



# nightlight<sup>®</sup>

christian adoptions

## Performance and Quality Improvement Report – Q1 2024

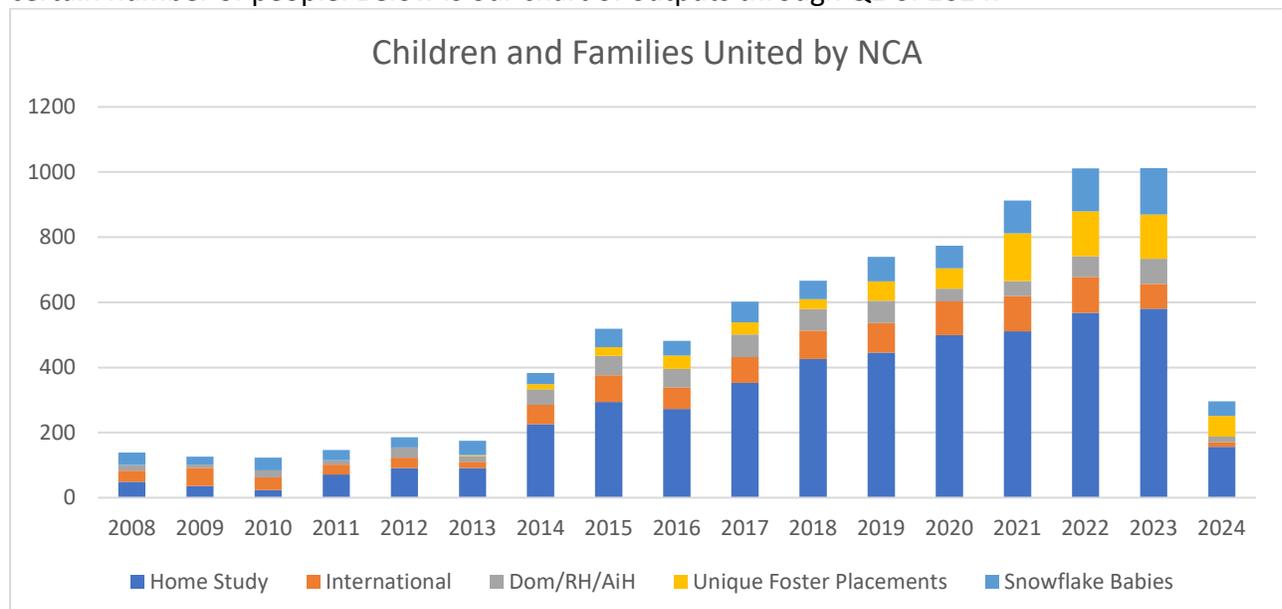
### Introduction

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 Q1 of 2024.



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. In the first Quarter of 2024, we have seen similar numbers to the first quarter of 2023. We celebrate that we are able to serve so many clients with our various adoption programs and services.

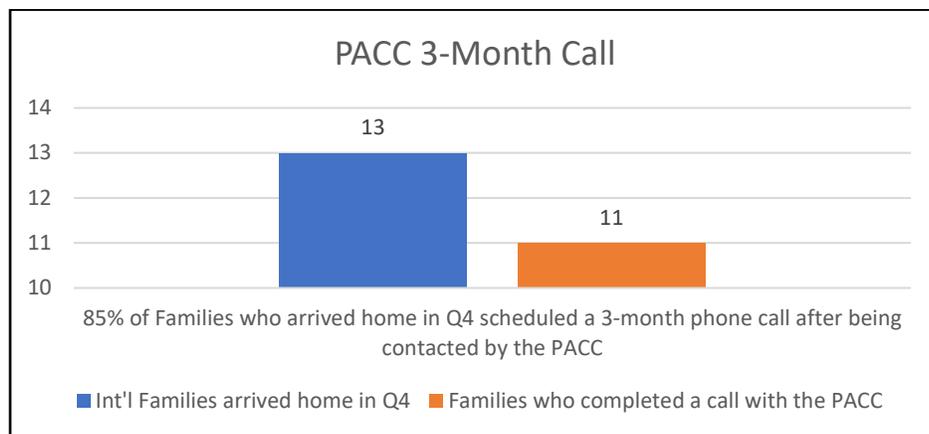
### Outcomes

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.

#### Adoption Program Goals:

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



In Q1 of 2024, 85% of families contacted have followed through with a 3-month check in call. This means we have met our goal for the past two quarters. 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 the previous and current quarter.

