



## Performance and Quality Improvement Report – Q1 2025

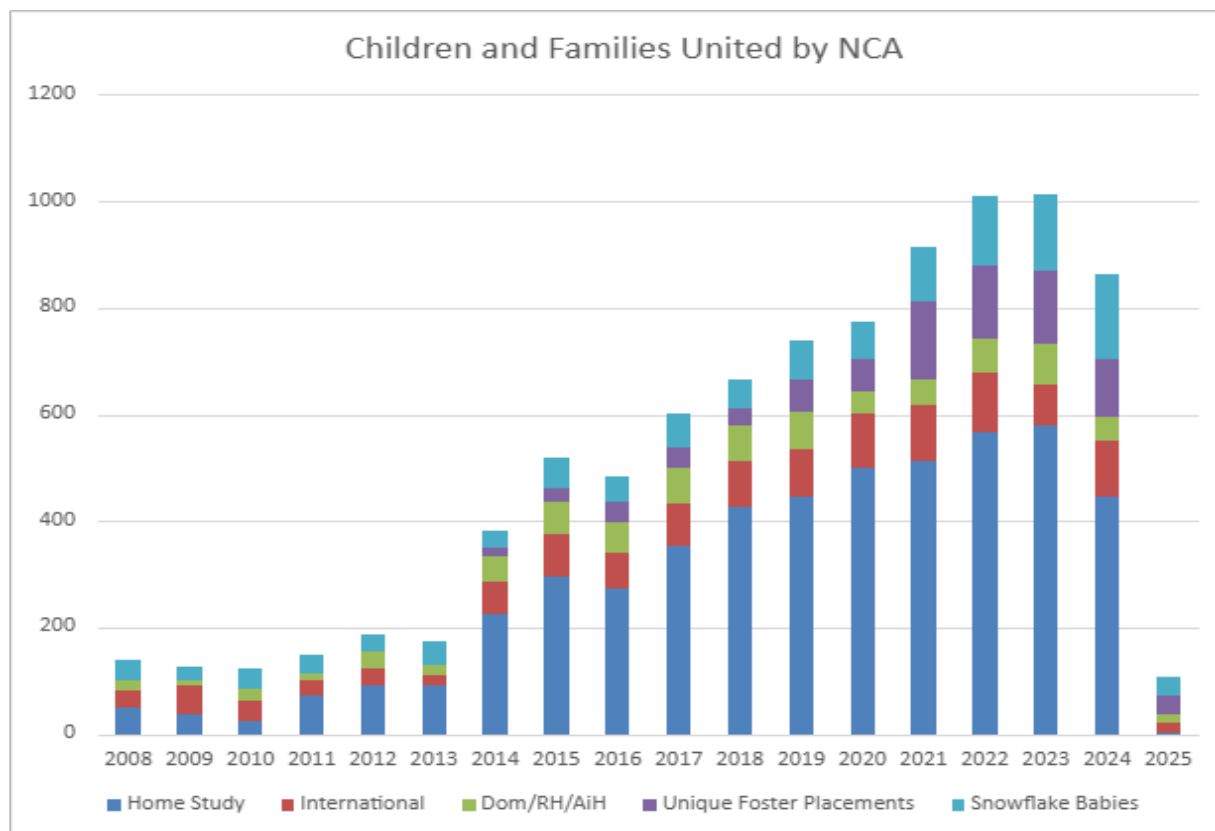
### Introduction

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 throughout Q1 of 2025.



You can see from the bar graph above that our first quarter outputs are within the expected range, and we have seen an increase in outputs over the last quarter of 2025.

