



nightlight[®]
christian adoptions

Performance and Quality Improvement Report – Q4 2023

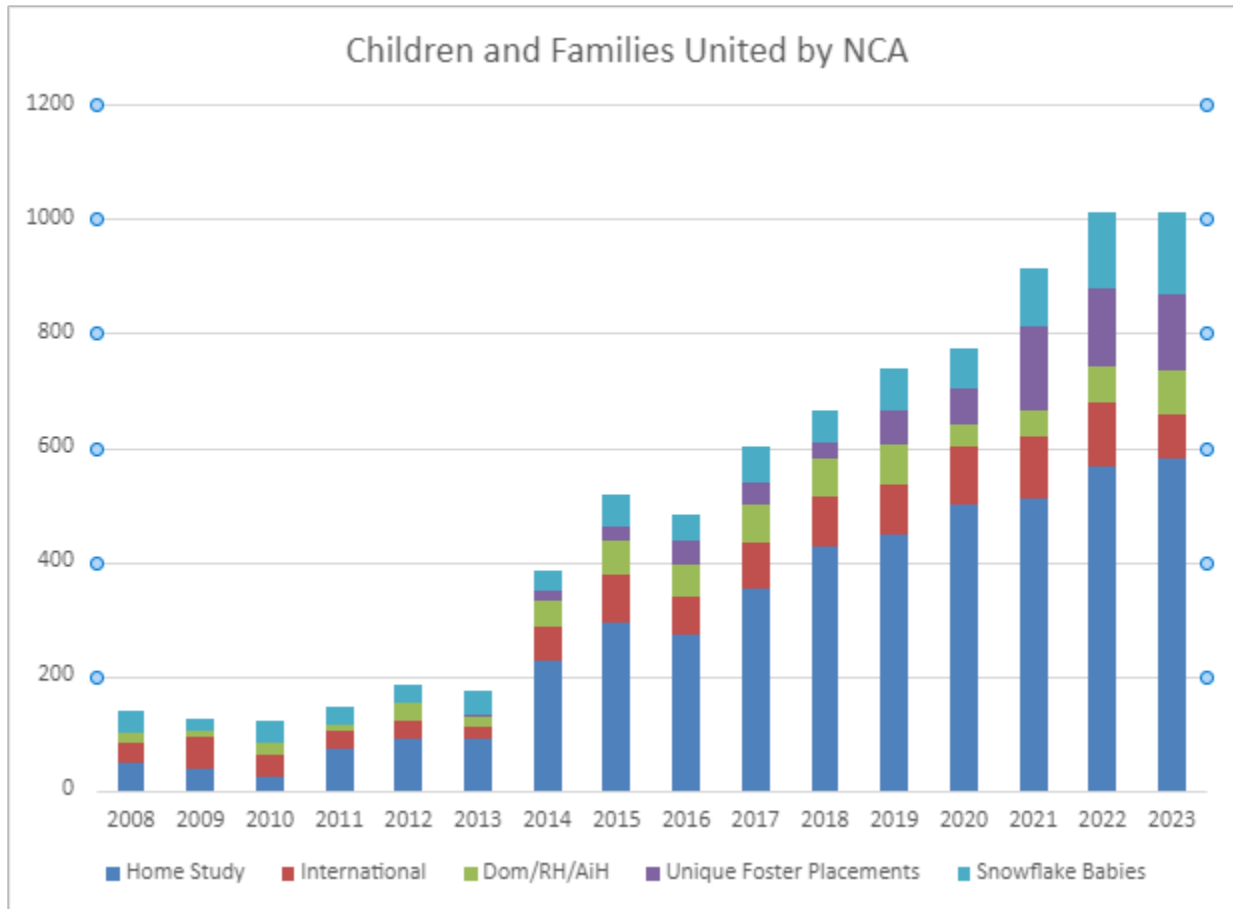
Introduction

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, with a slight decrease in 2023. We celebrate that we are able to serve so many clients with our various adoption programs and services.