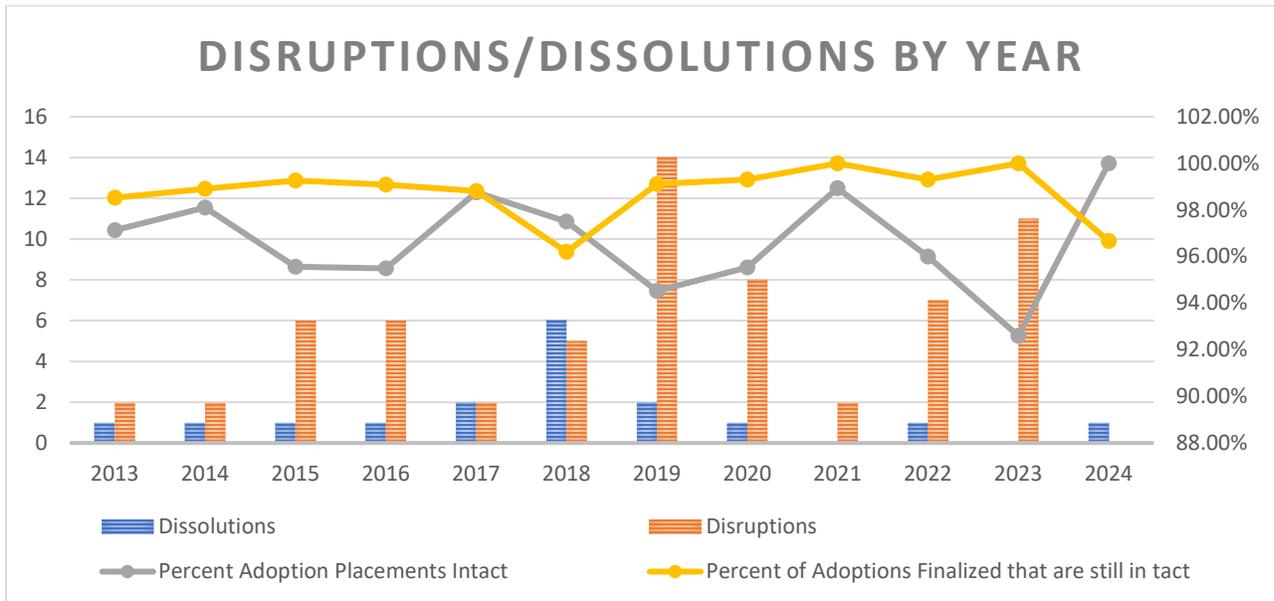
- Less than 1% of Nightlight adoptions will end in dissolution.

In the first quarter of 2024, Nightlight learned of one family who dissolved their adoption. This family finalized their adoption of a child through international adoption in 2019 and dissolved the adoption in 2024. This family did not communicate their difficulties with

Nightlight and chose to place their child through another agency, so Nightlight has very little information about this dissolution.

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

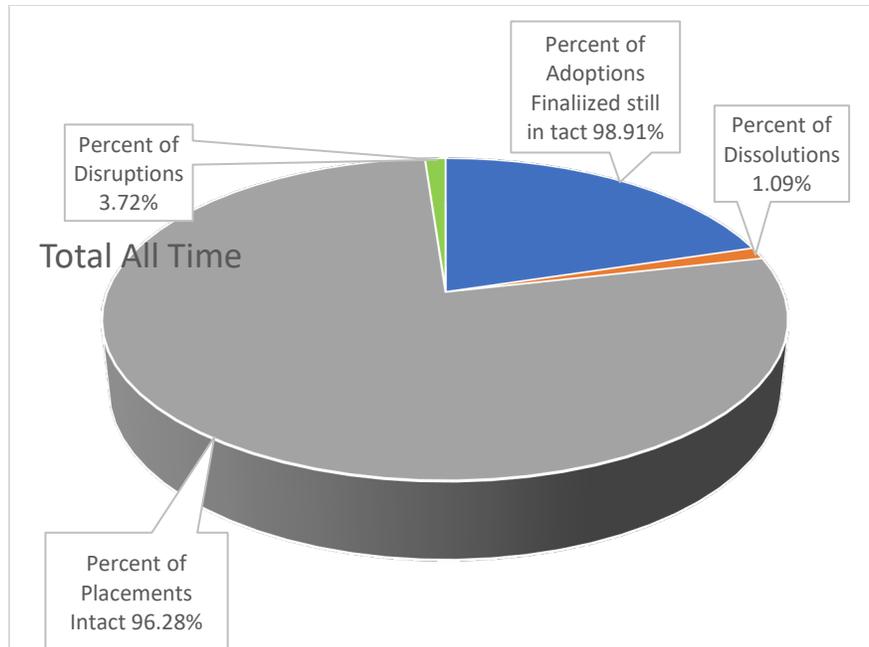
Nightlight had no adoption disruptions this quarter. The percentage of Q1 2024 adoptions that remain intact is 100%.



