 2023. Of those, ten (10) contacted us after their child was born. The remaining 18 received pregnancy counseling that included birth options counseling.

- 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 3rd Quarter of 2023, we received five (5) returned surveys from birth parents, and 100% have expressed satisfaction regarding how their birth options were explained to them and their pregnancy counselor explained access to 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.

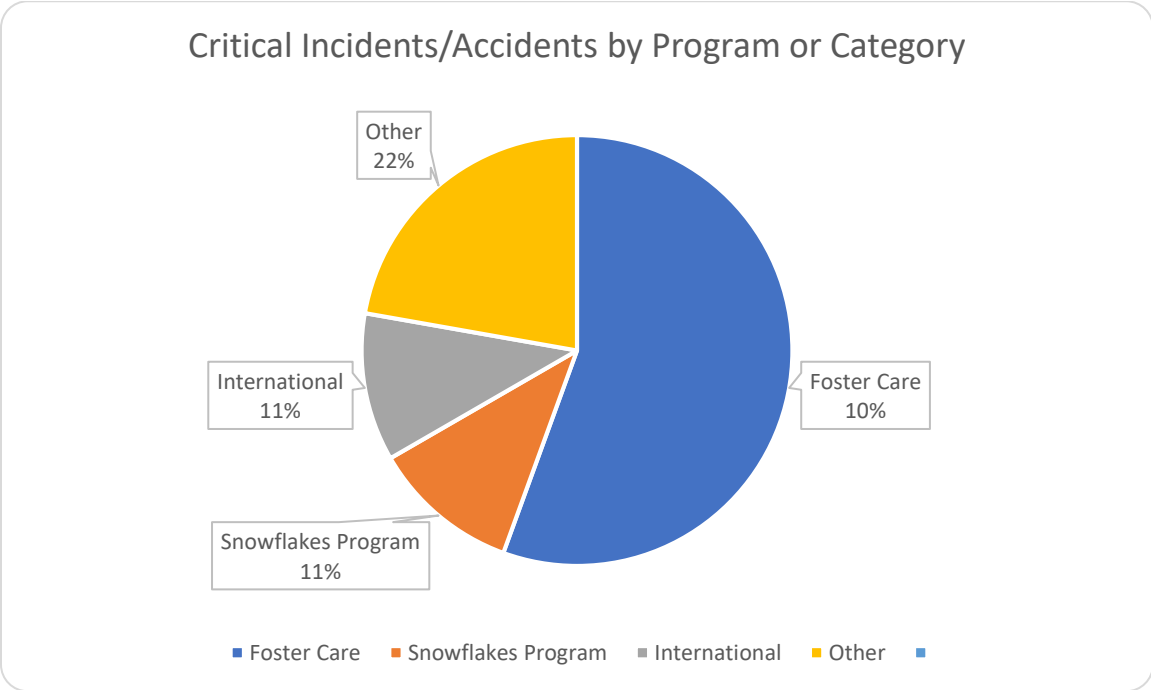


- Complete eighty percent (80%) of all case file reviews per quarter.

At this time, we are not meeting our 80% goal of case file reviews for any program. This the 2nd quarter that we have not met this goal in any program. This will be an area of focus for improvement and discussed at our management team meetings.

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 3rd Quarter of 2023, the PQI team reviewed ten (9) critical incidents.



Of the ten (9) critical incidents received, one (5) critical incident involved a foster child threatening self-harm, or running away and one that was bit by a dog. One (1) critical incident was an infant death at the hospital immediately after birth in the Snowflakes program. One (1) critical incident involved an international placement and an allegation of abuse. The allegations were ruled out and the placement continued. Lastly, two (2) incidents were car accidents in company cars where Nightlight staff were involved. Both accidents were not the fault of Nightlight drivers and there were no injuries of any personnel. Our critical incidents this quarter spanned 3 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 2 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 | 44 | 28 | 64% | 98% overall satisfaction |
| Snowflakes Adopting Parent Survey | 43 | 34 | 79% | 97% overall satisfaction |
| Snowflakes Placing Parent Survey | 43 | 28 | 65% | 96% overall satisfaction |
| Expectant Parent Survey – After Choosing to Parent | 4 | 2 | 50% | 100% overall satisfaction |
| Birth parent Survey – 4 weeks after Placement | 13 | 5 | 38% | 100% overall satisfaction |
| Domestic Family Survey – Match Ready | 17 | 6 | 35% | 90% overall satisfaction ¹ |
| Domestic Family Survey - 4 Weeks Post Placement | 18 | 8 | 44% | 93% overall satisfaction |
| International Family Survey – Dossier Complete | 10 | 3 | 80% | 100% overall satisfaction |
| International Family Survey – Child Home | 16 | 11 | 69% | 80% overall satisfaction |
| Foster Parent Survey – Home Closed | 6 | 3 | 50% | 93% overall satisfaction |
| Foster Parent Survey – Initial Certification | 10 | 5 | 50% | 100% overall satisfaction |
| Foster Parent Survey – Re-certification | 8 | 3 | 38% | 100% overall satisfaction |

