



nightlight[®]

christian adoptions

Performance and Quality Improvement Report – Q4 2022

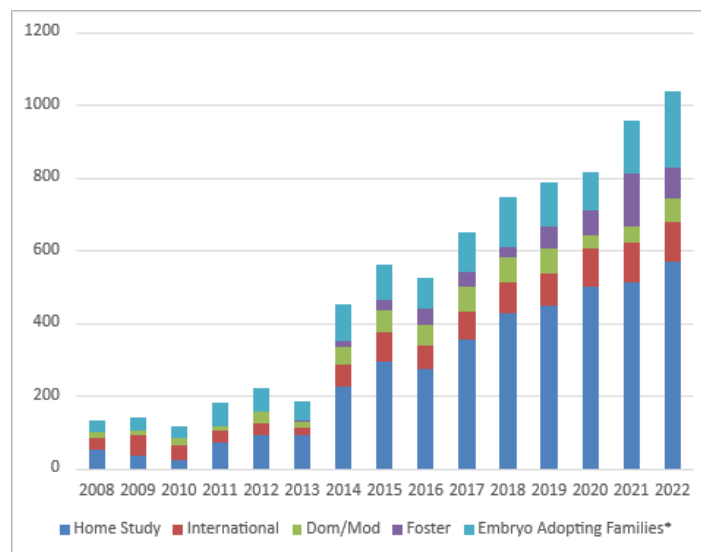
Introduction

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 Q4 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. Once again in 2022, our number of outputs increased over the previous year. We celebrate that we are able to serve so many clients with our various adoption programs and services.

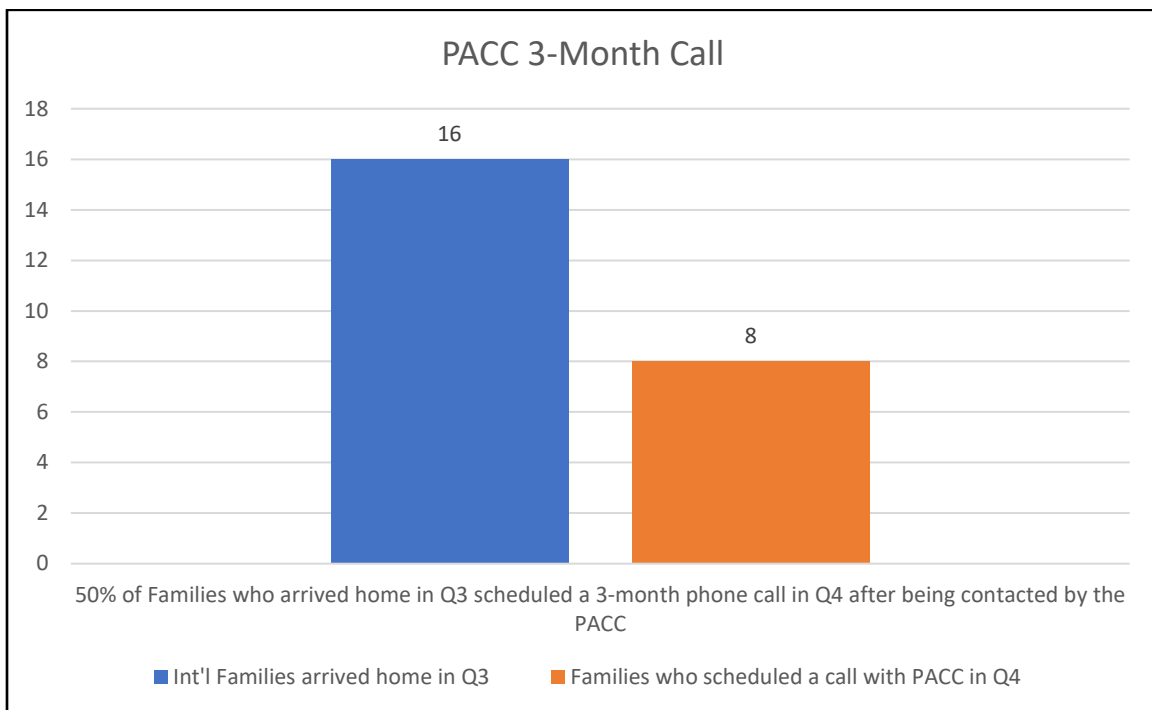
Outcomes

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.



