



nightlight[®]

christian adoptions

Performance and Quality Improvement Report – Q2 2022

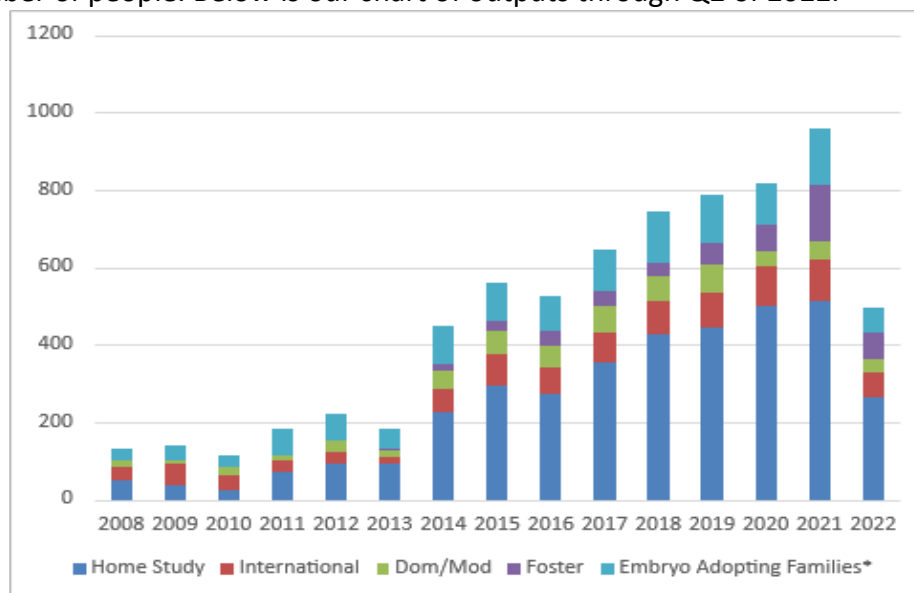
Introduction

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 2022.



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. Since the first half of 2022 is already completed, it appears that our numbers this year will remain steady but may not be increased. We celebrate that we are able to serve so many clients with our various adoption programs and services.

