



Performance and Quality Improvement Report – Q3 2022

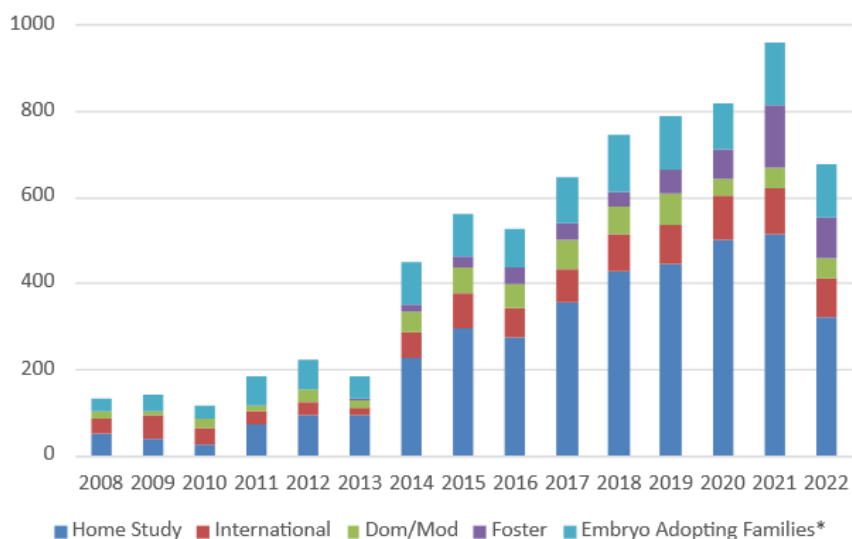
Introduction

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 Q3 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. So far in 2022, our number of outputs remains steady. We expect to see similar numbers in 2022 as we did in 2021. We celebrate that we are able to serve so many clients with our various adoption programs and services.

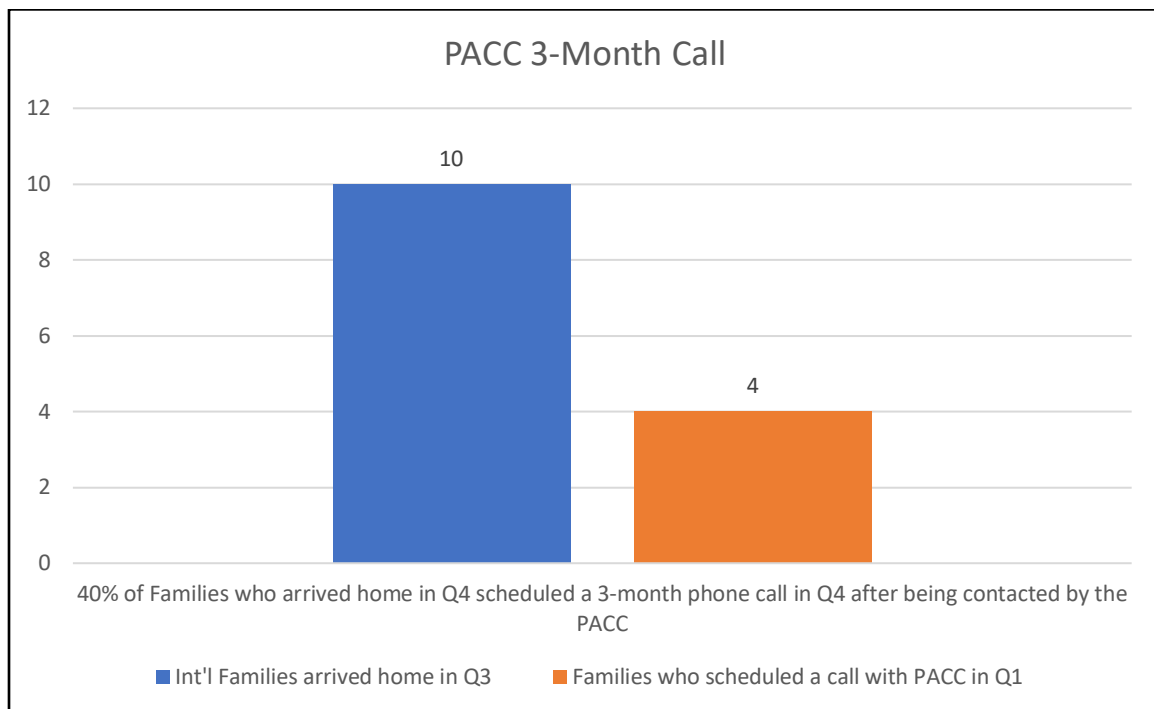
Outcomes

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.



