



nightlight[®]

christian adoptions

Performance and Quality Improvement Report – Q1 2023

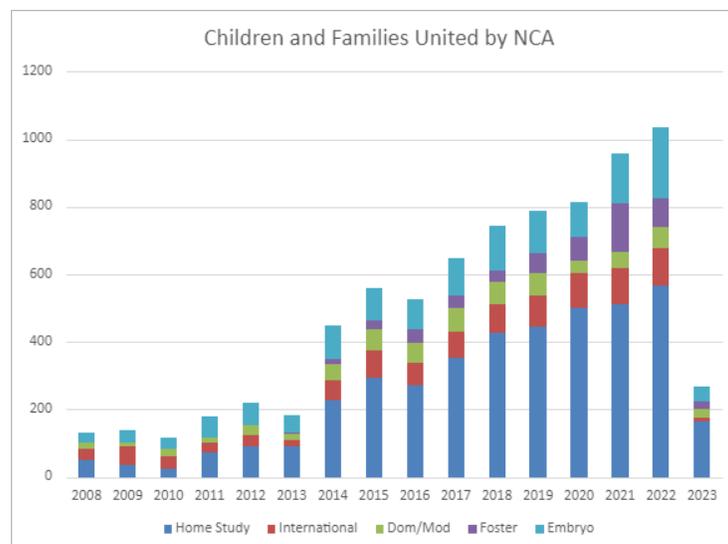
Introduction

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 2023.



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. So far, in 2023, our number of outputs remain strong. We celebrate that we are able to serve so many clients with our various adoption programs and services.

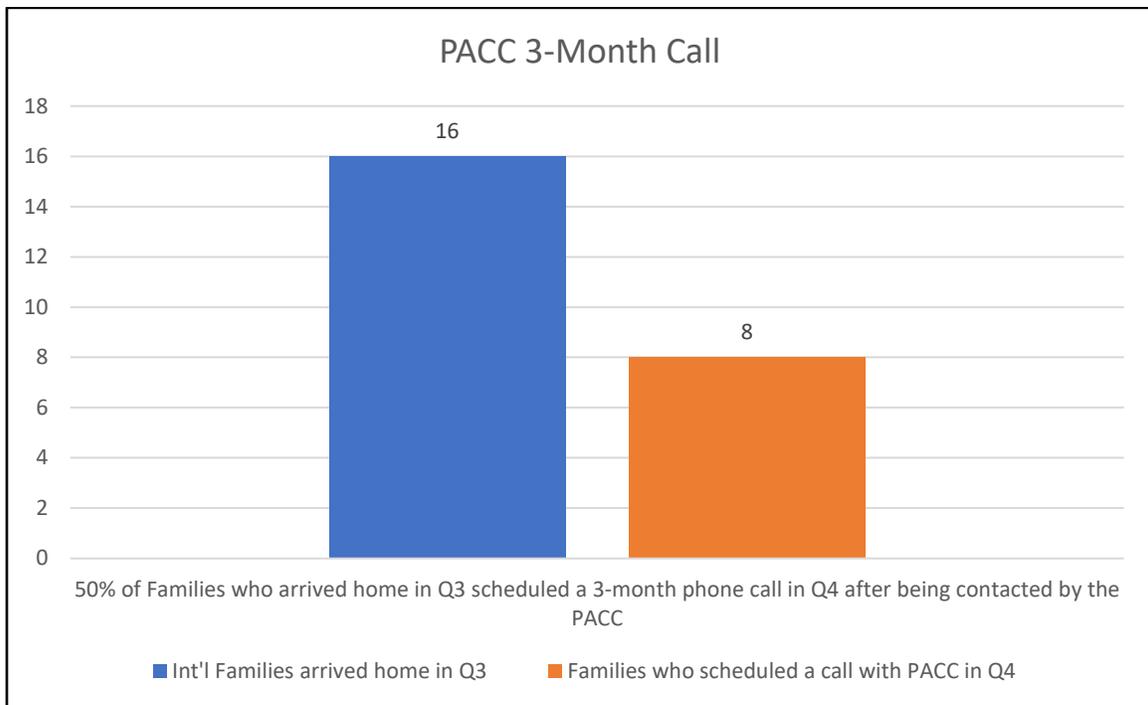
Outcomes

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.



