



Hague Accreditation and Approval

Substantiated Complaint and Adverse Action Report

Last Updated May 2018

In accordance with 22 CFR Part 96.91 and 96.92, COA made information available about substantiated complaints and adverse actions which were completed prior to April 1, 2018, and IAAME makes information available about substantiated complaints and adverse actions which occurred on or after April 1, 2018. COA and IAAME recognize that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation/Approval regulatory violation. However, serious or regular on-going violations are reasons for concern. COA and IAAME are not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

Below is a list of all Hague accredited adoption service providers and approved persons. To find out if COA or IAAME has substantiated a complaint or compliance issue against a particular adoption service provider, please click on the name of the provider in the list below.

| Accredited Agencies and Approved Persons | |
|---|--|
| 4KIDS of South Florida | |
| Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010. | |
| 1:17 Center for Global Adoption | |
| AAA Full Circle Adoptions & Family Building Center | |
| Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018. | |
| AAC Adoption Family Network | |
| ABC Adoption Services, Inc. | |
| About A Child | |
| Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017. | |
| Across The World Adoptions | |
| Adopolis, Inc. | |
| Adopt! Inc. | |
| Adopt Abroad | |
| Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018. | |
| Adopt-A-Child, Inc. | |
| Note: This adoption service provider's Hague Accreditation was cancelled, effective 9/8/2015. | |
| Adopt International | |
| Adoption & Beyond, Inc. | |
| Adoption Advocates, Inc. | |

Accredited Agencies and Approved Persons

Note: This adoption service provider is no longer Hague Accredited, effective 3/8/2015.

[Adoption Advocates International](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/21/2014.

[Adoption Alliance](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2012.

[Adoption and Home Study Specialists](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/24/2011.

[Adoption Ark](#)

Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2013.

[Adoption Assistance, Inc.](#)

[Adoption Associates](#)

[Adoption Avenues](#)

[Adoption Center of Washington](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/18/2016.

[Adoption Covenant](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010.

[Adoption Matters, Inc.](#)

[Adoption Home Studies](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010.

[Adoption Hope International, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2014.

[Adoption Horizons](#)

Note: This adoption service provider is no longer Hague Accredited, effective 8/31/2012.

[Adoption House](#)

Note: This adoption service provider is no longer Hague Accredited, effective 10/10/2008.

[Adoption-Link](#)

Note: This adoption service provider is no longer Hague Accredited, effective 9/3/2015.

[Adoption Miracle International](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/12/2010.

[Adoption of Babies & Children, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 9/15/2009.

[Adoption Options](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2013.

[Adoption Options](#)

Accredited Agencies and Approved Persons

Note: This adoption service provider is no longer Hague Accredited, effective 4/1/2016.

[Adoption Related Services, Inc.](#)

[Adoption Resource Associates](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010.

[Adoption Resource Center, dba Adoption ARC](#)

[Adoption S.T.A.R.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/4/2018.

[Adoption Source](#)

Note: This adoption service provider is no longer Hague Accredited, effective 9/25/2009.

[Adoptive Families for Children](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010.

[Adoptions International, Inc.](#)

[Adoptions Together](#)

[Adoptions Unlimited, Inc.](#)

[Advocates for Children & Families, Inc. dba ACF Adoptions](#)

[A Family in Bloom Adoption](#)

[Agape Adoption Agency of Arizona, Inc.](#)

[Agape Adoptions, dba Americans Adopting Orphans](#)

[Agape of Central Alabama, Inc.](#)

[A Helping Hand Adoption Agency](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/29/2016.

[Alaska International Adoption Agency](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/1/2015.

[All About Adoption Services, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 10/31/2017.

[All Blessings International Inc., dba Kentucky Adoption Services](#)

[All God's Children International \(AGCI\), dba Families are Forever International](#)

[Alliance For Children](#)

[A Love Beyond Borders, LLC](#)

[Amazing Grace Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018.

[American Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 10/31/2012.

[American International Adoption Agency, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 4/8/2010.

Accredited Agencies and Approved Persons

[Americans Adopting Orphans Placement Agency](#)

Note: This adoption service provider is no longer Hague Accredited, effective 9/30/2011.

[Americans for International Aid and Adoption](#)

[America World Adoption Association](#)

[A New Arrival, Inc.](#)

Note: This adoption service provider's Hague Accreditation was cancelled, effective 9/22/2017.

[Angeldance International](#)

[Angels Haven Outreach](#)

Note: This adoption service provider is no longer Hague Accredited, effective 8/31/2015.

[Ascentria Care Alliance, Inc.](#)

Note: This agency was formerly known as Lutheran Social Services of New England.

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017.

[Associated Services for International Adoption](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/1/2013.

[Baby Steps International Adoption](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/3/2009.

[Baker Hall dba Baker Victory Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 8/31/2016.

[Bal Jagat - Children's World, Inc.](#)

[Bay Area Adoption Services](#)

[Beacon House Adoption Services, Inc.](#)

This adoption service provider is no longer Hague Accredited, effective 10/19/2014.

[Bellefaire Jewish Children's Bureau](#)

[Bethany Christian Services](#)

[Buckner Adoption and Maternity Services](#)

This adoption service provider is no longer Hague Accredited, effective 3/31/2018.

[Building Arizona Families](#)

[Carolina Adoption Services, Inc.](#)

[CASI Foundation For Children, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 1/19/2016.

[Catholic Charities Baltimore, Associated Catholic Charities, Inc., Child and Family Services Division](#)

[Catholic Charities Diocese of Charlotte](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017.

[Catholic Charities North Dakota](#)

| Accredited Agencies and Approved Persons | |
|--|--|
| Catholic Charities of Fairfield County, Inc. | |
| Catholic Charities of Tennessee, Inc. | |
| Catholic Charities of the Archdiocese of Chicago | |
| Catholic Charities of the Diocese of Arlington, Inc. | |
| Catholic Charities of the Diocese of Baton Rouge | |
| Catholic Charities of the Diocese of Greensburg, PA | |
| Catholic Charities of the Diocese of La Crosse, Inc. | |
| Catholic Charities of the Diocese of Peoria | |
| Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013. | |
| Catholic Family Center | |
| Catholic Guardian Services | |
| Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2016. | |
| Catholic Social Services | |
| Catholic Social Services of Fall River | |
| Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2014. | |
| CCAI (Chinese Children Adoption International) | |
| Child Adoption Associates, Inc. | |
| Child & Family Service | |
| Note: This adoption service provider is no longer Hague Accredited, effective 11/30/2012. | |
| Children's Aid Society in Clearfield County | |
| Children's Home Society of Minnesota | |
| Children's Home Society of Washington | |
| Note: This adoption service provider is no longer Hague Accredited, effective 6/27/2017. | |
| Children's Home Society of West Virginia | |
| Children's Hope International | |
| Children's House International | |
| Children & Families of Iowa | |
| Children At Heart Adoption Services, Inc | |
| Note: This adoption service provider is no longer Hague Accredited, effective 4/18/2016. | |
| Children of Africa Enterprises dba Hope Adoption Agency | |
| Note: This adoption service provider's Hague Accreditation was cancelled, effective 11/8/2012. | |
| Children of the World, Inc. | |
| Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2013. | |
| Children of the World, Inc. | |
| China Adoption With Love | |

| Accredited Agencies and Approved Persons | |
|---|--|
| Christian Adoption Services | |
| Christian Family Services | |
| Christian World Adoption | Note: This adoption service provider is no longer Hague Accredited, effective 2/11/2013. |
| Christian Family Services of the Midwest, Inc. | |
| Christian Social Services of Illinois, DBA Caritas Family Solutions | Note: This agency was formerly known as Catholic Social Services of Southern Illinois. Note: This adoption service provider is no longer Hague Accredited, effective 5/31/2016. |
| Chrysalis House | |
| Community Residences, Inc. | Note: This adoption service provider is no longer Hague Accredited, effective 9/4/2015. |
| Counseling & Family Services dba Family Core | |
| Cradle of Hope Adoption Center | |
| Creative Adoptions, Inc. | |
| Crossroads Adoption Services | Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017. |
| Decolores Adoptions International | Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013. |
| Dillon International, Inc | |
| Dillon Southwest | Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017. |
| Dove Adoptions International | Note: This adoption service provider's Hague Accreditation was cancelled, effective 8/9/2016. |
| DRC Adoption Services, LLC dba Africa Adoption Services, LLC | Note: This adoption service provider is no longer Hague Accredited, effective 1/14/2018. |
| Embraced by Grace, Inc. | Note: This adoption service provider is no longer Hague Accredited, effective 5/11/2017. |
| Embracing Children Adoption Services | Note: This agency was formally known as European Children Adoption Services Note: This adoption service provider is no longer Hague Accredited, effective 1/19/2017. |
| Euroasian Adoption Consultants of Illinois | Note: This adoption service provider is no longer Hague Accredited, effective 10/7/2013. |
| European Adoption Consultants, Inc. | Note: This adoption service provider's Hague Accreditation was cancelled, effective 12/16/2016. |
| European Children Adoption Services | |

Accredited Agencies and Approved Persons

Note: This agency changed its name to Embracing Children Adoption Services

Note: This adoption service provider is no longer Hague Accredited, effective 1/19/2017.

[EVOLVE Adoption and Family Services](#)

Note: This agency was formerly known as HOPE Adoption & Family Services International, Inc.

[Faith International Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018.

[Families Through Adoption, Inc.](#)

[Families Thru International Adoption, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/11/2014.

[Families United Network, Inc.](#)

[Family & Children's Agency, Inc.](#)

[Family & Community Services Inc. dba Family Adoption Consultants](#)

[Family Connections Christian Adoptions](#)

[Family Connections, Inc.](#)

[Family Focus Adoption Services](#)

[Family Resource Center](#)

[Family Services, Inc.](#)

[For This Child](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/14/2010.

[Forever Families Adoption Services, Inc.](#)

[Forever Families Through Adoption, Inc.](#)

[Frank Adoption Center \(NC\)](#)

[Gateway Woods Family Services](#)

[Generations Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/26/2017.

[Gift of Love International Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 8/4/2009.

[Glenkirk](#)

Note: This adoption service provider is no longer Hague Accredited, effective 7/8/2010.

[Global Adoption Services, Inc.](#)

[God's Families International Adoption Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 12/20/2012.

[Golden Cradle Adoption Services](#)

[Good Hope Adoption Services, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 4/8/2014.

Accredited Agencies and Approved Persons

[Grace International Adoption Agency](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018.

[Graham's Gift Children's Foundation](#)

Note: This agency changed its name to New Star Kafala

[Great Wall China Adoption, dba Children of All Nations](#)

[Hand in Hand International Adoptions](#)

[Hands Across the Water](#)

[Happy Families International Center](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.

[Hawaii International Child Placement and Family Services, Inc.](#)

[Heart of Adoptions Alliance, Inc.](#)

[Heart to Heart Adoption Service](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/20/2011.

[Heartsent Adoptions](#)

[Heritage Adoption Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 12/30/2010.

[Hillcrest Family Services](#)

[Hillside Family of Agencies](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2016.

[Holston United Methodist Home for Children, Inc.](#)

[Holt International Children's Services, Inc.](#)

[Holy Cross Child Placement Agency, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/11/2010.

[Home at Last Adoption Agency, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 1/8/2016.

[Homeland Children's Foundation, Inc., dba Homeland Adoption Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 1/31/2013.

[Homestudies and Adoption Placement Services](#)

[Hope's Promise](#)

[Hope Adoption Inc., dba Hope International](#)

[HOPE Adoption & Family Services International, Inc.](#)

Note: This agency changed its name to EVOLVE Adoption and Family Services

[Hope Cottage](#)

Note: This adoption service provider is no longer Hague Accredited, effective 1/31/2013.

[Hopscotch Adoptions, Inc.](#)

Accredited Agencies and Approved Persons

[Hoyleton Ministries](#)

This agency was formally associated with Lifelink International Adoption.

NOTE: This adoption service provider is no longer Hague Accredited, effective 7/31/2010.

[Huminska's Anioly](#)

NOTE: This adoption service provider is no longer Hague Approved, effective 3/31/2013.

[Illien Adoptions International](#)

Note: This adoption service provider's Hague Accreditation was cancelled, effective 8/5/2016.

[Illini Christian Ministries, Inc.](#)

Illinois [Baptist Children's Home & Family Services](#)

[International Adoption Guides, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.

[International Adoption Guides, LLC dba NC Homestudy](#)

Note: This adoption service provider is no longer Hague Approved, effective 12/31/2012.

[International Adoption Net](#)

[International Adoption Services, Inc.](#)

[International Assistance Group](#)

Note: This adoption service provider's Hague Accreditation was cancelled, effective 1/15/2015.

[International Child Foundation](#)

[International Christian Adoptions](#)

[International Families, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/27/2014.

[International Family Services, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2016.

[James Fletcher Thompson, LLC](#)

[Jewish Child Care Association of New York dba JCCA](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/7/2015.

[Jewish Family & Career Services of Louisville](#)

[Jewish Family Service](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.

[Jewish Family Service of Rochester](#)

[Jewish Family Service of San Diego/ Adoption Alliance of San Diego](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.

[Joshua Tree Adoptions, Inc. dba American-International Children's Alliance](#)

[Journeys of the Heart](#)

Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2018.

Accredited Agencies and Approved Persons

[Joyful World Ministries, Inc.](#)

[Karing Angels International Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/30/2012.

[Kids To Adopt](#)

Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.

[KidsFirst International Adoption, Inc.](#)

[Kidspire](#)

Note: This agency was formally known as Orphans Overseas

[La Familia, Inc.](#)

[La Vida International](#)

Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2018.

[LDS Family Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 7/15/2014.

[Life Adoption Services, Inc](#)

Note: This adoption service provider's Hague Accreditation was cancelled, effective 3/12/2018.

[Lifeline Children's Services](#)

[Lifelink International Adoption](#)

Note: This adoption service provider is no longer Hague Accredited, effective 1/31/2017.

[Lilyfield, Inc.](#)

[Little Miracles International](#)

[Living Hope Adoption Agency](#)

[Love Basket](#)

Note: This adoption service provider is no longer Hague Accredited, effective 12/26/2016.

[Lutheran Child and Family Services of Illinois](#)

[Lutheran Family and Children's Services of Missouri](#)

[Lutheran Family Services Rocky Mountains](#)

[Lutheran Social Service of Minnesota](#)

[Lutheran Social Services of New England](#)

Note: This agency changed its name to Ascentria Care Alliance, Inc.

[Lutheran Social Services of New York](#)

Note: This adoption service provider is no longer Hague Accredited, effective 7/19/2017.

[Lutheran Social Services of the South, Inc.](#)

[Lutheran Social Services of Wisconsin & Upper Michigan, Inc.](#)

[Madison Adoption Associates](#)

[Mandala Adoption Services](#)

Accredited Agencies and Approved Persons

Note: This adoption service provider is no longer Hague Accredited, effective 12/29/2008.

[MAPS dba Stepping Stones](#)

Note: This agency was formally known as MAPS Worldwide.

Note: This adoption service provider is no longer Hague Accredited, effective 10/31/2012.

[Michael S. Goldstein, Esquire](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/2/2018.

[Miriam's Promise](#)

[MLJ Adoptions, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 8/15/2017.

[MLJ Adoptions International, Inc.](#)

[New Beginnings Family and Children's Services](#)

[New Beginnings International Children and Family Services](#)

[New Hope Christian Services, Inc. dba New Hope For Children](#)

[New Horizons Adoption Agency](#)

[New Star Kafala](#)

Note: This agency was formally known as Graham's Gift Children's Foundation.

[Nightlight Christian Adoptions](#)

[One World Adoption Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2014.

[Open Seas Adoption Services, Inc.](#)

[Options for Families and Youth](#)

[Orphans Overseas](#)

Note: This agency changed its name to Kidspire

[Our Children's Homestead](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/31/2012.

[Partners for Adoption](#)

Note: This adoption service provider is no longer Hague Accredited, effective 1/28/2013.

[Pauquette Adoption Services](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/3/2010.

[Pearl S. Buck International](#)

Note: This adoption service provider is no longer Hague Accredited, effective 9/30/2014.

[Premier Adoption Agency, Inc.](#)

[Promise Kids a Future](#)

[Providence Place](#)

[Resources for Life](#)

Accredited Agencies and Approved Persons

Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2017.