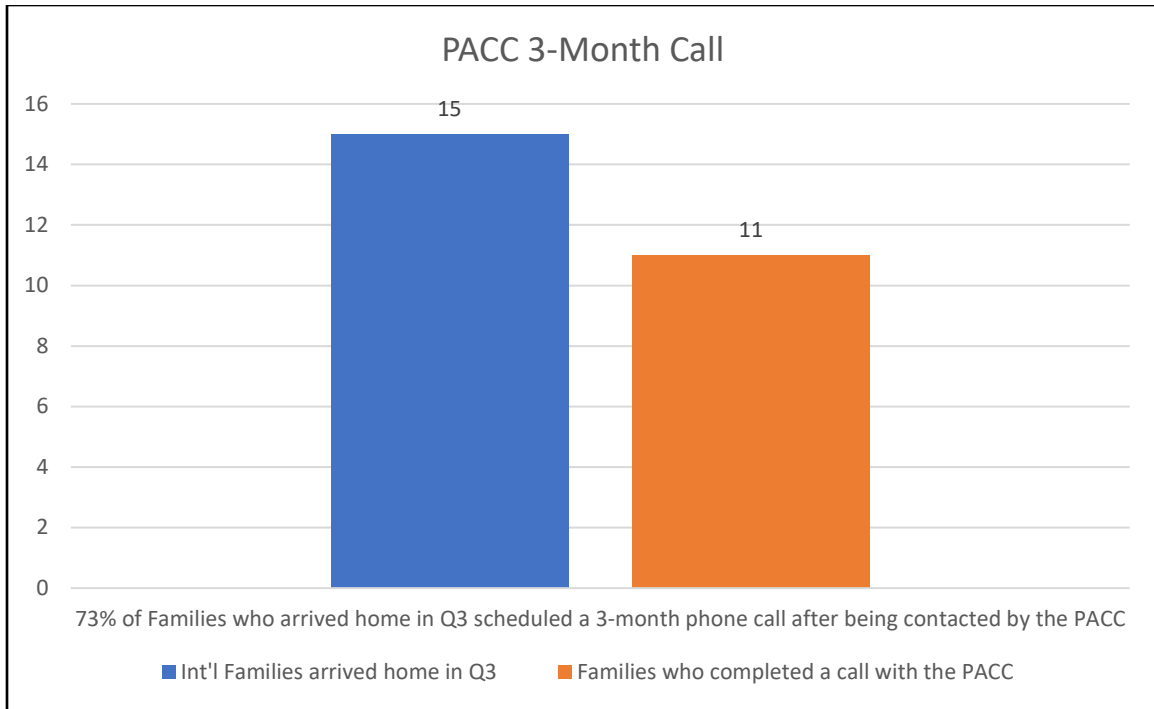
Outcomes

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. I have also noted below goals that will be adjusted for 2024.

Adoption Program Goals:

