



nightlight[®]

christian adoptions

Performance and Quality Improvement Report – Q4 2021

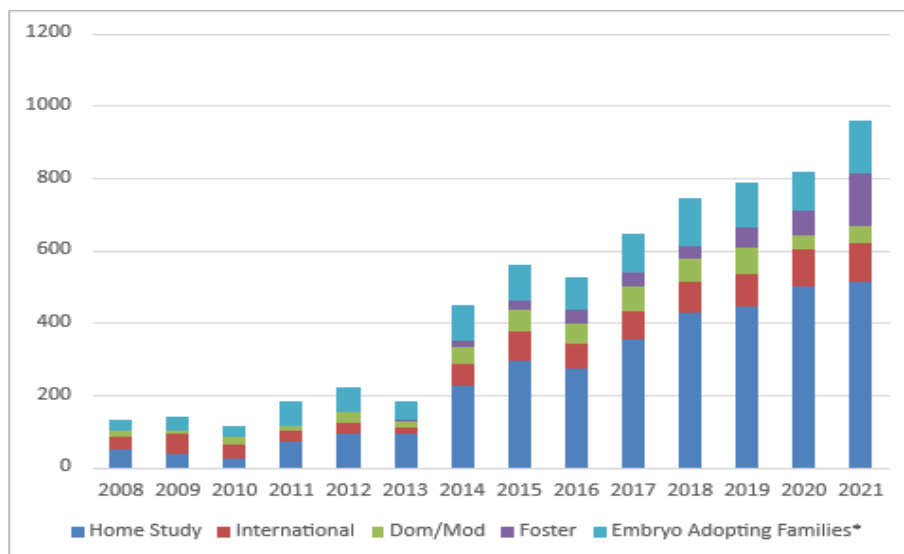
Introduction

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.



You can see from the bar graph that our total number of all services (home study, international, domestic, and embryo adopting families) has steadily increased over the years. Twenty twenty-one has once again shown growth. We celebrate that we are able to serve so many clients with our various adoption programs and services.