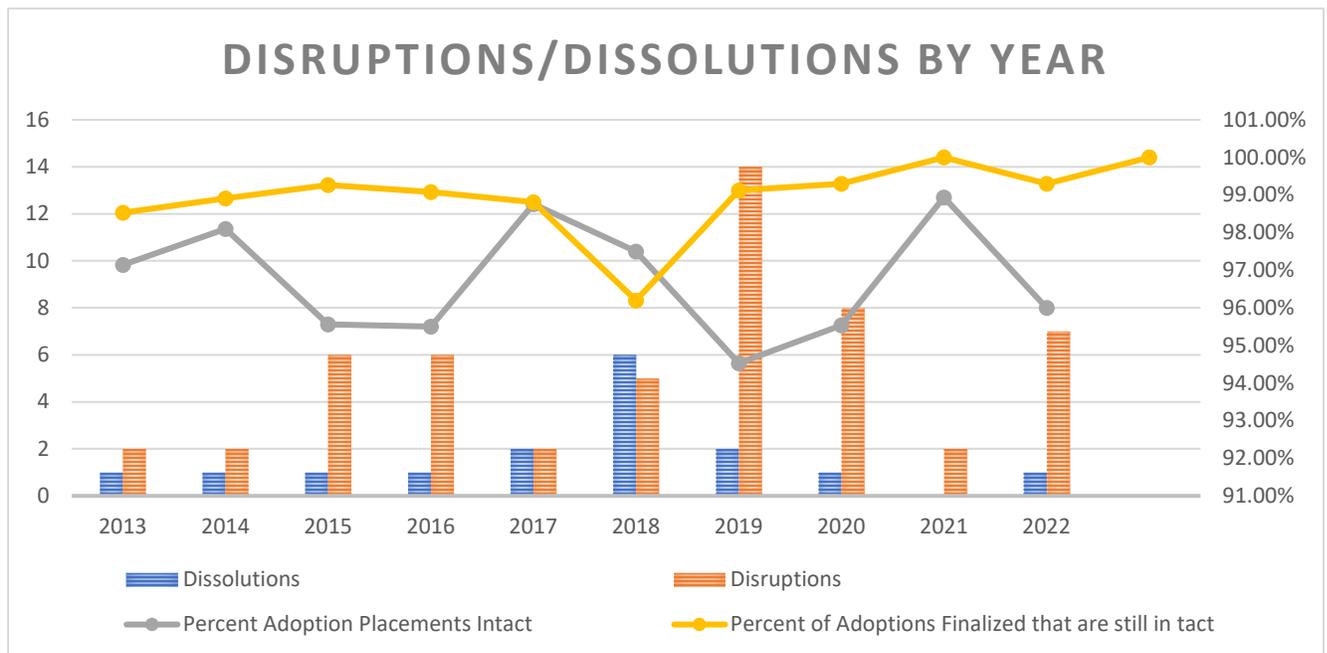
In Q1 of 2023, 57% of families contacted have followed through with a 3-month check in call. While it is incredibly important to us that international families are aware of the services of the PACC and that we check in with them at 3 months, we also recognize that some families simply do not need our assistance at that time. We believe that our efforts of changing the wording in the e-mail being sent from the PACC, as well as adding an additional e-mail, has been effective in increasing the number of families who engage with us in the 3-month check in call. The percentage of families who participate in the call has continued to increase, and this quarter we were only 3% shy of meeting our goal.

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

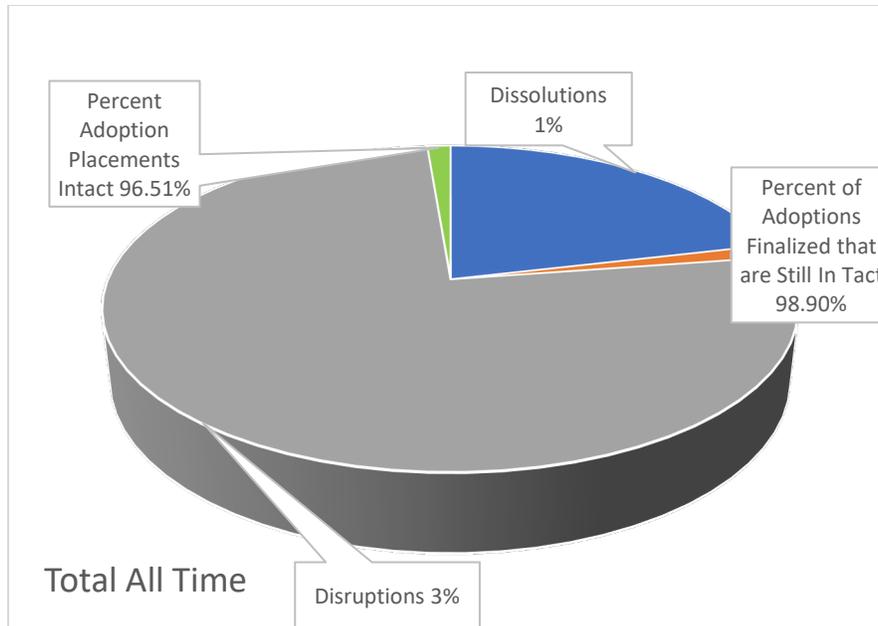
Nightlight had no adoption dissolutions this quarter. For the first quarter of 2023, 100% of adoptions finalized are still intact.