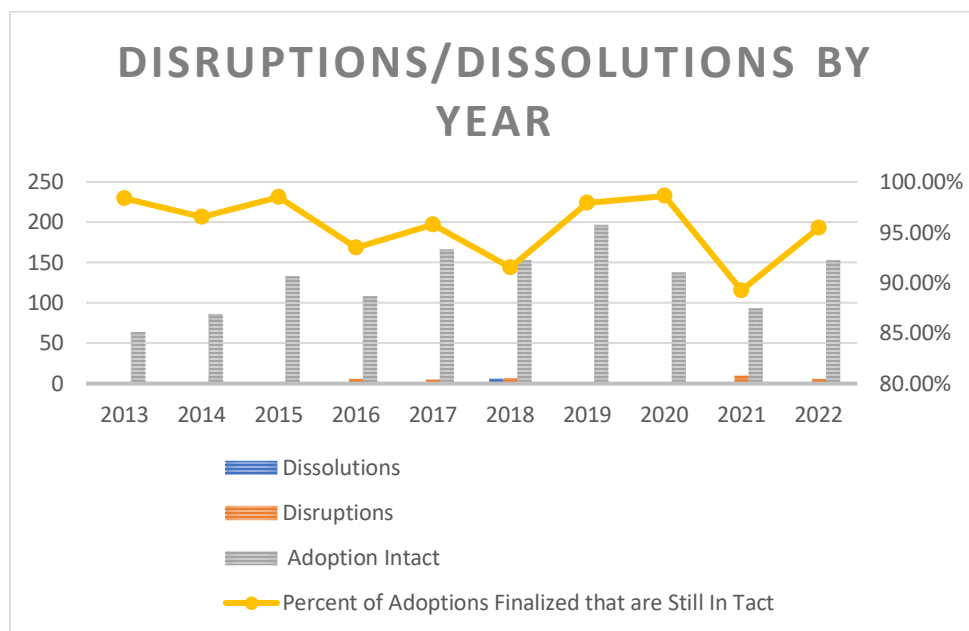
In Q3 of 2022, we have had 45% of families contacted follow through with a 3-month check in call. While it is incredibly important to us that international families are aware of the services of the PACC and that we check in with them at 3 months, we also recognize that some families simply do not need our assistance at that time. We believe that our efforts of changing the wording in the e-mail being sent from the PACC has been effective as our percentage of families who scheduled a 3-Month call has increased over Q2.

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

Nightlight had 1 adoption completed in 2020 that dissolved in Q3 of 2022. This child was placed with a new adoptive family and his 2nd adoption was finalized upon dissolution of his previous adoption. It is always heartbreaking when dissolutions occur, but sometimes it is unavoidable. We are very pleased that our dissolution numbers remain very low.