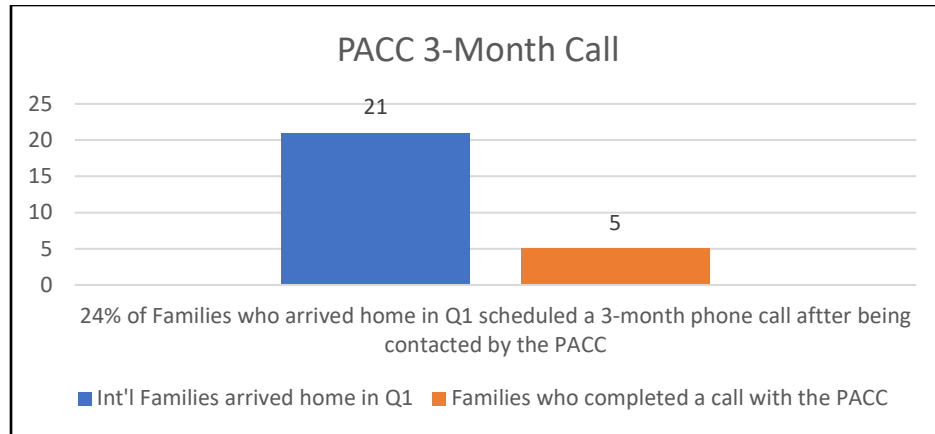
## Outcomes

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 2025, 24% 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.

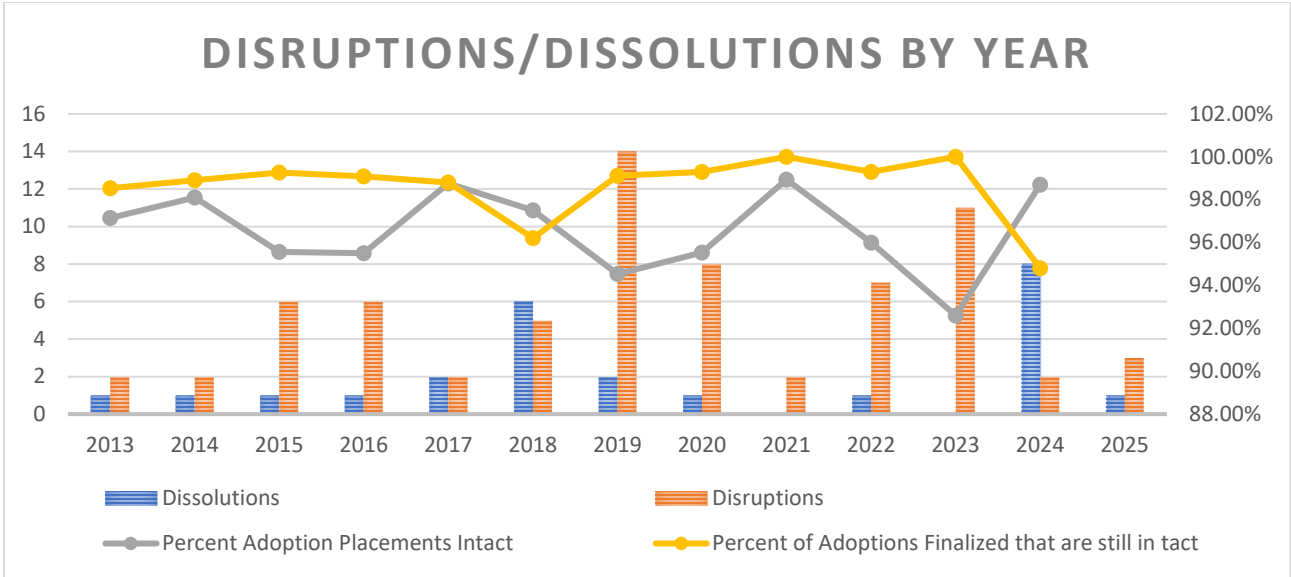
- **Less than 1% of Nightlight adoptions will end in dissolution.**

In the first quarter of 2025, seventeen (17) adoptions were finalized, and one international adoption was dissolved. This is a percentage of .056% which is less than 1%.

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 fails. We are, however, heartened to see children thrive in their second placements. The percentage of finalized adoptions that remain intact in 20254 is 99.94%.