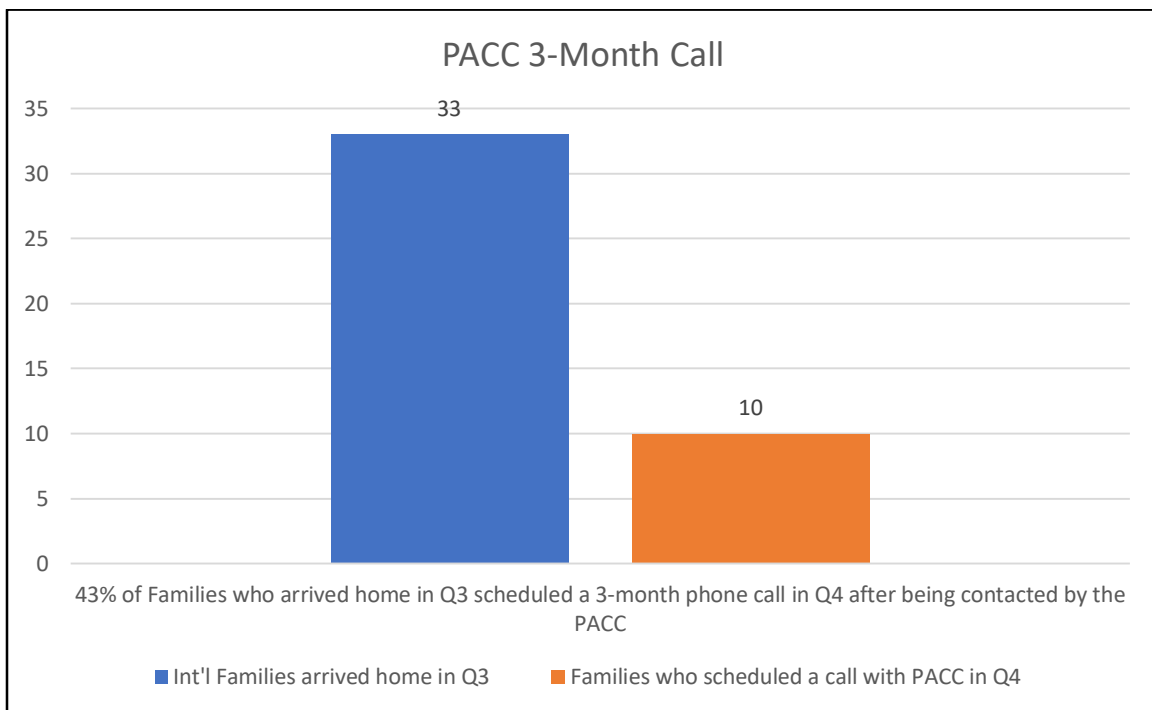
Outcomes

This section focuses on client outcomes – sustainable change in the quality of life for our clients.

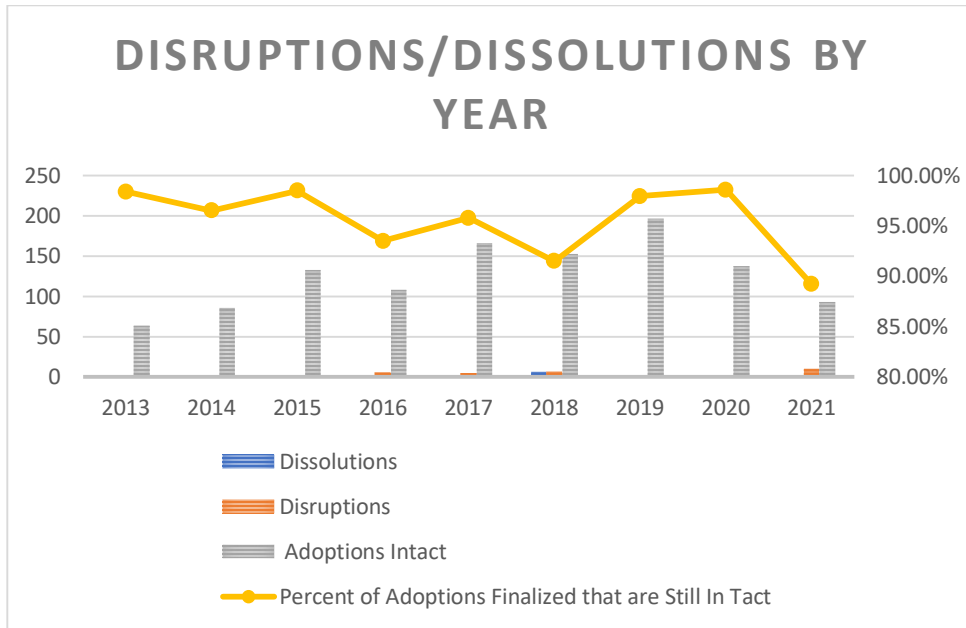
As many of these goals are newly determined, we are still developing ways to track and measure some of the data. Below I am using a color coding system to indicate the status of each goal. Green means we are meeting or exceeding the goal. Yellow means we are measuring but not yet meeting the goal.

Adoption Program Goals:

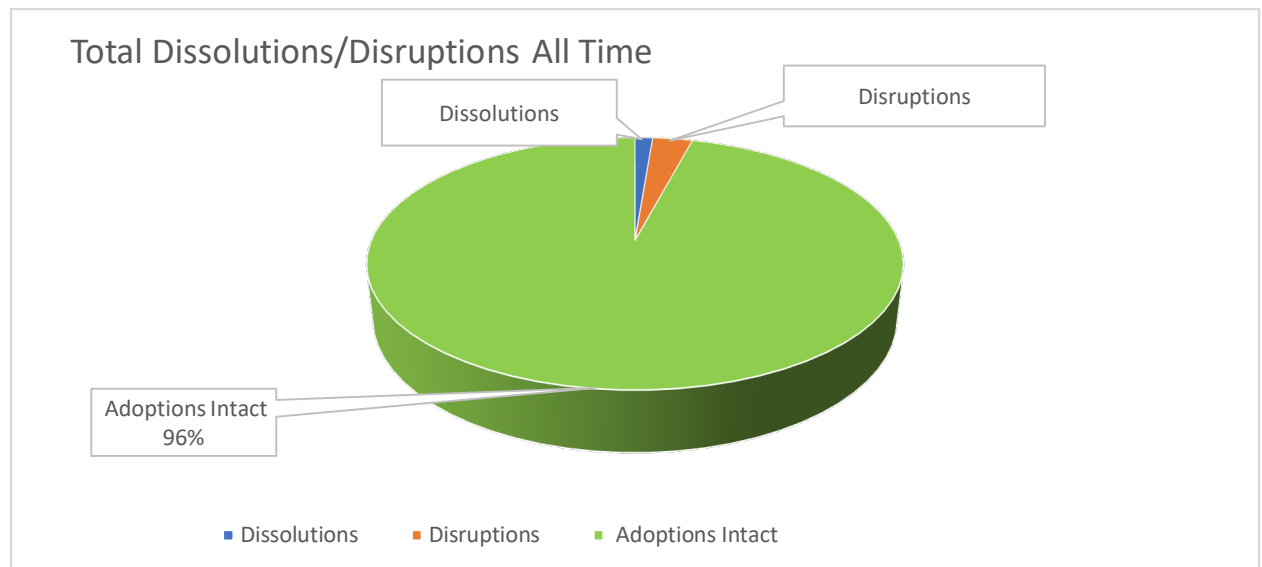
- 75% of families contacted will schedule a 3-month check-in call with the PACC.



- Less than 1% of Nightlight adoptions will end in dissolution. Nightlight had 0 adoptions that ended in dissolution in 2021.
- Less than 10% of Nightlight adoptions involve disruption. Nightlight completed 93 adoptions in the following programs: International, Domestic, Foster Care, and Renewed Hope. Nightlight had 10 adoption placements that were disrupted, representing 10.75% of the total number of adoption placements made in 2021. Of those disruptions, 1 was an international adoption, 1 a domestic adoption, and 8 were foster to adoption placements.



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 has increased overall 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. Our team has set a goal to reduce the number of disruptions in the foster to adopt program to make sure it remains under 10% in the future.



Foster Care Program Goals:

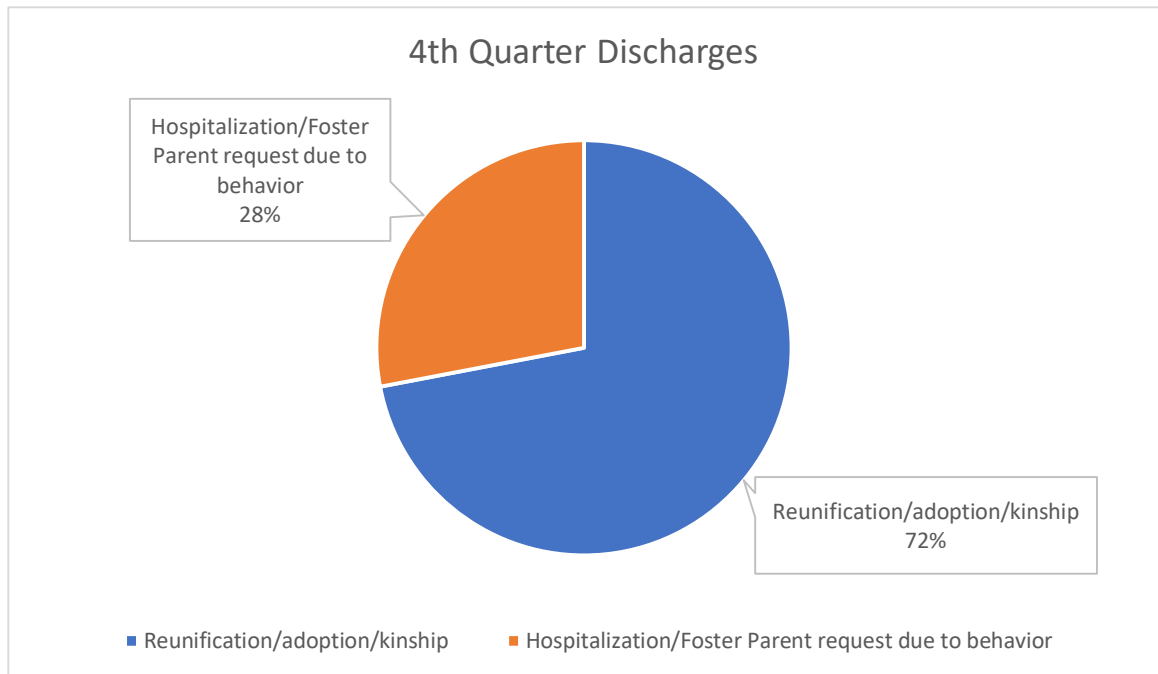
- Less than 10% of Nightlight foster parents certified will close their foster home in the first year for anything other than adoption of the foster child placed in their home.

