



## Performance and Quality Improvement Report – Q2 2025

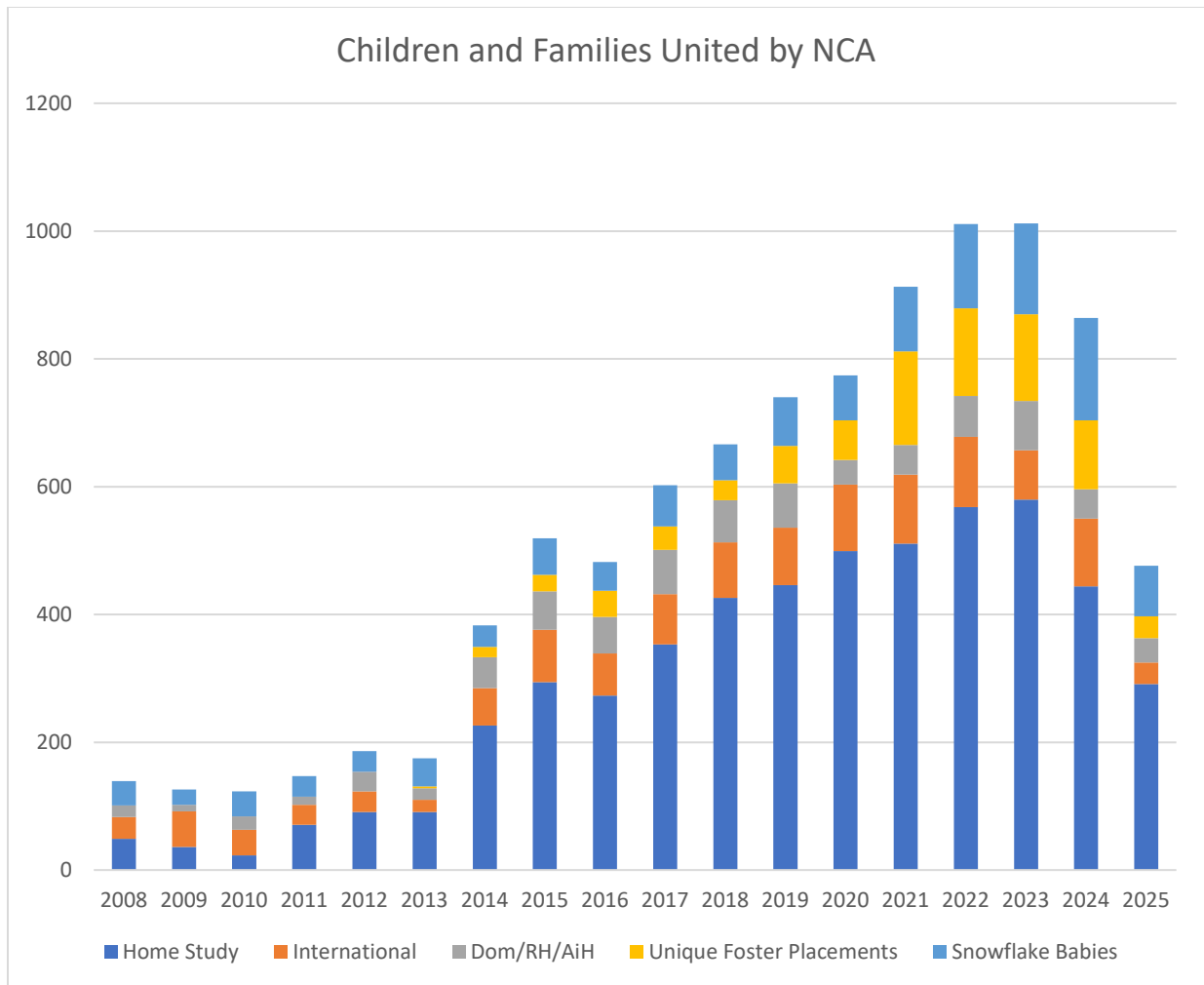
### Introduction

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 Q2 of 2025.



