



## Performance and Quality Improvement Report – Q4 2024

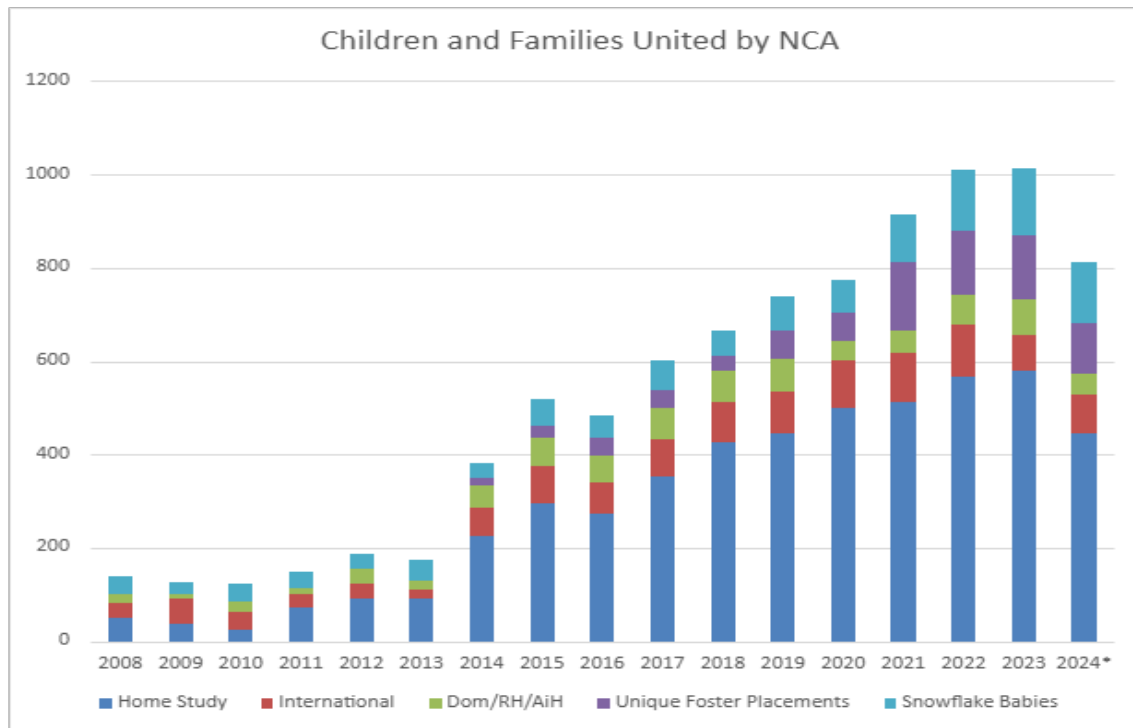
### Introduction

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 Q4 of 2024.



You can see from the bar graph that our total number of all services, with the exception of Snowflakes babies born and international children arriving home, have decreased in 2024. We attribute this decrease in outputs to many factors. We have made some changes in staffing, programs, and procedures in 2024 to increase production in 2025. While our numbers in 2024 were lower, we still had a strong year and we continue to celebrate that we are able to serve so many clients with our various adoption and foster care programs and services.

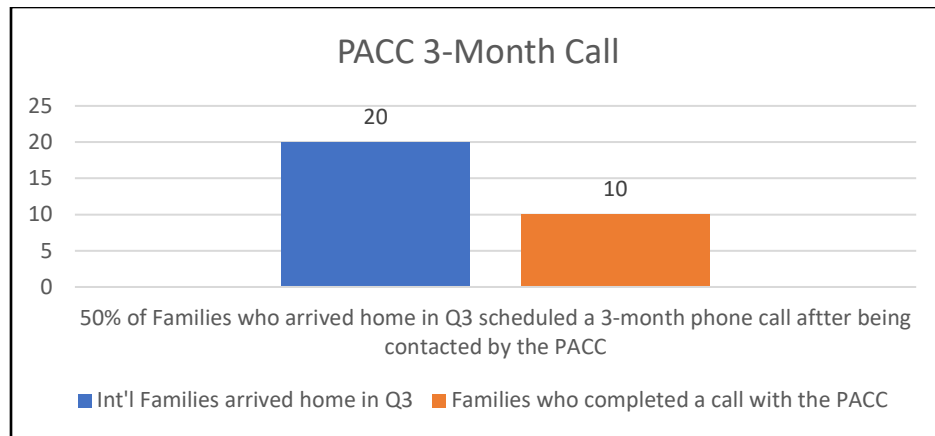
## Outcomes

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 Q4 of 2024, 50% 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.