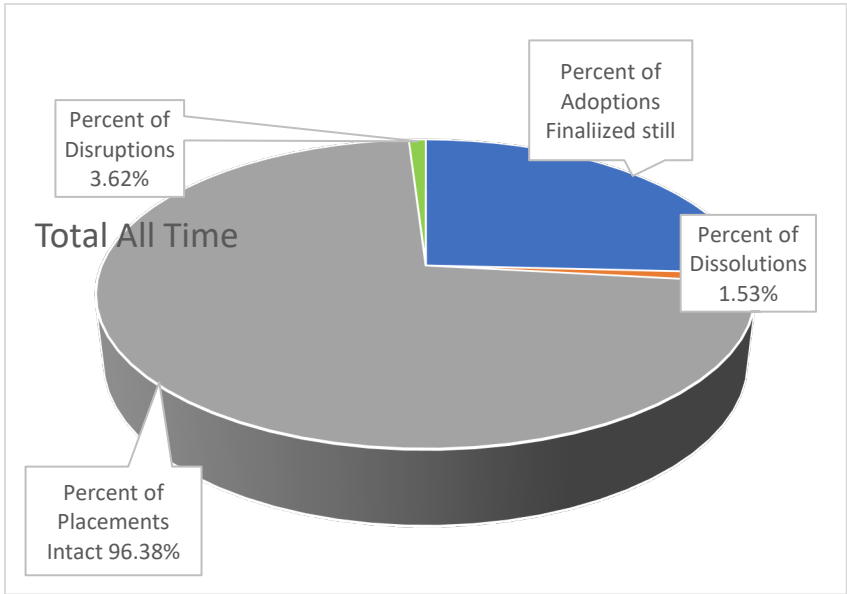
- **Less than 10% of Nightlight adoptions involve disruption.**

Nightlight had three disruptions in the first quarter of 2025. Thirty-three (33) children were placed for adoption in quarter 1, therefore, our disruption rate for this quarter was less than 1%. The percentage of Q1 2025 adoption placements that remain intact for the year is 99.91%.



As mentioned in our last report, 2024 was a particularly challenging year regarding dissolutions. Although the children involved were adopted in previous years, with some adoptions dating back as far as 2015, the number of dissolutions in 2024 was very concerning. Nightlight has implemented interventions to enhance adoption success, such as, a thorough referral review process, the Placement Stabilization Team, and coaching and support from our Post Adoption Connection Center. We remain committed to finding and implementing new interventions to reduce the number of dissolutions and improve outcomes for families and children.

In the first quarter of 2025, we have had one dissolution and 3 disruptions. The percentage of adoptive placements that remained intact in 2025 is 99.91%. Although we recognize that not every adoption will be successful, we remain hopeful that the interventions we have put in place will provide the greatest likelihood for success for every adoption.



### 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.

Less than one (1%) percent of foster families newly certified between 1/1/24 and 3/31/25 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This trend continues to improve as the number of foster homes closed within the first year of licensing is shrinking. We are hopeful that this trend will continue throughout 2025, and we will meet this goal for the entire year.

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.

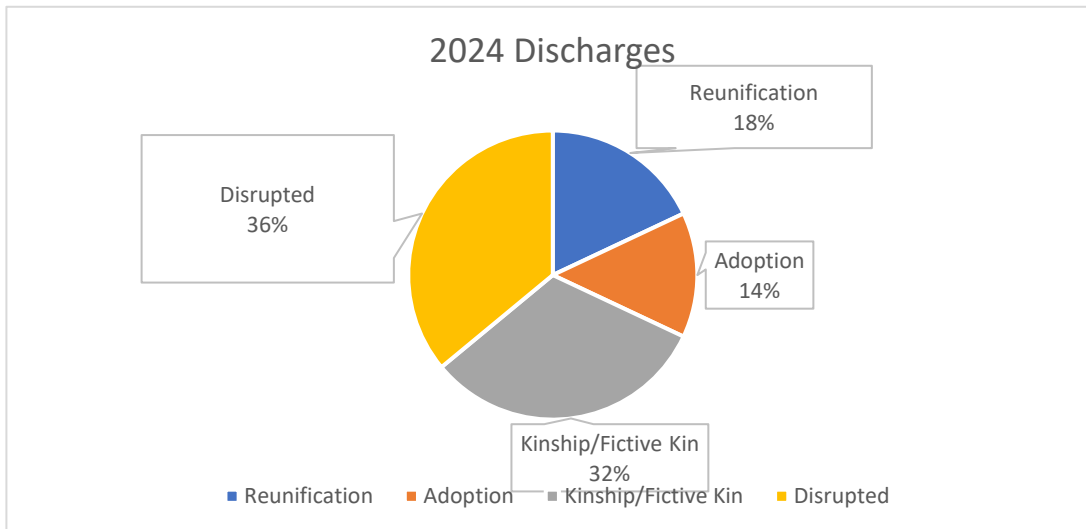
- 75% of children placed with Nightlight Healing Homes will have only 1 placement