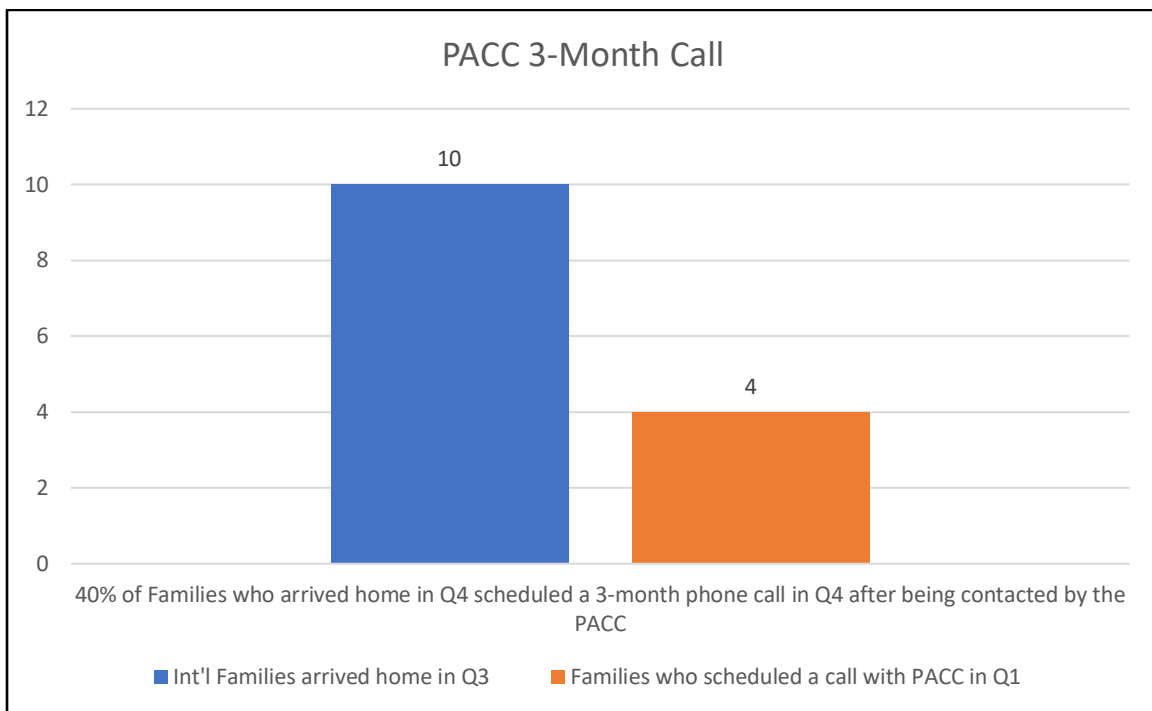
Outcomes

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 measuring but are either unable to provide data or have data but are not yet meeting our goal.

Adoption Program Goals:

- 60% of families contacted will schedule a 3-month check-in call with the PACC.



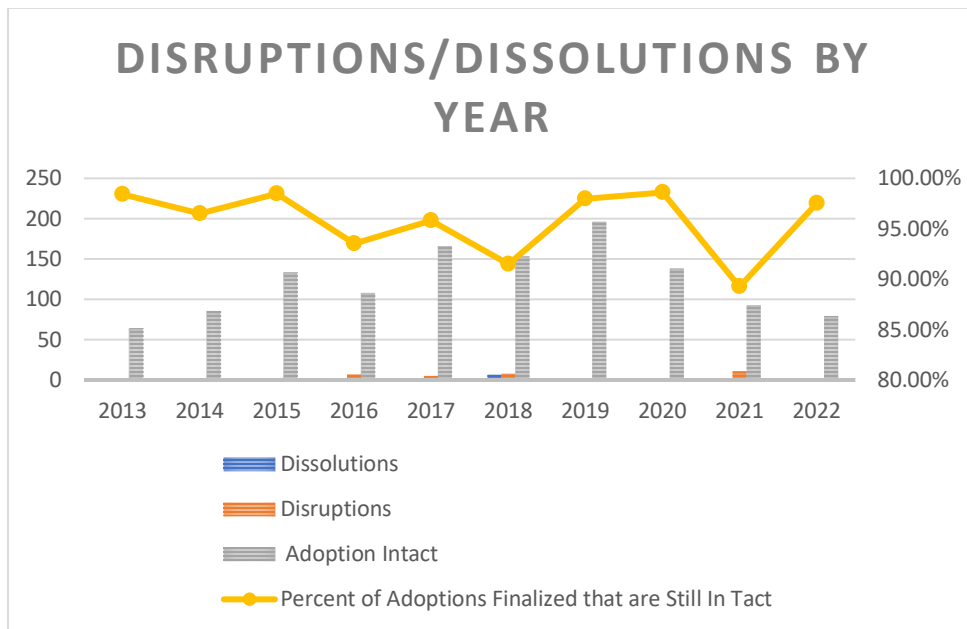
This goal was previously set at 75% and was recently reduced to 60%. While it is incredibly important to us that international families are aware of the services of the PACC and that we check in with them at 3 months, we also recognize that some families simply do not need our assistance at that time. Therefore, we are simultaneously increasing our efforts to reach families for a phone call (by changing the language in the e-mail being sent to them requesting a phone call) and reducing the goal to 60%

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

Nightlight had 0 adoptions that ended in dissolution in Q2 of 2022.

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

As of Q2 of 2022, 97.5% of children placed for adoption through Nightlight programs since January of 2022 have remained in their adoptive placement.