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



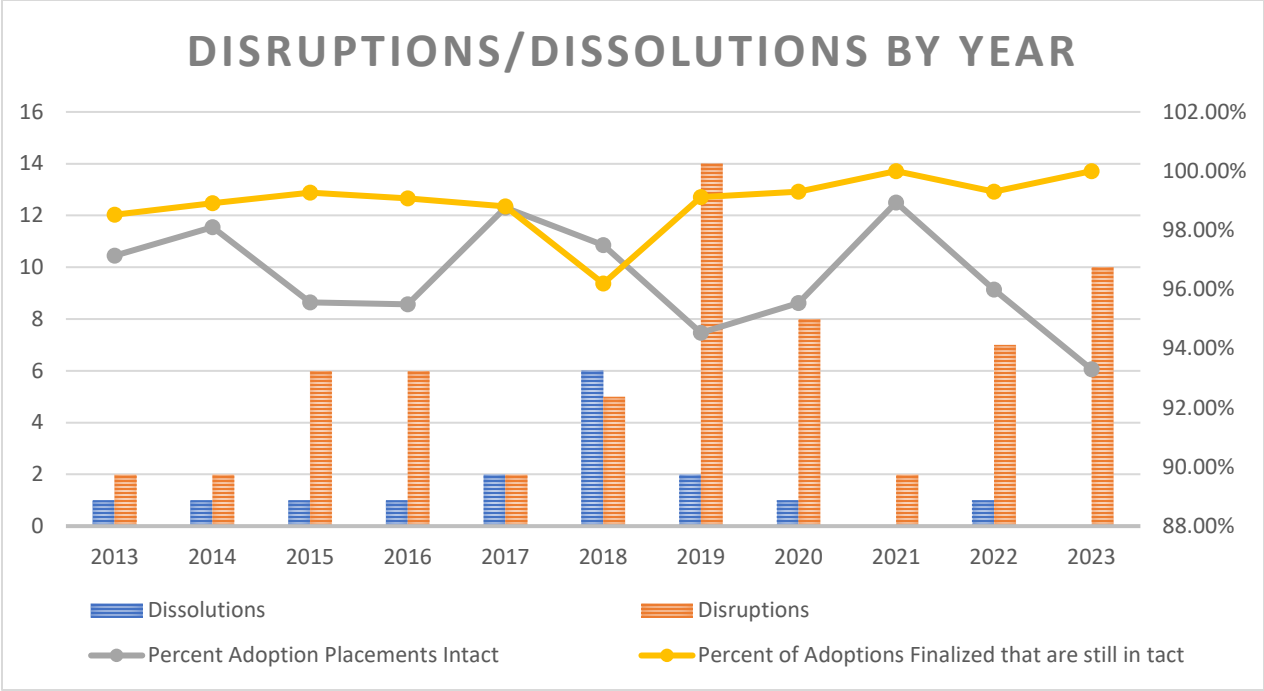
In Q4 of 2023, 42.8% of families contacted have followed through with a 3-month check in call. This number is down from the last two quarters of the year where we did meet our goal. However, overall for 2023, 61.8% of families arriving home in 2023, did follow through with a 3 month check-in call with the PACC. 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 are very pleased with the annual results for 2023.

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

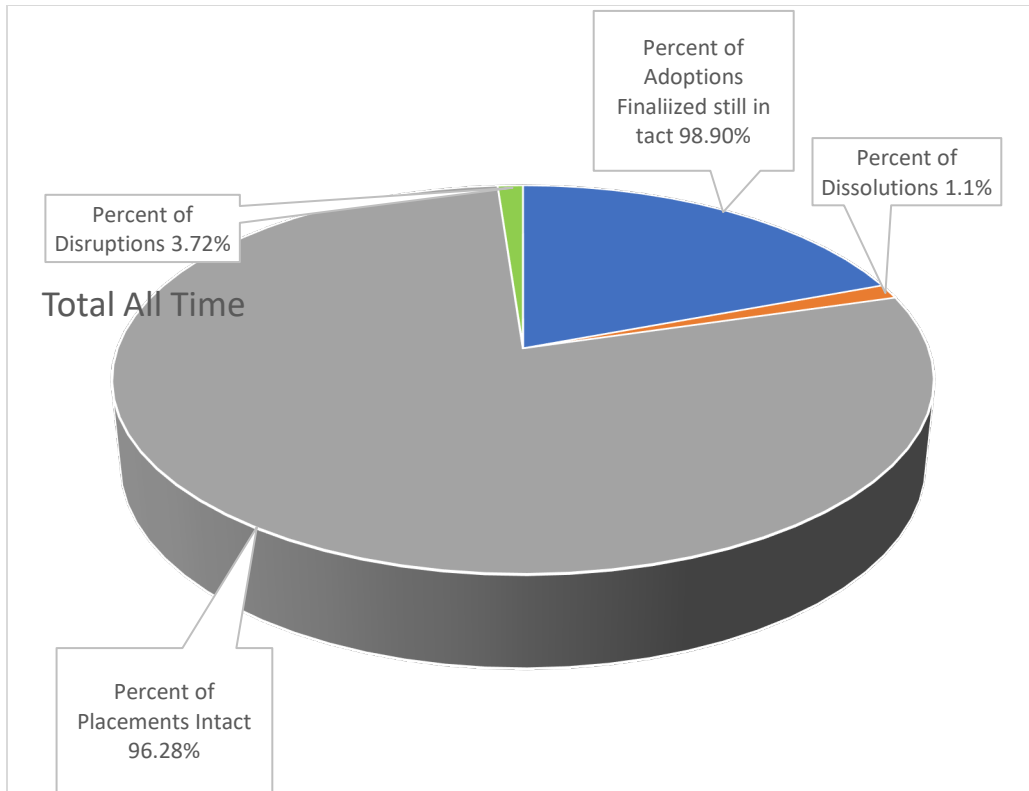
Nightlight had no adoption dissolutions this quarter. For all of 2023, Nightlight had no dissolutions and 100% of adoptions are still in tact.