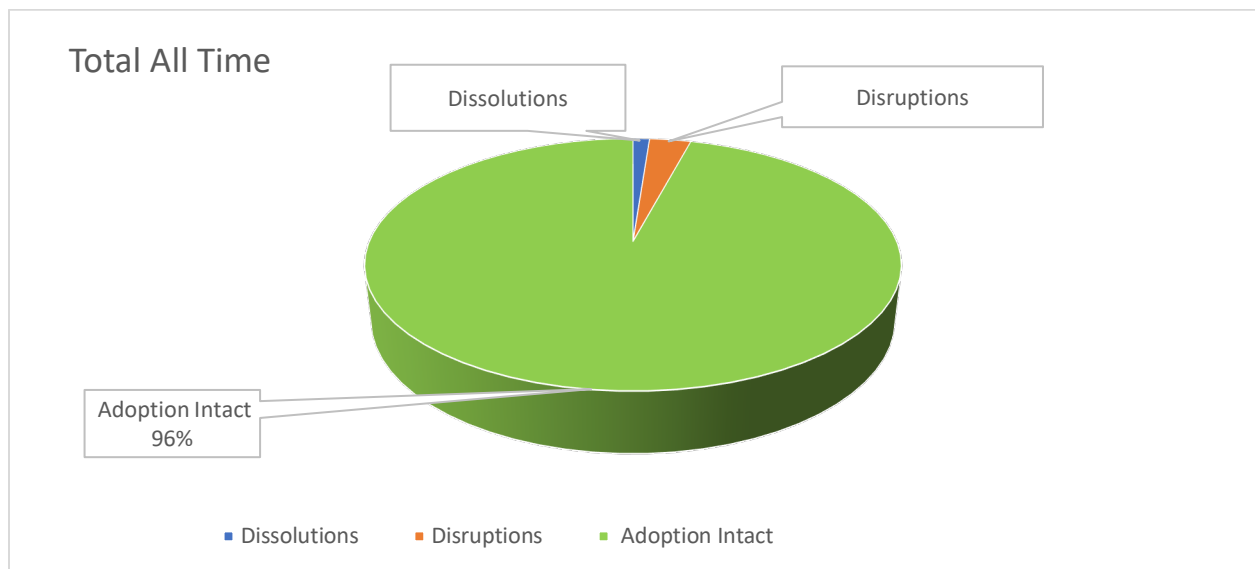
- **Less than 10% of Nightlight adoptions involve disruption.**

As of Q2 of 2022, 96.74% 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 three quarters of 2022, 95.43% 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 and 3 domestic placements have disrupted due to the birth parents decided to parent after placement with the adoptive family. We also had one child in our Foster to Adopt program who disrupted her placement. We again are pleased to see that these numbers remain very low. Sometimes adoption placements do not work out, but our number of adoptive placements intact remains very high at 96.08% so far in 2022.



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 percent of foster families newly certified between 9/30/2021 and 9/30/2022 closed their homes within that same year for reasons other than adopting the foster child placed in their home. This is a disappointing number of families who closed their home within the first year of fostering. There is so much work involved in certifying a new family. In addition, this is heartbreaking for children placed into foster homes where the foster home is not prepared to commit long term to the children. The national trend is that more than 50% of foster parents certified close their home within the first year of being licensed, 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 this number of foster family homes that are closed during the first year of being licensed.

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

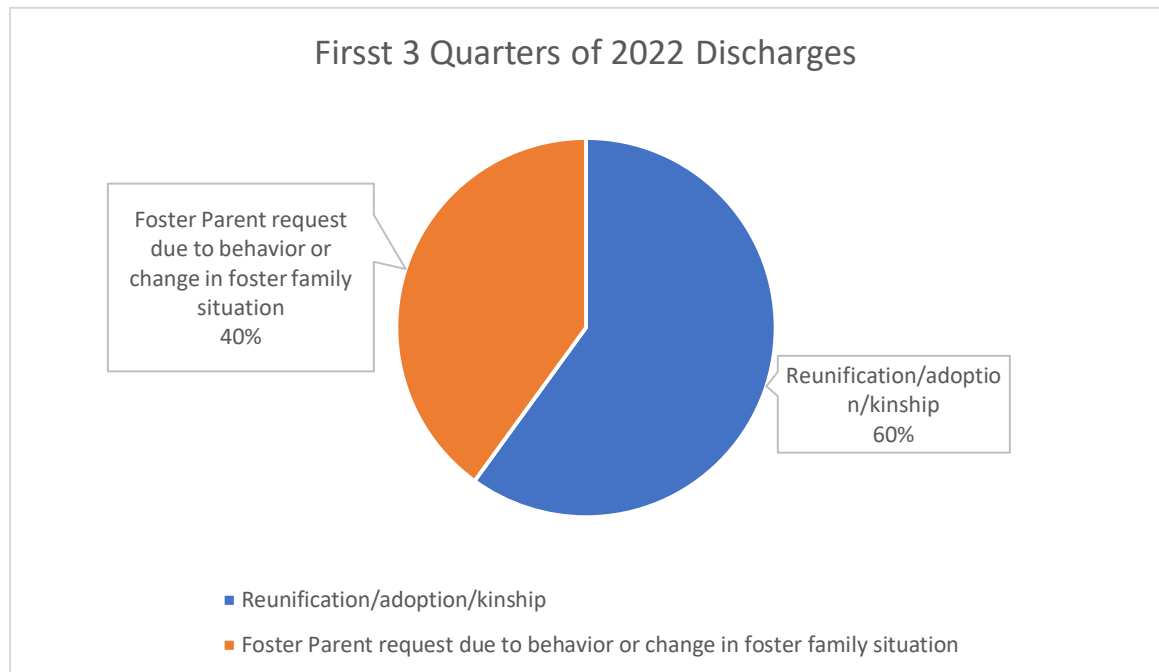
Eighty-two percent of children placed into Nightlight Healing Homes so far in 2022 have had no moves or disruptions.