| | | | | |
|--|----|---|------|---------------------------|
| Home Study Survey – HS Completed | 97 | 21 | 22% | 87% overall satisfaction |
| Renewed Hope Adoptive Family – After Match | 2 | 3 – It appears we had family matched last quarter who also completed a survey this quarter. | 100% | 100% overall satisfaction |
| Renewed Hope Adoptive Family – After Adoption Finalization | 1 | 0 | n/a | n/a |
| Renewed Hope Placing Family – After Child Summary | 0 | 0 | 0% | n/a |
| Renewed Hope Placing Family – After Dissolution | 2 | 1 | 50% | 80% overall satisfaction |
| Anchored in Hope Adoptive Family – Match Ready | 3 | 4 – Again we must have had a family matched last quarter complete the survey this quarter. | 100% | 100% overall satisfaction |
| Anchored in Hope Adoptive Family – Placement Complete | 3 | 0 | 0% | n/a |
| Anchored in Hope Adoptive Family – Adoption Finalized | 0 | 0 | n/a | n/a |
| Post Adoption Support Survey | 36 | 3 | 8% | 87% |

As you can see from the table above, we only have 2 surveys where we are not meeting our goal of 25% survey participation. We will continue to explore ways to increase survey participation. 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.):

"I was looking through options and different agencies and I don't regret that day that I called Nightlight. Since day 1 I feel supported and I feel completely comfortable, I can't thank them enough for their support in this decision and to look what was the best for me and my baby."

"I love how much contact we get with different staff the monthly emails have been so helpful during the wait."

"Thank you Nightlight for being that light in my life while I was confused and didn't know what to do. I am forever grateful for all of you and the mercy I received throughout everything."

"Add some kind of required training or materials for parents who already have resident kids to help them not just prepare for, but adjust to new siblings."

"I've heard multiple families recommend Nightlight and their staff as a foster family. I felt that the vision and mission of Nightlight perfectly aligns with my mission and goals as a foster parent."

"NCA did an exceptional job with our adoption as a whole. Our primary contact was Karson and she did an amazing job communicating and replying. I believe she truly cared and advocated for our son to come home. Lahomy also did an amazing job every step of the way. I appreciated how organized Karson and Lahomy were. We had no unnecessary delays and in fact our adoption was faster than almost anyone I know of. "We are

"The website and family portal were a little difficult to navigate and understand."

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 Cathy Presnall, Pregnancy Counselor, Amarillo. Cathy started with Nightlight on January 3, 2023 after having spent 20+ years as a parole officer for the Texas Board of Pardons and Parole. Cathy was originally interested in a domestic family coordinator position and within the first few minutes of her interview, we knew we had to hire her as a pregnancy counselor. Fortunately, Cathy was willing to give pregnancy counseling a try. Cathy's first placement occurred exactly one month after she started and she has hit the ground running ever since. To date, Cathy has had 8 placements, which is more than Nightlight has seen in the Amarillo area in over two years. Cathy approaches every expectant mom with love and compassion regardless of their circumstances. She is willing to meet moms where they are and makes sure they know she is there for them no matter their situation. She is committed to ensuring that their situation improves because of their relationship with her and Nightlight. The women with whom Cathy has served know that they have made a connection that will last a lifetime. Thank you, Cathy for all of your hard work and dedication, Nightlight is stronger because of all of your efforts.



“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:

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