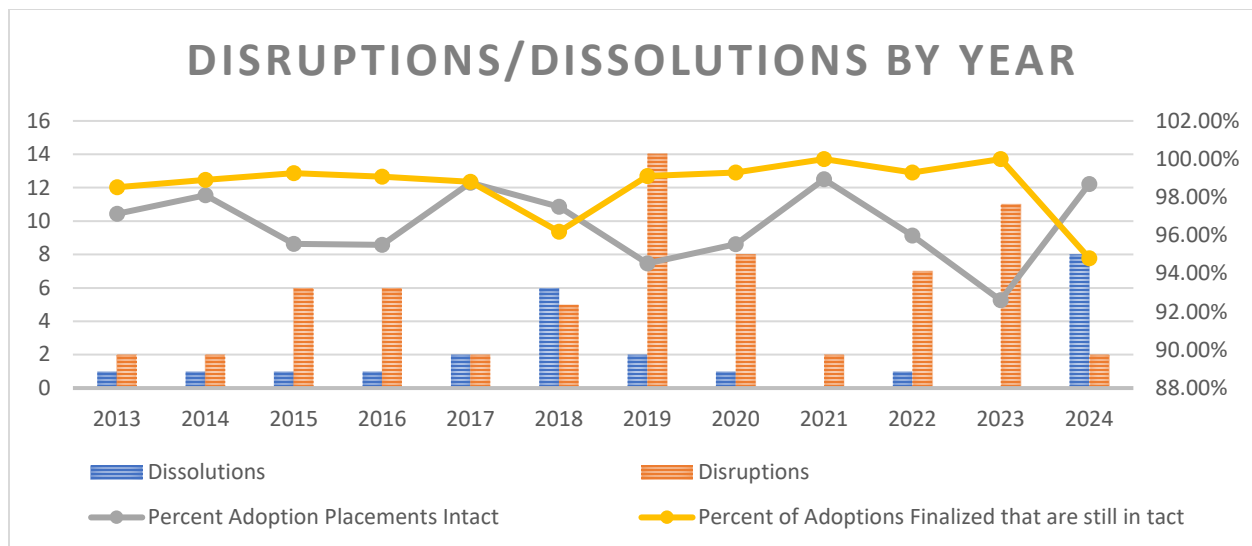
- **Less than 1% of Nightlight adoptions will end in dissolution.**

In the fourth quarter of 2024, no families dissolved their adoptions. For the entire year of 2024, we had 8 dissolutions. This is the highest number that we have ever had in one year. Keep in mind though that these dissolutions were not necessarily children who were adopted this year. The adoptions that were dissolved in 2024 were of children who were placed in 2015, 2019, 2020, 2021, & 2022. The final dissolution process for these children was completed in 2024.

Adoption dissolutions are always devastating for us, as our goal is to place children in loving, permanent homes. Despite careful preparation, matching, and interventions, there are times when a placement does not succeed. We are, however, heartened to see children thrive in their second placements. The percentage of finalized adoptions that remain intact in 2024 is 98.52%.