[Saint Mary International Adoption](#)

[Shepherd Care Ministries, dba Adoption by Shepherd Care](#)

[Small World](#)

[Small World Adoption Foundation of Missouri, Inc.](#)

NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.

[Spence-Chapin Services to Families and Children](#)

[Steffas & Associates, P.C.](#)

[Sunny Ridge Family Center, Inc.](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/9/2015.

[TFI Family Services, Inc.](#)

[The Baby Fold](#)

Note: This adoption service provider is no longer Hague Accredited, effective 11/3/2016.

[The Barker Foundation](#)

[The Center for Family Development](#)

[The Cradle Society](#)

[The Datz Foundation](#)

[The Family Network, Inc.](#)

[The Gladney Center for Adoption](#)

[The Florence Crittenton League of Lowell aka Florence Crittenton League](#)

Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2011.

[The Home for Little Wanderers](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/19/2015.

[The Lutheran Service Society of New York](#)

[The Maine Children's Home for Little Wanderers](#)

[The Open Door Adoption Agency](#)

[The Open Way Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 5/30/2011.

[The Sacred Portion Children's Outreach](#)

[Tree of Life Adoption Center](#)

[Villa Hope International Adoptions](#)

Note: This adoption service provider is no longer Hague Accredited, effective 12/7/2016.

[Vista Del Mar Child and Family Services](#)

[Voice for International Development and Adoption \("V.I.D.A."\)](#)

Note: This adoption service provider's Hague Accreditation was cancelled, effective 3/14/2018.

| Accredited Agencies and Approved Persons |
|---|
| <u>WACAP (World Association for Children and Parents)</u> |
| <u>Wasatch International Adoptions</u> |
| <u>West Sands Adoption</u> <u>Note: This adoption service provider's Hague Accreditation was cancelled, effective 9/18/2017.</u> |
| <u>Wide Horizons For Children</u> |
| <u>World Links Association, Inc</u> |
| <u>Wyoming Children's Society</u> |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010** | |
| Adoption Service Provider Information | |
| Name | 4KIDS of South Florida, Inc. |
| Mailing Address | 2717 West Cypress Creek Road Fort Lauderdale FL 33309 |
| Website | https://www.4kidsofsfl.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | 1:17 Center for Global Adoption |
| Mailing Address | 10850 E. Traverse Hwy. Suite 2292; Traverse City, MI 49684 |
| Website | www.117center.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018** | |
| Adoption Service Provider Information | |
| Name | AAA Full Circle Adoptions & Family Building Center |
| Mailing Address | 39 Main Street; Northampton, MA 01060 |
| Website | www.fullcircleadoptions.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | AAC Adoption Family Network |
| Mailing Address | 735 East Hwy 56, Berthoud, CO 80513 |
| Website | www.aacadoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | ABC Adoption Services, Inc. |
| Mailing Address | c/o Carolina Adoption Services, Inc. 301 N. Elm Street, Suite 500; Greensboro, NC27401 |
| Website | www.abcadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017** | |
| Adoption Service Provider Information | |
| Name | About A Child |
| Mailing Address | 556 Keelson Circle; Redwood City, CA94065 |
| Website | www.aboutachild.org |
| Substantiated Complaints and Adverse Actions | |
| 5/26/2015 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 1/29/16</p> <p>Nature of the Substantiated Violations: 96.35 (a) - The agency was informed about concerns with its foreign facilitator in Ghana. While the ASP took some efforts to look into the concerns which were basically sound, given the seriousness of the concerns, the steps taken by the agency were not sufficient to ensure full compliance with the standard.</p> | |

Adverse Action: Corrective Action Required, effective 4/21/2016

Status of the Adverse Action: Completed 10/12/2016



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Across The World Adoptions |
| Mailing Address | 395 Taylor Boulevard, Suite #116; Pleasant Hill, CA94523 |
| Website | www.atwakids.org |
| 6/26/14 ASP Self-Report | |
| Status: Compliance issue reviewed 10/24/14 | |
| Nature of the Substantiated Violations: 96.33(e) The agency failed to demonstrate that it was financially stable throughout fiscal year 2013. | |
| Adverse Action – No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



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| Substantiated Complaint and Adverse Action | |
|--|---|
| 11/29/17 Complaint filed in Complaint Registry | |
| Result: | Substantiated, Notice of Deficiencies sent 7/9/18 |
| Nature of the Substantiated Non-compliances: | 96.41(b) and 96.41(b) There is no evidence to show or indicate the agency responded to a written complaint within 30 days. |
| | 96.44(b), 96.46 (a)(2), and 96.46 b (1), (5) (6) (8) (9). Several elements of the agency's foreign supervised provider (FSP) agreement were missing. There is no evidence to show the agency ensured their FSP did not engage in practices inconsistent with the Convention's principles of furthering the best interest of children. |
| | 96.44(b), 96.46(a), and 96.46 (b) (6 – 8). There is no evidence to show the agency's FSP provided a fee schedule to the family. The family requested receipts and itemizations, there is no evidence those receipts and itemizations were provided. |
| Adverse Action: | Corrective Action Required, effective 7/9/18 |
| Status of Adverse Action: | In Process |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Adopolis, Inc. |
| Mailing Address | 5247 Wisconsin Ave, NW, Unit 3, 2nd Floor; Washington, DC20015 |
| Website | www.adopolis.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Adopt! Ii |
| Mailing Address | 135 Lackawanna Road; Lexington, KY 40503 |
| Website | www.adoptinc.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018** | |
| Adoption Service Provider Information | |
| Name | Adopt Abroad |
| Mailing Address | 319 South Front Street; Harrisburg, PA17104 |
| Website | www.adopt-abroad.com |
| Substantiated Complaints and Adverse Actions | |
| 1/21/2017 – Complaint filed in the Complaint Registry | |
| <p>Status: Compliance issue completed 1/26/18</p> <p>Nature of the Substantiated Compliance Issues:</p> <p>96.49(d) and 96.49(f) Referrals made by AAI came without any social or medical information and there is no evidence that the agency made reasonable attempts to obtain any of the required medical or social information.</p> <p>96.46(b) AAI obtained a foreign supervised provider (FSP) agreement from the orphanage which was</p> | |

signed after the provision of adoption services and making referrals to the prospective adoptive parents (PAPs). Additionally, the section of the agreement with the orphanage regarding suitability was not completed. The FSP agreement with the in-country representative states that he does not perform any adoption services but goes on to describe services to be provided that are considered adoption services under the regulations. With the introduction of the Universal Accreditation Act, the agency is required to have a FSP agreement in non-Convention countries, to properly identify a FSP as such, and to understand the FSP's participation in adoption services.

96.35(a) and 96.46(c) The PAPs received referrals prior to the agency having obtained/received consents for the adoption of the children referred. There is no evidence that the agency at any time verified proper consents were obtained for the children. Given the agency's earlier concerns about the documentation, the failure to verify consents in these cases is an egregious lapse in ethical conduct.

96.34(a), 96.34(b), and 96.34(c) The FSP Agreement with the orphanage states that the agency will pay \$1,500 per referral/child. The regulations specifically state that compensation can only be paid for salaries and/or services rendered and prohibit compensation based on contingent or incentive fees. While there was no evidence that the agency was making payments for children, the language in the contract is problematic and gives the appearance of improper financial arrangements.

96.41(e) The agency's conduct demonstrates that it attempted to discourage the family from filing a complaint or expressing an opinion about the agency.

96.35(e) and 96.39(e) The agency failed to submit an Action by Licensing self-report to COA within 5 days of learning that a family had complained to licensing about the agency. The ASP failed to fully cooperate with COA's monitoring and oversight activities.

96.42(c) The agency's response to a complaint by the PAPs to the Better Business Bureau included that PAP's sensitive personal information which was unrelated to the specifics of the complaint.

Adverse Action: Suspension with Corrective Action Required, effective 3/12/18.

Status of the Adverse Action: In Progress

10/13/2017 – ASP Self-Report

Status: Compliance issue completed 3/22/18

Nature of the Substantiated Violations:

96.25(a) & 96.39(e) – The agency failed to submit an Initiation of Investigation self-report which was the subject of the complaint above. As a result, the agency did not comply with the verification of self-reporting compliance. However, the agency submitted the Initiation of Investigation report as a result of COA's review of the complaint above.

Adverse Action: No adverse action, the agency completed corrective action pursuant to the substantiated complaint above.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **NOTE: This agency's Hague Accreditation was cancelled, effective 9/8/2015** | |
| Adoption Service Provider Information | |
| Name | Adopt-A-Child, Inc. |
| Mailing Address | 6315 Forbes Avenue, Suite L-120; Pittsburgh, PA15217 |
| Website | www.adopt-a-child.org |
| Substantiated Complaints and Adverse Actions | |
| Status: Compliance issue completed 3/13/15 | |
| Nature of the Substantiated Compliance Issues: 96.41(f) & 96.39(e) The agency failed to submit a semi-annual report on complaints (SARC) on October 1, 2014 for the filing period April 1, 2014 -September 30, 2014 and on April 1, 2015 for the filing period October 1, 2014 – March 30, 2015. Despite repeated requests, the ASP did not provide the documentation requested. The ASP failed to fully cooperate with COA's monitoring and oversight activities. | |

96.42(e) & 96.39(e) The agency failed to submit a self-report to COA within thirty days of the time it ceased to provide adoption services and did not provide information about the transfer of its adoption records. The ASP failed to fully cooperate with COA's monitoring and oversight activities.

Adverse Action: Cancellation, effective 9/8/15.

Status of the Adverse Action: In Progress



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Adopt International |
| Mailing Address | 1000 Brannan St., #301; San Francisco, CA94103 |
| Website | www.adoptinter.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Adoption & Beyond, Inc. |
| Mailing Address | 16236 Metcalf Avenue; Overland Park, KS 66085 |
| Website | |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/8/15** | |
| Adoption Service Provider Information | |
| Name | Adoption Advocates, Inc. |
| Mailing Address | 11407 Seminole Boulevard; Largo, FL33778 |
| Website | www.adoptionadvocatesinc.com |
| Substantiated Complaints and Adverse Actions | |
| 2/21/2012 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 7/29/13 | |
| Nature of the Substantiated Violations: 96.35(a) & 96.36(b): The agency failed to verify a birth mother's pregnancy in accordance with the agency's procedures and continued working with a birth mother despite multiple indications of falsified information. The agency paid the birth mother's living expenses and intermittent requested payments without verifying her pregnancy. The agency lacks protocols to monitor, assess, and/or prohibit direct communications between prospective adoptive parents and a birth mother to ensure that inappropriate | |

requests for money for the inducement to release children in adoption cases does not occur.

96.36(a): The agency does not have a thorough system for verifying receipts or ensuring that money is paid towards legitimate adoption related expenses.

96.41(f): The agency failed to disclose the complainant's complaint in the appropriate reporting period.

Adverse Action: Suspension with Corrective Action Required, effective 1/9/2014

Status of the Adverse Action: Completed 3/28/2014



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/21/14** | |
| Adoption Service Provider Information | |
| Name | Adoption Advocates International |
| Mailing Address | 709 South Peabody; Port Angeles, WA 98362 |
| Website | www.adoptionadvocates.org |
| Substantiated Complaints and Adverse Actions | |
| 5/13/2010 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/24/11 | |
| Nature of the Substantiated Violation: 96.35 (a) Adoption Advocates International failed to fully cooperate with an investigation conducted by a state licensing authority. | |
| Adverse Action: Corrective Action Required, effective 8/9/11 | |
| Status of the Adverse Action: Completed 9/30/11 | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2012** | |
| Adoption Service Provider Information | |
| Name | Adoption Alliance |
| Mailing Address | 2121 S. Oneida Street, Suite 420; Denver, CO 80122 |
| Website | www.adoptall.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 11/24/2011** | |
| Adoption Service Provider Information | |
| Name | Adoption and Home Study Specialists |
| Mailing Address | 10507 Timberwood Circle, Suite 216 |
| Website | http://www.adoptionspecialists.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 2/28/2013** | |
| Adoption Service Provider Information | |
| Name | Adoption Ark |
| Mailing Address | 830 S. Buffalo Grove Road, Suite 103; Buffalo Grove, IL 60089 |
| Website | www.adoptionark.org |
| Substantiated Complaints and Adverse Actions | |
| 10/30/2010 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/18/10 | |
| Nature of the Substantiated Violations: 96.35(a) The agency led its clients to believe it was providing adoption services in Pakistan, although they lacked proper authorization to provide adoption services in Pakistan. | |
| Adverse Action: Corrective Action Required | |

| |
|---|
| Status of Adverse Action: Completed. |
| 02/03/2010 – Complaint filed in the Complaint Registry |
| <p>Status: Complaint investigation completed 7/16/10</p> <p>Nature of the Substantiated Violations: 96.35(a) The agency led its clients to believe it was providing adoption services in Pakistan, although they lacked proper authorization to provide adoption services in Pakistan.</p> <p>96.41(b) & 96.41(c) The agency did not respond to complaints in a timely manner.</p> <p>Adverse Action: Corrective Action Required</p> <p>Status of Adverse Action: Completed.</p> |
| 02/04/2010 – Complaint filed in the Complaint Registry |
| <p>Status: Complaint investigation completed 6/18/10</p> <p>Nature of the Substantiated Violations: 96. 35 (a) The agency was not transparent in its foreign authorizations to operate and its partnerships with adoption service providers working in other countries.</p> <p>Adverse Action: Corrective Action Required</p> <p>Status of Adverse Action: Completed.</p> |
| 04/16/2010 – Complaint filed in the Complaint Registry |
| <p>Status: Complaint investigation completed 6/18/10</p> <p>Nature of the Substantiated Violations: 96.30 (b, c) The agency was operating an office without the proper authorization.</p> <p>96.30 (b) The agency was found to be out of compliance with state licensing regulations.</p> <p>96.32 (e) The agency failed to fully disclose the previous role(s) it's directors/managers/ employees previously held as directors/managers/employees of other adoption service providers.</p> <p>96.35 (a) The agency's agents advised a client to provide false information and withhold information. The agency led its clients to believe it was providing adoption services in Pakistan, although they lacked proper authorization to provide adoption services in Pakistan.</p> <p>Adverse Action: Corrective Action Required</p> <p>Status of Adverse Action: Completed.</p> |
| 06/30/2011 – Complaint filed in the Complaint Registry |
| |

Status: Complaint investigation completed 4/13/12

Nature of the Substantiated Violations:

96.41 (e) – The agency discouraged a client from filing a complaint with COA and explaining to others what had happened to her in Pakistan.

Adverse Action: Corrective Action Required

Status of the Adverse Action: Completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Adoption Assistance, Inc. |
| Mailing Address | 173 Sears Ave #267; Louisville KY 40207 |
| Website | http://www.adoptionassistance.com |
| Substantiated Complaints and Adverse Action | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action – Corrective Action Required, effective 11/27/17 | |
| Status of Adverse Action – Completed 1/4/18 | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Adoption Associates |
| Mailing Address | 1338 Baldwin; Jenison, MI 49428 |
| Website | www.adoptionassociates.net |
| Substantiated Complaints and Adverse Actions | |
| 2/14/2009 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 11/9/10</p> <p>Nature of the Substantiated Violations: 96.40 (g) The agency has demonstrated a pattern of charging numerous clients in Convention Cases multiple times for additional fees and expenses beyond those disclosed in the adoption services contract. One of the reasons described for charging the additional fees was to replace lost revenue due to a decrease in the number of new clients applying for services with the agency.</p> <p>Adverse Action: Corrective Action Required</p> <p>Status of Adverse Action: Completed.</p> | |

1/19/2010 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 11/9/10

Nature of the Substantiated Violations:

96.40 (g) The agency has demonstrated a pattern of charging numerous clients in Convention Cases multiple times for additional fees and expenses beyond those disclosed in the adoption services contract. One of the reasons described for charging the additional fees was to replace lost revenue due to a decrease in the number of new clients applying for services with the agency.