- 11.4% of foster homes certified in 2021 closed their home in 2021.

This is disappointing to see but well below the national average, according to The Center for State Child Welfare Data report released in September of 2018. In 2016, only 47% of homes licensed for the first time in 2016 remained open at the end of 2016. Nightlight is striving 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. Our foster care team is studying the current research and information on foster parent recruitment and retention, as well as, evaluating our own practices to increase foster parent retention rates.

- 75% of children placed with Nightlight will have only 1 placement. Only 3 children placed into Nightlight foster homes in the 4th quarter disrupted their foster home placement in the same quarter. 93% of children placed into Nightlight foster homes in the 4th quarter have had no moves. As we only began tracking this data in the 4th quarter of 2021, we will have more data in 2022 and will be able to reflect an agency wide annual move percentage at the end of 2022.
- 75% of children discharged will be discharged to permanency (reunification, adoption, kinship).
 - Thirty-four (25%) children were discharged from Nightlight foster homes in the 4th quarter, of those, only 72% were discharged to reunification, adoption, or kinship. In both SC and GA, state child welfare requests that foster families take children for emergency placement for short periods of time rather than placing the child in a shelter. These children discharged were factored out due to the nature of the placement. The remaining 28% were discharged to a higher level of care or at the request of the foster parent due to behavior.

This is certainly an area of improvement for our foster care program. We have implemented 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. Our first training sessions were held January 25th and February 1st and we have received good feedback from those who attended.



Pregnancy Support Services Goals:

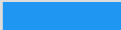
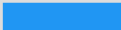
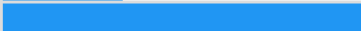
- 100% of clients served will receive counseling and education on their available birth options to empower them to make an informed decision regarding their pregnancy and reduce the number of abortions.
 - In the 4th quarter of 2021, 11 women became Nightlight clients and received pregnancy counseling. Of those, 72% received options counseling.

We believe that this data is incorrect and that team members did not enter this information correctly in the Nightlight database. This has been brought to the attention of our pregnancy counselors, and we expect significant improvement next quarter.

- 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 2021, we received 5 surveys back from birth parents (surveys began in August of 2021). Of those 5 surveys, 80% of clients expressed satisfaction with how their birth options were explained to them by either choosing agree or strongly agree on the survey.