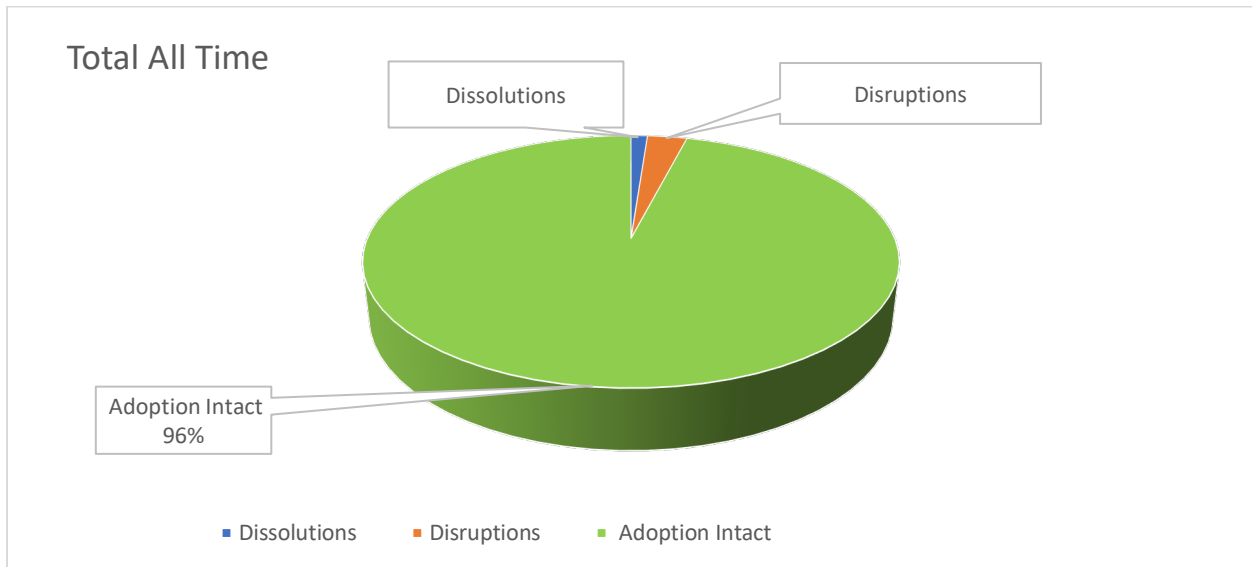
You can see from the chart above that the number of families that adopted through Nightlight and later dissolved their adoptions has decreased significantly, with our highest number of dissolutions occurring in 2018. One adoption dissolved in 2018 which included a sibling group of 4 children. Adoption disruption numbers have also continued to decrease in our international adoption program. The number of disruptions increased in 2021 due to an increase in placements in our foster to adopt program. This is a result of more foster to adopt families entering our Colorado foster care program and an increased number of children placed for adoption into Colorado family homes. Once we became aware of this increase, we began to focus on reducing the number of disruptions in our foster to adopt program. We have seen that in the first half of 2022, 97.5% of our adoption placements are still intact.

Over the years, Nightlight has occasionally helped families match with children on AdoptUSKids.org and assisted in the placement of these children. However, in 2022 Nightlight officially launched a new program called Anchored in Hope which is specifically targeted at finding families for children waiting for adoption from the foster care system around our country. This year, we have had 2 placements in that program disrupt, those placements represent the 2.5% of placements that are no longer intact.

We recognize that placing older children out of the foster system may result in higher incidents of disruption and/or dissolution. Since this program is new, we are devoting much of our time to improving this program. Some aspects of improvement include a focus on adoptive family

education and training to prepare them for placement and education and training for our team members to better support families in placement transition.

We are requiring all Anchored in Hope (AIH) program families to complete an in person TBRI course offered by Nightlight. We are holding regular meetings with our AIH team members to discuss issues and ways to improve supports and processes.



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.

Only 6.5% of foster families newly certified between 6/30/21 and 6/30/22 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This is a vast improvement over the previous quarter which was 10.8%.