Adverse Action: Corrective Action Required

Status of Adverse Action: Completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Adoption Avenues |
| Mailing Address | 9498 SW Barbur Boulevard, Suite 305; Portland, OR97219 |
| Website | www.adoptionavenues.org |
| Substantiated Complaints and Adverse Actions | |
| 7/22/2011 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 3/29/13</p> <p>Nature of the Substantiated Violations:</p> <p>96.35(a): The agency knowingly allowed their foreign facilitator to instruct the complainant to hide who money was being wired from and that it shouldn't be from the adoption agency.</p> <p>96.36(b): The complainant believed that the foreign facilitator was paying bribes in-country. When notified, the agency took insufficient action to investigate these allegations and did not respond appropriately to her statements and clarify as applicable.</p> | |

96.36(b): The agency did not have sufficient protections for monitoring large sums of cash paid in-country to ensure that fees were spent on legitimate adoption costs.

96.35(a): The agency did not make the appropriate inquiries to determine that foster parents were registered with the Ministry of Justice as required by the country. Additionally, the agency failed to assess or verify the safety of foster homes used by the agency in-country.

Adverse Action: Corrective Action Required, effective 6/24/13

Status of Adverse Action: Completed 8/27/13



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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/18/2016** | |
| Adoption Service Provider Information | |
| Name | Adoption Center of Washington |
| Mailing Address | 1726 M Street NW, Suite 1101; Washington, DC 20036 |
| Website | www.adoptioncenter.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010** | |
| Adoption Service Provider Information | |
| Name | Adoption Covenant |
| Mailing Address | 1304 16 th Street Lubbock TX79401 |
| Website | http://www.adoptioncovenant.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Adoption Matters, Inc. |
| Mailing Address | 134 Professional Park Dr., Suite 400; Mooresville NC 28117 |
| Website | http://www.adoptionmattersinc.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2010** | |
| Adoption Service Provider Information | |
| Name | Adoption Home Studies |
| Mailing Address | 3433 Hwy 190 #327 Mandeville, LA 70471 |
| Website | http://www.lahomestudy.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2014** | |
| Adoption Service Provider Information | |
| Name | Adoption Hope International, Inc. |
| Mailing Address | 284 Shoreward Drive; Myrtle Beach, SC 29579 |
| Website | www.adopts.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 8/31/2012** | |
| Adoption Service Provider Information | |
| Name | Adoption Horizons |
| Mailing Address | 10 West 7th Street, Ste. F; Eureka, CA95501 |
| Website | www.adoption-horizons.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 10/10/2008** | |
| Adoption Service Provider Information | |
| Name | Adoption House |
| Mailing Address | 3411 Silverside Road, Webster Building Suite #101 Wilmington, DE 19810 |
| Website | http://www.adoptionhouse.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 9/3/2015** | |
| Adoption Service Provider Information | |
| Name | Adoption-Link |
| Mailing Address | 1113 South Boulevard; Oak Park, IL60302 |
| Website | www.adoption-link.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 5/12/2010** | |
| Adoption Service Provider Information | |
| Name | Adoption Miracle International |
| Mailing Address | 19660 Silver Lake Trail Shorewood, MN 55331 |
| Website | http://www.adoptionmiracle.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 9/15/2009** | |
| Adoption Service Provider Information | |
| Name | Adoption of Babies & Children, Inc. |
| Mailing Address | 6317 Theden Street Shawnee, KS66218 |
| Website | http://www.abcadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 6/30/2013** | |
| Adoption Service Provider Information | |
| Name | Adoption Options |
| Mailing Address | 411 Camino del Rio South, Suite 200; San Diego, CA 92108 |
| Website | www.adoption-options.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 4/1/2016** | |
| Adoption Service Provider Information | |
| Name | Adoption Options |
| Mailing Address | 13900 E. Harvard Avenue, Suite 200; Aurora, CO 80014 |
| Website | http://www.adoption-options.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Adoption Related Services, Inc. |
| Mailing Address | 8 South Main Street, PO Box 201; Shrewsbury, PA17361 |
| Website | www.adopthomestudyserv.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Monitoring and Oversight Report

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COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2010** | |
| Adoption Service Provider Information | |
| Name | Adoption Resource Associates |
| Mailing Address | 262 Upland Road Cambridge MA 2140 |
| Website | |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Adoption Resource Center, dba Adoption ARC |
| Mailing Address | 4701 Pine Street J-7; Philadelphia, PA19143 |
| Website | www.adoptionarc.com |
| Substantiated Complaints and Adverse Actions | |
| 9/19/2017 ASP Self-Report | |
| Status: Compliance issue reviewed 2/21/18 | |
| Nature of the Substantiated Violations: 96.33(e) The agency's balance sheets demonstrated that the agency was not operating on a sound financial basis at the end of the 2016 fiscal year. | |
| Adverse Action: No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/4/2018** | |
| Adoption Service Provider Information | |
| Name | Adoption S.T.A.R. |
| Mailing Address | 47 Plaza Drive; Williamsville, NY14221 |
| Website | www.adoptionstar.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 9/25/2009** | |
| Adoption Service Provider Information | |
| Name | Adoption Source |
| Mailing Address | 6401 Congress Avenue, Suite 205 Boca Raton, FL 33487 |
| Website | www.adoptionsource.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2010** | |
| Adoption Service Provider Information | |
| Name | Adoptive Families for Children |
| Mailing Address | 26 Fairview Street Keene, NH 3431 |
| Website | |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Adoptions International, Inc. |
| Mailing Address | 10716 Haven Creek Court Dallas TX 75238 |
| Website | http://www.adoptmeinternational.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Adoptions Together |
| Mailing Address | 10230 New Hampshire Avenue, Suite 200; Silver Spring, MD 20903 |
| Website | www.adoptionstogether.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Adoptions Unlimited |
| Mailing Address | 4091 Riverside Drive, Suite 115; Chino, CA 91710 |
| Website | www.adoptionstogether.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Advocate for Children & Families, Inc. dba ACF Adoptions |
| Mailing Address | 16831 NE 6th Avenue; North Miami Beach, FL33162 |
| Website | www.adoptionflorida.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | A Family in Bloom Adoption |
| Mailing Address | 5426 Ptarmigan Circle; Boulder, CO 80301 |
| Website | www.afamilyinbloomadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Agape Adoption Agency of Arizona, Inc. |
| Mailing Address | 4302 E. Broadway Rd.; Phoenix, AZ |
| Website | www.agapeaz.org |
| Substantiated Complaints and Adverse Action | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action – Corrective Action Required, effective 11/20/17 | |
| Status of Adverse Action – Completed 1/19/18 | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Agape Adoptions, dba Americans Adopting Orphans |
| Mailing Address | 1003 1/2 Main Street, Suite 5; Sumner, WA98390 |
| Website | www.agapeadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Agape of Central Alabama, Inc. |
| Mailing Address | 3800 Vaughn Road; Montgomery, AL 36106 |
| Website | www.agapeforchildren.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/29/2016** | |
| Adoption Service Provider Information | |
| Name | A Helping Hand Adoption Agency |
| Mailing Address | 1510 Newtown Pike, Suite 152; Lexington, KY40511 |
| Website | www.worldadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/1/2015.** | |
| Adoption Service Provider Information | |
| Name | Alaska International Adoption Agency |
| Mailing Address | 308 G Street, #225; Anchorage, AK99501 |
| Website | www.akadoptions.com |
| Substantiated Complaints and Adverse Actions | |
| 6/4/2012 ASP Self-Report | |
| Status: Compliance issue completed 8/22/14 | |
| Nature of the Substantiated Violations: | |
| 96.33(b) The agency failed to provide complete copies of their 2012 and 2013 financial reviews to COA. | |
| 96.39(e) The agency has not cooperated with reviews by the accrediting entity by failing to submit, after repeated requests, complete 2012 and 2013 financial reviews to COA. | |

Adverse Action: Corrective Action Required, effective 2/26/15

Status of the Adverse Action: The agency closed before the adverse action was completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 10/31/2017** | |
| Adoption Service Provider Information | |
| Name | All About Adoption Services, Inc. |
| Mailing Address | 105 Sioux Drive; Berthoud, CO 80513 |
| Website | www.aaadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | All Blessings International Inc., dba Kentucky Adoption Services |
| Mailing Address | 3808 South Griffith Ave; Owensboro, KY42301 |
| Website | www.kentuckyadoptionsservices.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | All God's Children International (AGCI), dba Families are Forever International |
| Mailing Address | 3308 NE Peerless Place; Portland, OR97232 |
| Website | www.allodschildren.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Alliance For Children |
| Mailing Address | 464 Hillside Avenue, Suite 300; Needham, MA 02492 |
| Website | www.alli.orchildren.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | A Love Beyond Borders, LLC |
| Mailing Address | 4155 E. Jewel Avenue, Suite 800; Denver, CO 80222 |
| Website | www.bbinternationaladoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| | |
| Adoption Service Provider Information | |
| Name | Amazing Grace Adoptions |
| Mailing Address | 1215 Jones Franklin Road, Suite 202; Raleigh, NC27606 |
| Website | www.agaadoptions.org |
| Substantiated Complaints and Adverse Action | |
| 10/26/2017 – ASP Self-Report | |
| <p>Status: Compliance Issue completed 10/26/17</p> <p>Nature of the Substantiated Violations:</p> <p>96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report.</p> <p>96.39(e) & 96.25(a) – The agency failed to submit a verification of self-reporting compliance report.</p> | |

96.39(e) & 96.41(f) – The agency failed to submit a Semi-Annual Review on Complaints for the filing period April 1, 2017 – September 30, 2017.

Adverse Action – Corrective Action Required, effective 11/20/17

Status of Adverse Action – Completed 2/16/18



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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 10/31/2012** | |
| Adoption Service Provider Information | |
| Name | American Adoptions |
| Mailing Address | 9101 West 110th Street, Suite 200; Overland Park, KS 66210 |
| Website | http://www.americanadoptions.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 4/8/2010** | |
| Adoption Service Provider Information | |
| Name | America International Adoption Agency, Inc. |
| Mailing Address | 7045 County Line Road Williamsfield, OH 44093 |
| Website | http://www.aiaagency.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 9/30/2011** | |
| Adoption Service Provider Information | |
| Name | Americans Adopting Orphans Placement Agency |
| Mailing Address | 3200 NE 125 th Suite 1 Seattle, WA 98125 |
| Website | http://www.orphans.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Americans for International Aid and Adoption |
| Mailing Address | 2151 Livernois, Ste 200; Troy, MI48083 |
| Website | www.aiaaadopt.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

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Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | America World Adoption Association |
| Mailing Address | 6723 Whittier Avenue, Suite 202; McLean, VA22101 |
| Website | www.awaa.org |
| Substantiated Complaints and Adverse Actions | |
| 10/7/2010 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 10/12/12</p> <p>Nature of the Substantiated Violations: 96.35(b)(5) & 96.35(e) The agency failed to report to COA a complaint filed with licensing which resulted in a requirement for corrective action.</p> <p>Adverse Action - No adverse action</p> | |
| 11/3/2015 – ASP Self-Report | |
| Status: Compliance issue reviewed 3/31/16 | |

Nature of the Substantiated Violations:

96.48(e) The agency did not provide sufficient individualized counseling and preparation to meet the needs of the PAPs in light of the particular child's special needs nor was there documented evidence from the case record that a determination was made that the PAPs did not require additional counseling or preparation.

Adverse Action – Corrective Action Required, effective 7/11/16

Status of Adverse Action – Completed 8/30/16



Council on Accreditation
Accreditation and Approval
Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| *Note: This adoption service provider's Hague Accreditation was cancelled, effective 9/22/2017* | |
| Adoption Service Provider Information | |
| Name | A New Arrival, Inc. |
| Mailing Address | 204 S. Main Street; Twin Bridges, MT 59754 |
| Website | http://www.anewarrival.com |
| Substantiated Complaints | |
| 4/14/2017 – Monitoring & Oversight Activity | |
| Status: Compliance issue reviewed 7/7/17 | |
| Nature of the Substantiated Violations: 96.44(a) & 96.44(b) The agency has not produced conclusive evidence that it is acting, nor has it demonstrated the capacity to act as a primary provider. In that regard, the agency does not ensure that all of the services on the service plan are carried out, and has failed to provide appropriate supervision to all required foreign and domestic supervised providers. | |

96.40(b) & 96.40(c) The fee schedule which is consistently provided to prospective adoptive parents (PAPs) adopting from Ukraine fails to itemize the separate categories in the standard.

96.42(a) Given that the agency did not provide evidence that it maintains contact with PAPs after they provide the “Review & Recommendation” letter for USCIS, COA can only conclude that the agency is neither obtaining nor maintaining complete adoption records, as defined and required by state law.

96.43(d) The agency failed to provide placement information which is required to be provided to the accrediting entity within 30 days of request. While the agency attempted to cooperate with the request, the agency was unable to provide the information as they do not maintain the case data.

96.48(c) The agency does not provide training or counseling to PAPs with respect to any child-specific background information in order to allow them to be as fully prepared as possible for the adoption.

96.48(e) The agency does not provide additional in-person, individualized counseling and preparation, as needed, to meet the needs of the PAPs in light of the particular child to be adopted.

96.49(d) & 96.49(f) The agency does not have the capacity to use reasonable efforts, or require a supervised provider to use reasonable efforts, to obtain available medical and social information on the child.

96.35(a) Although the agency states on the “Review and Recommendation” letter it provides to USCIS that it is the primary provider working with PAPs from Ukraine, other documentation indicates that the agency has no intention or capacity of fulfilling any of the functions required of a Primary Provider. The agency’s misleading information to USCIS and other stakeholders, and the significant number of adoptions impacted by the agency’s misrepresentations, demonstrate that the agency’s practices are patently unethical and misleading. Additionally, given the agency’s lack of information on the child to be adopted, the agency is not involved in or aware of what would be in the best interest of the child. This is an egregious practice which may put children and adoptive families at serious risk of harm.

Adverse Action – Cancellation, effective 9/22/17.

Status of the Adverse Action: In Process



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Angeldance International |
| Mailing Address | 2237 W. 30 th Avenue, Suite 202; McLean VA 22101 |
| Website | www.angeldance.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 8/31/2015** | |
| Adoption Service Provider Information | |
| Name | Angels Haven Outreach |
| Mailing Address | 818 Grayson Rd., Suite #200; Pleasant Hill, CA 94523 |
| Website | www.angelshaven.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017** | |
| Adoption Service Provider Information | |
| Name | Ascentria Care Alliance, Inc. Formerly known as Lutheran Social Services of New England |
| Mailing Address | 14 East Worcester Street, Suite 300; Worcester, MA 01604 |
| Website | www.lssne.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/1/2013** | |
| Adoption Service Provider Information | |
| Name | Associated Services for International Adoption |
| Mailing Address | 215 SW Hooker Street, Suite 100; Portland, OR 97201 |
| Website | http://www.asiadopt.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/3/2009** | |
| Adoption Service Provider Information | |
| Name | Baby Steps International Adoption |
| Mailing Address | 3070 Lake Crest Circle Suite 400-255 Lexington, KY 40513 |
| Website | |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| *Note: This adoption service provider is no longer Hague Accredited, effective 8/31/2016* | |
| Adoption Service Provider Information | |
| Name | Baker Hall dba Baker Victory Services |
| Mailing Address | 780 Ridge Road; Lackawanna, NY14218 |
| Website | www.bakervictoryservices.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Bal Jagat - Children's World, Inc. |
| Mailing Address | 5199 East Pacific Coast Hwy, Suite 204; Long Beach, CA90804 |
| Website | www.baljagat.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Bay Area Adoption Services |
| Mailing Address | 465 Fairchild Drive #215; Mountain View, CA94043 |
| Website | www.baas.org |
| 6/28/13 ASP Self-Report | |
| Status: Compliance issue reviewed 12/5/14 | |
| Nature of the Substantiated Violations: | |
| 96.30(b) The agency did not follow applicable State licensing and regulatory requirements, which required a Court Report to be immediately submitted when there is a serious question concerning the suitability of a petition or the care to the child. | |
| 96.50(b) The ASP failure to immediately file a Court Report notifying the court with jurisdiction over the finalization of the adoption of a critical incident. Since the adoption was not yet finalized, the agency had responsibility to notify all appropriate entities of the circumstances of the case, in order for an appropriate determination to be made about the best interest of the child. The agency did not sufficiently monitor or supervise the child's placement in the post placement phase to ensure that the placement remained in the best interests of the child. | |

Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

1/3/17 Complaint filed in the Complaint Registry

Status: Complaint Review Completed 12/8/17

Nature of the Substantiated Violations:

96.35(a) The agency failed to take appropriate steps to assess the child's safety and ensure the proper process was followed after learning of a plan for an unauthorized custody transfer. This was not in the best interest of the child. Additionally, it is unclear if all applicable ICPC process requirements were met.