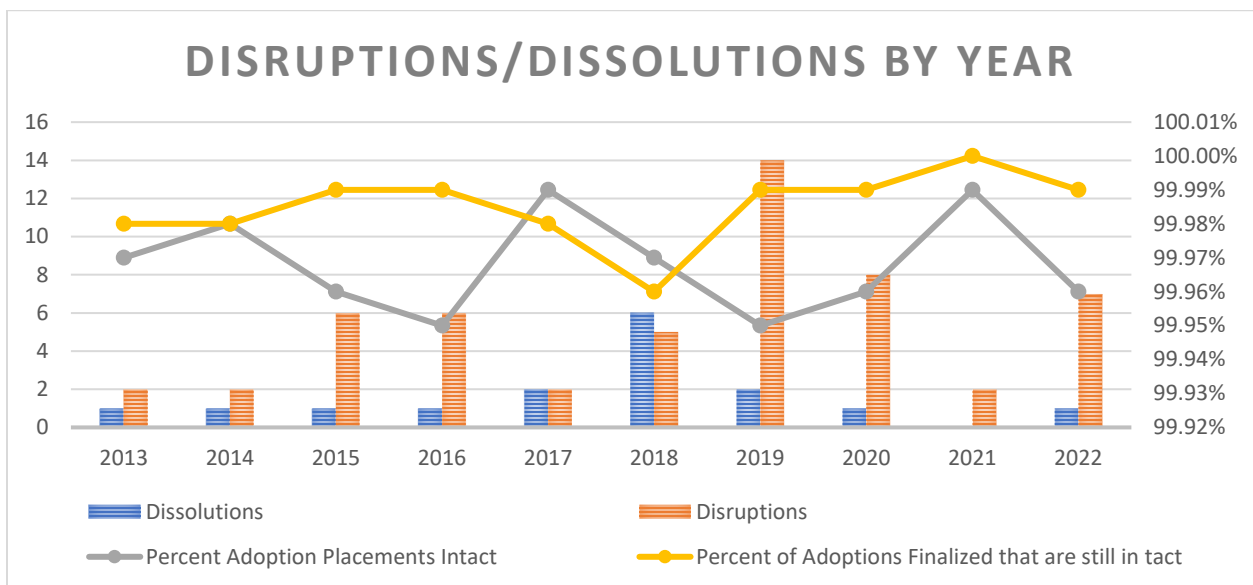
In Q4 of 2022, we have had 50% of families contacted follow through with a 3-month check in call. While it is incredibly important to us that international families are aware of the services of the PACC and that we check in with them at 3 months, we also recognize that some families simply do not need our assistance at that time. We believe that our efforts of changing the wording in the e-mail being sent from the PACC, 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 over the course of 2022.

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

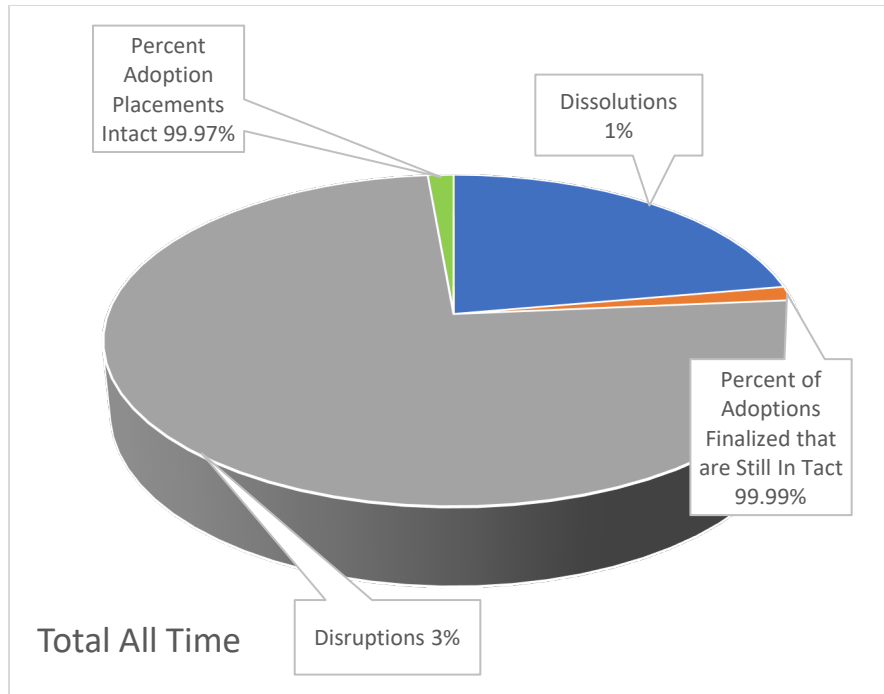
Nightlight had 1 adoption completed in 2020 that dissolved in Q3 of 2022. This child was placed with a new adoptive family and his 2nd adoption was finalized upon dissolution of his previous adoption. It is always heartbreaking when dissolutions occur, but sometimes it is unavoidable. No adoptions have dissolved in Q4 of 2022. For the entire year of 2022, 99.99% of adoptions finalized are still intact.