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

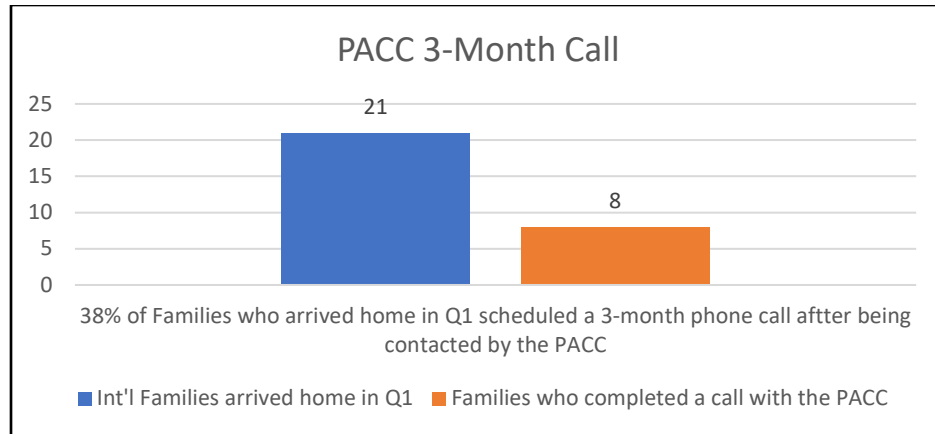
### Outcomes

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 Q2 of 2025, 38% of families contacted followed through with a 3-month check in call. This is an increase over last quarter but still not meeting our goal. 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.

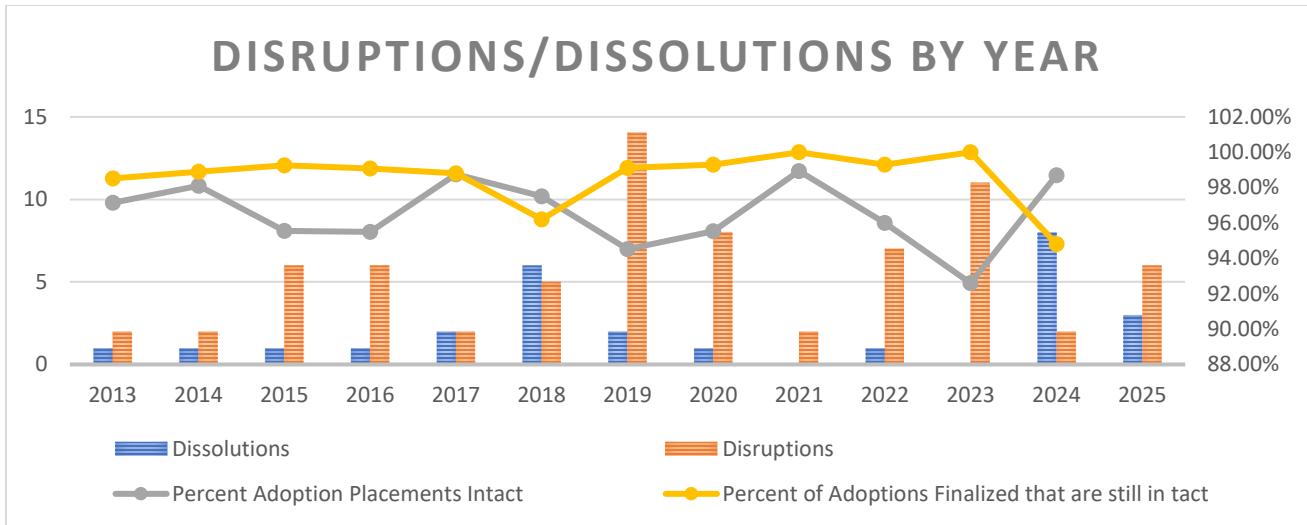
- **Less than 1% of Nightlight adoptions will end in dissolution.**

So far in 2025, forty (40) adoptions were finalized. One international adoption was dissolved in the first quarter and 2 international adoptions (siblings) were dissolved in the 2<sup>nd</sup> quarter. The percentage of adoptions dissolved for Q2 is 5%. The percentage of adoptions dissolved for the year is 7.5%. All 3 dissolutions mentioned above were not from adoptions finalized this year.

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 2025 is 92.5%.