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

Nightlight had two adoption placements disrupt before finalization in Q4 of 2023. One disruption occurred after a child was placed for domestic adoption and the birth parent decided to parent. The other disruption occurred in our Anchored in Hope program. One family adopting from foster care decided not to finalize their adoption after receiving placement. The percentage of Q3 2023 adoptions that remain intact is 98.7%. For the entire year of 2023, Nightlight had 11 disruptions. Two occurred in our Anchored in Hope Program, one occurred in our Renewed Hope program, and 6 occurred in our Domestic Program. For 2023, our total percentage of disruptions is 7.4% with 92.6% of adoption placements remaining intact.



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 redefining disruption in our domestic program, additional tracking of the foster to adopt program, the Renewed Hope program, and adding the Anchored in Hope Program (adoption from foster care). We anticipate that due to the trauma children experience in foster care, the age of children being placed through these programs, 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 96.28% 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.

Fourteen (13.95%) percent of foster families newly certified between 10/1/2022 and 12/31/2023 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This is a decrease since last quarter. Looking at our numbers each quarter the percentages were as follows:

- Quarter 1 = 22%
- Quarter 2 = 13%
- Quarter 3 = 16%
- Quarter 4 = 14%

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 licensure.

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.

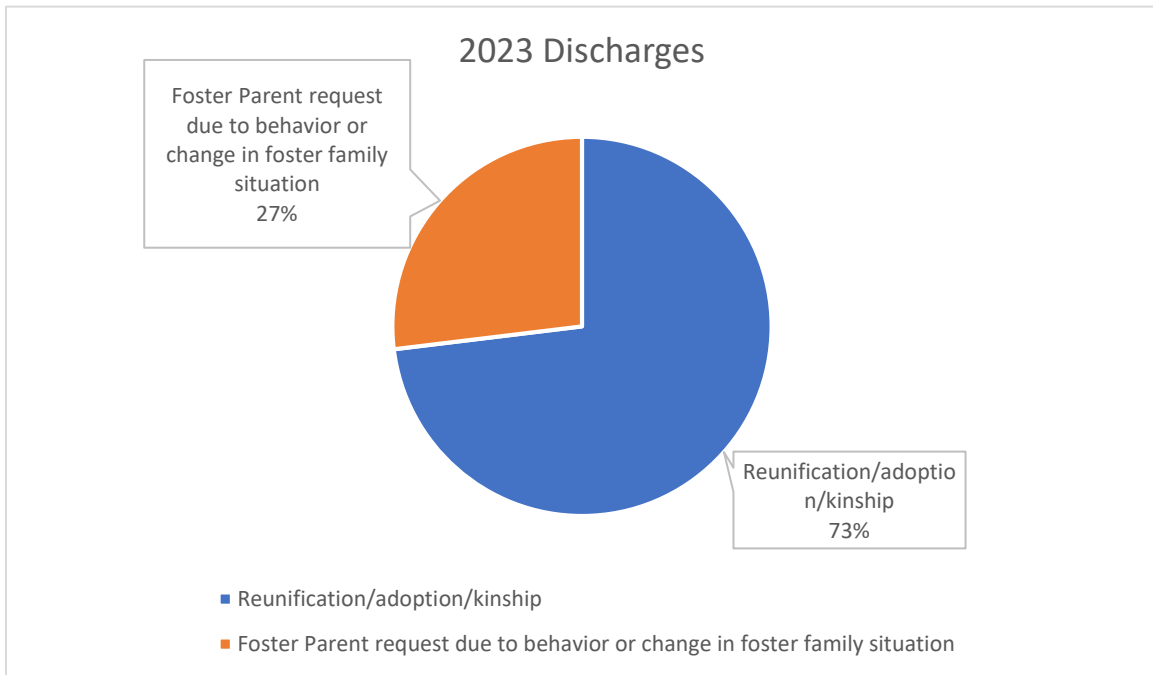
- 75% of children placed with Nightlight Healing Homes will have only 1 placement