96.25(a), 96.39(e), & 96.43(d) The agency failed to submit the dissolution of adoption self-report within 30 days of the occurrence, and instead filing it with COA 9 months late.

Adverse Action: Suspension with Corrective Action Required, effective 1/29/2018

Status of the Adverse Action: Completed 2/10/18

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 10/19/2014** | |
| Adoption Service Provider Information | |
| Name | Beacon House Adoption Services, Inc. |
| Mailing Address | 5917 Jones Creek Road, Suite 100B; Baton Rouge, LA70817 |
| Website | www.beaconhouseadoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Bellefaire Jewish Children's Bureau |
| Mailing Address | 22001 Fairmount Boulevard; Shaker Heights, OH44118 |
| Website | www.bellefairejcb.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Bethany Christian Services |
| Mailing Address | P.O. Box 294; Grand Rapids, MI 49501 |
| Website | www.bethany.org |
| Substantiated Complaints and Adverse Actions | |
| 7/6/2009 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/18/10 | |
| Nature of the Substantiated Violations: 96.47 (a) The agency initially failed to include information about an additional adult household member in a homestudy and a response to a Request for Evidence resulting in a Notice of Intent to Deny the Application. | |
| Adverse Action: No Adverse Action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |
| 10/12/2017 ASP Self-Report | |

Status: Compliance issue reviewed 3/22/18

Nature of the Substantiated Violations:

96.39(e) & 96.25(a) Bethany failed to submit a Serious Injury to a Child self-report that was discovered in the course of COA's review of a complaint filed against a different adoption service provider. As a result, Bethany did not comply with the verification of self-reporting compliance. However, Bethany has since submitted the Serious Injury to a Child self-report. Additionally, Bethany failed to submit an Allegation of Child Buying self-report that was discovered in the course of COA's review of a complaint filed against a different adoption service provider. As a result, Bethany did not comply with the verification of self-reporting compliance. However, Bethany has submitted the underlying documentation which will be reviewed as part of the self-report process.

Adverse Action: No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2018** | |
| Adoption Service Provider Information | |
| Name | Buckner Adoption and Maternity Services |
| Mailing Address | 600 N. Pearl Street; Dallas, TX75201 |
| Website | www.bucknerinternationaladoptions.org ; www.buckneradoption.org ; www.buckner.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Building Arizona Families |
| Mailing Address | 18449 West Ivy Lane; Surprise, AZ 85388 |
| Website | www.buildingarizonafamilies.com |
| Substantiated Complaints and Adverse Actions | |
| 9/28/2009 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 5/25/10 | |
| Nature of the Complaint: 96.47 (a) The agency failed to include information in a homestudy regarding the pregnancy of the prospective adoptive mother. | |
| Adverse Action: No Adverse Action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Carolina Adoption Services, Inc. |
| Mailing Address | 301 N. Elm Street, Suite 500; Greensboro, NC27401 |
| Website | www.carolinaadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 1/19/2016** | |
| Adoption Service Provider Information | |
| Name | CASI Foundation For Children, Inc. |
| Mailing Address | 2308 N. Cole Road, Suite E; Boise, ID83704 |
| Website | www.adoptcasi.org |
| 3/31/14 ASP Self-Report | |
| Status: Compliance issue reviewed 11/21/14 | |
| Nature of the Substantiated Violations: | |
| 96.33 (b) & 96.33 (c) The agency did not complete an independent audit at least once every four years. | |
| 96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash | |

reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2013.

Adverse Action - Corrective Action Required, effective 4/21/2015

Status of Adverse Action - The agency relinquished its Hague accreditation before the adverse action was completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Catholic Charities Baltimore, Associated Catholic Charities, Inc., Child and Family Services Division |
| Mailing Address | 2601 N. Howard Street, Suite 200; Baltimore, MD21218 |
| Website | www.catholiccharities-md.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017** | |
| Adoption Service Provider Information | |
| Name | Catholic Charities of Charlotte |
| Mailing Address | 1123 South Church Street; Charlotte NC 28203-4003 |
| Website | www.ccdoc.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities North Dakota |
| Mailing Address | 5201 Bishops Boulevard, Suite B; Fargo, ND58104 |
| Website | www.catholiccharitiesnd.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of Fairfield County, Inc. |
| Mailing Address | 238 Jewett Avenue; Bridgeport, CT6606 |
| Website | www.diobpt.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Compliance Issues: 96.25(a) & 96.39(e) The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action: No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of Tennessee, Inc. |
| Mailing Address | 30 White Bridge Road; Nashville, TN 37205 |
| Website | www.cctenn.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of the Archdiocese of Chicago |
| Mailing Address | 721 N. LaSalle; Chicago, IL60654 |
| Website | www.catholiccharities.net |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of the Diocese of Arlington, Inc. |
| Mailing Address | 200 North Glebe Road, Suite 506; Arlington, VA22203 |
| Website | www.cceda.net |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of the Diocese of Baton Rouge |
| Mailing Address | P.O. Box 4785; Baton Rouge, LA70821 |
| Website | www.ccdiobr.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of the Diocese of Greensburg, PA |
| Mailing Address | 711 E. Pittsburgh Street; Greensburg, PA15601 |
| Website | www.ccharitiesgreensburg.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Charities of the Diocese of La Crosse, Inc. |
| Mailing Address | P.O. Box 266; La Crosse, WI54602 |
| Website | www.cclse.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | Catholic Charities of the Diocese of Peoria |
| Mailing Address | Spalding Pastoral Center 419 NE Madison Avenue; Peoria, IL 61603 |
| Website | http://www.ccdop.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Catholic Family Center |
| Mailing Address | 87 N. Clinton Avenue; Rochester, NY14604 |
| Website | www.cfcrochester.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2016** | |
| Adoption Service Provider Information | |
| Name | Catholic Guardian Services |
| Mailing Address | 1011 First Avenue, 10th Floor; New York, NY10022 |
| Website | |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Catholic Social Services |
| Mailing Address | 529 Kansas City St. Suite 100 Rapid City, SD 57701 |
| Website | http://www.catholicsocialservicesrapidcity.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2014** | |
| Adoption Service Provider Information | |
| Name | Catholic Social Services of Fall River |
| Mailing Address | P.O. Box M, South Station; Fall River, MA2724 |
| Website | www.cssdioc.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | CCAI (Chinese Children Adoption International) |
| Mailing Address | 6920 S. Holly Circle, Centennial, CO 80112 |
| Website | www.ccaifamily.org |
| Substantiated Complaints and Adverse Actions | |
| 12/15/2016 – Complaint filed in the Complaint Registry | |
| Status: Complaint review completed 11/17/17 | |
| Nature of the Substantiated Compliance Issues: 96.35(a) Records did not provide sufficient documentation to demonstrate that CCAI took reasonable steps given the situation and requests from the family to provide the services outlined in the contract. In light of serious health and safety issues the agency was made aware of, it had an ethical responsibility to ensure the well-being of the adopted children through fulfilling the obligations for post adoption services outlined in the contract. 96.25(a) & 96.39(e) The agency failed to submit a serious injury to a child self-report within 48 hours of learning of the occurrence. | |

Adverse Action: Suspension with Corrective Action Required, effective 3/15/18. This adverse action was taken in light of this case and the one below.

Status of the Adverse Action: Completed 3/29/18

8/23/2017 – Complaint filed in the Complaint Registry

Status: Complaint review completed 12/14/17

Nature of the Substantiated Compliance Issues:

96.46(d) & 96.46(g) The agency possessed information in the child's referral and medical records which should have led it to conclude that further records were missing. While the agency made an attempt to obtain the missing information, it failed to continue to use reasonable efforts to secure that medical information that could not be obtained up until the adoption was finalized and/or it failed to document those efforts.

Adverse Action: Suspension with Corrective Action Required, effective 3/15/18. This adverse action was taken in light of this case and the one above.

Status of the Adverse Action: Completed 3/29/18

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Child Adoption Associates, Inc. |
| Mailing Address | 200 Swanton Street, #635; Winchester, MA 1890 |
| Website | www.child-adoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/30/2012** | |
| Adoption Service Provider Information | |
| Name | Child & Family Service |
| Mailing Address | 91-1841 Fort Weaver Road Ewa Beach, HI 96706 |
| Website | http://www.childandfamilyservice.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children's Aid Society in Clearfield County |
| Mailing Address | 1008 South 2 nd Street; Clearfield, PA 16830 |
| Website | www.childdaid.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children's Home Society of Minnesota |
| Mailing Address | 1605 Eustis Street; St. Paul, MN55108 |
| Website | www.chsfs.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 6/27/2017** | |
| Adoption Service Provider Information | |
| Name | Children's Home Society of Washington |
| Mailing Address | 3300 NE 65 th Street; Seattle, WA 98115 |
| Website | www.childrenshomesociety.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children's Home Society of West Virginia |
| Mailing Address | P.O. Box 2942; Charleston, WV25330 |
| Website | www.childhswv.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children's Hope International |
| Mailing Address | 11780 Borman Drive; St. Louis, MO63146 |
| Website | www.childrenshope.net |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children's House International |
| Mailing Address | P.O. Box 1829; Ferndale, WA 98248 |
| Website | www.childrenshouseinternational.com |
| Substantiated Complaints and Adverse Actions | |
| 11/8/2016 – Complaint filed in the Complaint Registry | |
| Status: Complaint Review completed 3/20/18 | |
| Nature of the Substantiated Compliance Issues: 96.34(b) The variation between the fees paid among its two foreign supervised providers (FSPs) in the Hungary Program is significant and the agency has not demonstrated that fees for services are actually provided. 96.35(a) In the absence of adequate evidence demonstrating why the FSP's fees were higher than its other FSP and the agency's expressed willingness to pay more because it originally believed the FSP received healthier referrals, it is reasonable to conclude that this constitutes unethical conduct, because no consideration for the possibility of wrongdoing was explored. The agency has failed to justify | |

through financial documentation that the FSP's fees are paid for services rendered and has failed to provide a reasonable explanation of FSP's compensation. With regards to foreign expenses, it is negligent for the agency to not collect receipts and track expenditures of their employee.

Adverse Action: Corrective Action Required, effective 3/30/18.

Status of the Adverse Action: In Progress



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children & Families of Iowa |
| Mailing Address | 1111 University Avenue; Des Moines, IA 50314 |
| Website | www.cfiowa.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action – Corrective Action Required, effective 11/20/17 | |
| Status of Adverse Action – Completed 1/12/18 | |



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Hague Accreditation and Approval

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 4/18/2016** | |
| Adoption Service Provider Information | |
| Name | Children At Heart Adoption Services, Inc. |
| Mailing Address | 145 North Main Street; Mechanicville, NY12118 |
| Website | www.childrenatheart.com |
| 6/5/14 ASP Self-Report | |
| Status: Compliance issue reviewed 11/21/14 | |
| Nature of the Substantiated Violations: 96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2013. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |

96.33 (b) & 96.33 (c) The agency did not complete an audit every four years.

Adverse Action – Corrective Action Required, effective 9/1/15

Status of Adverse Action – The agency relinquished its Hague accreditation before the adverse action was completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This agency's Hague Accreditation was cancelled, effective 11/8/2012** | |
| Adoption Service Provider Information | |
| Name | Children of Africa Enterprises dba Hope Adoption Agency |
| Mailing Address | 10425 Old Olive Street Road, Suite 207; St. Louis, MO63141 |
| Website | www.hopeadoptionagency.org |
| Substantiated Complaints and Adverse Actions | |
| 4/12/2011 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 9/14/12</p> <p>Nature of the Substantiated Violation: 96.35(a) The agency took \$7,000.00 in adoption fees with knowledge that the complainant's circumstances had changed and then discontinued services based on the complainant's changed circumstances. The agency failed to have the family sign the contract before they had an updated homestudy to assess the family's eligibility to adopt.</p> | |

96.35(a) The children that the complainant wanted to adopt were not actually available when she accepted the referral.

96.32(a) & 96.44(b) The agency operated as a nonexistent agency stateside and admitted lack of oversight of their Ethiopian office. The CEO at the time, was unable to ensure effective use of resources, coordinated delivery of services, & oversight of staff. Even though the agency did not provide services in Convention adoption cases, they did not demonstrate the capacity to act as a primary provider in a Convention country.

96.35(b)(5) & 96.35(e) The agency failed to report the initiation of a licensing investigation to the accrediting body on a self-report.

96.35(c) & 96.35(e) The agency failed to self-report a change in CEO prohibiting the accrediting entity from assessing the CEO's suitability.

96.25(a) & 96.39(e) The agency attempted to obstruct the accrediting entity's investigation by providing false information.

Adverse Action: Cancellation, effective 11/8/12.

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

6/3/2011 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 9/21/12

Nature of the Substantiated Violation:

96.35(a) The agency was not diligent in questioning and following up on discrepancies in birth dates and family information received on the referral which differed from the birth certificate and court documents provided to the prospective adoptive parents. There was an admitted lack of staff oversight and no knowledge of who reviewed the children's paperwork.

96.32(a) & 96.44(b) The agency operated as a nonexistent agency stateside and admitted lack of oversight of their Ethiopian office. The CEO at the time, was unable to ensure effective use of resources, coordinated delivery of services, & oversight of staff. Even though the agency did not provide services in Convention adoption cases, they did not demonstrate the capacity to act as a primary provider in a Convention country.

Adverse Action: Cancellation, effective 11/8/12.

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2013** | |
| Adoption Service Provider Information | |
| Name | Children of the World, Inc. |
| Mailing Address | 7751 Carondelet Avenue, Suite 702 Clayton, MO 63105 |
| Website | http://www.childrenoftheworldnet.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Children of the World, Inc. |
| Mailing Address | 22787 HWY 98 Bld. E, STE 3 Fairhope, AL 36532 |
| Website | www.childrenoftheworld.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | China Adoption With Love |
| Mailing Address | 251 Harvard Street, #19 - 20; Brookline, MA 02446 |
| Website | www.cawli.org |
| Substantiated Complaints and Adverse Action | |
| 11/3/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 11/3/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of self-reporting compliance report. | |
| Adverse Action – Corrective Action Required, effective 11/21/17 | |
| Status of Adverse Action – Completed 1/19/18 | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Christian Adoption Services |
| Mailing Address | 624 Matthews-Mint Hill Road, Suite 134; Matthews, NC28105 |
| Website | www.christianadopt.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Christian Family Services |
| Mailing Address | 17105 W. 12 Mile Rd.; Southfield MI 48076 |
| Website | http://www.cfs-michigan.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 2/11/2013** | |
| Adoption Service Provider Information | |
| Name | Christian World Adoption |
| Mailing Address | 777 South Allen Road; Flat Rock, NC28731 |
| Website | www.cwa.org |
| Substantiated Complaints and Adverse Actions | |
| 3/29/2011 & 4/11/2011 – Complaints filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 7/9/12</p> <p>Nature of the Substantiated Violations: 96.39 (a)(1), 96.40(a), 96.40(b), & 96.40(g) – The agency charged an additional fee not disclosed in the adoption services contract or fee schedule provided at contract signing. No additional services were provided for the additional fee. The agency did not financially plan ahead and take into consideration the lengthy wait time for families adopting these children.</p> | |

Adverse Action: Corrective Action Required

Status of the Adverse Action: Completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Christian Family Services of the Midwest, Inc. |
| Mailing Address | 10500 Barkley, Suite 216; Overland Park, KS 66212 |
| Website | www.cfskc.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| ** Note: This adoption service provider is no longer Hague Accredited, effective 5/31/2016** | |
| Adoption Service Provider Information | |
| Name | Christian Social Services of Illinois, DBA Caritas Family Solutions |
| Mailing Address | 8601 W. Main Street, Suite 201; Belleville, IL 62223 |
| Website | www.cssil.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Chrysalis House |
| Mailing Address | 7395 N. Palm Bluffs, Suite 106; Fresno, CA93711 |
| Website | www.chrysalishouse.com |
| 7/9/2012 ASP Self-Report | |
| Status: Compliance issue reviewed 10/23/12 | |
| Nature of the Substantiated Violations: 96.35 (a) The agency failed to properly oversee their contractor's work who violated The China Center for Children's Welfare and Adoption procedures and disrupted the placing order of children. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 9/4/2015** | |
| Adoption Service Provider Information | |
| Name | Community Residences, Inc. |
| Mailing Address | 732 West Street; Southington, CT 06415 |
| Website | www.crinco.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Counseling & Family Services dba FamilyCore |
| Mailing Address | 330 SW Washington Street; Peoria, IL 61602-1406 |
| Website | http://familycore.org/ |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Cradle of Hope Adoption Center |
| Mailing Address | 8630 Fenton Street, Suite 310; Silver Spring, MD20910 |
| Website | www.cradlehope.org |
| Substantiated Complainants and Adverse Actions | |
| 10/10/2016 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 10/6/17</p> <p>Nature of the Substantiated Violations:</p> <p>96.35 (a) – The agency failed to thoroughly evaluate a family's motivations for the adoption, at the application and home study stage, and later when specific concerns regarding the family's intentions surfaced.</p> <p>96.25(a), 96.43(d) and 96.39(e) – The agency failed to submit the dissolution of adoption self-report within 30 days of the occurrence, and instead filing it with COA 9 months late.</p> | |

96.47(a) and 96.47(b) – The agency did not verify the prospective adoptive parent’s eligibility and suitability to adopt nor did it disclose to the home study agency critical information which would have been pertinent in its assessment of the PAP’s eligibility and suitability to adopt. Therefore, the home study did not include all relevant facts about the PAP’s willingness to parent the child (96.47b) and did not include a full and complete statement as to the PAP’s suitability and eligibility and reasons for the adoption (96.47a).