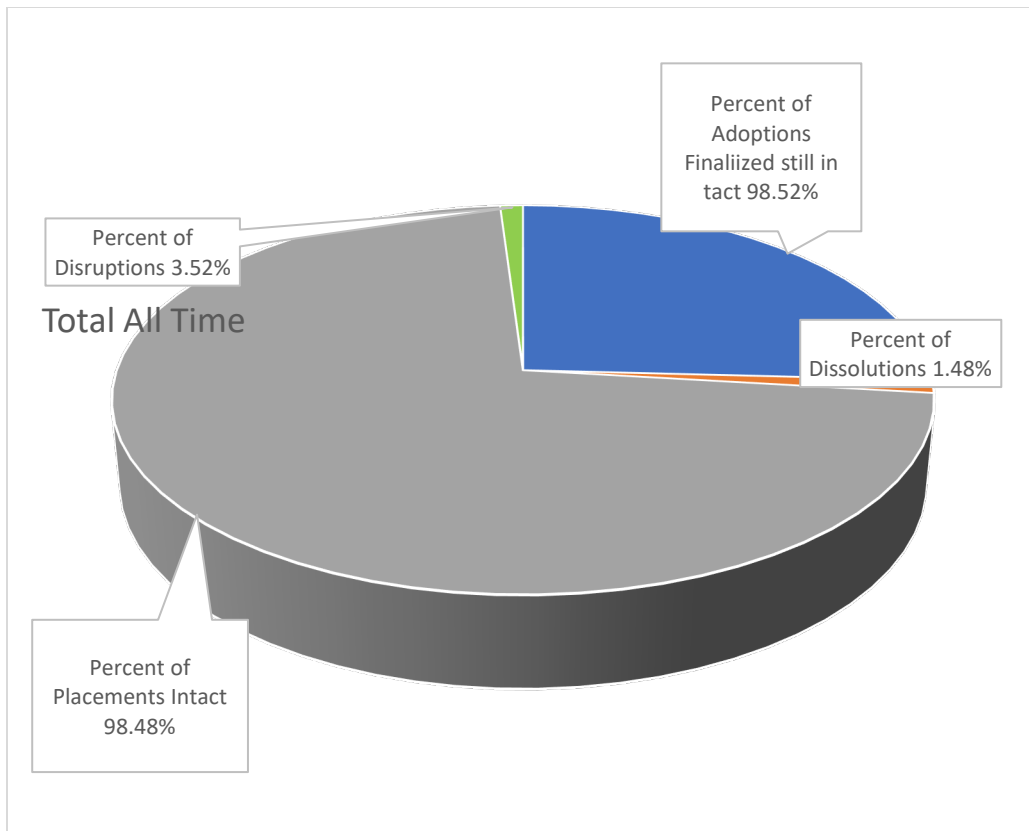
- **Less than 10% of Nightlight adoptions involve disruption.**

Nightlight had no adoption disruptions in the final quarter of 2024. Therefore, our disruption rate for this quarter was less than 1%. The percentage of 2024 adoptions that remain intact for the year is 98.70%.



As mentioned above, this year has been particularly challenging regarding dissolutions. Although the children involved were adopted in previous years, with some adoptions dating back as far as 2015, this trend is concerning. In the past, we’ve introduced measures like a thorough referral review process, the Placement Stabilization Team, and coaching and support from our Post Adoption Connection Center to enhance adoption success. We remain committed to finding and implementing new interventions to reduce the number of dissolutions and improve outcomes for families and children.

Previously, adoption disruptions (adoptive placements that disrupt prior to an adoption being finalized) has been trending upward 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. While the trend upward remains true, we have seen a significant decrease in the number of disruptions in 2024. In fact, the percentage of adoptive placements that remained in tact in 2021 was 98.94% and in 2024, the number is 98.70 which is just slightly lower than 2021. We are hopeful that the interventions we have put in place are the reason for this improvement.



#### 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.

Four (4%) percent of foster families newly certified between 10/1/2023 and 12/31/2024 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This is a huge decrease from last quarter. For all of 2024, 10.75% of foster homes certified in 2024, closed their home within 1 year for reasons other than adoption. That means, we were very close to meeting our goal for the year as well. We are very pleased to see this improvement in 2024.

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.

We continue to focus on retention and support of foster families, especially within their first year of fostering.

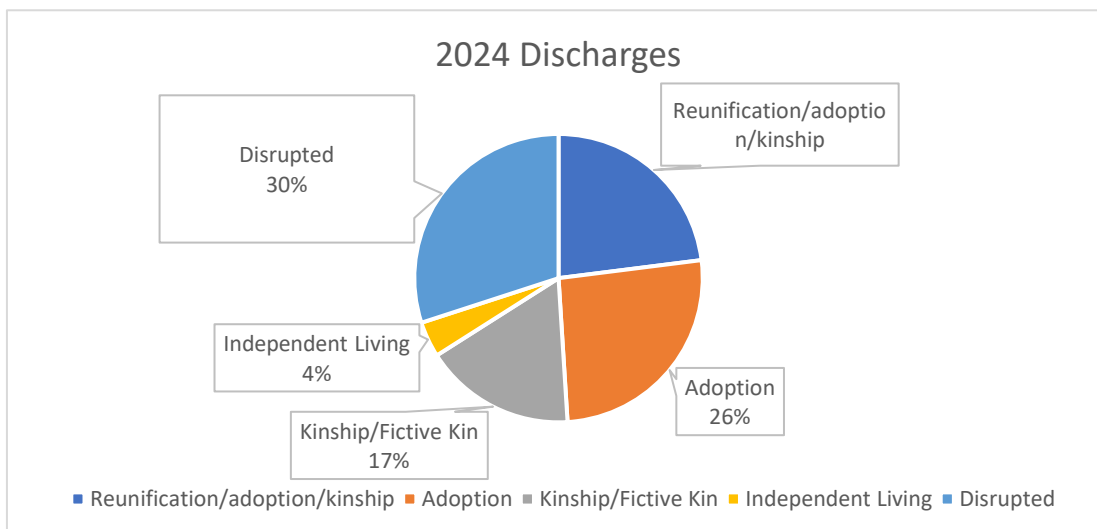
- 75% of children placed with Nightlight Healing Homes will have only 1 placement