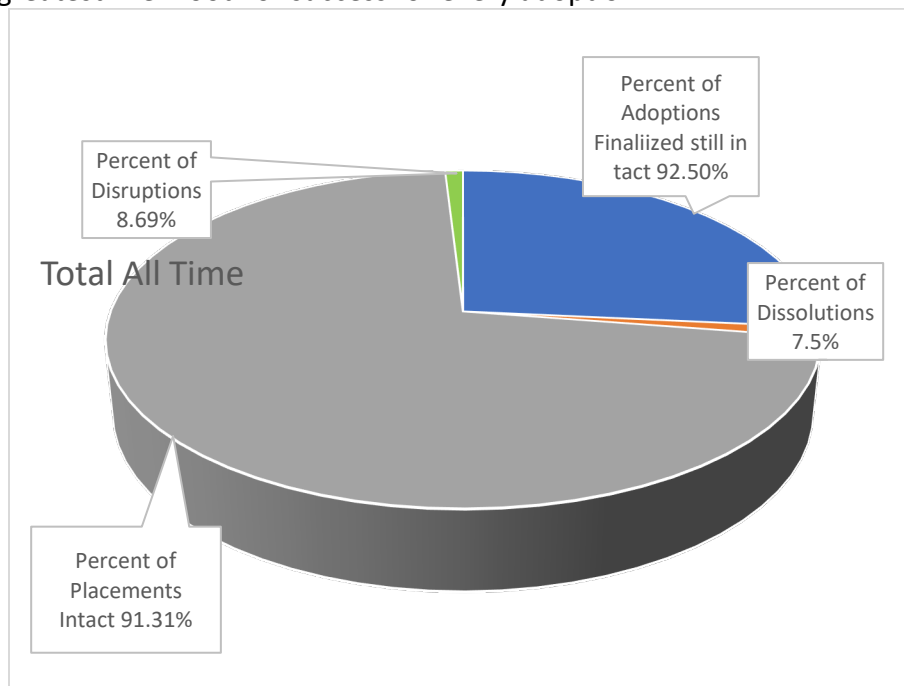
- **Less than 10% of Nightlight adoptions involve disruption.**

Nightlight had two disruptions in the 2nd quarter of 2025. Sixty-nine (69) children were placed for adoption so far in 2025, our disruption rate for Q2 is less than 3% and less than 10% for the year so far. The percentage of 2025 adoption placements that remain intact for the year is 91.31%.



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 half of 2025, we had 3 dissolution and 2 disruptions. The percentage of adoptive placements that remained intact in 2025 is 92.5%. 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 ten (10%) percent of foster families newly certified between 4/1/24 and 6/30/25 closed their homes within that same year for reasons other than adopting the foster child placed in their home. The percentage of newly licensed families that closed their home for reasons other than adoption is 6.9% this quarter. This is a big jump from 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.

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

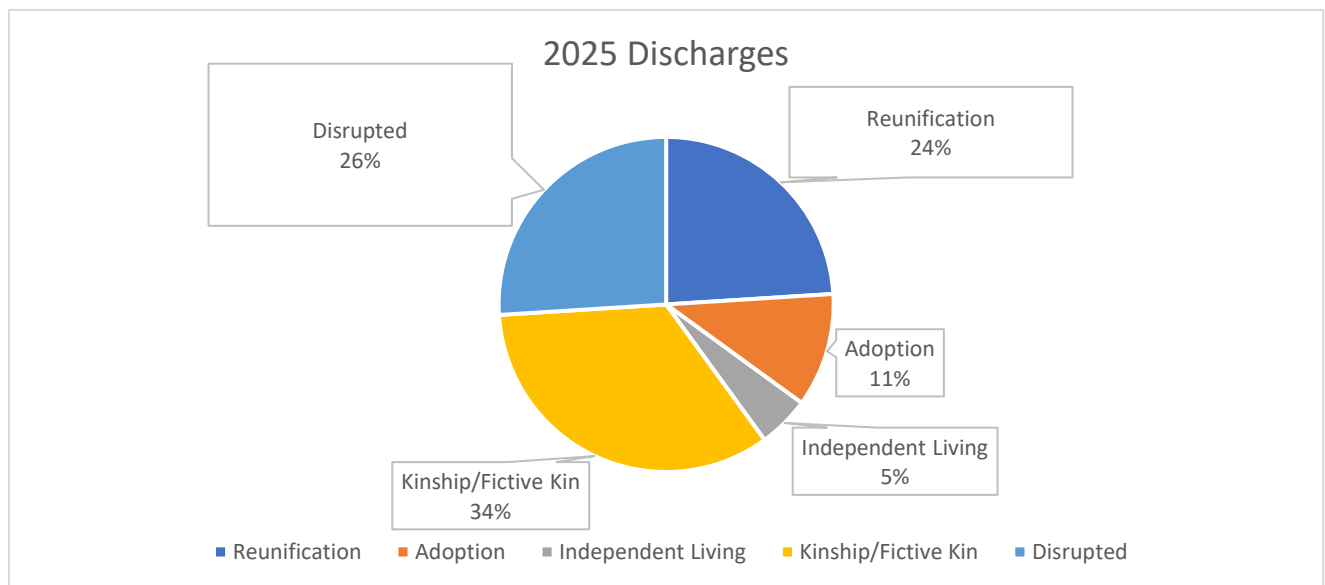
As of Quarter 2 of 2025, an impressive eighty-two (81.64%) percent of children placed into Nightlight Healing Homes experienced no moves or disruptions. Recognizing the detrimental effects of multiple relocations on children, Nightlight has consistently upheld a stringent standard. Our unwavering commitment 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 half of 2025, a total of thirty-eight (38) children were discharged from Nightlight Healing Homes. Among them, 74% were discharged to permanency (reunification,