As of Quarter 1 of 2025, an impressive eighty-two (82.2%) 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 2025, a total of twenty-two (22) children were discharged from Nightlight Healing Homes. Among them, 64% were discharged to reunification, adoption, or kinship placements. This percentage is a slight decrease from the final quarter of 2024.

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 - two (22) women became Nightlight clients in Q1 of 2025. Of those, four (4) contacted us after their child was born. The remaining 18 received pregnancy counseling that included birth options counseling.

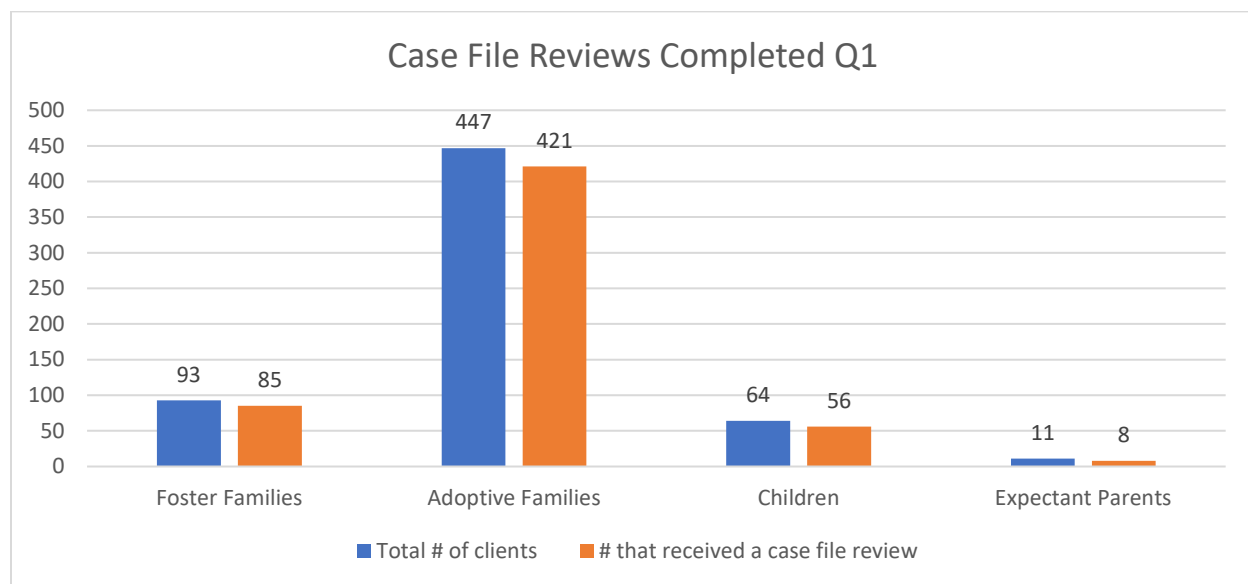
- 80% of clients surveyed will reflect satisfaction with how their birth options were explained to them and knowledge of how to access counseling services moving forward

In the 1st Quarter of 2025, we had six (6) birth parent surveys returned. All 6 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 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.

