



# nightlight<sup>®</sup>

christian adoptions

## Performance and Quality Improvement Report – Q2 2024

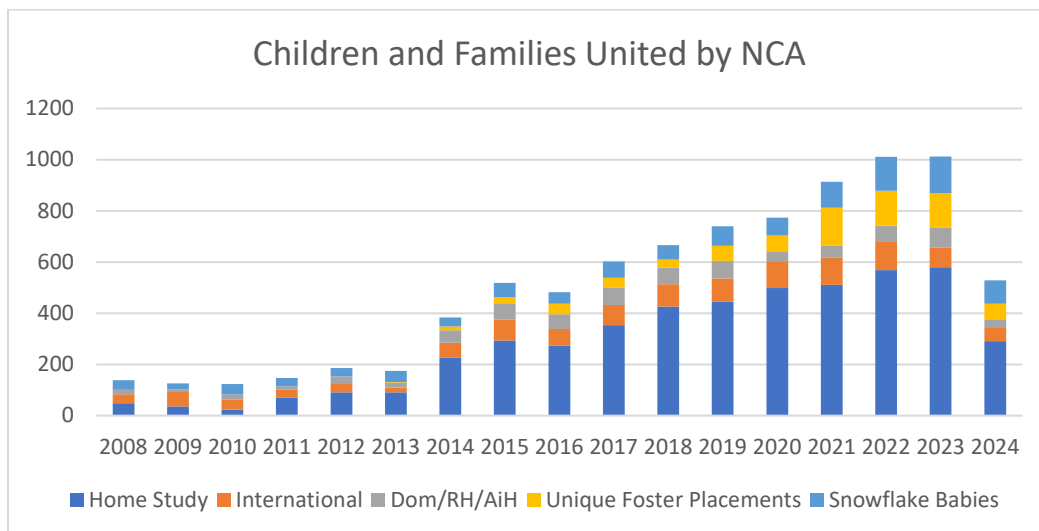
### Introduction

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 Q2 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 2nd Quarter of 2024, we have seen similar numbers to the second quarter of 2023. We celebrate that we are able to serve so many clients with our various adoption programs and services.

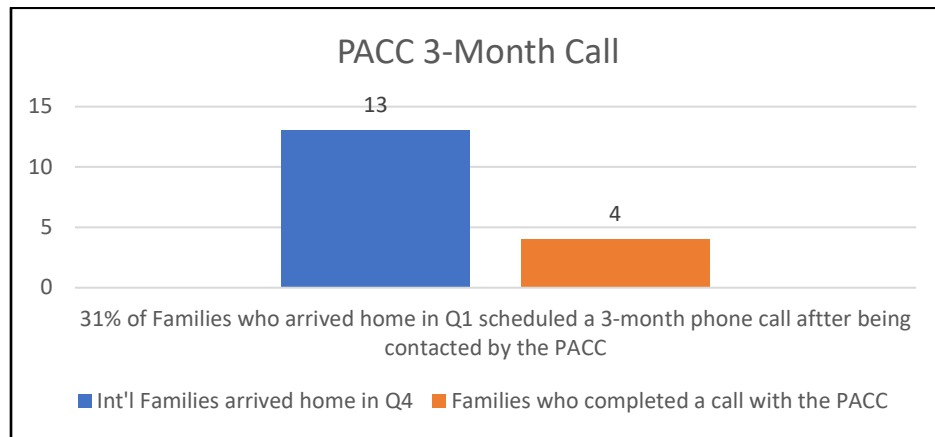
### Outcomes

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 Q2 of 2024, 31% of families contacted have followed through with a 3-month check in call. This means we did not meet our goal this quarter. 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 will continue to reach out to families and try to improve this number.