As of Quarter 4 of 2024, an impressive eighty-one (80.77%) 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 third quarter of 2024, a total of one hundred and three (103) children were discharged from Nightlight Healing Homes. Among them, 70% were discharged to reunification, adoption, or kinship placements. This percentage remains static from the previous quarter, and this goal 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

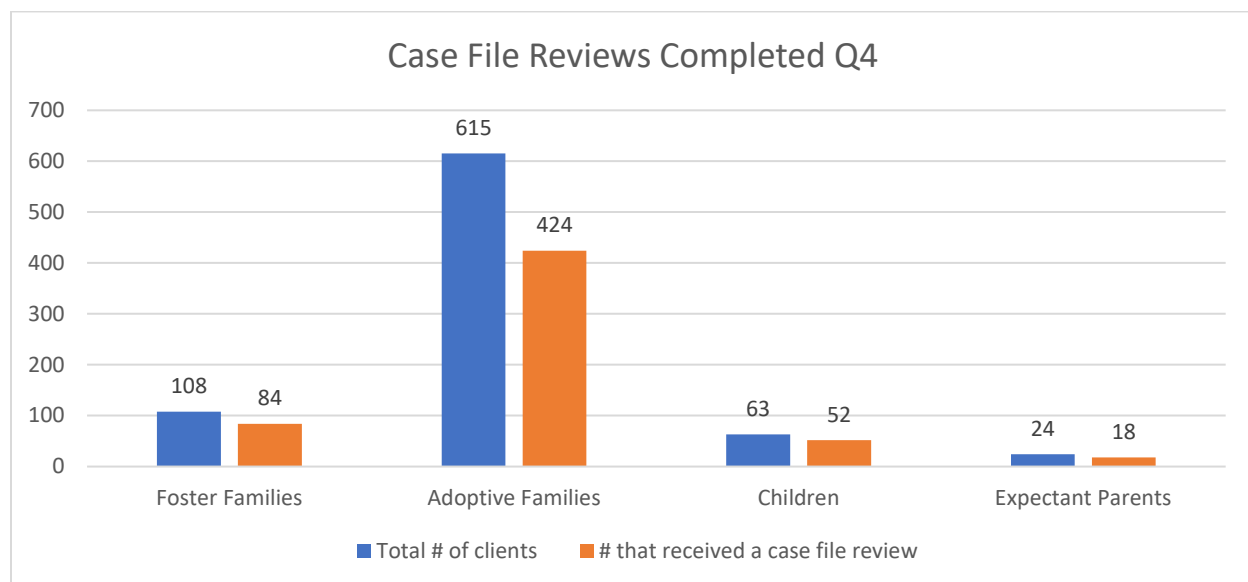
Twenty - four (24) women became Nightlight clients in Q4 of 2024. Of those, two (2) contacted us after their child was born. The remaining 22 received pregnancy counseling that included birth options counseling.

- 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 4th Quarter of 2024, we had four (4) birth parent surveys returned. All 4 respondents reflected 100% satisfaction with how their birth options were explained to them and the 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.