NUMERIC SCALE

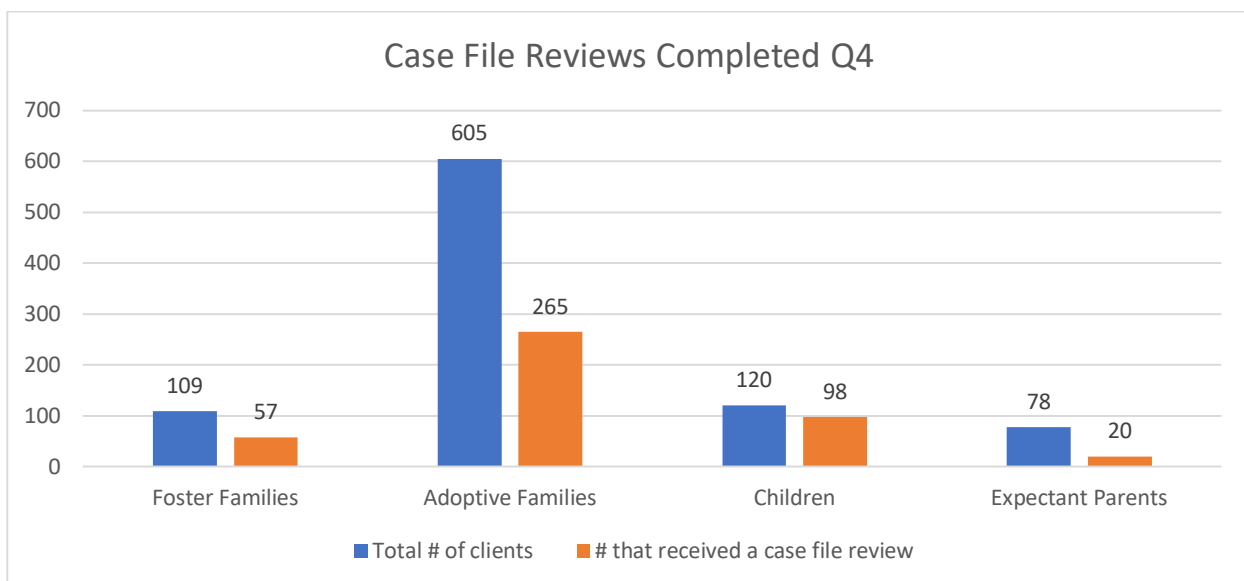
3. I am satisfied with how my pregnancy counselor explained and explored all my pregnancy options with me.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Strongly Disagree)			0	0%
2			0	0%
3			1	20%
4			1	20%
5 (Strongly Agree)			3	60%
Mean	4.40			
Median	5.00			
Total Responses			5	100%

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.

Nightlight began the supervisor file review in the last quarter, so this is the first review of that process. Reporting has shown the following:

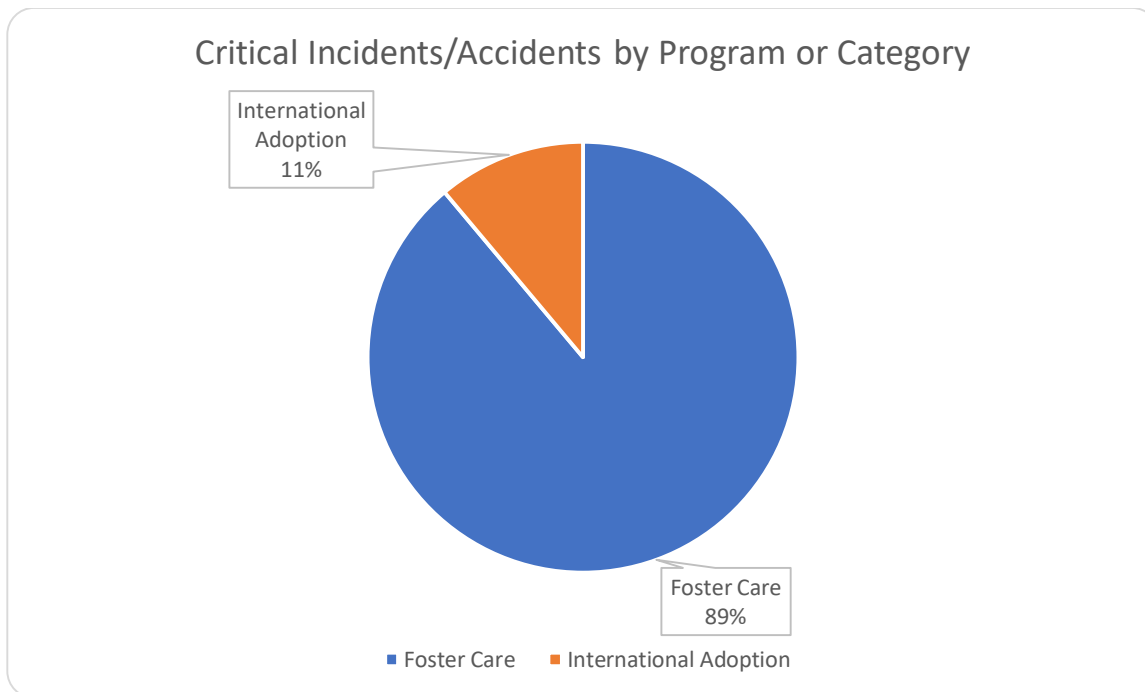


As this is our first time tracking this data, the PQI team has discussed and created a goal to have 80% of all case file reviews completed each quarter. At this time, we are not meeting that goal in any program, but we believe compliance will improve as supervisors and staff become more familiar with the process and enter data for tracking more consistently.

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 foster care program 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 4th Quarter of 2021, the PQI team reviewed 9 critical incidents.



Of the 9 critical incidents received, 8 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.

Nightlight has also required each foster family who had a critical incident this quarter to attend Nightlight's Trust Based Relational Intervention training which took place at the end of January and the beginning of February. We believe that some incidents could have been prevented if foster parents had been better prepared to de-escalate child behaviors earlier in the process. The feedback from foster parents regarding the training has been very positive.

In addition, Nightlight is implementing de-escalation training with all foster care staff to assist them in supporting foster parents and children in crisis. A virtual training is scheduled for March 9, 2022, but we also intend to do more extensive training in person in each office where foster care placements are occurring.

Client Satisfaction

Client satisfaction is very important to us achieving our mission. Our goal is to get 75% of our clients to participate in our client satisfaction survey and each statement to score at least an 80% satisfaction rate. As I mentioned in the Q3 report, our survey automation was just launched in August of 2021. Families are sent an e-mail asking them to follow a link to complete a short survey. Unfortunately, we discovered last quarter that the survey medium we were using did not provide a thorough or user friendly analysis of the data. We have moved our surveys to a new medium, but the automation of how those surveys are sent has remained the same. Quarter 4 surveys were still being received in the old system. One change made for Quarter 1 of 2022 is that no survey questions are required. This is in an effort to boost participation. The chart below provides survey data for all of 2021 (beginning in August 2021) and not just the 4th Quarter.

Survey Title	Number of Submissions	Number of clients completed since 8/1/2021	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	34	57 <i>(there was an error in reporting on the Q3 PQI report)</i>	60%	96% overall satisfaction
Snowflakes Adopting Parent Survey	35	72	49%	84% overall satisfaction
Snowflakes Placing Parent Survey	29	78	37%	94% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	0	13	0	Since surveys are being sent via e-mail and we are often not obtaining an e-mail address for the expectant parent, the surveys are not reaching these clients. The VP of Domestic will be working with her team to

				improve collection of e-mail addresses.
Birth parent Survey – 4 weeks after Placement	5	21	24%	60% overall satisfaction
Domestic Family Survey – Match Ready	3	13	23%	100% overall satisfaction ¹
Domestic Family Survey - 4 Weeks Post Placement	3	21	14%	100% overall satisfaction
International Family Survey – Dossier Complete	10	30	33%	100% overall satisfaction
International Family Survey – Child Home	6	39	15%	84% overall satisfaction
Foster Parent Survey – Home Closed	1	6	17%	100% overall satisfaction
Foster Parent Survey – Initial Certification	3	10 <i>(There was an error in reporting in last quarter. # of families certified was not calculated from 8/1/21 when surveys first began going out)</i>	30%	100% overall satisfaction
Foster Parent Survey – Re-certification	3	11	27%	80% overall satisfaction
Home Study Survey – HS Completed	52	128	41%	82% overall satisfaction

As you can see from the table above, for the survey responses that we received, all but one (1) survey received 80% or higher overall satisfaction. The survey type Birth Parent Survey – 4 weeks after Placement received only a 60% overall satisfaction rate. This low satisfaction was due to a staffing change. We had an expectant parent working with a pregnancy counselor who left prior to the expectant parent’s due date. The expectant parent did not want to change to a new pregnancy counselor mid pregnancy. Nightlight did reach out to the previous pregnancy counselor and asked if she would continue serving this expectant parent until placement. She declined. The newly assigned pregnancy counselor did everything she could to support this

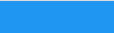
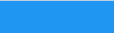
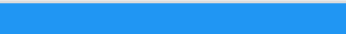
expectant parent, but her survey reflects a continued dissatisfaction due to the staffing change midstream.