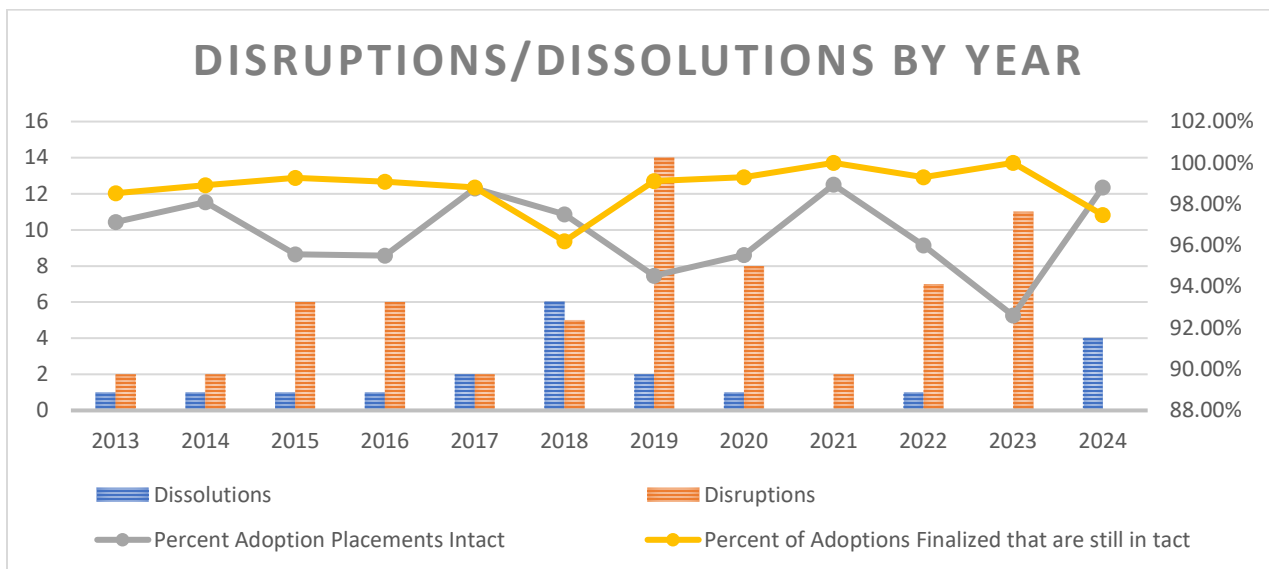
- Less than 1% of Nightlight adoptions will end in dissolution.

In the second quarter of 2024, Nightlight learned of three families who dissolved their adoption. One family, received placement of their child through international adoption in 2015 and dissolved the adoption in 2024. The other two dissolutions were also international adoptions. One child placed in 2020 and another placed in 2022. Two of the 3 families mentioned above did not reach out to Nightlight for any assistance and we were

not aware of their struggles after post adoption reporting. We were informed of the dissolution after the fact. The 3<sup>rd</sup> family, adopted in 2022 and did communicate right away that they were struggling. Nightlight implemented interventions quickly but the family was not open to interventions that would delay the dissolution. The child was placed with a new family through Nightlight’s Renewed Hope program. We are always devastated when we learn that an adoption is being dissolved. It is our goal and our mission to place children in loving **permanent** homes. Unfortunately, sometimes, despite all preparation, matching, and intervention implementation, children and families are not a good fit. We are very pleased when we see that a child is thriving in their second placement.

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

Nightlight had one adoption disruption this quarter. This disruption occurred in our Anchored in Hope program (Adoption from Foster Care). The percentage of Q2 2024 adoptions that remain intact is 98%.