Adverse Action: Suspension with Corrective Action Required, effective 2/12/2018

Status of the Adverse Action: Completed 2/24/18

10/4/2017 – ASP Self-Report

Status: Compliance issue completed 3/22/18

Nature of the Substantiated Violations:

96.25(a) & 96.39(e) – The agency failed to submit a Disruption/Dissolution self-report which was the subject of the complaint above. As a result, the agency did not comply with the verification of self-reporting compliance. However, the agency submitted the disruption/dissolution report as a result of COA’s review of the complaint above.

Adverse Action: No adverse action, the agency completed corrective action pursuant to the substantiated complaint above.

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Creative Adoptions, Inc. |
| Mailing Address | One Centre Park, 8808 Centre Park Drive, Suite 208; Columbia, MD21044 |
| Website | www.creativeadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017** | |
| Adoption Service Provider Information | |
| Name | Crossroads Adoption Services |
| Mailing Address | 7600 Parklawn, Suite 352; Minneapolis, MN55435 |
| Website | www.crossroadsadoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | Decolores Adoptions International |
| Mailing Address | 2615 Paul White Road; Lake Charles, LA 70611 |
| Website | http://www.decoloresadoptions.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Dillon International, Inc. |
| Mailing Address | 3227 E 31st Street Suite 200; Tulsa, OK74105 |
| Website | www.dillonadopt.com |
| Substantiated Complaints and Adverse Actions | |
| 9/8/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 3/30/18 | |
| Nature of the Substantiated Violations: 96.33 (e) The agency's balance sheets demonstrated that it was not operating on a sound financial basis at the end of the 2016 fiscal year. | |
| Adverse Action: No Adverse Action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |
| 10/10/2017 – ASP Self-Report | |
| | |

Status: Compliance Issue completed 3/22/18

Nature of the Substantiated Violations:

96.39 (e) & 96.25(a) The agency failed to submit two Disruption/Dissolution self-reports for Vietnam. As a result, the agency did not comply with the verification of self-reporting compliance. However, Dillion has since submitted the disruption/dissolution self-reports.

Adverse Action: No Adverse Action, the agency completed voluntary corrective action pursuant to §96.76 (a).



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2017** | |
| Adoption Service Provider Information | |
| Name | Dillon Southwest |
| Mailing Address | 3014 North Hayden Road, #101; Scottsdale, AZ85251 |
| Website | - |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider's accreditation was cancelled, effective 8/9/2016** | |
| Adoption Service Provider Information | |
| Name | Dove Adoptions International |
| Mailing Address | 180 North Maine Street, Suite A; Banks, OR 97106 |
| Website | www.adoptions.net |
| 5/21/2015 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 7/7/16 | |
| Nature of the Substantiated Violations: 96.41(e) The ASP offered to settle its differences with a client only if there was an agreement which limited the complainant's right to express a opinion about the performance of the agency. Furthermore, the ASP provided that neither party would disclose the existence or terms of the Settlement and Release to any person and did not specify that the agreement or terms (and underlying reasons for the agreement) could be subject to review or inspection by COA. | |

Adverse Action – Corrective Action Required, effective 8/5/2016

Status of the Adverse Action: In Progress (never completed, see below)

5/18/2016 – ASP Self-Report

Status: Complaint investigation completed 7/1/16

Nature of the Substantiated Violations:

96.32(b) Dove has failed to demonstrate that it has a board of directors or a similar governing body that establishes and approves its mission, policies, budget, and programs or appoints and oversees the performance of its chief executive officer or equivalent official.

96.32(c) Dove has failed to demonstrate that it keeps permanent records of the meetings and deliberations of its governing body and of its major decisions affecting the delivery of adoption services.

96.44(b) Dove has failed to demonstrate that it has an organizational structure, financial and personnel resources, and policies and procedures in place that demonstrate that the agency or person is capable of acting as a primary provider in any intercountry adoption case and, when acting as the primary provider, provides appropriate supervision to supervised providers and verifies the work of other foreign providers in accordance with Section 96.45 and 96.46.

96.33(b) Dove has failed to demonstrate that its finances are subject to annual internal review and oversight and failed to submit copies of internal financial review reports for inspection by COA the 2012-2015 fiscal years.

96.33(a) Dove has failed to demonstrate that it operates under a budget approved by its governing body, if applicable, for management of its funds. The budget discloses all remuneration (including perquisites) paid to the agency's or person's board of directors, managers, employees, and supervised providers.

96.33(e) Dove has failed to demonstrate that it has balance sheets which show that it operates on a sound financial basis and maintains on average sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months, taking into account its projected volume of cases and its size, scope, and financial commitments.

96.37(d) Dove has failed to demonstrate that it has a social work supervisor who meets the requirements in the standard.

96.37(e) Dove has failed to demonstrate that it has non-supervisory employees who are supervised by an employee of the agency who meets the requirements for supervisors in paragraph (d) of this section.

96.37(f) Dove has failed to demonstrate that employees who conduct home studies are supervised by an employee of the agency who meets the requirements in paragraph (d) of this section.

96.37(g) Dove has failed to demonstrate that employees who prepare child background studies are supervised by an employee of the agency who meets the requirements in paragraph (d) of this section.

96.32(a) Dove has failed to demonstrate that the chief executive officer or equivalent official has the management credentials to ensure effective use of resources and coordinated delivery of the services provided by the agency, and has authority and responsibility for management and oversight of the staff and any supervised providers in carrying out the adoption-related functions of the organization.

Adverse Action – Cancellation, effective 8/9/2016

Status of Adverse Action – In Process



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 1/14/2018** | |
| Adoption Service Provider Information | |
| Name | DRC Adoption Services, LLC dba Africa Adoption Services, LLC |
| Mailing Address | 11331 Top Walnut Loop; Louisville, KY 40229 |
| Website | www.drcadoptionsservices.com |
| 8/12/2014 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 5/1/15 | |
| <p>Nature of the Substantiated Violations:</p> <p>96.41(e) The agency attempted to discourage a complainant from making a complaint by communicating to her the impact that the complaint would have on the agency and other adoptive families.</p> <p>Adverse Action – Corrective Action Required, effective 6/19/2015</p> <ul style="list-style-type: none"> This adverse action was also taken in response to other investigations that were simultaneously investigated and substantiated. | |

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| Status of Adverse Action – Completed 11/23/15 |
| 8/26/2014 & 9/11/14 Complaints filed in the Complaint Registry |
| <p>Status: Complaint investigations completed 3/16/15 & 3/23/15</p> <p>Nature of the Substantiated Violations:</p> <p>96.35(a) The complainant believed that an in-country attorney was misappropriating foster fees. While the agency made some good faith efforts to look into the complainant's concerns, the seriousness of the matter created an affirmative duty to advise the appropriate government entity involved in the foster care agreement or any other governmental authority to conduct their own independent investigation. The agency's lack of appropriate follow-up was egregious, constituting unethical conduct.</p> <p>96.36(b) There is no evidence that the agency had protocols in place to ensure that reasonable payments intended for the care of the child were paid for this purpose or to prevent money from being misappropriated. The agency's child buying policy and procedures were a restatement of the standard and provided no direction to employees about its procedures to ensure that monies are reasonable and spent on legitimate adoption related services.</p> <p>96.36(b) The agency's fee schedule with their in-country attorney included an incentive fee. This fee exposes the agency to the risk of its agents giving money or other consideration, directly or indirectly, to a child's parent(s), other individual(s), or an entity as payment for the child or as an inducement to release the child for adoption. The agency's child buying policies and procedures were a restatement of the standard and provided no direction to employees or agents about its procedures to ensure that fees are not given as payments for the child or as an inducement to release the child for adoption.</p> <p>Adverse Action – Corrective Action Required, effective 6/19/2015</p> <ul style="list-style-type: none"> This adverse action was also taken in response to other investigations that were simultaneously investigated and substantiated. <p>Status of Adverse Action – Completed 11/23/15</p> |
| 9/3/2014 – Complaint filed in the Complaint Registry |
| <p>Status: Complaint investigation completed 5/1/15</p> <p>Nature of the Substantiated Violations:</p> <p>96.35(a) The complainant believed that an in-country attorney was misappropriating foster fees. While the agency made some good faith efforts to look into the complainant's concerns, the seriousness of the matter created an affirmative duty to advise the appropriate governmental authority to conduct their own independent investigation. The agency's lack of appropriate follow-up was egregious, constituting unethical conduct.</p> <p>96.36(b) There is no evidence that the agency had protocols in place to ensure that reasonable payments intended for the care of the child were paid for this purpose or to prevent money from being misappropriated. The agency's child buying policy and procedures were a restatement of the standard and provided no direction to employees about its procedures to ensure that monies are reasonable and spent on legitimate adoption related services.</p> <p>Adverse Action – Corrective Action, effective 6/19/2015</p> |

- This adverse action was also taken in response to other investigations that were simultaneously investigated and substantiated.

Status of Adverse Action – Completed 11/23/15

11/3/2017 – ASP Self-Report

Status: Compliance Issue completed 11/3/17

Nature of the Substantiated Violations:

96.39(e) & 96.25(a) – The agency failed to submit a verification of self-reporting compliance report.

96.39(e) & 96.25(a) – The agency failed to submit a Semi-Annual Report on Complaints for the filing period April 1, 2017 – September 30, 2017.

Adverse Action – Corrective Action Required, effective 11/21/17

Status of Adverse Action – The agency's accreditation expired before the adverse action was completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 5/11/2017** | |
| Adoption Service Provider Information | |
| Name | Embraced by Grace, Inc. |
| Mailing Address | 447 South Nova Road; Ormond Beach, FL32174 |
| Website | www.embracedbygrace.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 10/7/2013** | |
| Adoption Service Provider Information | |
| Name | <u>Euroasian Adoption Consultants of Illinois</u> |
| Mailing Address | 949 D Plum Grove; Schaumburg, IL 60173 |
| Website | <u>www.euroasianadoption.com</u> |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Note: This adoption service provider's Hague Accreditation was cancelled, effective 12/16/2016 | |
| Adoption Service Provider Information | |
| Name | European Adoption Consultants, Inc. |
| Mailing Address | 12608 Alameda Drive; Strongsville, OH44149 |
| Website | www.eaci.com |
| Substantiated Complaints and Adverse Actions | |
| 11/24/2015 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 4/22/16 | |
| Nature of the Substantiated Violations: 96.40(f) The agency's practice in the China Program was to request that prospective adoptive parents take the \$9,000 foreign program fee in cash to the country. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |

12/16/16- Temporary Debarment by the Secretary

Nature of the Substantiated Violations:

The Department of State temporarily debarred adoption service provider, European Adoption Consultants, Inc. (EAC) from accreditation on December 16, 2016, for a period of three years. As a result of this temporary debarment, EAC's accreditation has been cancelled and it must immediately cease to provide all adoption services in connection with intercountry adoptions. The Department found substantial evidence that the agency is out of compliance with the standards in subpart F of the accreditation regulations, and evidence of a pattern of serious, willful, or grossly negligent failure to comply with the standards and of aggravating circumstances indicating that continued accreditation of EAC would not be in the best interests of the children and families concerned.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 1/19/2017** | |
| Adoption Service Provider Information | |
| Name | Embracing Children Adoption Services Formally known as European Children Adoption Services |
| Mailing Address | 6050 Cheshire Lane North; Plymouth, MN55446 |
| Website | www.ecasus.org |
| Substantiated Complaints | |
| 2/17/2016 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 1/6/17 | |
| Nature of the Substantiated Violations: 96.41(e): The statements posted on ECAS' website were accessible to clients and prospective clients, and could have discouraged them from filing complaints; expressing a grievance; providing | |

information in writing or interviews to an accrediting entity on the agency's or person's performance; or questioning the conduct of or expressing an opinion about the performance of an agency or person.

No adverse action because the agency's accreditation expired before the Adverse Action process could be initiated.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | EVOLVE Adoption and Family Services Formerly known as HOPE Adoption & Family Services International, Inc. |
| Mailing Address | 7600 Parklawn Avenue, Suite 352; Edina, MN 55435 |
| Website | www.evolvedservices.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018** | |
| Adoption Service Provider Information | |
| Name | Faith International Adoptions |
| Mailing Address | 1105 Tacoma Avenue South; Tacoma, WA98402 |
| Website | www.faithadopt.org |
| Substantiated Complaints and Adverse Actions | |
| 1/26/2011 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 12/19/13 | |
| Nature of the Substantiated Violations: 96.35(a) The agency acted unethically when it failed to investigate serious allegations that their contact in India was fraudulently facilitating adoptions in the agency's name and continued a working relationship with their contact despite the serious ethical considerations of working with someone engaged in egregious unethical conduct. | |

96.39(e) The agency provided false and conflicting information to COA during the course of the investigation and failed to fully cooperate with COA's monitoring and oversight activities. While the agency did eventually provide some of the required information, this does not excuse the agency's non-cooperativeness throughout the investigation.

Adverse Action: Suspension with Corrective Action Required, effective 1/6/2015

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

Status of the Adverse Action: Completed 1/30/2015

1/8/2013 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 6/17/14

Nature of the Substantiated Violations:

96.39(e) The agency provided false and conflicting information to COA during the course of the investigation and failed to fully cooperate with COA's monitoring and oversight activities. While the agency did eventually provide some of the required information, this does not excuse the agency's non-cooperativeness throughout the investigation.

96.41(e) In response to the complainant's concerns about the agency, the agency indicated it would reconsider the decision to place a child with the family and would provide adoption authorities with information about the complainant's behavior. Those threats suggest action that is outside the legal relief the agency might have sought and gives the appearance of retaliation and discouraging the family from filing a complaint or expressing an opinion about the agency.

96.41(c) The agency failed to fully respond to the complainant's entire complaint within 30 days. Additionally, the agency failed to advise the complainants to resubmit their concerns and expressly state that they were filing a complaint in relation to 96.41 (b).

96.41(a) The agency's grievance procedures do not address 96.41 d, f, g, and h.

96.35(a) The agency provided referrals for the adoption of two girls in the Fall of 2009, but officials in India did not determine until March of 2010 that the girls were eligible for international adoption.

96.49(f) The agency failed to follow-up on inconsistencies in the child's name and manner in which the child was relinquished.

96.35(e) & 96.35(c) The agency failed to inform COA that one of its Directors was subject to external disciplinary proceedings.

96.35(c) The agency failed to inform COA that an individual in a senior management position had two felony convictions for acts involving financial irregularities.