The chart above illustrates a noteworthy decline in the number of families who adopted through Nightlight and subsequently experienced dissolution, with the peak occurring in 2018. Notably, only one adoption dissolved in 2018, involving a sibling group of four children. Additionally, adoption disruption figures in our international adoption program have shown a consistent decrease.

Conversely, the overall number of disruptions has seen an upward trend since 2021. We attribute this trend to several factors, including a redefinition of disruption within our domestic program, enhanced tracking of the foster-to-adopt initiative, the implementation of the Renewed Hope program, and the introduction of the Anchored in Hope Program, facilitating adoption from foster care. Recognizing the inherent challenges stemming from the trauma experienced by children in foster care, the age demographics of children placed through these programs, and the corresponding behavioral complexities, we acknowledge the likelihood of a higher disruption rate.

Furthermore, we've observed a slight uptick in the number of women within our domestic program who initially chose adoption but ultimately decided to parent their child. While our overall adoption placement retention rate remains impressively high at 96.28%, we deeply lament any instances where a child is placed in a home only to be subsequently moved. We remain steadfast in our commitment to scrutinizing and refining our processes to minimize disruption occurrences.



#### 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 1/1/2023 and 3/31/2024 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's disheartening to witness foster families closing their homes within the first year of fostering. This not only represents a significant investment of Nightlight's resources in certifying new families but also directly impacts our goals of minimizing foster placement disruptions. Our foremost objective is to prevent placing foster children into homes that aren't prepared to offer long-term commitment.

Regrettably, the national average for newly certified foster families closing their homes within the first year exceeds 50%. However, Nightlight aspires to achieve markedly better retention rates. While we understand that fostering may not be feasible for every family, we are dedicated to reducing the number of foster homes that close during the initial year of licensure.

Our Vice President of Foster Care is deeply committed to enhancing foster parent recruitment and retention efforts. We are diligently analyzing trends to pinpoint the underlying reasons why foster parents are closing their homes prematurely. Through this focused approach, we aim to bolster support systems and address challenges to ensure a more stable fostering environment for both families and children.

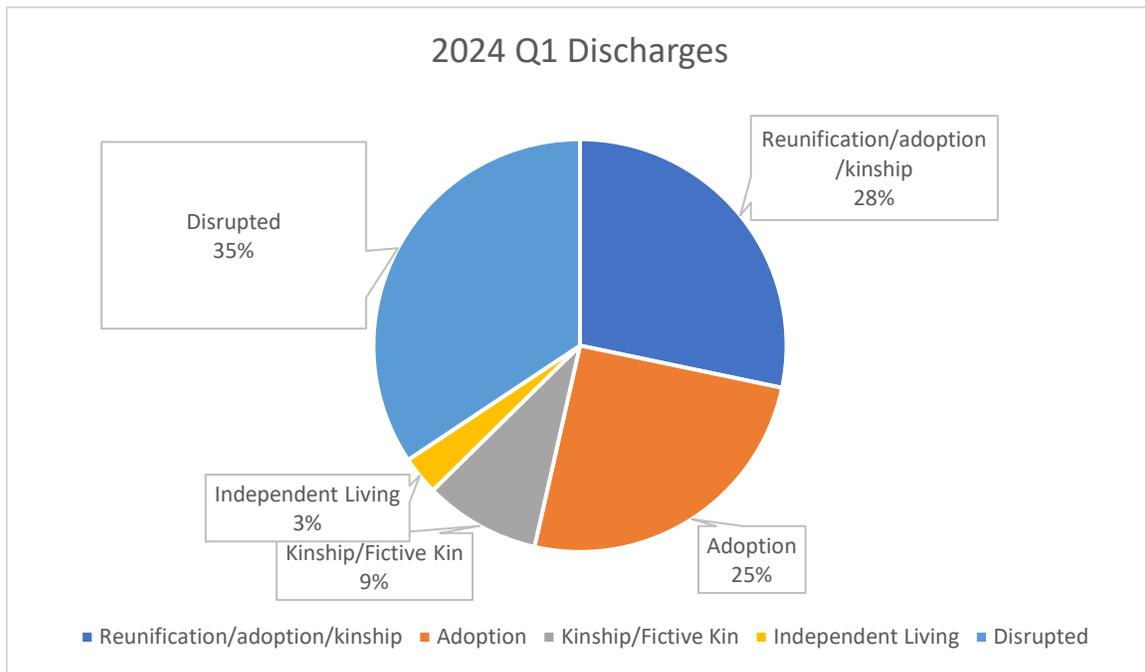
- 75% of children placed with Nightlight Healing Homes will have only 1 placement