- 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 60% were discharged to reunification, adoption, or kinship. This is again a slight 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. The BCMT training was also completed with our Colorado foster care team in August of 2022. This training teaches foster parents how to prevent escalating behaviors and how to de-escalate child behaviors in a crisis. This training will also be completed in Oklahoma and California offices in 2023.



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.

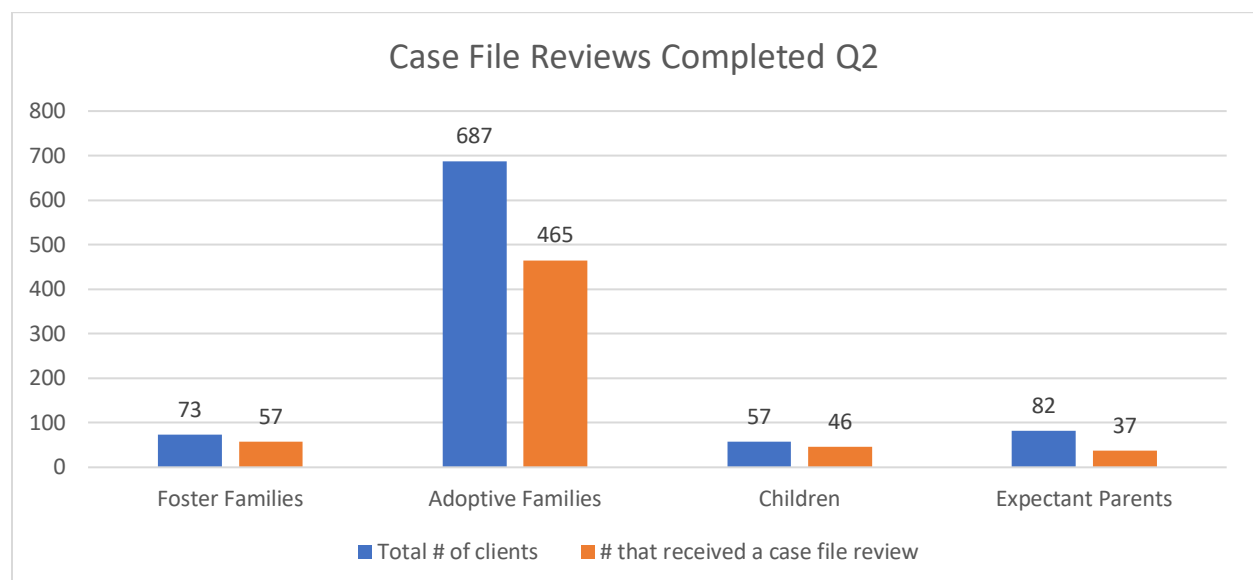
In the first 3 quarters of 2022, 84 women became Nightlight clients of Nightlight. Of those, 12 contacted us after their child was born. The remaining 72 received pregnancy counseling that included birth options counseling.

- 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 third Quarter of 2022, we have received 16 returned surveys from birth parents and 88% 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.