Seventy-eight (77.6%) percent of children placed into Nightlight Healing Homes in 2023 had no moves or disruptions. Because, we know the impact that multiple moves has on children, Nightlight has set a high standard. Throughout the year, we have worked hard to improve our disruption rates. This number reflects our efforts, and we are very pleased with how we have ended the year.

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

In 2023, one hundred and four (104) children discharged from Nightlight Healing Homes, of those, 73% discharged to reunification, adoption, or kinship. This percentage has improved significantly in the last quarter of 2023 as we have begun to see results of interventions implemented earlier in the year. Nightlight is committed to seeing children placed in Healing Homes achieve permanency. We know that this is the best outcome for foster children, and we are so committed to this mission, we have increased our goal for 2024. In 2024, Nightlight will be striving to see 80% of children discharged to permanency (reunification, adoption, kinship). We know that this is not attainable without the Lord's intervention. We continue to seek His guidance as we implement changes, and we are also praying for each child who comes into our care.

- Quarter 1 = 68%
- Quarter 2 = 61.3%
- Quarter 3 = 67%
- Quarter 4 = 73%



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-three (23) women facing unplanned pregnancies became Nightlight clients in Q4 of 2023. Of those, eight (8) contacted us after their child was born. The remaining 15 received pregnancy counseling that included birth options counseling.

In 2023, one hundred and nineteen (119) women facing unplanned pregnancies became Nightlight clients. Of those, twenty-five (25) contacted us after the child was born. The remaining ninety-four (94) received pregnancy counseling that included birth options counseling.