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

Nightlight had 2 adoption placements disrupt in Q4 of 2022. Therefore, our Q4 percentage of adoptive placements that remain intact is 98.86%. For the entire year of 2022, 99.96% of children placed for adoption through Nightlight programs 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 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 99.96%, 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-three percent of foster families newly certified between 10/1/2021 and 12/31/2022 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.

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.

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

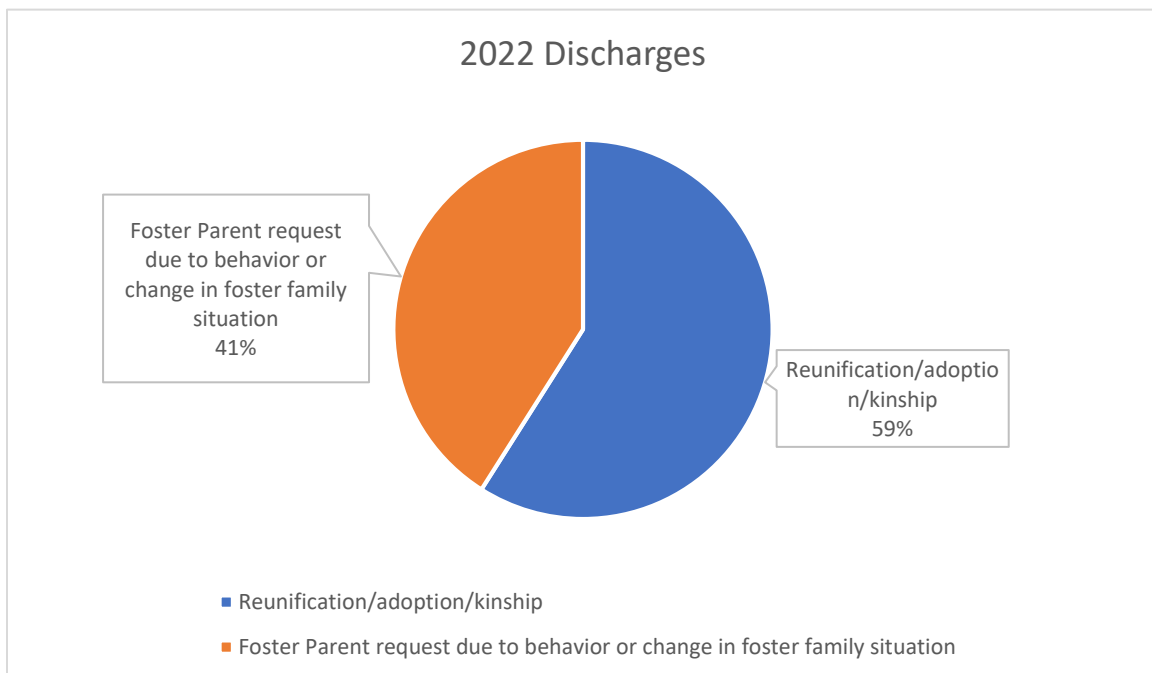
Seventy nine percent of children placed into Nightlight Healing Homes in 2022 had no moves or disruptions.

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

In Q4, twenty-nine (29) children were discharged from Nightlight Healing Homes, of those, only 59% were discharged to reunification, adoption, or kinship. For the entire year of 2022, 59% of children discharged from Nightlight Healing Homes were discharged to reunification, adoption, or kinship. This is decrease since last quarter but only very slight. We believe the interventions we have put in place will continue to improve 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.

Behavior Crisis Management Training has been completed in our 3 offices with the largest number of placements. 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 our other 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.