Specific areas which were low and need improvement based on survey feedback are shown below. These survey items were identified if the answer choices 4 and 5 totaled less than 80% of all survey participants.

Expectant Parents/Birth Parents

NUMERIC SCALE

12. I am overall satisfied with the services I received from Nightlight Christian Adoptions.

Answer Choice	0%	100%	Number of Responses	Responses Ratio
1 (Strongly Disagree)			1	20%
2			1	20%
3			0	0%
4			0	0%
5 (Strongly Agree)			3	60%
Mean	3.60			
Median	5.00			
Total Responses			5	100%

As mentioned previously, we had one disgruntled birth mother due to a staffing change mid pregnancy. We had a 2nd birth mother who contacted us and asked to fill out the survey again because she had misunderstood the scale and indicated dissatisfaction when she was actually very satisfied. We are continuing to explore and expand our services to birth mothers. We are currently looking for a donor to help cover the cost of birth mother aftercare which would allow us to provide additional support.

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):

A personal connection brought me to Nightlight, and we stuck with it because we felt it was the most ethical choice for birth moms receiving the support they need.

The overarching Christian principal and heart for children and the staff have been so wonderful.

More education and support needs to take place for if OHAN becomes involved with the foster family.

My husband and I cannot thank you enough for a smooth and helpful experience! This was the first time we've done a home study and we are so thankful to have found your agency-because my husband and I are not Christian. We had a number of agencies who would not work with us. We were very worried that would be the reason we could not find an agency for our adoption journey. We thank you so much for your openness and acceptance of different backgrounds and faiths. :)

More detail for in country expectations and what to do. The embassy was very confusing, and we did not have all we needed.

The instructions for the training responses were a bit fuzzy. The videos also seemed a tiny bit outdated in some aspects, because statistics were nearly a decade old in some of them. They were all still very informative!

We felt completely confident in the Snowflakes team through the matching process. We know matching is done carefully and prayerfully!

Maybe a more thorough discussion with the placing families on what might be on their mind, outside of the questions that are already asked in the application forms.

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, in the comment above, we acknowledge that some of the Snowflakes training materials are dated, and since Nightlight is the only entity in the field really providing embryo adoption training, we are beginning a new series of training webinars to update our materials. We also believe that navigating the US Embassy process in an international adoption can be quite complex, and we are committed to improving our instructions and support to families in this phase of the adoption process. The first comment above is from a foster parent asking for more support before OHAN gets involved with a family. This is referencing a child abuse/neglect investigation by the state being conducted on a foster home. We agree that this can be a very trying and scary time for foster families. Therefore, we have improved our orientation materials to better explain this process and have asked our foster care advocates to

increase the frequency of communication with foster families during these investigations. We are so thankful for all the positive feedback we receive as well.

Recognition

Congratulations to Regina Smith, Pregnancy Counselor, for assisting 13 women to make a successful adoption plan in 2021. Regina served 28 women who contacted Nightlight for pregnancy counseling services, and 13 of those women chose adoption in 2021. Regina serves women primarily in the southwest region of Missouri. She receives so many good reports from her expectant and birth parents because she is compassionate, caring, and goes above and beyond to serve her clients. Thank you Regina!



Future Plans

We hope you found the information contained in this report helpful. This is only our 2nd quarterly PQI report and our first full quarter to report since beginning this process. We are still improving our data collection and survey methods.

Contact us!

If you have any feedback about this report, please contact via e-mail or phone:

info@nightlight.org or (502)423-5780.

~~~~~