Nightlight continues to strive for excellence, and we want our foster parents to be screened well for stamina to remain foster parents as long as possible. We also want our foster parents to feel fully supported by Nightlight. In August of 2020, Nightlight instituted a policy that newly certified foster families would not receive placements of 2 unrelated children until they had demonstrated success and completed 24 months of fostering experience. These families are able to receive multiple placements through sibling placements only. After the foster family has completed 2 years of fostering and demonstrated success, through low incidence of placement disruption, they can then be evaluated to receive placements of two unrelated children. Though there are many factors which have contributed to the decrease in the number of newly certified families closing their home within the first year, we strongly believe that this policy is making a difference in this number as well.

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

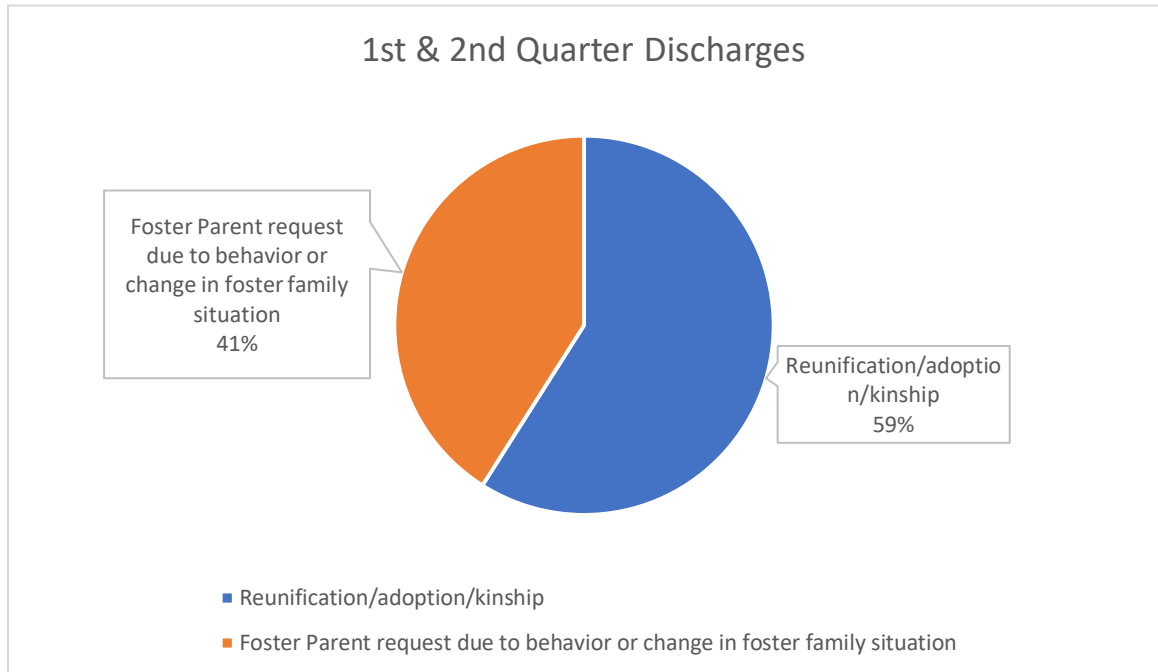
Of the 47 foster children placed with Nightlight's Healing Homes program so far in 2022, 85% have had no moves or disruptions. However, two of the children who did have a move came into care for emergency placement only and were able to be moved into a long term foster care placement with another Healing Homes family. Due to the lack of foster homes available, county workers contact Nightlight regularly for "emergency overnight placements". The intention of these placements is for a Healing Homes family to care for the child for 24 to 72 hours until a long term placement can be located. This is similar to an emergency shelter process, and since these placements are intended to end quickly, we do not count these placements in our move/discharge reports. In this case, since the emergency placement resulted in a move to a long term foster home within Nightlight, this move should also be removed from the calculations. With that being the case, 89% of children placed with the Nightlight Healing Homes program in 2022 have had no moves or disruptions.