independent living, adoption, or kinship placements). This percentage has increased since last quarter and shows improvement.

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

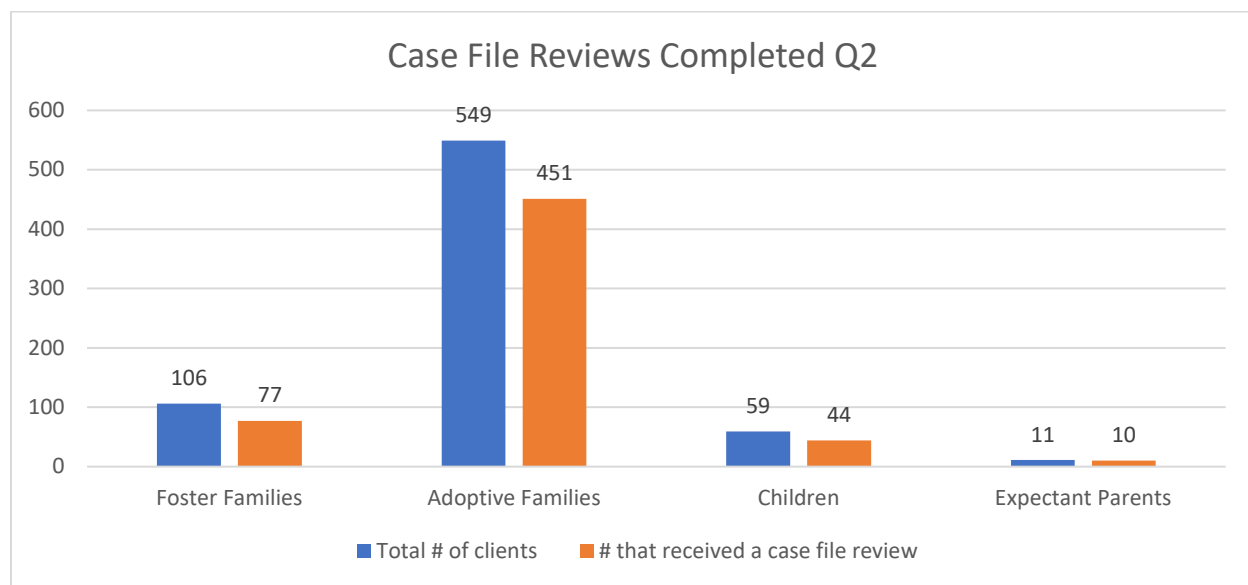
Twenty – six (26) women became Nightlight clients in Q2 of 2025. Of those, eight (8) contacted us after their child was born. The remaining 18 received pregnancy counseling that included birth options counseling.

- 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 2<sup>nd</sup> Quarter of 2025, 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 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.