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

Nightlight had three adoption placements disrupt before finalization in Q1 of 2023. A sibling group of two disrupted from an adoptive placement made through our Renewed Hope program and one domestic placement disrupted after the birth mother expressed a desire to parent after placement. She is now parenting her child. Our Q1 percentage of adoptive placements that remain intact is 91.18%.



You can see from the chart above that the number of families that adopted through Nightlight and later dissolved their adoptions has decreased significantly, with our highest number of dissolutions occurring in 2018. One adoption dissolved in 2018, which included a sibling group of four children. Adoption disruption numbers have also continued to decrease in our international adoption program. The number of overall disruptions increased in 2022 due to the addition of the Anchored in Hope Program (adoption from foster care) and an increase in the number of women in our domestic program who placed their child for adoption but then chose to parent. While our percentage of adoption placements still intact continues to be very high at 96.51%, it is always devastating to have a child placed in a home and then have that child moved again. We continue to evaluate our processes to keep our disruption numbers low.



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.

Twenty-two (22%) percent of foster families newly certified between 1/1/2022 and 3/31/2023 closed their homes within that same year for reasons other than adopting the foster child placed in their home. Although this is a slight decrease from last quarter, twenty-two percent is still a disappointing number of families who closed their home within the first year of fostering. Many Nightlight resources are expended to certify a new family. In addition, foster home closures directly impact our foster placement disruption goals. We want to avoid placing foster children into foster homes that are not prepared to commit long term to those children. The national average for newly certified foster families closing their home in the first year is over 50%. Nightlight is striving for much better retention rates. We know that there will always be families who discover that fostering is just not possible for them, but we are committed to decreasing the number of foster family homes that close during the first year of being licensed.

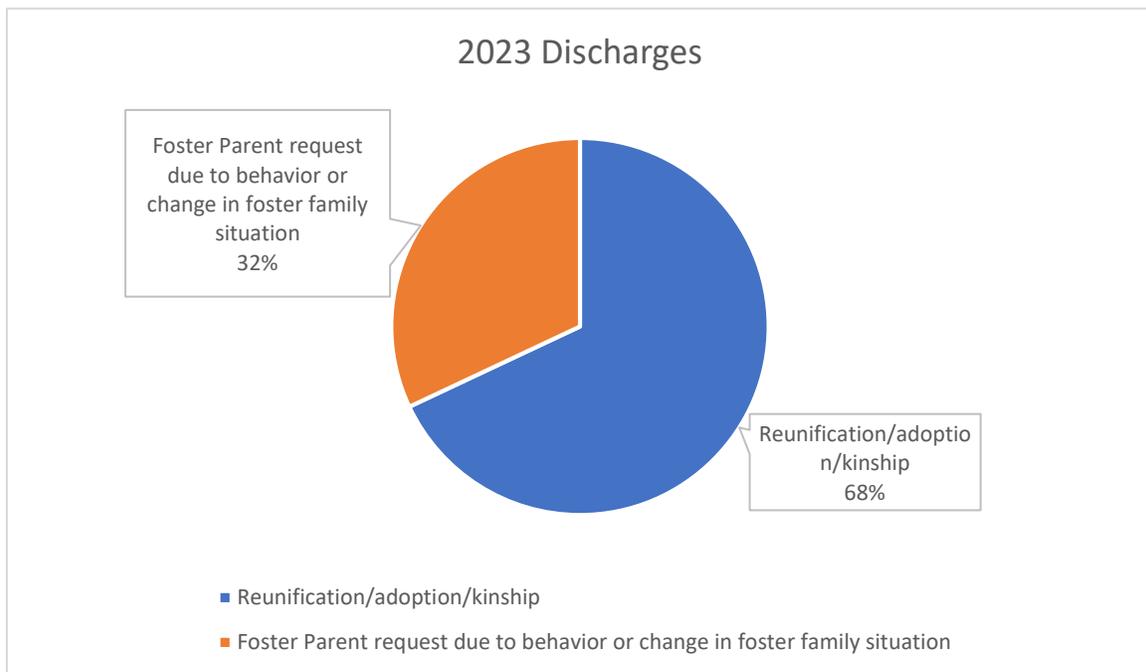
Our new Vice President of Foster Care is committed to focusing on foster parent recruitment and retention. We are looking at the trends very closely to determine the reason foster parents are closing their homes so soon. In February of 2023, we launched our first virtual foster parent support group. In addition, we are increasing support to newly certified foster families through utilizing volunteers, bridge organizations, and our team members.