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

Forty-one children were discharged from Nightlight Healing Homes in the first half of 2022, of those, only 59% were discharged to reunification, adoption, or kinship. This is an increase since last quarter, so we believe the interventions we have put in place are improving this outcome.

Interventions we have implemented are, requiring Trust Based Relational Intervention training for all foster parents in the certification process. This is a face-to-face training held over Zoom. We believe foster families will be better equipped to deal with foster child behaviors due to trauma as a result of this training. We are also requiring all foster families who have had a critical incident in their home also complete this training. We will be requiring all families who have not already completed the TBRI training to attend this training during recertification as well.

In addition, in the month of March, an in-person staff training was held in both our Georgia and South Carolina offices on Behavior Crisis Management. This training teaches foster parents how to prevent escalating behaviors and how to de-escalate child behaviors in a crisis. This training is scheduled in Colorado for the month of August and will also be completed in Oklahoma and California offices in 2022.



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.

In the 1st and 2nd quarter of 2022, 55 women became Nightlight clients of Nightlight. Of those, 6 contacted us after their child was born. The remaining 49 all received pregnancy counseling that included birth options counseling.

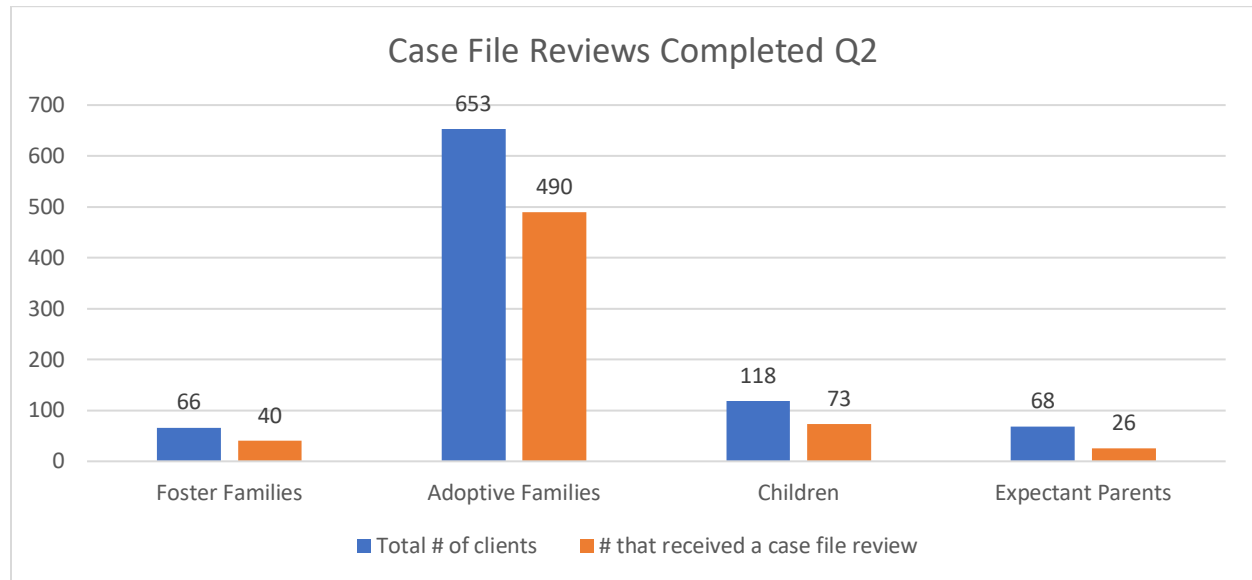
- 80% of clients surveyed will reflect satisfaction with how their birth options were explained to them and knowledge of how to access counseling services moving forward.

In the first half of 2022, we have received 6 returned surveys from birth parents and 100% have expressed satisfaction regarding how their birth options were explained to them and 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’s 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.