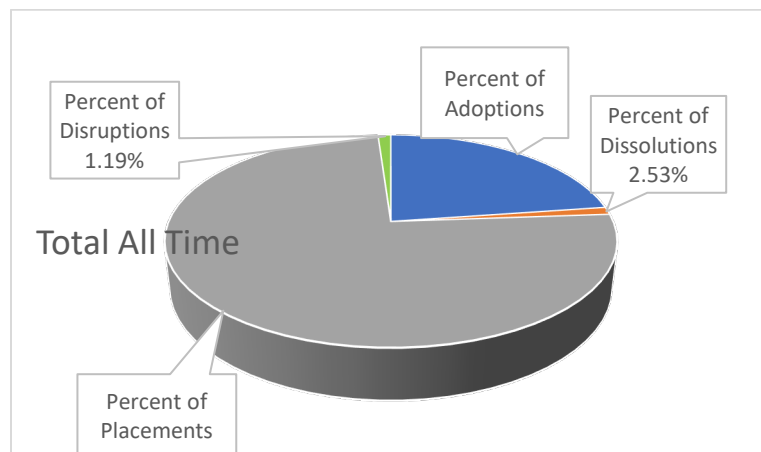


The chart above illustrates a noteworthy decline in the number of families who adopted through Nightlight and subsequently experienced dissolution, with the peak occurring in 2018. Notably, one adoption dissolved in 2018, involved a sibling group of four children. Unfortunately, because we have had 4 dissolutions in 2024, this shows an increase in dissolutions rivaling our 2018 numbers. Some of these dissolutions though have been children placed as far back as 2015. Nightlight has improved our assessment and matching services over the past 9 years, and we continue to evaluate our practices regarding family preparation and education daily.

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. We are pleased to see that the number of disruptions that have occurred so far in 2024 is significantly less than this same time in 2023, therefore, we are hopeful that the interventions we have put in place are effective.

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 98.81%, 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.

Nine (9%) percent of foster families newly certified between 4/1/2023 and 6/30/2024 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.

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.

Even though we met our goal this quarter, we continue to focus on retention and support of foster families, especially within their first year of fostering.

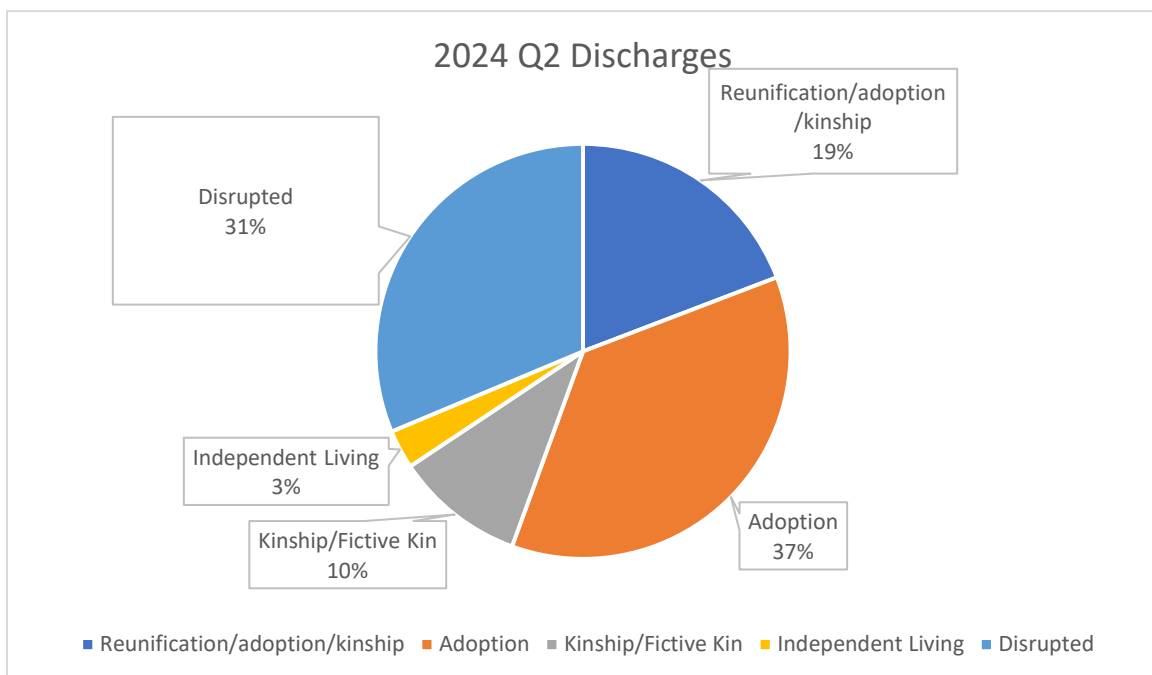
- 75% of children placed with Nightlight Healing Homes will have only 1 placement