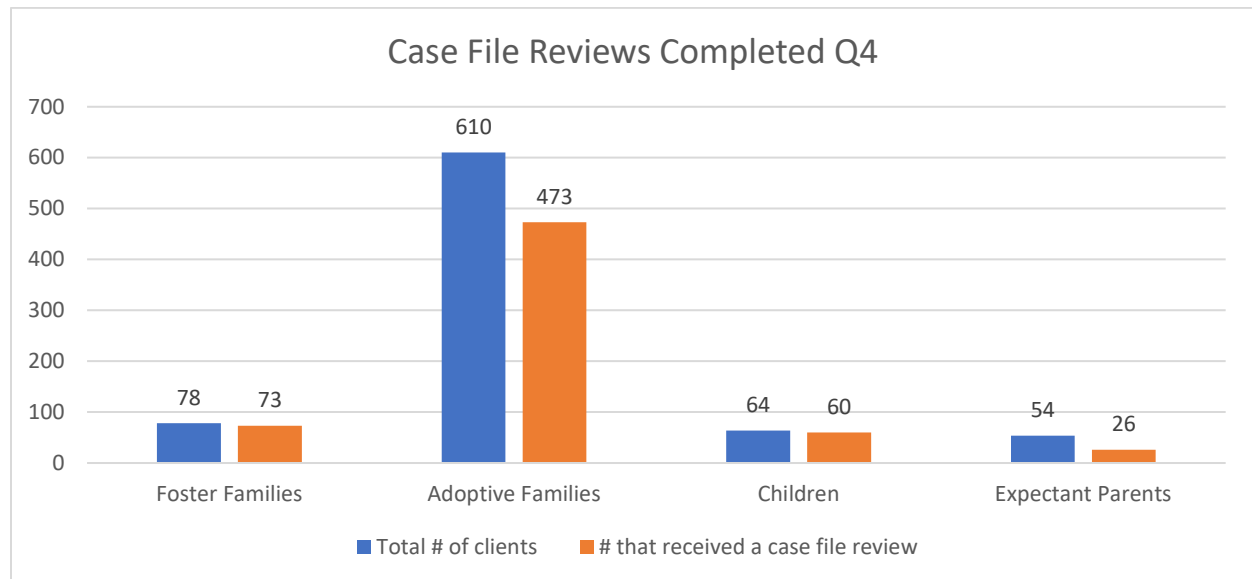
- 80% of clients surveyed will reflect satisfaction with how their birth options were explained to them and knowledge of how to access counseling services moving forward

In the 4th Quarter of 2023, we received two (2) returned surveys from expectant parents/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.

In 2023, we received forty-one (41) returned surveys from expectant parents/birth parents, and 95% 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.



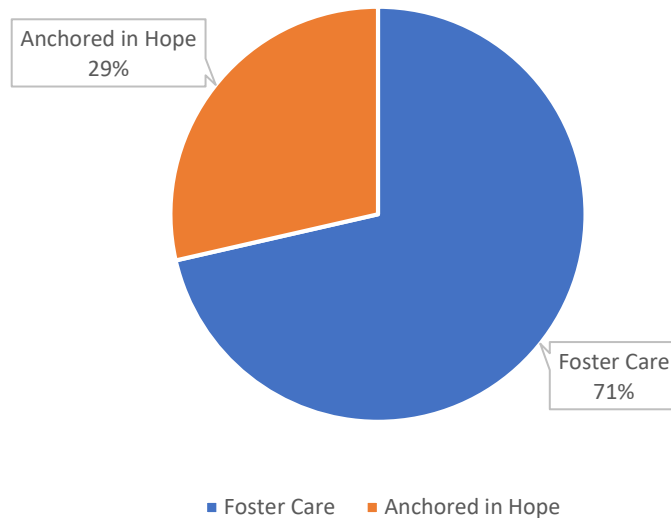
- Complete eighty percent (80%) of all case file reviews per quarter.

At this time, we are not meeting our 80% goal of case file reviews for all programs. However, after seeing very low numbers over the last two quarters, we implemented a few interventions including additional training on entering case file reviews for tracking, and a focus on case file reviews in every program. As a result, 93.6% of foster families received a case file review, 77.5% of adoptive families received a case file review, 94% of children received a case file review, and 48% of expectant parents received a case file review this quarter. The 4th quarter percentages show an improvement in every program and in some programs, we are meeting or exceeding our 80% goal. This will continue to be a focus in 2024.

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 4th Quarter of 2023, the PQI team reviewed eight (8) critical incidents involving seven (7) children.