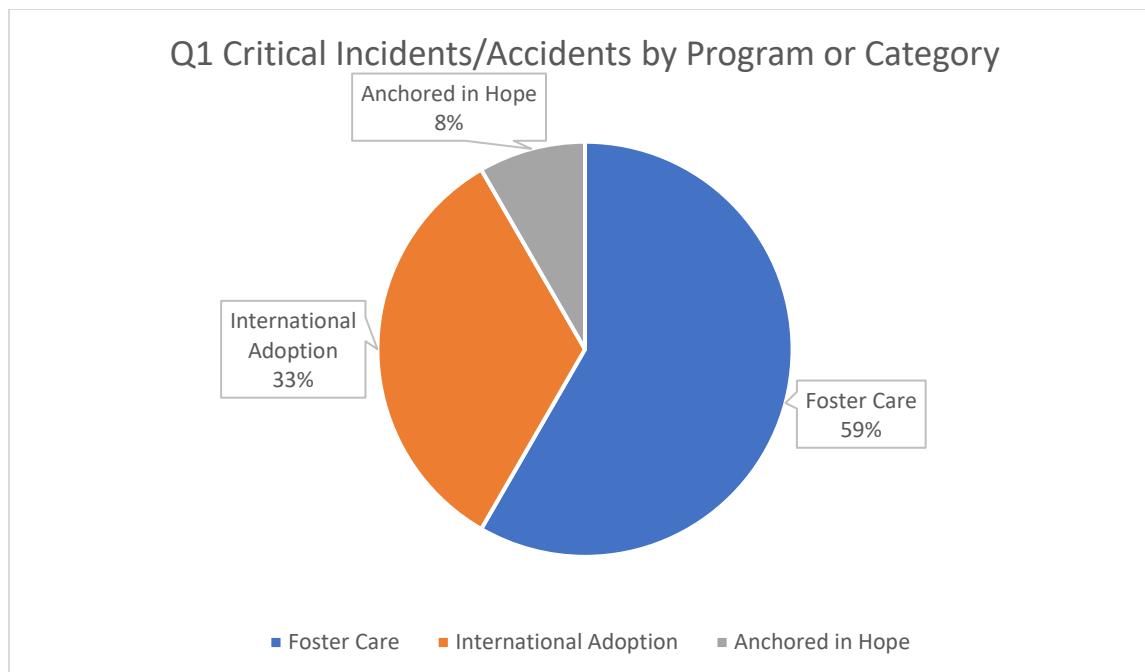
- Complete eighty percent (80%) of all case file reviews per quarter.

In quarter two, our team's completion of case file reviews decreased. Currently, we are meeting or exceeding our 80% goal of case file reviews for expectant mothers and adoptive families only. For adoptive families, our percentage of case file reviews completed was 82%, for foster families it was 73%, for children it was 75%, and for expectant parents it was 91%.

While this is a decrease in performance from last quarter, we were very close to meeting the goal for foster families and children. As we are bringing on new staff, we must improve our training to ensure that case file reviews are not falling through the cracks.

### 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 2<sup>nd</sup> Quarter of 2025, the PQI team reviewed twelve (12) critical incidents involving twelve (12) children.



Of the twelve (12) critical incidents received, one (1) critical incident involved a child in the Anchored in Hope adoption program, six (7) critical incidents involved foster children, and four (4) critical incidents involved children in the international adoption program. One incident involved a sibling group of three and a report of domestic violence in the home, one incident involved an allegation of neglect by a foster parent which was unfounded, one incident involved an allegation of failure to protect due to possible sexual abuse between two foster children who did not live in the same home. That incident was also unfounded by CPS. One incident involved a child becoming violent and police being called to the home, and one incident a child running away from home. Appropriate reports were made to CPS in all warranted cases and safety plans were put in place. 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 2025.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
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Snowflakes SFE Completed Survey	38	19	50%	100% overall satisfaction
Snowflakes Adopting Parent Survey	39	32	82%	88% overall satisfaction
Snowflakes Placing Parent Survey	43	21	49%	96% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	6	0	0%	n/a
Birth parent Survey – 4 weeks after Placement	9	4	44%	100% overall satisfaction
Domestic Family Survey – Match Ready	15	7	73%	100% overall satisfaction
Domestic Family Survey - 4 Weeks Post Placement	11	2	18%	20% overall satisfaction
International Family Survey – Dossier Complete	15	9	60%	96% overall satisfaction
International Family Survey – Child Home	9	3	33%	86% overall satisfaction
Foster Parent Survey – Home Closed	8	4	50%	86% overall satisfaction
Foster Parent Survey – Initial Certification	11	5	45%	96% overall satisfaction
Foster Parent Survey – Re-certification	0	0	n/a	n/a – still having issues with this auto action not sending surveys. We have made adjustments and will reach out to