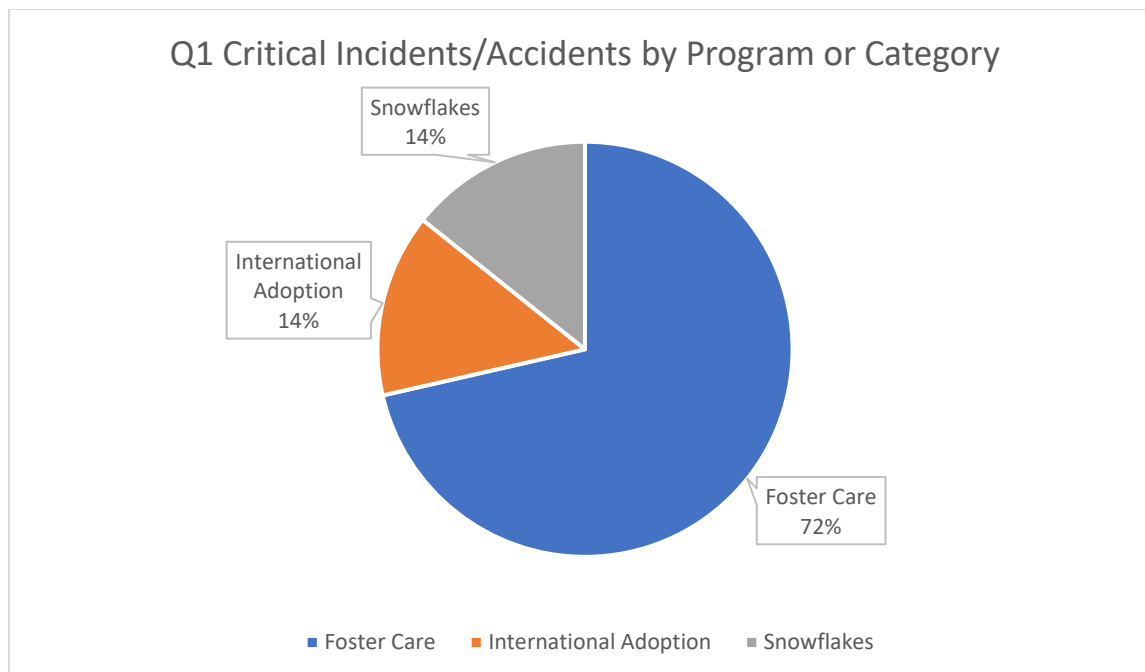


- Complete eighty percent (80%) of all case file reviews per quarter.

In quarter one, our team's completion of case file reviews improved over the last quarter of 2024. Currently, we are meeting or exceeding our 80% goal of case file reviews for all case file reviews except expectant parents. For adoptive families, our percentage of case file reviews completed was 94%, for foster families it was 91%, for children it was 88%, and for expectant parents it was 72%.

### **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 2025, the PQI team reviewed seven (7) critical incidents involving seven (7) children.



Of the seven (7) critical incidents received, one (1) critical incident involved a child in the international adoption program. Due to the sensitive nature of this report, we will not be giving details, but Nightlight is following up with the family and offering support as needed. One (1) critical incident involved a child death in our embryo adoption program. The baby was born early and did not survive after birth. The other five (5) critical incidents involved foster children. One incident involved an accident where an infant was dropped, the child was immediately taken to the hospital and given a clean bill of health. A report was made to CPS and Nightlight implemented a safety plan with this family. One teen was pulled over and drugs were found in the teen's car. A safety plan was also implemented for this child. Two incidents involved two children in the same foster home where an abuse allegation was made after the children left the foster home. CPS investigated and the allegation was unfounded. The last incident involved a teenager in placement who attempted suicide. This child was admitted to the hospital and later discharged to a higher level of care. 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 1 of 2025.



Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	35	24	69%	96% overall satisfaction
Snowflakes Adopting Parent Survey	30	17	57%	94% overall satisfaction
Snowflakes Placing Parent Survey	30	17	57%	98% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	10	3	30%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	11	6	55%	100% overall satisfaction
Domestic Family Survey – Match Ready	9	1	11%	80% overall satisfaction
Domestic Family Survey - 4 Weeks Post Placement	12	5	42%	96% overall satisfaction
International Family Survey – Dossier Complete	14	6	43%	100% overall satisfaction
International Family Survey – Child Home	5	8	50%	96% overall satisfaction
Foster Parent Survey – Home Closed	10	2	20%	100% overall satisfaction
Foster Parent Survey – Initial Certification	7	2	29%	100% overall satisfaction
Foster Parent Survey – Re-certification	0	0	n/a	n/a – discovered an error with this survey, it stopped sending in 2024. Will