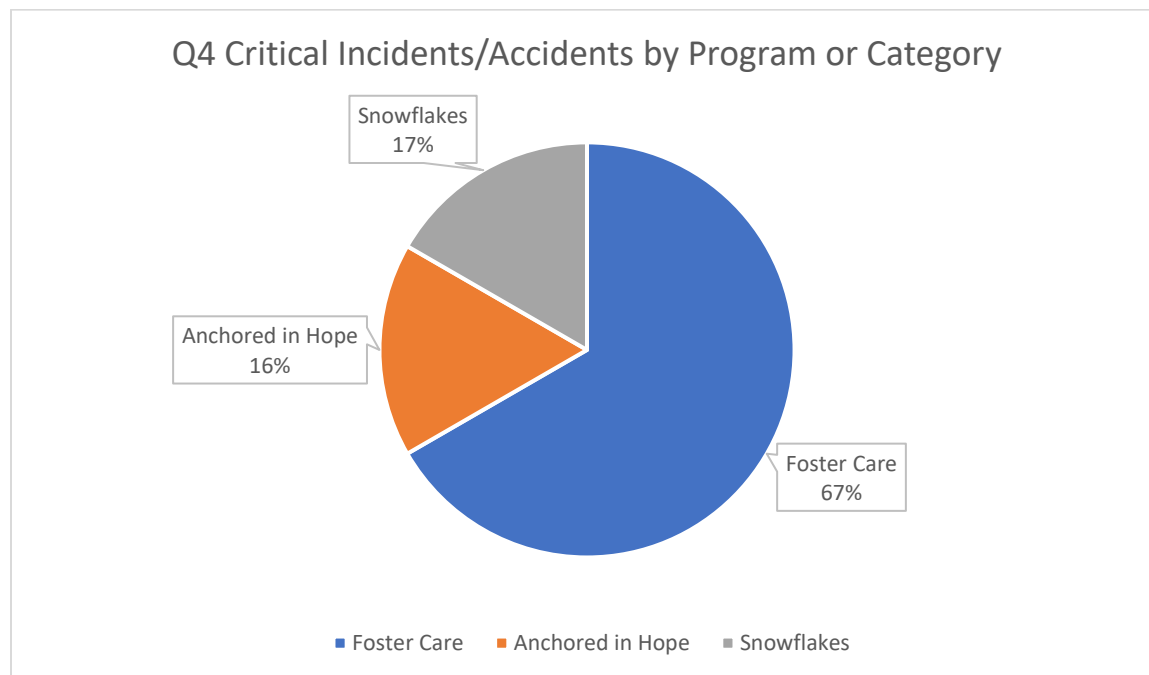


- Complete eighty percent (80%) of all case file reviews per quarter.

In quarter four, our team's completion of case file reviews trended downward. Currently, we are only exceeding our 80% goal of case file reviews for child case files. For adoptive families, our percentage of case file reviews completed was 69%, for foster families it was 77%, and for expectant parents it was 75%. This downturn will be addressed with our management team, and we expect to see improvement in the first quarter of 2025.

### 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 2024, the PQI team reviewed six (6) critical incidents involving six (6) children.



Of the six (6) critical incidents received, one (1) critical incident involved a child in the Anchored in Hope program. This child became aggressive and began throwing and breaking things in her room. The police were called and the child de-escalated. The PQI team reviewed the incident and parent coaching was implemented for this family. One (1) critical incident involved a child death in our embryo adoption program. The baby was born and only lived a few hours due to his poor lung development in utero. The other four (4) critical incidents involved foster children. One child was admitted to the hospital for breathing treatments. This incident did not involve any injury or abuse or neglect. One child ran away from his foster family but was quickly located. The PQI team reviewed the incident and parent coaching was implemented for this family. The final incident involved two (2) children and allegations of physical abuse which



was investigated by CPS and ruled unsubstantiated. The PQI team reviewed the incident and did not feel that any additional steps were needed. 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 4 of 2024.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	46	19	41%	96% overall satisfaction
Snowflakes Adopting Parent Survey	30	20	66%	98% overall satisfaction
Snowflakes Placing Parent Survey	30	18	60%	96% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	4	1	25%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	9	4	44%	100% overall satisfaction
Domestic Family Survey – Match Ready	14	5	36%	100% overall satisfaction
Domestic Family Survey - 4 Weeks Post Placement	12	4	33%	96% overall satisfaction
International Family Survey – Dossier Complete	12	2	16%	100% overall satisfaction

International Family Survey – Child Home	10	3	30%	96% overall satisfaction
Foster Parent Survey – Home Closed	6	2	33%	100% overall satisfaction
Foster Parent Survey – Initial Certification	7	12	100%+	96% overall satisfaction
Foster Parent Survey – Re-certification	2	1	50%	100% overall satisfaction
Home Study Survey – HS Completed	86	29	33%	86% overall satisfaction
Renewed Hope Adoptive Family – After Match	1	0	0%	n/a
Renewed Hope Adoptive Family – After Adoption Finalization	1	0	0%	n/a
Renewed Hope Placing Family – After Child Summary	0	0	n/a	n/a
Renewed Hope Placing Family – After Dissolution	1	0	0%	n/a
Anchored in Hope Adoptive Family – Match Ready	1	0	0%	n/a
Anchored in Hope Adoptive Family – Placement Complete	1	0	0%	n/a
Anchored in Hope Adoptive Family – Adoption Finalized	1	2	100%+	100% overall satisfaction