As of Quarter 2 of 2024, an impressive eighty-three (82.98%) 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 send quarter of 2024, a total of thirty-two (61) children were discharged from Nightlight Healing Homes. Among them, 65.57% were discharged to reunification, adoption, or kinship placements. While this percentage represents a slight 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

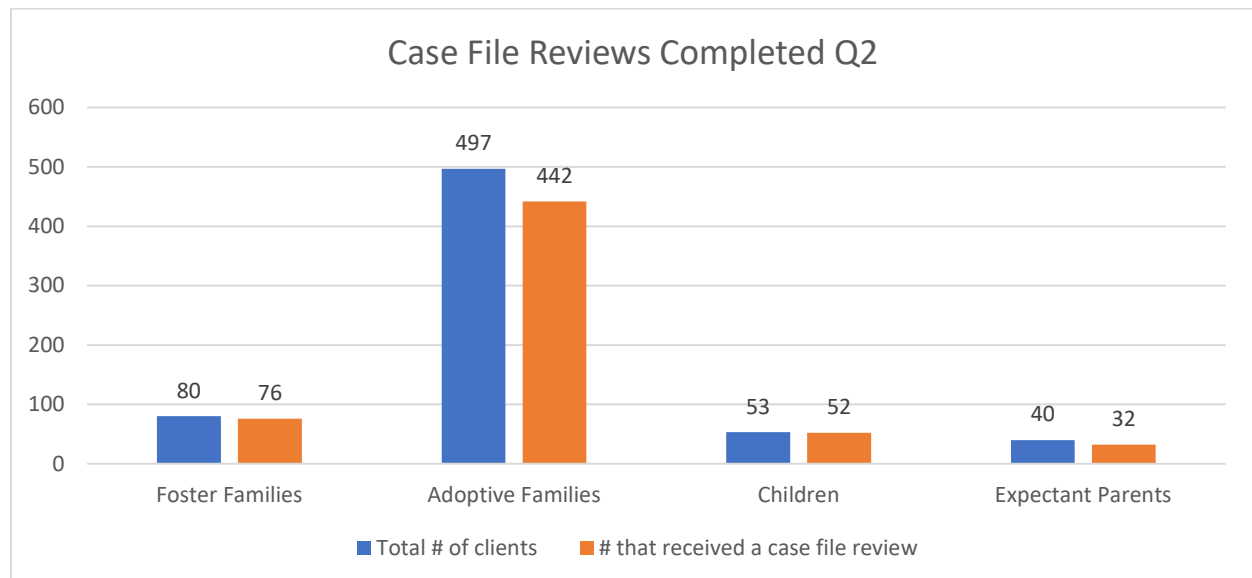
Twenty - three (23) women became Nightlight clients in Q2 of 2024. Of those, five (5) contacted us after their child was born. The remaining 18 received pregnancy counseling that included birth options counseling.

- 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 2nd Quarter of 2024, we received four (4) 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.