Adverse Action: Suspension with Corrective Action Required, effective 1/6/2015

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

Status of the Adverse Action: Completed 1/30/2015

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Families Through Adoption, Inc. |
| Mailing Address | 354 Norwood SE; Grand Rapids, MI 49506 |
| Website | www.familiesthroughadoption.org |
| Substantiated Complaints and Adverse Actions | |
| 11/3/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 11/3/17 | |
| Nature of the Substantiated Compliance Issues: 96.25(a) & 96.39(e) The agency failed to submit a verification of self-reporting compliance report. | |
| Adverse Action – Corrective Action Required, effective 11/21/17 | |
| Status of Adverse Action – Completed 12/21/17 | |

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/11/2014** | |
| Adoption Service Provider Information | |
| Name | Families Thru International Adoption, Inc. |
| Mailing Address | 401 SE 6th Street, Suite 202; Evansville, IN47713 |
| Website | www.ftia.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Families United Network, Inc. |
| Mailing Address | P.O. Box 264; Muncy, PA17756 |
| Website | www.families4kids.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Family & Children's Agency, Inc. |
| Mailing Address | 9 Mott Avenue, 4th Floor; Norwalk, CT6850 |
| Website | www.familyandchildrensagency.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Family & Community Services, Inc, dba Family Adoption Consultants |
| Mailing Address | 705 Oakwood Street, Suite, 221; Ravenna OH |
| Website | www.fcsohio.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Family Connections Christian Adoptions |
| Mailing Address | 1120 Tully Road; Modesto, CA95350 |
| Website | www.fcadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Family Connections, Inc. |
| Mailing Address | 156 Port Watson Street; Cortland, NY 13045 |
| Website | http://www.adoptfamilyconnections.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Family Focus Adoption Services |
| Mailing Address | 54-40 Little Neck Pkwy, Suite #4; Little Neck, NY 11362 |
| Website | www.familyfocusadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Family Resource Center |
| Mailing Address | 5828 N. Clark Street; Chicago, IL60660 |
| Website | www.f-r-c.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Family Services, Inc. |
| Mailing Address | 1200 South Broad Street; Winston-Salem NC 27101 |
| Website | http://www.familyservicesforsyth.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 5/14/2010** | |
| Adoption Service Provider Information | |
| Name | For This Child |
| Mailing Address | 1920 Abrams Pkwy, #185 Dallas, TX 75214 |
| Website | https://www.forthischild.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Forever Families Adoption Services, Inc. |
| Mailing Address | 6469 Wildwood Lane; Middleburg VA 20117 |
| Website | http://FFASVA.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Forever Families Through Adoption, Inc. |
| Mailing Address | 62 Bowman Ave.; Rye Brook, NY 10573 |
| Website | www.foreverfamiliesthroughadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Frank Adoption Center (NC) |
| Mailing Address | 2840 Plaza Place, #325; Raleigh, NC 27612 |
| Website | www.frankadopt.org |
| Substantiated Complaints and Adverse Action | |
| 1/10/2017 – ASP Self-Report | |
| <p>Status: Compliance Issue completed 8/30/17</p> <p>Nature of the Substantiated Violations:</p> <p>96.33(b) – The agency was given multiple opportunities to provide its Annual Financial Review Self Report for 2016-2017. While the agency provided some details relating to the annual financial review, it failed to provide the requested financial statements by final due date. Therefore, COA was unable to review the agency's finances. The agency also failed to provide its annual financial review for the 2015-2016 Fiscal Year.</p> <p>96.39(e) & 96.25(a) - The ASP failed to provide the accrediting entity with complete financial review reports for fiscal year ending 6/15/2017 and 6/15/2016.</p> | |

Adverse Action – Corrective Action Required, effective 1/17/18

Status of Adverse Action – Completed 1/26/18



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Gateway Woods Family Services |
| Mailing Address | 14505 Klopfenstein Road; Leo, IN 46765 |
| Website | www.gatewaywoods.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 6/26/2017** | |
| Adoption Service Provider Information | |
| Name | Generations Adoptions |
| Mailing Address | 400 Schroeder Waco, TX 76710 |
| Website | www.generationsadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Council on Accreditation

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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 8/4/2009** | |
| Adoption Service Provider Information | |
| Name | Gift of Love International Adoptions |
| Mailing Address | 7405 University Avenue, Suite 1 Des Moines, IA 50325 |
| Website | https://www.giftoflove.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 7/8/2010** | |
| Adoption Service Provider Information | |
| Name | Glenkirk |
| Mailing Address | 3504 Commercial Avenue Northbrook IL 60062 |
| Website | http://www.glenkirk.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Global Adoption Services, Inc. |
| Mailing Address | 2046 Rushmore Court; Bel Air, MD21015 |
| Website | www.adoptglobal.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 12/20/2012** | |
| Adoption Service Provider Information | |
| Name | God's Families International Adoption Services |
| Mailing Address | 19389 Live Oak Canyon Road; Trabuco Canyon, CA 92679 |
| Website | http://www.godsamilies.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Golden Cradle Adoption Services |
| Mailing Address | 95 West Gate Drive; Cherry Hill, NJ8034 |
| Website | www.goldencradle.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 4/8/2014** | |
| Adoption Service Provider Information | |
| Name | Good Hope Adoption Services, Inc. |
| Mailing Address | 708 Route 134, Garden Court; South Dennis, MA2660 |
| Website | www.goodhopeadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2018** | |
| Adoption Service Provider Information | |
| Name | Grace International Adoption Agency |
| Mailing Address | 6312 U.S. Hwy N. Suite 229; Ellenton, FL 34222 |
| Website | www.graceinternationaladoptionagency.org |
| Substantiated Complaints and Adverse Action | |
| 1/10/2017 – ASP Self-Report | |
| <p>Status: Compliance Issue completed 8/30/17</p> <p>Nature of the Substantiated Violations: 96.33(e) – The agency's balance sheet does not accurately reflect all liabilities to prospective adoptive parents. Therefore, the agency failed to provide accurate financial statements demonstrating it is financially sound. Additionally, the agency does not have a suitable plan for transfer of its intercountry adoption cases if it ceases to provide or is no longer permitted to provide adoption services in</p> | |

intercountry adoption cases and does not include provisions for reimbursement to clients of funds paid for services not yet rendered.

Adverse Action – Corrective Action Required, effective 12/14/17

Status of Adverse Action – Completed 3/28/18



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Great Wall China Adoption, dba Children of All Nations |
| Mailing Address | 248 Addie Roy Road A102; Austin, TX78746 |
| Website | www.gwca.org |
| Substantiated Complaints and Adverse Actions | |
| 10/3/2011 – Complaints filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 7/31/12</p> <p>Nature of the Substantiated Violations:</p> <p>96.35(a) The agency allowed the complainant to apply and pay money to adopt children from Rwanda despite the fact that adoptions from Rwanda were closed.</p> <p>96.35(a) The addendum to the memorandum of understanding between the Rwandan Central Authority provided that the agency would provide technical support and training in return for being accredited in Rwanda once the country opened for intercountry adoption. This gave the appearance that the agency would buy their accreditation in the country.</p> | |

Adverse Action: Corrective Action Required.

Status of the Adverse Action: Completed.

3/27/2017 – Complaints filed in the Complaint Registry

Status: Complaint investigation completed 1/4/18

Nature of the Substantiated Violations:

96.40(h) The agency's practice to provide a credit as opposed to a refund is out of compliance with the standard because services which have not been rendered should be subject to a refund without any conditions from the agency.

Adverse Action – Corrective Action Required, effective 2/20/18

Status of Adverse Action – Completed 3/16/18

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Hand in Hand International Adoptions |
| Mailing Address | 2519 South Shields, #106; Fort Collins, CO 80526 |
| Website | www.hihiadopt.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Hands Across the Water |
| Mailing Address | 2890 Carpenter Road, Suite #600; Ann Arbor, MI48108 |
| Website | www.hatw.org |
| Substantiated Complaints and Adverse Actions | |
| 12/1/2016 – ASP Self-Report | |
| Status: Compliance Issue completed 11/13/17 | |
| Nature of the Substantiated Violations: 96.32(a) The agency failed to demonstrate that the new CEO or equivalent official at the agency possessed the management credentials required by the standard at the time of hire. | |
| Adverse Action - No adverse action, the agency completed corrective action pursuant to §96.76 (a) via the Commission process. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | Happy Families International Center |
| Mailing Address | 3 Stone Street; Cold Spring, NY 10516 |
| Website | http://www.happyfamilies.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Hawaii International Child Placement and Family Services, Inc. |
| Mailing Address | 1168 Waimanu Street; Honolulu, HI96814 |
| Website | www.h-i-c.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Heart of Adoptions Alliance, Inc. |
| Mailing Address | 418 W. Platt Street, Suite C; Tampa, FL, 33606 |
| Website | www.floridaadoptionagency.com |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – Complaint filed in the Complaint Registry | |
| Status: Complaint review completed 2/16/18 | |
| Nature of the Substantiated Violations: 96.53(e) The agency did not include proof that the necessary consents had been obtained when it the sent the Placement Proposal/referral to the foreign Central Authority in Canada. | |
| Adverse Action: No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 5/20/2011** | |
| Adoption Service Provider Information | |
| Name | Heart to Heart Adoption Services |
| Mailing Address | 10720 Santa Laguna Drive Boca Raton, FL 33428 |
| Website | https://www.hearttoheartadoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Heartsent Adoptions |
| Mailing Address | 140 Brookwood Road, Suite 100; Orinda, CA94563 |
| Website | www.heartsent.org |
| Substantiated Complaints and Adverse Actions | |
| 11/26/2010 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 10/14/11 | |
| Nature of the Substantiated Violations: 96.35(a) The agency did not report safety concerns to the appropriate child welfare authority in a timely manner. | |
| Adverse Action: Corrective Action Required | |
| Status of Adverse Action: Completed. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 12/30/2010** | |
| Adoption Service Provider Information | |
| Name | Heritage Adoption Services |
| Mailing Address | 10011 SE Division St, Suite 314 Portland, OR 97266 |
| Website | http://www.heritageadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Hillcrest Family Services |
| Mailing Address | 2005 Asbury Road; Dubuque, IA 52001 |
| Website | www.hillcrest-fs.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action – Corrective Action Required, effective 11/30/17 | |
| Status of Adverse Action – Completed 1/12/18 | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2016** | |
| Adoption Service Provider Information | |
| Name | Hillside Family of Agencies |
| Mailing Address | 1180 Monroe Avenue; Rochester, NY14620 |
| Website | www.hillside.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Holston United Methodist Home for Children, Inc. |
| Mailing Address | P.O. Box 188; Greeneville, TN37744 |
| Website | www.holstonhome.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Holt International Children's Services, Inc. |
| Mailing Address | P.O. Box 2880; Eugene, OR97402 |
| Website | www.holtinternational.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 6/11/2010** | |
| Adoption Service Provider Information | |
| Name | Holy Cross Child Placement Agency, Inc. |
| Mailing Address | 4900 Connecticut Avenue, NW Washington, DC 20008 |
| Website | http://www.holycrosschild.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 1/8/2016** | |
| Adoption Service Provider Information | |
| Name | Home at Last Adoption Agency, Inc. |
| Mailing Address | 1727 N. Atlantic Avenue; Cocoa Beach, FL 32931 |
| Website | www.hoi_eatlastadoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 1/31/2013** | |
| Adoption Service Provider Information | |
| Name | Homeland Children's Foundation, Inc., dba Homeland Adoption Services |
| Mailing Address | 99 Main Street, Suite 310; Nyack, NY 10960 |
| Website | http://www.has.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Homestudies and Adoption Placement Services |
| Mailing Address | 668 American Legion Drive; Teaneck, NJ7666 |
| Website | www.haps.org |
| Substantiated Complaints | |
| 1/24/14 ASP Self-Report | |
| Status: Compliance issue reviewed 1/9/15 | |
| Nature of the Substantiated Violations: 96.30(b) The agency did not follow applicable State licensing and regulatory requirements, which required the agency to retain complete records related to an international adoption from China on file at the agency or in a safe, secure, and retrievable manner. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Hope's Promise |
| Mailing Address | 309 Jerry Street, Suite 202; Castle Rock, CO 80104 |
| Website | www.hopespromise.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Hope Adoption Inc., dba Hope International |
| Mailing Address | 5944 Luther Lane, Suite 875; Dallas, TX 75225 |
| Website | www.hopeadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 1/31/2013** | |
| Adoption Service Provider Information | |
| Name | Hope Cottage, Inc. |
| Mailing Address | 4209 McKinney Avenue Dallas TX75205 |
| Website | http://www.hopecottage.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Hopscotch Adoptions, Inc. |
| Mailing Address | 1208 Eastchester Drive, Suite 120; High Point, NC27265 |
| Website | www.hopscotchadoptions.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 7/31/2010** | |
| Adoption Service Provider Information | |
| Name | Hoyleton Ministries Formally associated with Lifelink International Adoption |
| Mailing Address | 8 Executive Drive, Suite 200; Fairview Heights, IL 62208 |
| Website | http://www.hoyleton.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Approved, effective 3/31/2013 ** | |
| Adoption Service Provider Information | |
| Name | Huminska's Anioly |
| Mailing Address | 113 Towne Lake Parkway Suite 100; Woodstock, GA 30188 |
| Website | www.adoptionpolish.com |
| Substantiated Complaints and Adverse Actions | |
| 9/12/2008 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 8/16/10 | |
| <p>Nature of the Substantiated Violations:</p> <p>96.41 (c) While the evidence obtained demonstrates that the agency did provide a written response to the complaint within 30 days, the responses did not clearly convey that the agency had completed its review of the complaint and indicated its findings and/or resolution in a timely manner.</p> <p>Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).</p> | |

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|--|
| <p>11/4/2008 – Complaint filed in the Complaint Registry</p> <p>Status: Complaint investigation completed 7/20/10</p> <p>Nature of the Substantiated Violations: 96.41 (c) While the evidence obtained demonstrates that the agency did provide a written response to the complaint within 30 days, the responses did not clearly convey that the agency had completed its review of the complaint and indicated its findings and/or resolution in a timely manner.</p> <p>Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).</p> |
| <p>10/28/2009 – Complaint filed in the Complaint Registry</p> <p>Status: Complaint investigation completed 8/13/10</p> <p>Nature of the Substantiated Violations: 96.41 (c) While the evidence obtained demonstrates that the agency did provide a written response to the complaint within 30 days, the responses did not clearly convey that the agency had completed its review of the complaint and indicated its findings and/or resolution in a timely manner.</p> <p>Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).</p> |
| <p>10/09/2010 – Complaint filed in the Complaint Registry</p> <p>Status: Complaint investigation completed 11/9/11</p> <p>Nature of the Substantiated Violations: 96.35(a) & 96.44(a) The agency provided a referral to a family prior to the family’s completion of the homestudy and receipt of approval of its 1800 A application from US Citizenship and Immigration Services, failing to take into consideration the best interests and safety of the child.</p> <p>96.42(c) Confidential information about a prospective adoptive parent’s children was released without the prospective adoptive parent’s written authorization.</p> <p>96.40(a) The written fee information provided did not provide a clear breakdown of fees regarding expected total fees and estimated expenses and an explanation of the conditions under which fees or expenses may be charged, waived, reduced, or refunded and of when and how the fees and expenses must be paid.</p> <p>96.40(b)(1-7) & 96.40(c)(1-2) The written fee information provided did not conform to the categories and details defined in the standards.</p> <p>96.40(g) - The agency charged additional foreseeable fees beyond what was disclosed in the adoption contract.</p> <p>96.35(a) - The agency requested and received payment from a prospective adoptive family for an activity unrelated to their adoption which it planned to deduct from their legitimate adoption fees.</p> <p>96.49(a) & 96.49(b) - The agency failed to provide a prospective adoptive family their referred children’s medical records.</p> |

96.49(d)(2-4) - The information contained in the agency's records did not demonstrate that the agency employed reasonable efforts on behalf of the family to obtain medical information and information that was provided did not fully address the standards.

96.49(f)(1)(2) - The information contained in the agency's records did not demonstrate that the agency employed reasonable efforts on behalf of the family to obtain social information and information that was provided did not fully address the standards.

96.49(g) The agency failed to document in the record the efforts made to obtain medical and social information and why it was not obtainable.