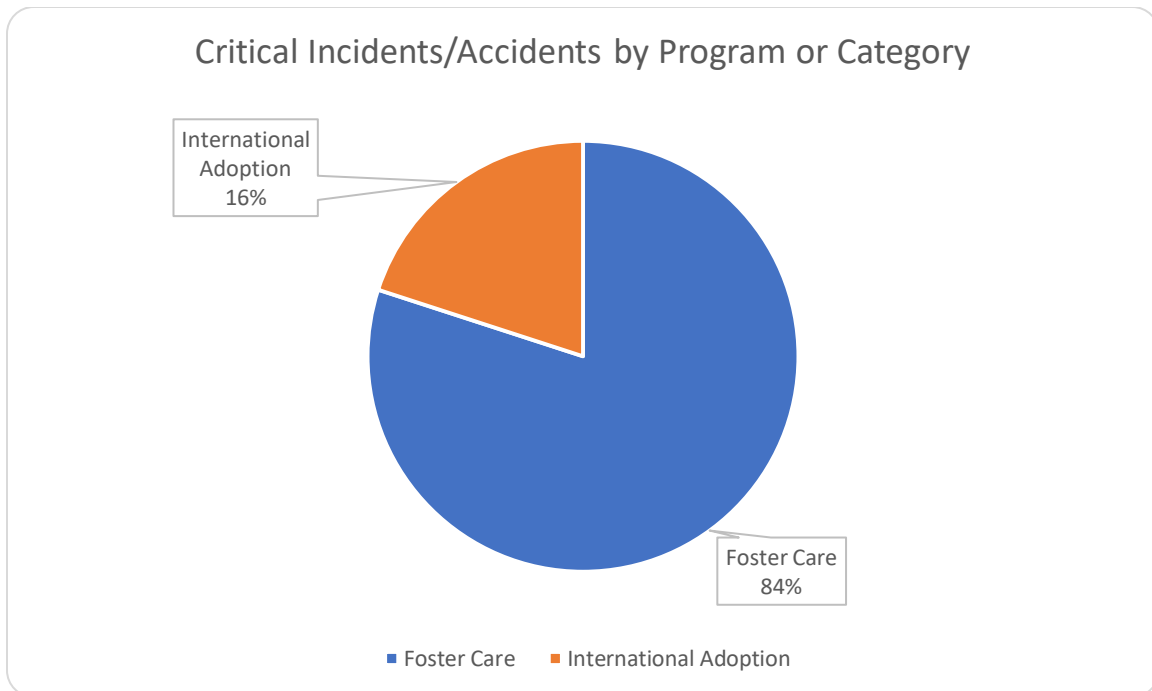


Eighty percent (80%) of all case file reviews will be completed each quarter. At this time, we are not meeting that goal in any program and in fact have seen a decrease in success in almost every program. We believe compliance will improve as supervisors and staff become more familiar with the process and enter data for tracking more consistently. This is a matter of holding supervisors and staff accountable for meeting this goal.

Our agency has been conducting file audits using file checklists for International and Domestic for a few years. We still need to create a similar review checklist for our other programs and set a schedule for how and when these reviews will occur.

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 2022, the PQI team reviewed 6 critical incidents.



Of the 6 critical incidents received, 4 involved foster children. One foster children accounted for 2 critical incidents in the same quarter. It is common when working with foster children and especially older foster children, to experience more critical incidents. 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.

In addition, Nightlight is implementing de-escalation training with all foster care staff to assist them in supporting foster parents and children in crisis. This training was completed in both Georgia and South Carolina in March, is scheduled for Colorado in August, and will be completed in all Nightlight offices with foster placements by the end of 2022.

Client Satisfaction

Client satisfaction is very important to us achieving our mission. Our previous goal was to get 75% of our clients to participate in our client satisfaction survey and for each survey to score at least an 80% overall satisfaction rate. Our participation rate has been much lower. We have researched and determined that the average survey participation rate that any organization can expect is approximately 33%. Since our response rate has been very low, the Performance Quality Improvement team met on April 6, 2022 and reduced our participation goal to 25%. Our overall survey satisfaction rate remains at 80%.