Post Adoption Support Survey	28	5	18%	96% overall satisfaction
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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. Many of these programs, however, have very low numbers. For instance, perhaps only one survey was sent and it was not returned, giving us a 0% completion rate. Programs where more surveys are sent, tend to consistently receive returned surveys at a 25% rate. Our international dossier survey and our post adoption survey did not reach that goal this quarter. We remain committed to exploring innovative strategies to enhance survey participation moving forward.

Encouragingly, returned surveys from every program have indicated an overall satisfaction rate of 80% or higher.

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

*"The education piece could be a bit tricky or cumbersome to access information. It would be helpful to have podcast with private access to all of the options for education, or a folder to download and have them all accessible in one place."*

*SFE Family*

*"They all came across as kind and caring. We appreciated how they frequently mentioned that they prayed for us."*

*Snowflakes Adopting Parent*

*"A positive experience that we experienced while working with the snowflakes team were their transparency and communications. Thank you all for your great work!"*

*Snowflakes Placing Parent*

*"I felt it was hard having so many different people from the agency involved. It was sometimes hard to know who we should contact for certain questions. However, it was a hospital call, so it had to move fast- so maybe that is why there were a couple more agency workers involved. Everyone was still so very easy to work with and talk too!"*

*Domestic Adoption Family*

*'Lexi was extremely understanding , patient with me and my up and down emotions also loving with me and my fiancé. She made this process comfortable and everything was explained in detail! thank you so much Lexi!!'*

*Birth Parent*

*"All of the team members we worked with had a heart for adoption and exhibited genuine care in all of our interactions. I think the biggest collective strength of the team was their willingness to help or find us help for the specific problems we faced. Whether that was access to educational resources specific to our situation, recommendations for local experts (we live 2 hours from our nearest Nightlight office), or providing parenting coaching when our adopted child arrived at exhibited extremely challenging behaviors. We are grateful that we chose to work with Nightlight and we would recommend it to anybody looking to adopt from foster care. Thank you!"*

*Anchored in Hope Adopting Family*

*"They were very supportive, even though I felt that some of my questions were not that important or maybe it was just me misunderstanding something. I always got the answer to my questions."*

*Home Study Family*

*"Communication was amazing!"*

*International Adoption Parent*

*"Clarity on which training items require a reading verification form, and having a better input system on the form (I had a lot of issues with putting my notes on it - pdf)."*

*Foster Parent*

*"Everything from our training and home study to the support we got when we had foster children in our home. The only reason we didn't give up in the first month was because of our nightlight team. There were truly a light in the darkest world. Even just the way they answered questions and gave ideas and input. We needed them and they were always there. They were also the ONLY people, through our entire foster care journey that ever acknowledged our forever kids. They said hello, brought special things for the kids as a group, etc. There was not one other worker that did this, and our kids, who sacrificed so much for foster care, suffered. We love our Nightlight team."*

*Foster 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 Rebecca Tolson, International Program Coordinator (Colombia) Becca has been a Nightlight team member since 2016. Becca began her career at Nightlight as an administrative assistant. After a few months with Nightlight, Becca decided she wanted to make adoption her career. She went back to college and completed her bachelor's degree while working full time. Upon completion of her degree, Becca moved into an international program coordinator position. Becca recently also became a Trust Based Relational Healing Intervention (TBRI) Practitioner. Becca has served countless families and children in the Colombia, Nigeria, Hong Kong, China, and Ecuador programs.



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

“Becca continuously handles complex situations with some of Nightlight's most difficult clients with grace, an incredible work ethic, and kindness. She goes above and beyond in very stressful situations to tackle the issues head on and support these families in a way that is nothing short of inspiring. I am impressed by her ability to keep a positive attitude in persevering in these cases, and the sacrifices she has made to bend over backwards for clients in distress. I'm thankful to learn from her in co-managing both the Nigeria and Colombia programs together.”  
Celest Rupp

*“Put on then, as God's chosen ones, holy and beloved, compassionate hearts, kindness, humility, meekness, and patience.” Colossians 3:12-13*

### **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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