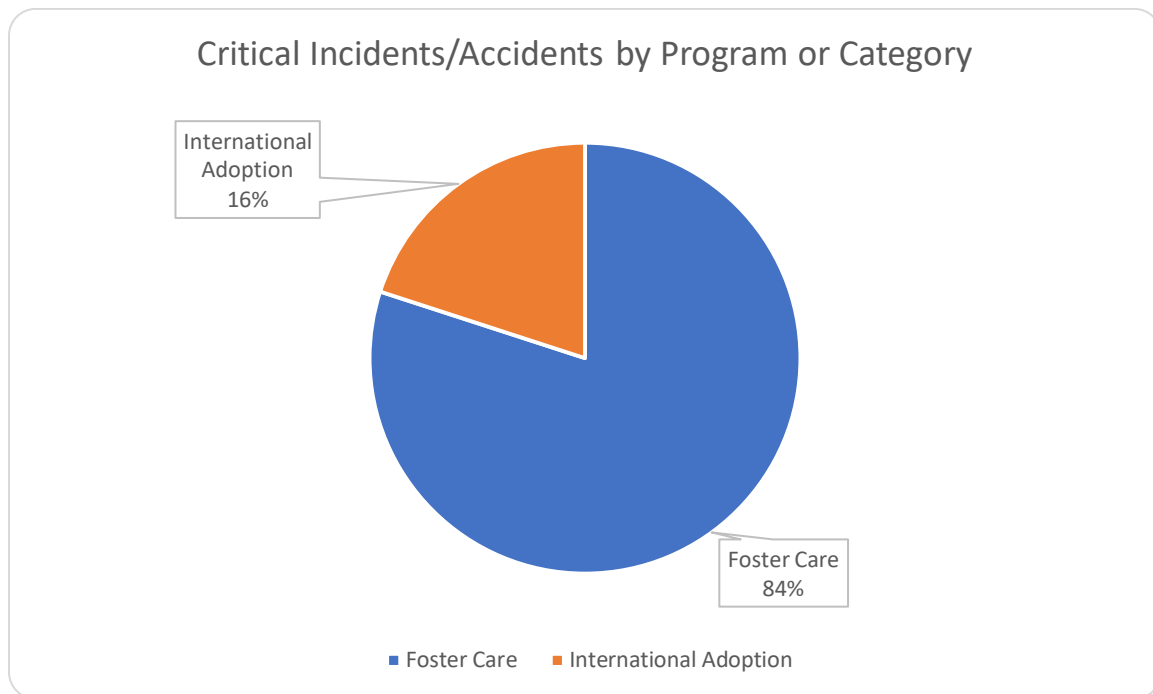


Eighty percent (80%) of all case file reviews will be completed each quarter. At this time, we are meeting our 80% goal of case file reviews for children's cases. This is an improvement since last quarter as we were not meeting this goal in any program previously. Children's cases which

require case plan reviews are children in our Healing Homes Foster Care, Renewed Hope or Anchored in Hope programs. We were also very close to meeting this goal for foster family case file reviews which was at 78%. We still need to increase our compliance in case file reviews for birth parents, foster families, and adoptive families. 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.

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 3rd Quarter of 2022, the PQI team reviewed 5 critical incidents.



Of the 5 critical incidents received, 4 involved foster children. 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 has been completed in Colorado, Georgia, and South Carolina and is scheduled to be completed in California and Oklahoma in 2023.

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 are sent 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 2nd 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 3 of 2022.

| Survey Title | Number of Surveys Sent | Number of responses | Percentage of Participation | Satisfaction Rating |
|--|------------------------|---|-----------------------------|--|
| Snowflakes SFE Completed Survey | 46 | 13 | 28% | 100% overall satisfaction |
| Snowflakes Adopting Parent Survey | 29 | 32 Increased number represents families prompted with a reminder from Q2 that filled out the survey in Q3 | 110% | 96% overall satisfaction |
| Snowflakes Placing Parent Survey | 26 | 21 | 81% | 95% overall satisfaction |
| Expectant Parent Survey – After Choosing to Parent | 3 | 0 | 5% | n/a |
| Birth parent Survey – 4 weeks after Placement | 13 | 16 Increased number represents birth parents who completed the survey in Q3 but were asked to complete in Q2. | 123% | 100% overall satisfaction |
| Domestic Family Survey – Match Ready | 16 | 6 | 38% | 100% overall satisfaction ¹ |
| Domestic Family Survey - 4 Weeks Post Placement | 17 | 4 | 24% | 100% overall satisfaction |