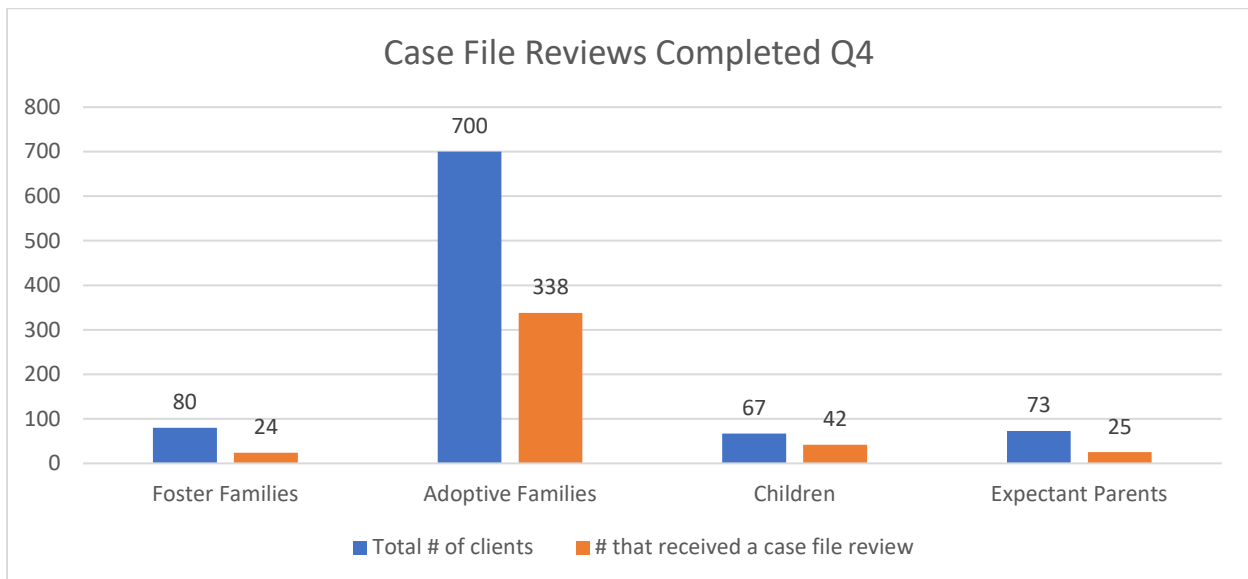
One hundred and ten women facing unplanned pregnancies became Nightlight clients in 2022. Of those, 19 contacted us after their child was born. The remaining 91 received pregnancy counseling that included birth options counseling.

- 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 4th Quarter of 2022, we have received 4 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.