96.49(k) A prospective adoptive family was not given two weeks to consider the needs of the children that were referred to them and their ability to meet those needs.

Adverse Action: Suspension with Corrective Action Required, effective 3/6/2012

Status of the Adverse Action: Completed 4/12/2012.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| "Note: This adoption service provider's Hague Accreditation was cancelled, effective 8/5/2016" | |
| Adoption Service Provider Information | |
| Name | Illien Adoptions International |
| Mailing Address | 1250 Piedmont Ave, NE; Atlanta, GA30309 |
| Website | www.illienadoptions.org |
| Substantiated Complaints and Adverse Actions | |
| 5/11/2012 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 12/19/13 | |
| Nature of the Substantiated Violations: 96.35(a) An orphanage director expressed concerns that the agency was linking donations to referrals. The evidence demonstrated that the agency did not actually make donations in exchange for referrals and the contract did not come to fruition. While it is unclear if the agency intended to pay donations in exchange for referrals, the agency failed to appropriately respond to the orphanage director's concerns | |

and did not have adequate protections to safeguard against arranging for payments to be made in exchange for referrals constituting unethical conduct.

96.36(b) The agency did not have sufficient policies, procedures and training in place to protect against arranging for payments to be made in exchange for referrals.

96.34(a) The agency did not have sufficient policies, procedures and training in place to protect against arranging for payments to be made in exchange for referrals.

96.34(c) The agency did not have sufficient policies, procedures and training in place to protect against arranging for payments to be made in exchange for referrals.

Adverse Action: Suspension with Corrective Action Required, effective 11/7/2014

Status of the Adverse Action: Completed 12/5/14

9/29/14 ASP Self-Report

Status: Compliance issue reviewed 12/18/14

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2013.

Adverse Action - Corrective Action Required, effective 9/2/15

Status of the Adverse Action: In Progress (never completed, see below)

9/29/14 ASP Self-Report (See Above)

Status: Compliance issue reviewed 5/17/16

Nature of the Substantiated Violations:

96.33(e) COA took an adverse action for corrective action against the ASP because it was not financially stable and did not possess the required 2 month cash reserve for its 2013 fiscal year. During the ASP's corrective action period, it failed to provide the majority of the required corrective action. The little information that was provided indicates that the ASP's financial position is worse than when COA took its original adverse action decision. The ASP's continued noncompliance with the standard has necessitated a more severe adverse action.

96.33(b) The ASP did not provide annual financial review documentation for the fiscal years ending in 2014- 2015.

96.39(e) The ASP did not cooperate with the corrective action review process required by the accrediting entity and failed to provide the Annual Financial Reviews for their 2014 or 2015 fiscal years.

Adverse Action - Cancellation, effective 8/5/16

Status of the Adverse Action: In Progress

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Illini Christian Ministries, Inc. |
| Mailing Address | 411 E. Park Street; Suite 106; Champaign, IL 61820 |
| Website | www.icmfamily.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Illinois Baptist Children's Home & Family Services |
| Mailing Address | 949 County Road 1300 N.; Carmi, IL 62821 |
| Website | www.bchfs.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | International Adoption Guides, Inc |
| Mailing Address | 1530 N. Fant Street; Anderson, SC 29621 |
| Website | http://www.adoptionguides.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Approved, effective 12/31/2012** | |
| Adoption Service Provider Information | |
| Name | International Adoption Guides, LLC dba NC Homestudy |
| Mailing Address | 181 North Main Street, Suite 202; Mooresville, NC 28115 |
| Website | |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | International Adoption Net |
| Mailing Address | 7500 E. Arapahoe Road, Suite 250; Centennial, CO 80112 |
| Website | www.internationaladoptionnet.org |
| Substantiated Complaints and Adverse Actions | |
| 10/19/2016 – Complaints filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 8/30/17</p> <p>Nature of the Substantiated Violations:</p> <p>96.49(j) The agency withheld the existence of siblings from the complainant for 10 months. Additionally, the agency withheld other social information from the complainant for 2 months.</p> <p>96.41(c) The agency's response to the complainant's complaint did not fully address all of her concerns.</p> <p>Adverse Action – Corrective Action Required, effective 1/9/18</p> | |

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| Status of Adverse Action – Completed 3/28/18 |
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Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | International Adoption Services, Inc. |
| Mailing Address | 4940 Viking Drive, Suite 7B; Minneapolis, MN55435 |
| Website | www.iasadoption.org |
| Substantiated Complaints and Adverse Actions | |
| 5/8/14 ASP Self-Report | |
| <p>Status: Compliance issue reviewed 7/10/14</p> <p>Nature of the Substantiated Violations: 96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal years 2012 and 2013.</p> <p>Adverse Action – Corrective Action Required, effective 3/16/15</p> <p>Status of Adverse Action – Completed 10/23/15</p> | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This agency's Hague Accreditation was cancelled, effective 1/15/2015** | |
| Adoption Service Provider Information | |
| Name | International Assistance Group |
| Mailing Address | 531 5th St.; Oakmont, PA15139 |
| Website | www.iagadoptions.org |
| Substantiated Complaints and Adverse Actions | |
| 8/25/2014 ASP Self-Report | |
| Status: Compliance issue completed 1/6/15 | |
| Nature of the Substantiated Compliance Issues: 96.33 (e) The agency failed to demonstrate that it was financially stable in fiscal years 2012 and 2013 and failed to maintain sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2013. | |

96.33 (a) The agency failed to produce a budget for fiscal year 2014 and there is no evidence of the existence of a budget for 2015.

96.34 (e) & 96.35 (a) Compensation paid to the agency's directors or members of its governing body is unreasonably high in relation to the services rendered and taking into account its nonprofit status.

96.39 (e) The ASP failed to fully cooperate with COA's monitoring and oversight activities. While the ASP did eventually provide some of the required information, this does not excuse the agency's failure to respond to COA's requests for information and constitutes non-cooperativeness throughout the review.

Adverse Action: Cancellation, effective 1/15/15.



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Hague Accreditation and Approval

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Internatic l Child Foundation |
| Mailing Address | 11449 N Mandarin Lane; Tucson, AZ85737 |
| Website | www.childfound.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | International Christian Adoptions |
| Mailing Address | 41745 Rider Way #2; Temecula, CA92590 |
| Website | www.4achild.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Hague Accreditation and Approval

Monitoring and Oversight Report

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/27/2014** | |
| Adoption Service Provider Information | |
| Name | International Families, Inc. |
| Mailing Address | 5 Thomas Circle, NW; Washington, DC20005 |
| Website | www.internationalfamilies.org |
| Substantiated Complaints and Adverse Actions | |
| Status: Compliance issues reviewed 5/2/14 | |
| Nature of the Substantiated Violations: | |
| 96.33 (a) The agency failed to demonstrate that it operates on a budget that is drafted based on projected revenue and expenses for the upcoming year. | |
| 96.35 (a) In the agency's renewal for accreditation, a document submitted by the agency to COA in their self-study was determined to be falsified. | |

Adverse Action: Cancellation, effective 3/27/14.

Status of the Adverse Action: Completed 3/5/15



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2016** | |
| Adoption Service Provider Information | |
| Name | International Family Services, Inc. |
| Mailing Address | 700 South Friendswood Drive, Suite F; Friendswood, TX 77546 |
| Website | www.ifservices.org |
| Substantiated Complaints and Adverse Actions | |
| 2/26/2013, 3/18/2013, & 4/3/2013 – Complaints filed in the Complaint Registry | |
| Status: Complaint investigations completed 1/31/14 | |
| Nature of the Substantiated Violations: 96. 35(a) The agency was advised by the Serbian Ministry of Labor and Social Policy in January of 2013 and by the US Embassy in Belgrade in March of 2013 that there were serious concerns with their Serbia Program. However, the agency failed to take appropriate measures to fully investigate the authorities' concerns and continuously they led adoptive families to believe that there was hope for the | |

program. The agency's failure to timely investigate concerns with the Serbian program and accurately disclose to families the status of the program constitutes egregious unethical conduct.

Adverse Action: Suspension with Corrective Action Required, effective 7/3/2014

Status of Adverse Action: Completed 8/4/2014

3/7/14 ASP Self-Report

Status: Compliance issue reviewed 7/24/14

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2012.

96.33(b) The agency failed to provide a copy of their 2013 annual financial review to COA.

Adverse Action – Corrective Action Required, effective 7/24/14

Status of Adverse Action – Completed 2/12/16

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | James Fletcher Thompson, LLC |
| Mailing Address | 302 E. Saint John Street; Spartanburg, SC29302 |
| Website | www.adoptionsc.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 5/7/2015** | |
| Adoption Service Provider Information | |
| Name | Jewish Child Care Association of New York dba JCCA |
| Mailing Address | 858 East 29 th Street Brooklyn, NY 11210 |
| Website | www.jccany.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Jewish Family & Career Services of Louisville |
| Mailing Address | 2821 Klempner Way; Louisville, KY 40205 |
| Website | www.jfcslouisville.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | Jewish Family Service |
| Mailing Address | 959 North Main Street; Providence, RI 2904 |
| Website | http://www.jfsri.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Jewish Family Service of Rochester |
| Mailing Address | 441 East Avenue; Rochester, NY14607 |
| Website | www.jfsrochester.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | Jewish Family Service of San Diego/ Adoption Alliance of San Diego |
| Mailing Address | 8804 Balboa Avenue; San Diego, CA 92123 |
| Website | http://www.jfssd.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Joshua Tree Adoptions, Inc. dba American-International Children's Alliance |
| Mailing Address | P.O. Box 1675; Largo, FL, FL 33764 |
| Website | www.joshuatreeadoptions.org |
| Substantiated Complaints and Adverse Actions | |
| 1/14/2010 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 6/24/11</p> <p>Nature of the Substantiated Violations:</p> <p>96. 44(a), 96.52(b, c) The agency did not understand the process for completing a Hague Convention adoption and provided the family with incorrect information about the adoption process.</p> <p>96.44(a), (96.14 by reference), 96.12 The agency provided adoption services and acted as the primary provider in Convention cases without having Hague Accreditation or Approval.</p> <p>96.39(a), 96.50(f), 96.51(b) The agency does not provide a contract substantially like the one the client will be expected to sign and the contract does not address all requirements of the Hague Standards.</p> | |

96.35(a), 96.44(a) The agency provided a referral to a family prior to the family's completion of the homestudy and receipt of approval of its 1800 A application from US Citizenship and Immigration Services, failing to take into consideration the best interests and safety of the child.

Adverse Action – Suspension with Corrective Action Required, effective 8/27/2011

Status of Adverse Action – Completed 9/26/2011

8/8/14 ASP Self-Report

Status: Compliance issue reviewed 11/14/14

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal years 2012 & 2013.

Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

10/31/16 ASP Self-Report

Status: Compliance issue reviewed 3/24/17

Nature of Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2015.

96.33(a) The 2015 and 2016 budgets do not clearly and properly disclose all remuneration paid to the agency's CEO. The line items on the budget and the Financial Statements are not completely consistent.

96.32(b) The agency's board of directors is not establishing and approving its budget.

96.34(e) Compensation paid to the agency's CEO may be unreasonably high. Given that the agency's financial documents are unclear, inconsistent, and/or incomplete, COA is unable to verify that the full amount of the CEO's actual compensation is not unreasonably high.

96.40(e) A portion of the agency's fees provide special services through the Father 2 Many Program, and the agency is failing to disclose this practice to the prospective adoptive parent(s) in advance of providing any adoption services, nor does it give the prospective adoptive parent(s) a general description of the programs supported by such funds.

96.32(c) The agency does not keep permanent records of the deliberations of its governing body and of its major decisions affecting the delivery of adoption services.

96.35(a) The agency is using client fees that have been paid to provide adoption services to fund a related organization. The agency's financial documents are unclear, inconsistent, and/or incomplete. The agency provided an interest-free loan with no articulated repayment terms to a related organization.

Adverse Action - No adverse action with regards to 96.33(e) because the agency completed voluntary corrective action pursuant to §96.76 (a).

Adverse Action – Suspension with Corrective Action with regards to 96.33(a), 96.32(b), 96.34(e), 96.40(e), 96.32(c), & 96.35(a) effective 9/11/2017

Status of Adverse Action – Completed 10/19/17



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2018** | |
| Adoption Service Provider Information | |
| Name | Journeys of the Heart |
| Mailing Address | P.O. Box 39; Hillsboro, OR97123 |
| Website | www.journeysoftheheart.net |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Joyful World Ministries, Inc. |
| Mailing Address | 11811 Menaul Boulevard NE; Suite #5; Albuquerque NM 87112 |
| Website | www.adoptionsplus.org |
| Substantiated Complaints and Adverse Actions | |
| 10/14/2016 – ASP Self-Report | |
| Status: Compliance issue reviewed 5/19/17 | |
| Nature of the Substantiated Violations: 96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2016. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/30/2012** | |
| Adoption Service Provider Information | |
| Name | Karing Angels International Adoptions |
| Mailing Address | 302 Virginia Avenue Oceanside NY 11572 |
| Website | http://www.karingangelsintl.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 3/31/2013** | |
| Adoption Service Provider Information | |
| Name | Kids To Adopt |
| Mailing Address | 2012 Broadway; Vancouver, WA 98663 |
| Website | www.kidstoadopt.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | KidsFirst International Adoption, Inc. |
| Mailing Address | 9135 N. Meridan Street, Suite B-4; Indianapolis, IN46260 |
| Website | http://www.kidsfirstadoption.com/about.php |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Kidspire Formally known as Orphans Oversees |
| Mailing Address | 4489 Upper Drive; Lake Oswego OR 97035 |
| Website | http://www.kidspire.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | La Familia, Inc. |
| Mailing Address | 2400 Wellesley Drive NE; Albuquerque NM 87107 |
| Website | http://www.la-familia-inc.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 2/28/2018** | |
| Adoption Service Provider Information | |
| Name | La Vida International |
| Mailing Address | 1000 Madison, Suite 110; Audubon, PA19403 |
| Website | www.lavida.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 7/15/2014** | |
| Adoption Service Provider Information | |
| Name | LDS Family Services |
| Mailing Address | 132 South State Street, Suite 300; Salt Lake City, UT 84111 |
| Website | www.ldsfamilyservices.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Note: This adoption service provider's Hague Accreditation was cancelled, effective 3/12/2018 | |
| Adoption Service Provider Information | |
| Name | Life Adoption Services, Inc |
| Mailing Address | 440 West Main Street; Tustin, CA92780 |
| Website | www.lifeadoption.com |
| 2/24/14 ASP Self-Report | |
| Status: Compliance issue reviewed 8/29/14 | |
| <p>Nature of the Substantiated Violations:</p> <p>96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2013.</p> <p>Adverse Action – No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).</p> | |

12/27/16 ASP Self-Reports

Status: Compliance issue reviewed 11/3/17

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable in fiscal year 2015 and 2016 and also failed to maintain sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2016.

96.33(b) The agency's Annual Financial Reviews have been submitted significantly late or not at all. The agency did not provide an Annual Financial Review to COA for the 2014 fiscal year. Additionally, the agency submitted the reviews for the 2012 and 2015 significantly late, following the close of the fiscal year.

Adverse Action – Corrective Action Required, effective 2/9/18

Status of the Adverse Action- In Progress (never completed, see below)

4/27/2017 – Complaint filed in the Complaint Registry

Status: Complaint Review Completed 11/3/17

Nature of the Substantiated Violations:

96.49(d) No information was obtained from the orphanage who had allegedly assumed custody of the children. The agency failed to verify the information which it received from the agency's foreign supervised provider (FSP), about the date the children entered the custody of the orphanage. Current developmental data was provided, but no historical information on growth and development over time, prenatal and birth history were provided. The agency did not take reasonable steps and did not require its FSP to make reasonable efforts to obtain the requisite complete medical information.

96.49(f) Information obtained by the FSP and provided to the agency about the children's birth families, placement history, and siblings was inconsistent. Information on prenatal history and cultural, racial, religious, ethnic, linguistic background, and the existence of siblings was not obtained. The agency did not take reasonable steps and did not require its FSP to make reasonable efforts to obtain the requisite complete social information or verify inconsistencies in the social information that was obtained.

96.49(g) There was no documentation to demonstrate that the agency made reasonable efforts and continued to make such efforts to obtain missing medical and social information or to verify inconsistencies in the medical and social information that was provided.