				regenerate and correct for next quarter
Home Study Survey – HS Completed	106	34	32%	90% overall satisfaction
Renewed Hope Adoptive Family – After Match	0	0	n/a	n/a
Renewed Hope Adoptive Family – After Adoption Finalization	0	0	n/a	n/a
Renewed Hope Placing Family – After Child Summary	2	2	100%	100% overall satisfaction
Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	1	1	100%	100% overall satisfaction
Anchored in Hope Adoptive Family – Placement Complete	1	0	0%	n/a
Anchored in Hope Adoptive Family – Adoption Finalized	3	0	0%	n/a
Post Adoption Support Survey	20	2	10%	100% overall satisfaction

As evident from the table provided, we have identified five (5) surveys where our goal of achieving 25% participation has not been met. We have also identified that one of our survey e-mails was not sending, and this will have to be corrected for next quarter. Some of these programs 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. 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.):

*"I would say the first grid we got was quite confusing but you all just updated it and the next version of training made so much more sense! So I think the thing coming to mind was already improved! The only other thing I can think of that made the startup difficult was confusion with the portal but that turned out to be a technical issue that had made it confusing which got all cleared up once they realized what was going on to fix it."*

*Anchored in Hope Family*

*"Steadfast approach. Prompt response to inquiries. And being readily available to answer questions"*

*Home Study Family*

*"My case worker was the best. I loved her and loved the support she showed me."*

*Expectant Parent*

*"Jen was so amazing and encouraging when helping us complete our application and checklist. We really enjoyed working with her and talking with her."*

*Snowflakes Placing Parent*

*"I think one thing that would be helpful is if Snowflakes were working with more clinics, so that those adopting have more options of what clinic to go to for the transfer."*

*Snowflakes Adopting Parent*

*"Supported our birth mom very well and provided reassurance and anything she needed."*

*Domestic Adoptive Family*

*"I would like to give a shout out to the entire Nightlight Team. Each and every employee I ever talked to was really nice. Before I started working with Nightlight, I didn't know much about how adoption works. I was appointed a Uganda Program Coordinator, Mrs. Lisa Whitaker who was amazing to work with throughout. She was always available by email or phone to answer any of the questions I had and guide me. I will forever be thankful to Nightlight and especially Lisa for all the help. Thank you, you are all very much appreciated!"*

*International Adoption Family*

*"Do the travel orientation a bit closer to the actual travel date. Ours was done so early and we didn't remember by the time our trip came."*

*International Adoption Parent*

*"Staying in contact. Alyssa was my foster care advocate through the process, and she did not hesitate to answer any questions, was very thorough, and I am happy to have worked with her."*

*Foster Parent*

*"I knew fostering would be hard and that the system isn't great, but I would have benefited from learning a bit more about the biological parents' rights while their kids are in foster care- even while on drugs and making decisions all the professionals agree aren't in the kids' best interest. Maybe that's just something that takes experience to learn and obviously all cases are different, but I feel like that was very stressful to learn and watch the kids stack up more traumas under my care- that I tried to mitigate through advocacy but mostly couldn't. Once I learned this (with a huge emotional toll), everyone who had fostered before was like yeah, that's the hard part of fostering. I felt like I had been prepared for the kid having past trauma and of course current loss/chaos, but not so big of traumas during foster care and impacting their development and healing. That was a hard lesson to learn."*

*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 Gracie Trujillo, International Program Coordinator (Bulgaria, Hong Kong, Burkina Faso). Gracie began her career at Nightlight as an intern while completing her BSW program. We knew Gracie would be a great asset, and she was hired as a program coordinator shortly after graduation. Gracie has now served in the program coordinator role for almost 2 years. Gracie often receives survey shout outs from families because of her warm and caring response to families going through the difficult adoption process.



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

“Gracie has been such a positive and team employee since coming to Nightlight. She always volunteers for extra work and is so positive with the families and with other staff. Her bubbly personality is contagious.” Nicky Losse

*“A new command I give you: Love one another. As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you love one another.”  
John 13:34-35*

## 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.

~~~~~