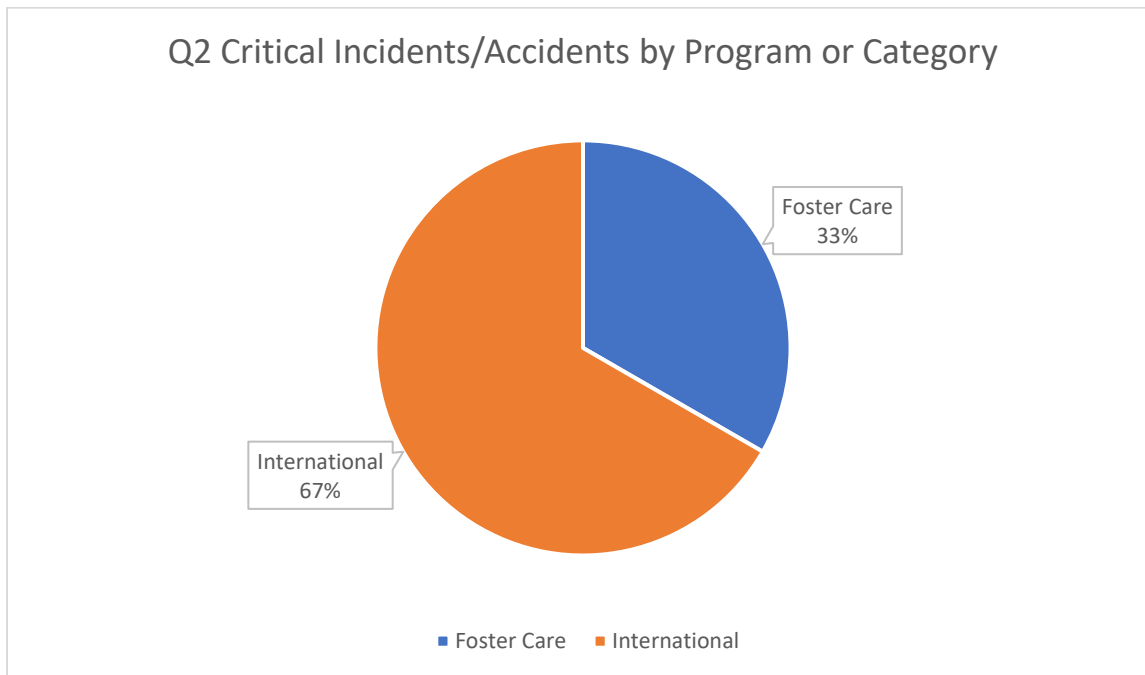


- Complete eighty percent (80%) of all case file reviews per quarter.

At this time, we are exceeding our 80% goal of case file reviews for all programs. We are so pleased to see that our efforts to refocus our team and meet this goal have been achieved. Ninety-five (95) percent of foster families received a case file review, 93% of adoptive families received a case file review, 98% of children received a case file review, and 85% of expectant parents received a case file review this 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 2024, the PQI team reviewed three (3) critical incidents involving three (3) children.



Of the three (3) critical incidents received, one (1) critical incident involved a child in the Healing Homes Foster Care program. This child made a report of abuse allegations which was reported to CPS. Upon further discussion, it was determined that the child was speaking of something that happened in his biological home not his foster home. The CPS referral was ruled out. One (1) critical incident involved allegations of abuse against an adoptive family. A report was made to CPS, interventions were put in place. Nightlight was not given the outcome of the CPS investigation, but the child remains in the home, and there are no current concerns. One (1) critical incident involved a child's behavior escalating to the point of psychiatric hospitalization. The PQI team has reviewed each critical incident and provided feedback to our team.

## 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 2 of 2024.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	39	27	69%	99% overall satisfaction
Snowflakes Adopting Parent Survey	37	24	65%	93% overall satisfaction
Snowflakes Placing Parent Survey	32	31	97%	99% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	7	1	14%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	10	4	40%	100% overall satisfaction
Domestic Family Survey – Match Ready	11	7	64%	86% overall satisfaction <sup>1</sup>
Domestic Family Survey - 4 Weeks Post Placement	12	4	33%	85% overall satisfaction
International Family Survey – Dossier Complete	25	10	40%	100% overall satisfaction
International Family Survey – Child Home	20	12	60%	90% overall satisfaction
Foster Parent Survey – Home Closed	8	2	25%	90% overall satisfaction