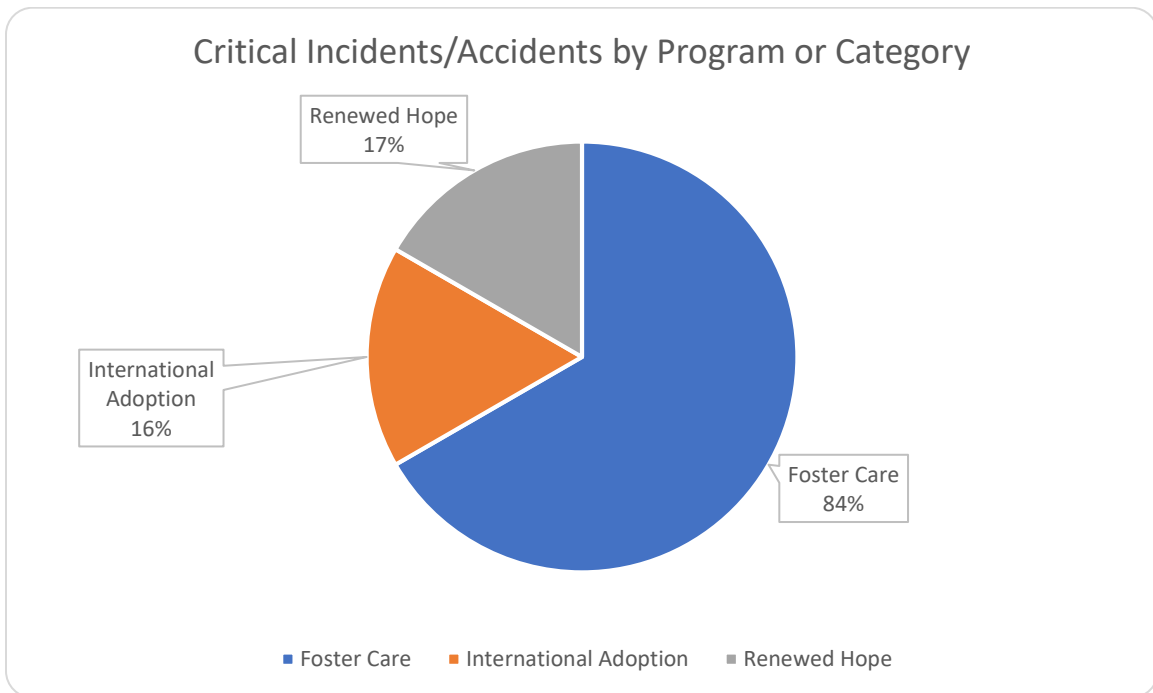


Eighty percent (80%) of all case file reviews will be completed each quarter. At this time, we are not meeting our 80% goal of case file reviews for any program. In fact, our percentage of

reviews completed has decreased since last quarter. This particular issue will be addressed with all supervisors at an upcoming management meeting. 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 4th Quarter of 2022, the PQI team reviewed 6 critical incidents, three critical incidents involved the same foster child.



Of the 6 critical incidents received, 4 involved foster children, 3 of which involved the same foster child. 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 our other offices 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 4 of 2022.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	47	28	60%	97% overall satisfaction
Snowflakes Adopting Parent Survey	44	38	86%	98% overall satisfaction
Snowflakes Placing Parent Survey	47	34	72%	95% overall satisfaction
Expectant Parent Survey – After Choosing to Parent	1	1	100%	100% overall satisfaction
Birth parent Survey – 4 weeks after Placement	14	4	29%	100% overall satisfaction
Domestic Family Survey – Match Ready	21	5	24%	96% overall satisfaction ¹
Domestic Family Survey - 4 Weeks Post Placement	17	8	47%	93% overall satisfaction
International Family Survey – Dossier Complete	24	5	21%	100% overall satisfaction
International Family Survey – Child Home	26	15	58%	77% overall satisfaction
Foster Parent Survey – Home Closed	5	0	0%	n/a
Foster Parent Survey – Initial Certification	9	4	44%	100% overall satisfaction

Foster Parent Survey – Re-certification	10	6	60%	97% overall satisfaction
Home Study Survey – HS Completed	87	37	43%	79% overall satisfaction
Renewed Hope Adoptive Family – After Match	3	1	33%	100% overall satisfaction
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
Anchored in Hope Adoptive Family – Match Ready	4	6 Error in reporting as we believe the 2 week reminder went out to clients from previous quarters who then completed the survey as well.	150%	90% 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	36	4	11%	90%

As you can see from the table above, for all the surveys except Domestic Family – Match Ready, 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 Home Study – HS Completed (79%) and International Family – Child Arrived Home (77%). We clearly have some work to do in increasing our satisfaction rate in these two areas, but we only missed our goal of 80% by a small margin. We are pleased to see that our foster parent surveys reported much higher satisfaction ratings this 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):

“Communication has been very strong and I value that greatly so I am grateful!”

“This was an accelerated home study to adopt a sibling of my adopted child. Nightlight Texas and Nightlight Kentucky are phenomenal. Their teams worked around the clock through a major holiday to make this work for us.”

“The online checklist. It was a bit confusing at the beginning of our update to tell what was required and what was not. It also would be helpful to have spots to upload education, as opposed to emailing those items.”

“We learned to be open about our future children's adoption. There is no shame in adoption and we want our children to know they are loved and respected. We also learned how to start conversations about their adoption but also to let them take the lead as they process this information.”

“They were kind, quick to respond and helpful in our navigation of the process”

“I initially had trouble finding the required reading material (the book options I think?) but I think the forms were in the process of being updated too, so maybe it's now a non-issue for incoming couples?”

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 Kim Letteer, Renewed Hope Program Coordinator. As a former employee of Christian Adoption Services, Kim came to Nightlight with over 20 years of adoption and social work experience. Kim has served as a fee-for-service worker with Nightlight since 2011 and stepped into her new full time role as Renewed Hope Program Coordinator last year. Kim jumped into the Renewed Hope program with so much experience and passion. She is currently working with 7 children in the program and has already placed 3 children with new families through the program. In addition, when I asked the PQI Team to nominate an employee for recognition, three team members nominated Kim! These team members said that Kim is a blessing to the program and to Nightlight and that they are so very thankful for her. Kim has utilized her experience to assist her co-workers in dealing with difficult adoption situations, and she herself has handled crisis calls like a champ. She is positive, upbeat and just a joyful addition to our agency.



“Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God.” Hebrews 13:16

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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