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

Eighty- eight (88%) percent of children placed into Nightlight Healing Homes in quarter 1 of 2023 had no moves or disruptions.

- 75% of children discharged will be discharged to permanency (reunification, adoption, kinship)

In Q1, twenty-five (25) children discharged from Nightlight Healing Homes, of those, 68% discharged to reunification, adoption, or kinship. This is a significant improvement over Q4 of 2022. We believe the interventions put in place in 2022 will continue to improve this outcome.



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

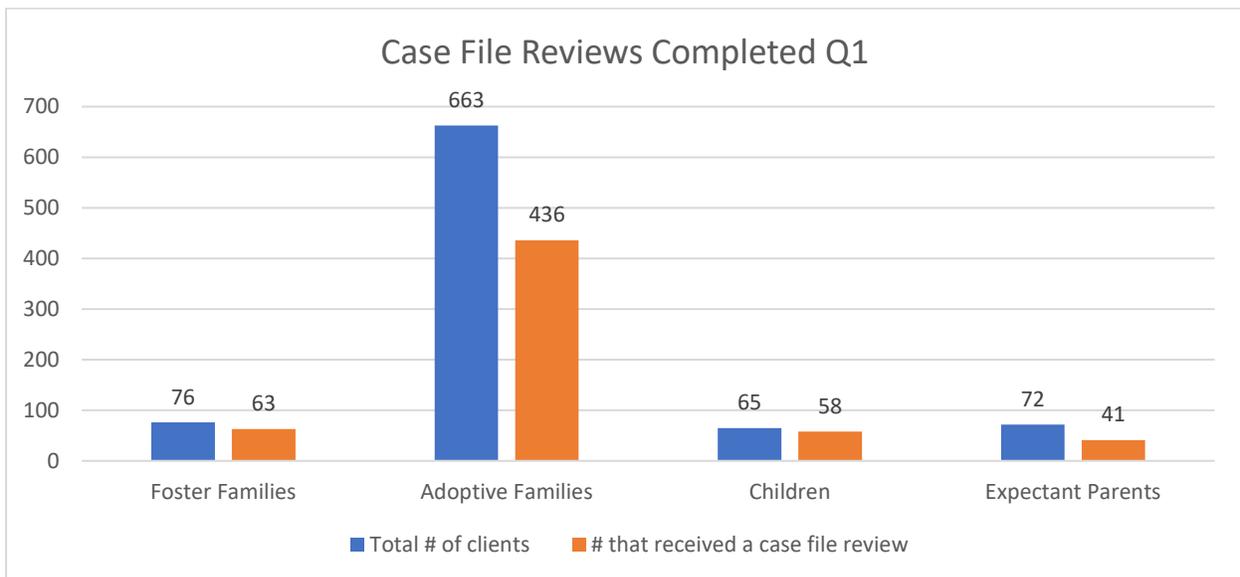
Thirty-nine (39) women facing unplanned pregnancies became Nightlight clients in Q1 of 2023. Of those, four (4) contacted us after their child was born. The remaining 35 received pregnancy counseling that included birth options counseling.

- 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 2023, we received three (3) returned surveys from birth parents, and 100% have expressed satisfaction regarding how their birth options were explained to them and their 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.



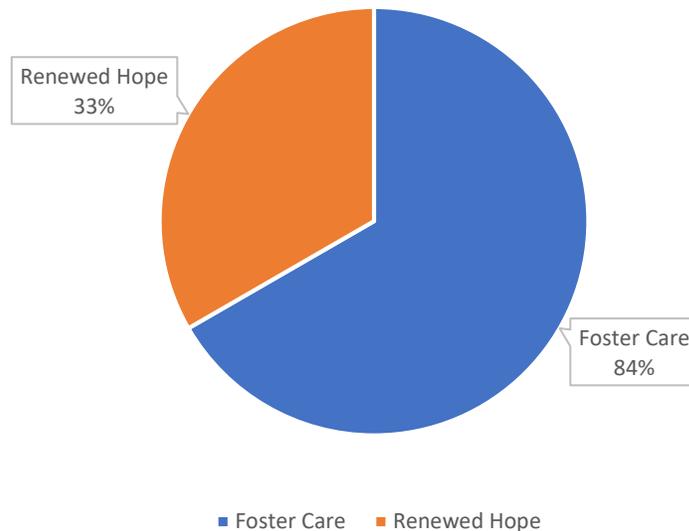
- Complete eighty percent (80%) of all case file reviews per quarter.