As of Quarter 1 of 2024, an impressive ninety (89.66%) percent of children placed into Nightlight Healing Homes experienced no moves or disruptions. Recognizing the detrimental effects of multiple relocations on children, Nightlight has consistently upheld a stringent standard. Our unwavering commitment to improving disruption rates has been evident throughout the year, culminating in this remarkable achievement. We take great pride in the positive impact our efforts have had, and we look forward to continuing this trajectory of success in the future.

- 80% of children discharged will be discharged to permanency (reunification, adoption, kinship)

In the first quarter of 2024, a total of thirty-two (32) children were discharged from Nightlight Healing Homes. Among them, 65.63% were discharged to reunification, adoption, or kinship placements. While this percentage represents a decrease from the previous quarter, it remains a vital aspect of Nightlight's mission.

Our unwavering commitment lies in ensuring that children placed in Healing Homes find permanency, as we firmly believe it to be the optimal outcome for foster children. This dedication underscores our relentless pursuit of providing stability and permanence to every child under our care.



### 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

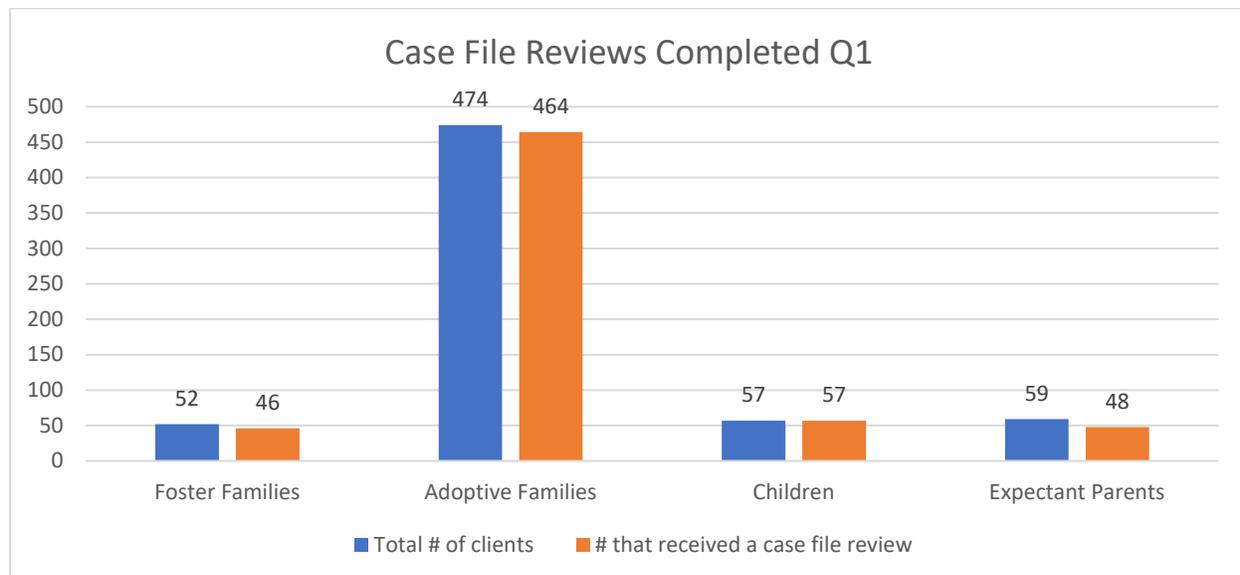
Twenty-five (25) women became Nightlight clients in Q1 of 2024. Of those, eight (8) contacted us after their child was born. The remaining 17 received pregnancy counseling that included birth options counseling.

- 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 1<sup>st</sup> Quarter of 2024, 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.