Foster Parent Survey – Initial Certification	8	2	25%	100% overall satisfaction
Foster Parent Survey – Re-certification	4	4	100%	100% overall satisfaction
Home Study Survey – HS Completed	105	41	39%	92% overall satisfaction
Renewed Hope Adoptive Family – After Match	1	0	0%	n/a overall satisfaction
Renewed Hope Adoptive Family – After Adoption Finalization	1	1	100%	100% overall satisfaction
Renewed Hope Placing Family – After Child Summary	2	0	0%	n/a
Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	6	2	33%	90% overall satisfaction
Anchored in Hope Adoptive Family – Placement Complete	2	1	50%	100% overall satisfaction
Anchored in Hope Adoptive Family – Adoption Finalized	0	0	n/a	n/a
Post Adoption Support Survey	33	3	9%	66%

As evident from the table provided, we have identified four (4) surveys where our goal of achieving 25% participation has not been met. The participation rate for all other surveys has improved significantly since last quarter. 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. We have recognized that families completing this survey are indicating that they are not aware of the PACC services. Therefore, we are developing a new strategy of check-in calls with post adoption families to make sure that they are informed about the PACC more thoroughly.

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 process was well thought out, very intentional, and we could tell that it had been prayed through very thoroughly."*  
Snowflakes Adopting Parent

*"They always seemed willing and happy to answer questions, so we felt comfortable reaching out whenever we needed something."*  
Domestic Adopting Parent

*"Nightlight tried their hardest and stuck with me through it all. They never gave up on me and they carried me through. Nightlight's good reputation proceeds them."*  
Birthmother

*"We would have liked to have a reference sheet with expected time frames for each phase and what to expect at the beginning instead of before each new phase."*  
Anchored in Hope Adopting Family

*"Thank you so much for helping me both give my daughter a better chance at having the most beautiful life possible and helping find her forever parents that could not have possibly been a better fit. I'm happier than I imagined could be possible making this choice."*  
Birthmother

*"NCA's in-country team was incredibly efficient, helpful, knowledgeable, professional, etc. Can't say enough good things about them."*  
International Family

*"Portal navigation could be more streamlined. There are a lot of ways to click wrongly and not get to where you are intending to go. The education section is especially difficult to navigate and I often spent extra time just figuring out where I needed to go to enter in my education, and I am a fairly tech savvy person who has built a couple websites. The whole portal could be made simpler to navigate."*

*Home Study Family*

*"We always felt like the team at Nightlight was quick to help meet our needs when a placement was coming. Cribs, car seats, and things like that were delivered promptly, and we never felt like we were thrown into something without them asking multiple times if there was anything we needed or they could help with, which was awesome."*

*Foster Parent*

*"Working with many different counties is hard and documentation and processes are unique to each one but helping to make paperwork go more smoothly and quickly would have been helpful."*

*Foster Parent*

*"I think we were pretty overwhelmed as first time parents, so we could have missed it, but really encouraging parents to take advantage of the counseling and parent coaching is SUPER important. That really helped us when we were in the tough transition times."*

*RH Adoptive Parent*

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 excited to spotlight and honor Lara Kelso, the Executive Director of the Nightlight Missouri office. Lara began her adoption career in 2005 with Love Basket, an agency that later merged with Nightlight Christian Adoptions. Over the years, Lara has held various positions at Nightlight, including Office Manager, Domestic Program Coordinator, and Domestic Program Manager.

In 2017, Lara completed her master's degree in counseling and became a Licensed Professional Counselor (LPC). She is also an adoptive mom, bringing a wealth of understanding and knowledge through both personal and professional experience. Throughout her 19 years in the adoption field, Lara has served countless families and expectant parents, helping them realize their dreams.

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

“Lara has exceeded her already excellent day-to-day work this quarter, going above and beyond her typical responsibilities to assist and support on difficult cases which have arisen. 'Girl-bossing' to the max as she hops from staffing to staffing, and then being a part of hearing calls, meetings with Children's Division, and more! Her heart for this work and her work ethic shine through every task she takes on.” .... Cameron Willis



*“Honor her for all that her hands have done, and let her works bring her praise in the city gate.”  
Proverbs 31: 31*

### **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.