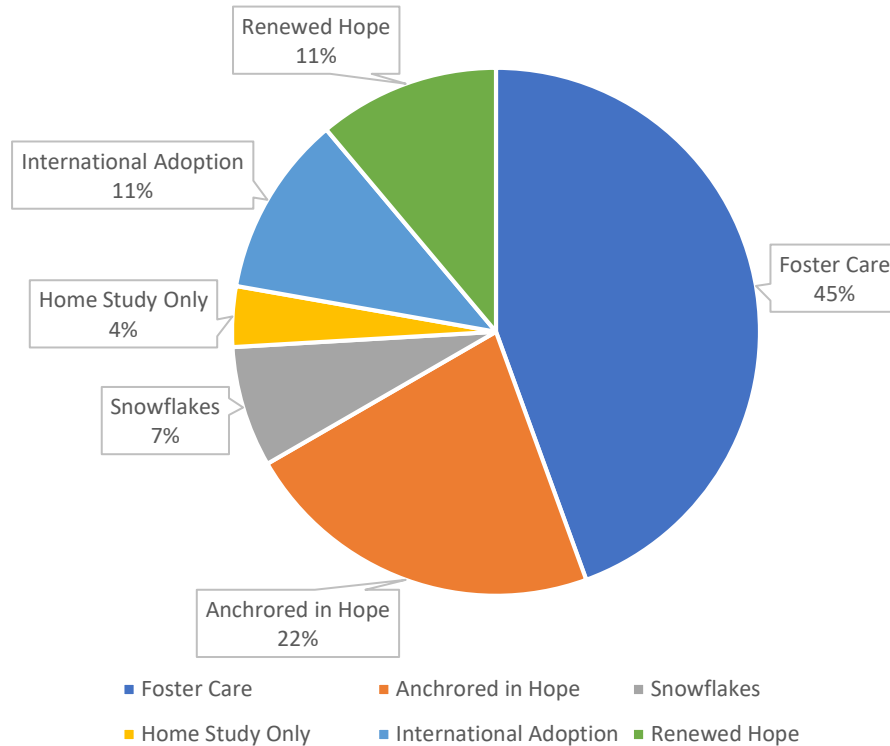
Q4 Critical Incidents/Accidents by Program or Category



Of the eight (8) critical incidents received, two (2) critical incident involved a children in the Anchored in Hope program threatening self-harm. Three (3) involved allegations of neglect against a foster parent, which was one critical incident that included 3 children in the same foster home. Two (2) involved a serious illness or injury to a foster child. The allegations made against the foster family were ruled unsubstantiated by CPS, and the placement continued. 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.

For 2023, Nightlight had forty-five (45) critical incidents involving thirty-six (36) children. Of those, 45 incidents, eighteen (18) did not require PQI review because they were minor illnesses or trips to urgent care where a CI is required by the state but does not meet Nightlight's PQI review criteria. The remaining twenty-seven (27) incidents involved twenty-three (23) children across all programs. The PQI team will continue reviewing and investigating critical incidents in 2024 and offering prevention suggestions and changes.

2023 Critical Incidents/Accidents by Program or Category



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 and then a follow up e-mail reminder about two weeks later.

Below are the survey results for Quarter 4 of 2023.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	38	30	79%	96% overall satisfaction
Snowflakes Adopting Parent Survey	25	30 (some families returned surveys sent last quarter)	100+%	94% overall satisfaction
Snowflakes Placing Parent Survey	25	22	88%	97% overall satisfaction

Expectant Parent Survey – After Choosing to Parent	3	1	33%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	9	2	22%	100% overall satisfaction
Domestic Family Survey – Match Ready	18	5	28%	92% overall satisfaction ¹
Domestic Family Survey - 4 Weeks Post Placement	10	5	50%	84% overall satisfaction
International Family Survey – Dossier Complete	19	7	37%	87% overall satisfaction
International Family Survey – Child Home	16	4	25%	80% overall satisfaction
Foster Parent Survey – Home Closed	7	1	14%	100% overall satisfaction
Foster Parent Survey – Initial Certification	5	5	100%	100% overall satisfaction
Foster Parent Survey – Re-certification	9	5	55%	100% overall satisfaction
Home Study Survey – HS Completed	90	25	27%	90% overall satisfaction
Renewed Hope Adoptive Family – After Match	1	0	0%	n/a
Renewed Hope Adoptive Family – After Adoption Finalization	0	0	n/a	n/a
Renewed Hope Placing Family – After Child Summary	1	1	100%	100% overall satisfaction

Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	3	3	100%	93% overall satisfaction
Anchored in Hope Adoptive Family – Placement Complete	1	0	0%	n/a
Anchored in Hope Adoptive Family – Adoption Finalized	0	0	n/a	n/a
Post Adoption Support Survey	34	5	15%	100%

As you can see from the table above, we have four (4) 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.):

“We have had such a wonderful experience with Nightlight that it is hard to even think of something. The only thing I can think of that could have possibly been improved was the timing of our home study and approval process. It seemed at times that everything was done on our end (education, signed forms, etc.) and we were just waiting for someone else in the process to move us forward.”

“I think our NCA team did a phenomenal job with communicating/answering questions/providing information. Every email or phone call was answered quickly and with such helpful information. I never felt as though I was bothering anyone or that any of my questions were too big or small. Every response from our NCA team was one of compassion and helpfulness. We are so grateful for our team!”

"The only small thing was scheduling calls were a bit difficult. The time frames were not very flexible. For example, several calls we took were around 5:45am or 6am as we live on the west coast. Or I would have to leave work early to make it in time for an evening call. More consideration for the west coast families would be greatly appreciated."

"Communication was outstanding on ALL ends."

"They are always very transparent and kind. They are also super supportive and will do anything possible to help. We love our foster care team!"

"The portal has some things to be desired :)"

"There are so many meetings during work hours which is understandable but we'd love to save as much time off from work as possible to support the foster kid when they arrive."

"hmmm... wow this one is hard- maybe the only thing was not knowing after one year we had to do an update for our homestudy... but they were so helpful in assisting us with the documents and getting the second one completed... THEY were SO AMAZING and caring and PATIENT with me and mv drive to move this faster LOL"

"They are a very supportive agency and want to help you along the way! "

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

Starting with Q4 of 2023, rather than just having the PQI team nominate someone for recognition, we opened up the nominations to all Nightlight staff. For Q4 of 2023, we received six (6) nominations, but two of those nominations were for the same person. Therefore, this quarter we are celebrating Amanda Arata, Executive Director, California. Amanda started with

Nightlight in 2013. She has held a few different positions at Nightlight, but on October 1, 2023, she stepped into her new role as Executive Director of the California office. Amanda has always been a great social worker and is admired and respected by Nightlight team members. Amanda loves to travel and has completed many home studies abroad, assisting Nightlight families living overseas. A few years ago, Amanda and two of her co-workers entered a Ragnar relay race and completed a 200-mile relay race over a 35-hour period. Amanda is adventurous and does not back down from a challenge. Since her hire date at Nightlight, Amanda has also gotten married and had two children. Below are the statements from her co-workers who nominated her for recognition.

“Since taking on the CA executive director position (and even before that) Amanda has shown amazing leadership and the ability to take on every challenge that has been thrown at her. She had little preparation prior to taking the role and has been a wonderful leader, but is also personable, caring and always takes the time to listen. She is also an amazing mama!”

Amber Ubovich

“Amanda is an exceptional woman. She is always available to assist with wise and thoughtful responses to any situation. During intense situations, she responds with love and wisdom that can only come from Jesus. She takes everything and adds an “Amanda touch” that elevates everything to the next level - from calming and reasoning with an upset client to adding decorative and thematic touches to office parties and events. Her creativity never ends, nor does her true care and passion in everything she does. Amanda makes working at Nightlight a bright ray of sunshine and the office is not the same when she is out of the office.”

Alice Llanos



“And let us consider one another in order to stir up love and good works, not forsaking the assembling of ourselves together, as is the manner of some, but exhorting one another, and so much the more as you see the Day approaching.” Hebrews 10:24-25

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.

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