| | | | | |
|--|-----|---|------|---------------------------|
| International Family Survey – Dossier Complete | 23 | 4 | 17% | 80% overall satisfaction |
| International Family Survey – Child Home | 21 | 10 | 48% | 100% overall satisfaction |
| Foster Parent Survey – Home Closed | 10 | 0 | 0% | n/a |
| Foster Parent Survey – Initial Certification | 10 | 22 increased number represents an error in which all families certified in 2022 received the prompt to complete the survey. | 220% | 97% overall satisfaction |
| Foster Parent Survey – Re-certification | 2 | 11 increased number represents and error in which all families recertified in 2022 received a prompt to complete the survey | 550% | 73% overall satisfaction |
| Home Study Survey – HS Completed | 162 | 51 | 31% | 85% overall satisfaction |
| Renewed Hope Adoptive Family – After Match | 0 | 0 | n/a | n/a |
| Renewed Hope Adoptive Family – After Adoption Finalization | 1 | 1 | 100% | 100% overall satisfaction |
| Renewed Hope Placing Family – After Child Summary | 0 | 0 | n/a | n/a |
| Renewed Hope Placing Family – After Dissolution | 0 | 0 | n/a | n/a |

| | | | | |
|------------------------------|----|---|----|-----|
| Post Adoption Support Survey | 30 | 2 | 7% | 80% |
|------------------------------|----|---|----|-----|

As you can see from the table above, for all the surveys except Expectant Parent –After Choosing to Parent, Domestic Family –After Placement, International Family – Dossier Complete, and the Post Adoption Support Survey, we are meeting our goal of at least a 25% survey response rate. We are also meeting our goal of at least an 80% overall satisfaction rate with all surveys except foster parent recertification which was 73% overall satisfaction. Chelsea Tippins has recently been promoted to our new Vice President of Foster Care position. With this new position, we expect to devote much more time and attention to the Healing Homes program and delve into issues with foster parent retention and satisfaction.

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):

"The Nightlight staff are amazing! My husband and I were so excited to find out about Embryo adoption and learned many things throughout this process! We feel more equipped than ever for this journey. The education requirements really helped us to deeply dive in to embryo adoption and learn about the beautiful experience we are embarking on."

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"Maybe make the checklist a little easier to follow."

"Just how caring everyone has been. During this process, I miraculously and unexpectedly got pregnant and then miscarried. Not only did the staff reach out and support me but also added me to the weekly prayer lists. Just amazing."

"Some of the training seemed not to be relevant but I think this was due to the nature of this being a kinship adoption from a country we are very familiar with"

"Very communicative throughout. We felt like everyone truly cared and was doing their best to make this happen for us."

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 Alison Lamsma, Social Services Manager in our Colorado Office. As a former Bethany employee, Alison came to Nightlight with over 20 years of experience in adoption. Initially, she worked from home while planning to relocate to Colorado. During her year and a half with Nightlight so far, Alison has served as the India Program Coordinator working with our Missouri office and as the SSM for Colorado. This summer, Alison and her family were able to officially relocate to Colorado, and she is now present in the office daily with our Colorado team. Team members have expressed that having Alison and her wealth of experience and clinical insight has been a huge blessing. Since arriving this summer and learning the ropes in Colorado quickly, Alison has stepped up to fill in for Kelsey Prouty (Colorado Executive Director) while she is out on maternity leave. Alison is flexible, willing to learn, and has been willing to fulfill many needs and various roles. Thank you Alison for answering the call to go where He sends you.



Then I heard the voice of the Lord saying, “Whom shall I send? And who will go for us?” And I said, “Here am I. Send me!” Isaiah 6:8

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.

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