Currently, Clients are sent an e-mail asking them to follow a link to complete a short survey. One change made for Quarter 1 of 2022 is that no survey questions are required. This is in an effort to boost participation. In addition, we plan to begin sending a 2nd timed e-mail with the survey link to prompt clients a 2nd time to complete the survey.

Below are the survey results for Quarter 2 of 2022.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	33	7	21%	100% overall satisfaction
Snowflakes Adopting Parent Survey	31	13	42%	98% overall satisfaction
Snowflakes Placing Parent Survey	35	17	49%	92% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	2	1	50%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	12	6	50%	97% overall satisfaction
Domestic Family Survey – Match Ready	23	5	22%	92% overall satisfaction ¹
Domestic Family Survey - 4 Weeks Post Placement	16	1	6.3%	100% overall satisfaction
International Family Survey – Dossier Complete	27	4	15%	80% overall satisfaction
International Family Survey – Child Home	20	6	30%	80% overall satisfaction
Foster Parent Survey – Home Closed	7	2	29%	80% overall satisfaction
Foster Parent Survey – Initial Certification	9	3	33%	87% overall satisfaction
Foster Parent Survey – Re-certification	4	0	0%	No surveys returned this quarter.

Home Study Survey – HS Completed	200	40	20%	90% overall satisfaction
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As you can see from the table above, for the survey responses that we received, all surveys received an overall satisfaction rate of 80% or higher. We are thrilled to see so many satisfied clients this quarter!

Based on our new survey participation goal of 25%, we have 6 surveys that are not reaching that level of participation. We are hopeful that sending a 2nd prompt will improve client participation rate next quarter.

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 (any client identifying information is removed):

“Overall we have been incredibly impressed with the organization and excellent communication we’ve had throughout the process. Even with staff changes we have never felt like anything “slipped through the cracks”. You all are an amazing team and we are privileged to be on this journey with you!”

“Everyone was so kind and supportive throughout the emotional process. I really felt like they cared. They answered emails very quickly and did a great job with communication at every step.”

“Compassion! Understanding!! I have given birth to kids and adopted before. Adopting is hands down, harder than giving birth. The unknown is scary. The wait is hard. The team at Nightlight - Jenna, Renae and Ali were so wonderful and comforting!”

“Try finding more up to date webinars for the education portion of the home study. Also the Prepare/Enrichment assessment while super helpful, we felt it could be discussed with us sooner than the home visit so we could take the necessary steps (counseling) while we were still working on the education portion of our home study.”

“Clarification on the education summary. We had to redo ours 3 times because of unclear instructions. We were first told to write a brief summary, then told our summary was too brief. Clear and precise instructions would be helpful.”

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. For example, the comments above have inspired us to review and update our education materials and instructions again. We are so thankful for all the positive feedback we received this quarter.

Recognition

This quarter we would like to celebrate Beth Button, Director of Snowflakes Family Evaluations out of our Kentucky office. Beth has been employed with Nightlight Christian Adoptions for 18 years. During her time at Nightlight, Beth has also served as the Kentucky Domestic Program Coordinator and Kentucky Home Study Provider (domestic and international home studies). Beth began working in the Snowflakes Family Evaluation program in 2016, and under her leadership, the SFE program seen significant growth. Since Beth began leading the SFE program, 650 SFEs have been completed! In addition to managing the program, coordinating documents, communicating with the SFE providers and the rest of the Snowflakes team, Beth herself has traveled the globe completing 129 SFEs in 5 countries, 32 states, and the District of Columbia! Beth has helped so Nightlight many families in her 18 years of ministry. Beth is a champion of embryo adoption and believes strongly in the value of the pre-born embryo. Beth loves helping families experience pregnancy and adoption through the Snowflakes program. Thank you Beth, for serving our families and children well.

““Before I formed you in the womb I knew you, before you were born I set you apart; I appointed you as a prophet to the nations.” Jeremiah 1:5



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 or (502)423-5780.