### 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.

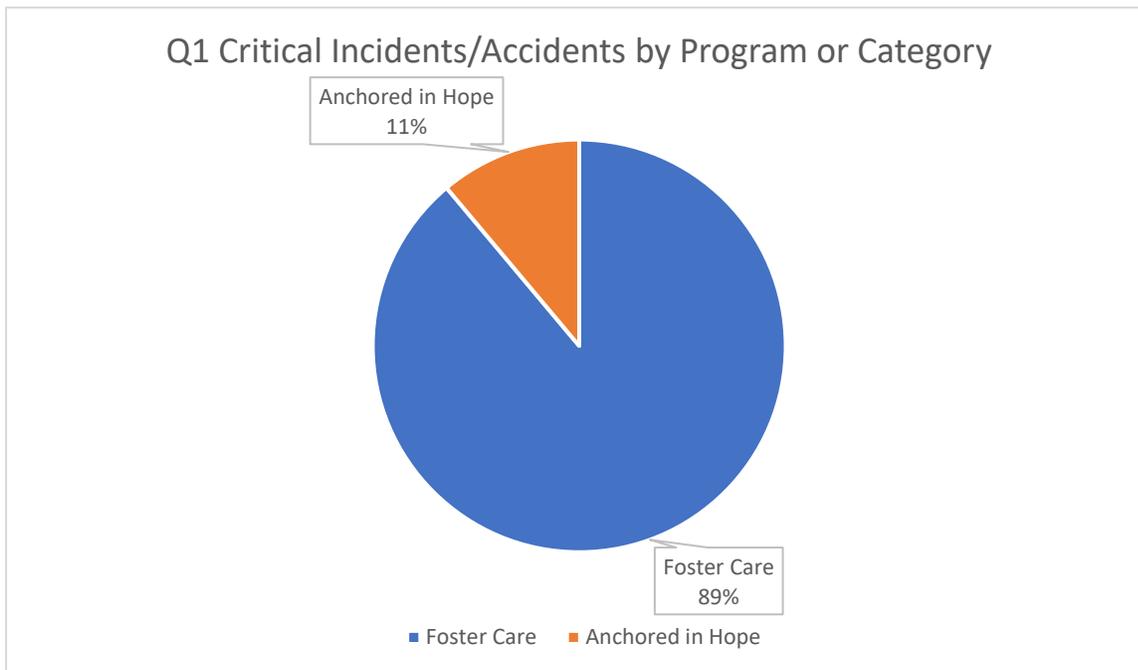


- Complete eighty percent (80%) of all case file reviews per quarter.

At this time, we are exceeding our 80% goal of case file reviews for all programs. After seeing very low numbers in early 2023, 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, 89% of foster families received a case file review, 98% of adoptive families received a case file review, 100% of children received a case file review, and 81% of expectant parents received a case file review this quarter. We are pleased to be meeting this goal in every program for the first time, and 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 1st Quarter of 2024, the PQI team reviewed nine (9) critical incidents involving nine (9) children.



Of the nine (9) critical incidents received, one (1) critical incident involved a child in the Anchored in Hope program. This child became angry and his behavior escalated which resulted in the adoptive family calling the police. Four (4) involved allegations of abuse against a foster parent. One (1) involve a sexual abuse allegation made by a child on a former non-Nightlight foster home. One (1) incident involved a foster child caught using illicit drugs. Two (2) incidents involved a serious illness of a foster child resulting in hospital care. The allegations made against Nightlight foster families were ruled unsubstantiated by CPS, and the placements 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.

## 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 1 of 2024.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	53	30	57%	99% overall satisfaction
Snowflakes Adopting Parent Survey	39	28	72%	94% overall satisfaction
Snowflakes Placing Parent Survey	40	21	53%	98% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	6	2	33%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	9	2	22%	100% overall satisfaction
Domestic Family Survey – Match Ready	22	6	27%	100% overall satisfaction <sup>1</sup>
Domestic Family Survey - 4 Weeks Post Placement	12	6	50%	90% overall satisfaction
International Family Survey – Dossier Complete	14	8	57%	88% overall satisfaction
International Family Survey – Child Home	16	10	25%	90% overall satisfaction
Foster Parent Survey – Home Closed	15	2	13%	100% overall satisfaction

Foster Parent Survey – Initial Certification	3	1	33%	100% overall satisfaction
Foster Parent Survey – Re-certification	5	1	20%	100% overall satisfaction
Home Study Survey – HS Completed	97	25	26%	90% overall satisfaction
Renewed Hope Adoptive Family – After Match	1	2 – likely someone who received a survey last quarter also completed one this quarter.	100+%	100% overall satisfaction
Renewed Hope Adoptive Family – After Adoption Finalization	1	0	0%	n/a
Renewed Hope Placing Family – After Child Summary	1	0	0%	n/a
Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	2	4 – likely some AH families that were matched last month quarter completed the survey this quarter.	100+%	90% 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	27	4	15%	73.4%
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As evident from the table provided, we have identified seven (7) surveys where our goal of achieving 25% participation has not been met. This marks the lowest participation level observed across all programs to date. We remain committed to exploring innovative strategies to enhance survey participation moving forward.