				database manager for assistance if not resolved.
Home Study Survey – HS Completed	100	37	37%	88% overall satisfaction
Renewed Hope Adoptive Family – After Match	1	1	100%	100% overall satisfaction
Renewed Hope Adoptive Family – After Adoption Finalization	1	1	100%	100% overall satisfaction
Renewed Hope Placing Family – After Child Summary	1	0	0%	n/a
Renewed Hope Placing Family – After Dissolution	1	1	100%	100% overall satisfaction
Anchored in Hope Adoptive Family – Match Ready	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Placement Complete	2	0	0%	n/a
Anchored in Hope Adoptive Family – Adoption Finalized	1	0	0%	n/a
Post Adoption Support Survey	32	4	12%	88% 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 discovered last quarter that one of our survey e-mails had stopped sending. The auto action was regenerated, but again this quarter, the e-mails were not going out. We have adjusted the filters, and will contact the database administrators if the issue is not resolved by 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 except one have indicated an overall satisfaction rate of 80% or higher. One of the Domestic Program surveys received only 2 responses from 11 surveys sent. Those two surveys were quite negative. We have evaluated and are addressing the concerns mentioned in those two surveys. Please note that in all previous quarters, the Domestic Program has met or exceeded satisfaction goals.

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 personal history form was helpful in requiring me to think through my past and current life in light of adoption in a way that I hadn't previously. I liked that I had to answer a lot of questions that I hadn't ever really stopped to ask myself before. "*

*SFE Family*

*"I felt like the matching and the communication throughout the process were the most significant. I felt like the couples we were matched with were just so perfect for our embryos."*

*Snowflakes Placing Family*

*"If the Snowflakes staff are Christians themselves, it would be amazing and such a blessing if they would offer to pray with adopting families every step of the way, inviting the Lord to be at the center of the journey. It would be an opportunity to really minister spiritually to adopting families. Also, perhaps having a weekly prayer meeting to pray for the adopting families, donor families, and the snowflakes themselves. As an adopting family, it would have been such an encouragement to know that the Snowflakes staff were committed to praying together regular for us, and to do everything they do "by prayer."*

*Snowflakes Adopting Parent*

*"Great communication throughout the process."  
Domestic Adopting Family*

*"Thank you for the amount of compassion that was shown towards us as we went through a his difficult time in our lives. The experience met and exceeded all of our needs.  
God bless you."  
Birth Parent*

*"Everyone on the home study team was kind, quick to answer any and all questions, and you could tell they all love their job."  
Home Study Family*

*"Thank you for your hard work with our adoption process. We know it hasn't been an easy process especially with the Honduran government, but we are so thankful to finally be on the other side of things."  
International Adoption Family*

*"Everything has been amazing. \*maybe\* learning a bit more upfront about how much is required (education/training) for certification might be helpful for some, but overall our experience has been 10/10."  
Foster Parent*

*"More continuing education opportunities"  
Foster Parent*

*"The portal for logging education is a little confusing - with all the different acronyms and then some titles in some sections but not others. It got a little difficult to know what to enter items under and I think I confused my case worker as a result..  
Renewed Hope Adopting Parent*

*"Great communication and compassion."  
Renewed Hope Placing Family*

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 proud to spotlight and honor Dr. Daniel Nehrbass, President of Nightlight. Dan recently celebrated 13 years of faithful leadership at the helm of our organization. Under his guidance, Nightlight has experienced significant growth and achieved financial stability. Dan is a hands-on leader who upholds strong biblical values and remains actively involved in every area of our work. It's not uncommon to find him answering phones or troubleshooting IT issues—testament to his humility and dedication. We are deeply grateful for the calling God has placed on his life and for the exceptional leadership he brings to Nightlight.



Dan was nominated for this recognition by a Nightlight staff member who had this to say about him:

"Lately I have received feedback from inquiries that the fact that the president of our organization took the time to answer all their questions and have multiple phone calls with them was incredibly meaningful. He represents our agency so well and this is just one small example of his desire to go above and beyond." Morgan Pauley, Foster Care Manager

*"Not so with you. Instead, whoever wants to become great among you must be your servant, and whoever wants to be first must be slave of all. For even the Son of Man did not come to be served, but to serve, and to give his life as a ransom for many." Mark 10: 43-45*

## 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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