At this time, we are meeting our 80% goal of case file reviews for foster families and children. We are still below our goal on adoptive families and expectant parents. All percentages have significantly improved since Q4 of 2022.

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 2023, the PQI team reviewed three (3) critical incidents.

Critical Incidents/Accidents by Program or Category



Of the three (3) critical incidents received, two (2) critical incidents involved foster children who ran away from a location other than their foster home (school, a friend's house). In both cases, the children were located quickly and were safe. The third incident was a child in a Renewed Hope placement who was causing harm to himself and was hospitalized. The PQI team has reviewed each critical incident and provided feedback to our team on how we can reduce the number of critical incidents that occur.

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. In the 2nd Quarter of 2022, we began sending families a second e-mail with a reminder and link to the survey. We have seen that this has increased our participation rate for some surveys.

Below are the survey results for Quarter 1 of 2023.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	58	30	52%	97% overall satisfaction
Snowflakes Adopting Parent Survey	50	42	84%	98% overall satisfaction
Snowflakes Placing Parent Survey	53	34	64%	97% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	3	1	33%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	14	3	21%	100% overall satisfaction
Domestic Family Survey – Match Ready	16	5	31%	88% overall satisfaction ¹
Domestic Family Survey - 4 Weeks Post Placement	14	7	50%	91% overall satisfaction
International Family Survey – Dossier Complete	28	10	36%	94% overall satisfaction
International Family Survey – Child Home	11	7	64%	80% overall satisfaction
Foster Parent Survey – Home Closed	3	0	0%	n/a
Foster Parent Survey – Initial Certification	6	0	0%	n/a
Foster Parent Survey – Re-certification	7	0	0%	n/a

Home Study Survey – HS Completed	151	25	17%	80% 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	3	2	67%	100% overall satisfaction
Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	6	6	100%	80% overall satisfaction
Anchored in Hope Adoptive Family – Placement Complete	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Adoption Finalized	0	0	n/a	n/a
Post Adoption Support Survey	37	12	32%	85%

As you can see from the table above, for surveys for home studies, foster care, and birth parents who placed, we are not meeting our goal of at least a 25% survey response rate. We were especially surprised to see that we received no surveys returned for any foster care surveys in the first quarter. We did check and confirm that survey links were e-mailed to foster families even though the two-week reminder was also sent. In our last foster care team meeting, we discussed ways to increase our foster parent survey response rate. Some ideas included having the foster care advocate send the e-mail link with a personal ask or having the survey link sent via text. We do not currently have the capability for surveys through text, but we are exploring options. We are pleased to report that the returned surveys for every program reflected an 80% or higher overall satisfaction rate.

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.):

"Rapid and thorough communication. Christian foundation. Caring and understanding staff"

"The people... Everyone I have spoken with and worked with has been so kind, encouraging,

"The communication and efficiency from all the staff is really exceptional! We feel heard and seen and understood. It has made this process far less intimidating than we had imagined."

"Some of the timeline and process is still a little bit confusing. As adoption is a long process, more guidance on steps that could occur simultaneously could be helpful."

"The website is difficult to navigate"

We had awesome customer service throughout the entire process. Each Snowflake employee was able to guide us and support us in ways that made the adoption process progress more smoothly.

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 would like to celebrate Renae Kennedy, International Program Coordinator. Renae is passionate about international adoption, and she herself has adopted from Colombia. Renae has been an international program coordinator with Nightlight for over 7 years. In that time, she has worked with our Haiti, Mexico, Taiwan, Romania, Bulgaria, and Ukraine programs. Her passion, however, has been with the Colombia adoption program. Renae has served as the program coordinator for Colombia for 7 years. In that time, she has helped 86 families bring home 130 children from Colombia! Renae has been a strong advocate for children, and works to ensure that adoptive families are well educated in trauma informed care. Most of all Renae is passionate about the role that Jesus plays in adoption, and she prays fervently for the families and children with which she works. Thank you Renae for your tireless commitment to redeeming orphans and creating forever families!



“Religion that God our Father accepts as pure and faultless is this: to look after orphans and widows in their distress and to keep oneself from being polluted by the world.” James 1:27

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:

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