Encouragingly, returned surveys from every program, with the exception of post-adoption services, have indicated an overall satisfaction rate of 80% or higher. It's worth noting that the post-adoption services survey primarily assesses families' satisfaction with their awareness of Nightlight's services and how to access support. However, it's unfortunate that in some cases, families dissatisfied with their adoption experience, such as struggles with attachment or challenging child behaviors, express their grievances through this survey.

During this quarter, we received responses from two families expressing significant dissatisfaction with their adoption journey. Ironically, although intended to gauge satisfaction with support services, these respondents did not provide their names, hindering our ability to extend additional assistance or support. We remain committed to addressing concerns and providing comprehensive support to all families, and we'll continue to explore avenues to improve communication and feedback mechanisms.

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.):

*“The team has been so great at walking us through the whole process and communicating everything that needed to be done.”*

*“Although we figured out which checklist of requirements we needed to follow to update our home study, the portal itself is quite confusing, especially with multiple family cases.”*

*“Kind and knowledgeable professionals, who worked very quickly and diligently to help us.”*

*“When families have already done adoption education or are required to do it through their clinic have some way of reducing the requirements.”*

*"It was when we were advised of having a potential match and that your team was praying for us to help with our decision—such a touching part of the experience."*

*"My only (small) feedback was it was a little difficult to schedule phone calls being on the West coast. There were times we would have to take calls at 6am, again not a huge issue but really the only thing that was "difficult." "*

*"Communication once matched was amazing! We were out of state for placement for close to a month and felt very supported by our caseworker and the birth parent caseworker. "*

*"Nightlight just gave me all the answers I needed , made it so easy for me , explained everything to me so well , something that was the hardest decision of my life and Nightlight made it so much better for me. I love that I still get to have a bond with my baby ."*

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 are thrilled to spotlight and honor Lisa Whitaker, our esteemed International Program Coordinator based in Kentucky. Lisa's most recent journey with Nightlight began in 2018, where she embarked on her mission to serve families across the globe within our Uganda, Malawi, Albania, Nigeria, Honduras, and Nicaragua programs.

What many may not know is that Lisa's dedication to adoption and family-building extends beyond her recent tenure with Nightlight. From 2012 to 2015, she played a pivotal role as a Domestic Program Coordinator, providing invaluable support to expectant parents and domestic families alike. Returning to Nightlight in 2018 to assume her current position, Lisa's combined service spans nearly nine years, marked by a profound impact on countless lives. Throughout her tenure, Lisa's passion for connecting children with loving families has been unwavering. She has facilitated the adoption of 17 infants through domestic adoption and has been instrumental in bringing home 48 children through intercountry adoption. Lisa's expertise shines brightest in navigating complex and ambiguous situations, demonstrating exceptional problem-solving skills in challenging country programs.

Embodying the Nightlight culture of "Yes," Lisa tirelessly removes barriers preventing orphans from finding their forever homes. Beyond her professional endeavors, Lisa is a strong leader within her community, actively engaged in church activities and dedicated to nurturing the next generation. Alongside her husband Scott, Lisa is eagerly anticipating the arrival of their first grandchild in August. We are so very blessed to have Lisa as a member of the Nightlight Team.

Lisa was nominated for this spotlight by one of her co-workers who had this to say about her:

*“Lisa has been a lifesaver to me this year. As I have taken on more clients and harder programs, she has always been willing to take things off of my plate and help in any way she can. She takes on any program work that is asked of her and jumps right in and figures it out. I think Haiti has been a great example of this as she was willing to get right into it and is never afraid of the unknown. She also is willing to work the hard cases and to give every family and child a fair shot. She will listen to the story and try to find a way to help the family. When you ask her a question, she will find the answer when she doesn't know it. She is always available to talk through cases and bounce ideas off of and is overall one of my biggest supports.”*

Rebecca Tolson



*“Blessed is the man who remains steadfast under trial, for when he has stood the test he will receive the crown of life, which God has promised to those who love him.” James 1:12*

### **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](mailto:lisa@nightlight.org) or (502)423-5780.

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