96.49(i) None of the photographs provided to the PAPs of the children were dated.

96.49(j) The agency received numerous documents containing medical and social information from its FSP, but neither the agency nor its FSP provided all of that information to the PAPs.

96.39(a) The agency provided some information on its Uganda program, but it did not include significant policies/procedures, most importantly, the residency/travel/foster care requirements.

96.46(b) & 96.32(d) While the agency consistently attempted to get clarifications and answers from its FSP, many of those requests were driven by the PAPs concerns and questions brought to its attention

and not as part of any routine oversight of the agency's FSP. Additionally, the agency failed to take appropriate action and to review or investigate the serious and significant concerns brought to its attention. The agency failed to ensure that its FSP operated in accordance with an agreement that addressed all of the elements in 96.46(b).

96.41(e) The agency discouraged the PAPs from hiring an investigator when they expressed concerns about the conduct of the agency's FSP.

96.41(f) The agency failed to report to COA that it received a complaint from the PAPs when it filed its Semi-Annual Report on Complaints in April 2017.

96.40(b) & 96.40(c) The Uganda Program Fee Schedule and the Acceptance Agreement provided to the PAPs did not specify the fees required in 96.40 b (2, 3, 5, 7) and c (1 and 2). The "Adoption Fee" listed at the top totaling \$24,000 does not include any description of what the fees are for or what category the fees fall under. There is no further itemization in those four fees outlining what services were being provided but simply states when the fees are due. The fee schedule includes child care but does not state if the child care fee would include lodging, which turned out to be the largest part of the child care fee.

96.40(g) The agency pointed out to the PAPs that the contract states that fees are subject to change without notice. While the standard does provide some flexibility for unanticipated expenses, this the agency's statement is overly broad and not consistent with the entire standard. Additionally, while the agency stated that it "hoped" that its FSP would provide receipts, there is no evidence that receipts were given to the PAPs which the standard requires.

96.35(a) The agency failed to obtain proper documentation to verify the children were eligible for adoption prior to posting their profiles online, prior to issuing a referral to the PAPs, and prior to accepting the PAPs's acceptance of the referral. On numerous occasions over many months, the agency received information of inconsistencies and concerns relating to the adoptability of the children. No evidence was presented as to any independent steps taken by the agency to investigate such concerns. There is evidence that the agency's FSP falsified information and/or presented falsified information to the agency and the PAPs. This gives rise to the conclusion that fraud was committed in relation to the application to adopt one or more of these children. The agency failed to report information to the proper authorities in which may have constituted fraud or other illegal actions. The agency's willingness to allow its FSP to continue to facilitate adoptions despite having been made aware of these very serious allegations coupled with its attempt to discourage the PAPs from hiring an investigator demonstrates an egregious ethical violation. Additionally, the children were moved to a fostering home before the PAPs had signed the fostering paperwork and before the probation officer had approved the placement. Additionally, the fostering requirements in Uganda changed *prior* to the family's fostering period. Therefore, the foster care proxy arrangements were not consistent with the new law and the foster care arrangement should have been altered in response to notices issued from the Department of State.

Adverse Action – Cancellation, effective 3/12/18

Status of the Adverse Action- In Progress



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Lifeline Children's Services |
| Mailing Address | 2104 Rocky Ridge Road; Hoover, AL35216 |
| Website | www.lifelineadoption.org |
| 9/6/2013 ASP Self-Report | |
| Status: Compliance issue reviewed 4/25/14 | |
| Nature of the Substantiated Violations: 96.48(e) While the agency did encourage prospective adoptive parents (PAPs) to have a specialist review their referral and discussed the risk of inaccurate medical information, the agency did not provide sufficient individualized counseling and preparation to meet the needs of the PAPs in light of the particular child's special needs. | |
| Adverse Action – Corrective Action Required, effective 11/10/14 | |
| Status of Adverse Action – Completed 12/18/14 | |
| 10/24/2017 ASP Self-Report | |

Status: Compliance issue reviewed 7/14/17

Nature of the Substantiated Violations:

96.46(b) The agency's foreign supervised provider agreement in Taiwan is missing elements 2-11. Of most importance, the contract does not specify a prohibition on child-buying and does not delineate its fee structure.

Adverse Action – No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

7/15/16, 10/3/16, & 6/30/17 ASP Self-Report

Status: Compliance issue reviewed 7/28/17

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable throughout fiscal years 2014-2016.

Adverse Action – No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 1/31/2017** | |
| Adoption Service Provider Information | |
| Name | Lifelink International Adoption |
| Mailing Address | 329 South York Road, River Forest, IL 60305 |
| Website | www.lifelinkadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Lilyfield, Inc. |
| Mailing Address | 501 E. 15 th Street, Suite 400 A; Edmond, OK 73013 |
| Website | www.lilyfield.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Little Miracles International |
| Mailing Address | 3418 Olsen Blvd, Suite G; Amarillo, TX79109 |
| Website | www.littlemiracles.org |
| Substantiated Complaints and Adverse Actions | |
| 7/3/2012 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 11/18/13 | |
| Nature of the Substantiated Violations: 96.35(a) & 96.36(b) The agency presented the prospective adoptive parents (PAPs) with a referral when there was no evidence the children were available for intercountry adoption and failed to accurately advise the PAPs of the children's status. This constitutes egregious unethical conduct. Furthermore, the ASP did not have sufficient protections in place to ensure that birthparents wouldn't be influenced to consent to the adoption. | |
| Adverse Action: Corrective Action Required, effective 11/18/14 | |

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| Status of Adverse Action: Completed 1/9/15 |
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Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Living Hope Adoption Agency |
| Mailing Address | 449 Pennsylvania Ave; Fort Washington, PA19034 |
| Website | www.livinghopeadoption.org |
| 2/15/2012 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 6/17/13</p> <p>Nature of the Substantiated Violations: 96.38(a) & 96.38(b) The agency's orientation training did not comply with the elements required in the standards.</p> <p>Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).</p> | |



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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 12/26/2016** | |
| Adoption Service Provider Information | |
| Name | Love Basket |
| Mailing Address | 10306 Highway 21; Hillsboro, MO63050 |
| Website | www.lovebasket.org |
| Substantiated Complaints and Adverse Actions | |
| 2/6/2012 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 8/17/12 | |
| Nature of the Substantiated Violations: 96.35(a) The agency operated or purported to operate a Zambia Adoption Program contrary to Zambian Law. | |

96.35(a) The agency led families to believe that there were fees payable to Zambia social welfare officers contrary to Zambian Law. Additionally, the agency provided little guidance to families on the expediting process and fees leaving them vulnerable to potentially paying illegal monies in Zambia.

Adverse Action – Corrective Action Required, effective 10/24/12

Status of Adverse Action – Completed 1/4/13



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Hague Accreditation and Approval

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Lutheran Child and Family Services of Illinois |
| Mailing Address | 7620 Madison Street; River Forest, IL60305 |
| Website | www.lcfs.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | Lutheran Family and Children's Services of Missouri |
| Mailing Address | 8631 Delmar Boulevard; St. Louis, MO 63124 |
| Website | www.lfcsmo.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Lutheran Family Services Rocky Mountains |
| Mailing Address | 363 S. Harlan, Suite 200; Denver, CO 80226 |
| Website | www.lfsrcm.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Lutheran Social Service of Minnesota |
| Mailing Address | 2485 Como Avenue; St. Paul, MN55108 |
| Website | www.lssmn.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 7/19/2017** | |
| Adoption Service Provider Information | |
| Name | Lutheran Social Services of New York |
| Mailing Address | 475 Riverside Drive, Suite 1244; New York, NY10115 |
| Website | www.lssny.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Lutheran Social Services of the South, Inc. |
| Mailing Address | 8305 Cross Park Drive; Austin, TX78754 |
| Website | www.lsss.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Lutheran Social Services of Wisconsin & Upper Michigan, Inc. |
| Mailing Address | 647 W. Virginia St., #300; Milwaukee, WI53204 |
| Website | www.lsswis.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Madison Adoption Associates |
| Mailing Address | 1009 Woodstream Drive; Wilmington, DE19810 |
| Website | www.madisonadoption.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 12/29/2008** | |
| Adoption Service Provider Information | |
| Name | Mandala Adoption Services |
| Mailing Address | 1812 Beckett's Ridge Dr. Hillsborough NC 27278 |
| Website | http://mandalaadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 10/31/2012** | |
| Adoption Service Provider Information | |
| Name | MAPS dba Stepping Stones This agency was formally known as MAPS Worldwide. |
| Mailing Address | P.O. Box 2760 Bangor, ME 4402 |
| Website | http://www.steppingstonesusa.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 5/2/2018** | |
| Adoption Service Provider Information | |
| Name | Michael S. Goldstein, Esquire |
| Mailing Address | 62 Bowman Avenue; Rye Brook, NY10573 |
| Website | www.adoptgold.com |
| Substantiated Complainants and Adverse Actions | |
| 10/19/2013 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 10/24/14</p> <p>Nature of the Substantiated Violations:</p> <p>96.32 (d) & 96.45 (b) – Goldstein failed to properly oversee the performance of the attorneys acting as supervised providers who were involved in obtaining consent for the adoption.</p> <p>96.53(c) – Goldstein did not ensure that the attorneys acting as Supervised Providers involved in the case took all appropriate measures to ensure that consent was obtained from the birth father. In this</p> | |

case, given there were questions about the identity of the father, additional measures should have been taken.

96.36(b), 96.32 (d), & 96.45 (b) – There was no evidence that Goldstein or its Supervised Providers responded appropriately when a birth mother made requests to the prospective adoptive parents (PAPs) for money. Goldstein and its Supervised Providers also failed to prevent future requests for money and failed to take sufficient steps to ensure that money being paid by the PAPs or requested by the birth mother was not intended to be an inducement to release a child for adoption.

96.35(a), 96.32(d), & 96.45(a) – Goldstein knew that the attorneys acting as Supervised Providers in this case had recommended that the home study be changed to misrepresent one of the PAPs as a “roommate” when in fact, they were a common law couple for 17 years. Goldstein had an affirmative duty to oversee and monitor the attorneys acting as Supervised Providers. Accordingly, Goldstein failed to provide appropriate supervision and failed to communicate with the attorneys acting as Supervised Providers that such conduct was prohibited. This demonstrates egregious unethical behavior.

Adverse Action: Suspension with Corrective Action Required, effective 5/21/2016

Status of the Adverse Action: Completed 6/14/16

10/18/2016 – ASP Self-Report

Status: Compliance issue reviewed 5/5/17

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2015.

Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Miriam's Promise |
| Mailing Address | 522 Russell Street; Nashville, TN 37206 |
| Website | www.miriamspromise.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 8/15/2017** | |
| Adoption Service Provider Information | |
| Name | MLJ Adoptions, Inc. |
| Mailing Address | 617 E. North Street; Indianapolis, IN 46204 |
| Website | www.mljadoptions.com |
| 3/7/2013 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/13/14 | |
| Nature of the Substantiated Violations: 96.35(a) Fees were not utilized for the proper care of a child in a Non-Convention case. The agency did not have sufficient protections for monitoring money paid in-country to ensure that fees were spent on legitimate adoption costs. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | MLJ Adoptions International, Inc. |
| Mailing Address | 617 E. North Street; Indianapolis, IN 46204 |
| Website | www.mljadoptions.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | New Beginnings Family and Children's Services |
| Mailing Address | 87 Mineola Boulevard; Mineola, NY11501 |
| Website | www.new-beginnings.org |
| 8/4/14 ASP Self-Report | |
| Status: Compliance issue reviewed 11/7/14 | |
| Nature of the Substantiated Violations: 96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal year 2013. | |
| Adverse Action – Corrective Action Required, effective 3/24/15 | |
| Status of Adverse Action – Completed 3/31/16 | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | New Beginnings International Children and Family Services |
| Mailing Address | 2164 Southridge Drive; Tupelo, MS38801 |
| Website | www.newbeginningsadoptions.org |
| 1/16/2014 & 10/14/2014 ASP Self-Reports | |
| Status: Compliance issues reviewed 2/2/18 | |
| Nature of the Substantiated Violations: 96.33(e) The agency's balance sheets demonstrated that the agency was not operating on a sound financial basis at the end of the 2012 & 2013 fiscal years. | |
| Adverse Action: No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | New Hope Christian Services, Inc. dba New Hope For Children |
| Mailing Address | 113 Bay Road; Newmarket, NH3857 |
| Website | www.youcanadopt.org |
| 9/26/2013 ASP Self-Report | |
| Status: Compliance issue reviewed 3/28/14 | |
| Nature of the Substantiated Violations: | |
| 96.32(a) The new CEO, or equivalent official, does not possess the required adoption service experience or management credentials. | |
| 96.37(c) The agency's executive director, the supervisor overseeing a case, or the social service employee providing adoption-related social services that require the application of clinical skills and judgment do not have experience in the professional delivery of intercountry adoption services. | |
| 96.37(d) The agency does not have any supervisors employed who meet the qualifications of the standard. | |

96.44(b) The agency does not have the organizational structure and personnel resources that demonstrate they are capable of acting as a primary provider.

Adverse Action – Suspension with Corrective Action Required, effective 3/18/2015

- This adverse action was also taken in response to another compliance issue that was simultaneously investigated and substantiated.

Status of Adverse Action – Completed 8/21/15

3/19/14 ASP Self-Report

Status: Compliance issue reviewed 9/5/14

Nature of the Substantiated Violations:

96.41(f) The agency failed to submit a semi-annual report on complaints (SARC) on April 1, 2014 for the filing period October 1, 2013 – March 31, 2014.

96.39(e) The agency has not cooperated with reviews by the accrediting entity by failing to submit complete 2011-2013 financial reviews and Semi-Annual Reports on Complaints, and the Annual Attestation.

Adverse Action – Suspension with Corrective Action Required, effective 3/18/2015

- This adverse action was also taken in response to another compliance issue that was simultaneously investigated and substantiated.

Status of Adverse Action – Completed 8/21/15

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal years 2011-2013.

Adverse Action – Suspension with Corrective Action Required, effective 3/18/2015

- This adverse action was also taken in response to another compliance issue that was simultaneously investigated and substantiated.

Status of Adverse Action– Completed 10/9/15

10/26/2017 – ASP Self-Report

Status: Compliance Issue completed 10/26/17

Nature of the Substantiated Violations:

96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report.

Adverse Action – Corrective Action Required, effective 11/20/17

Status of Adverse Action – Completed 12/15/17

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | New Horizons Adoption Agency |
| Mailing Address | 302 S. Grove ST., PO Box 188; Blue Earth, MN 56013 |
| Website | www.nhoptionagency.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | New Star Kafala Formally known as Graham's Gift Children's Foundation |
| Mailing Address | 938 Whitehaven Road; Grand Island NY 14072 |
| Website | http://www.newstarkafala.org/ |
| Substantiated Complaints and Adverse Actions | |
| 2/26/2018 – ASP Self-Report | |
| Status: Compliance Issue completed 2/26/18 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.41(f) – The agency failed to submit a Semi-Annual Review on Complaints for the reporting period 4/1/2017 – 9/30/2017. | |
| Adverse Action – Corrective Action Required, effective 3/14/18 | |
| Status of Adverse Action – Completed 3/29/18 | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Nightlight Christian Adoptions |
| Mailing Address | 4430 E. Lirialoma Ave., Suite B; Anaheim Hills, CA 92807 |
| Website | www.nightlight.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 6/30/2014** | |
| Adoption Service Provider Information | |
| Name | One World Adoption Services |
| Mailing Address | P.O. Box 539; Flowery Branch, GA30542 |
| Website | www.oneworldadoptions.org |
| 04/16/2012 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 12/6/13 | |
| Nature of the Substantiated Violations: 96.35 (a) The agency represented to a prospective adoptive family that the children they were referred were eligible for intercountry adoption. However, prior to the referral, the agency failed to obtain official documentation evidencing a birthparent's relinquishment or abandonment or documentation that the guardian had legal custody and could relinquish the children for adoption. The agency's failure to obtain the proper relinquishment documentation prior to the referral constitutes egregious unethical conduct and is not in the best interests of children. | |

Adverse Action: Suspension with Corrective Action Required, effective 6.25.2014

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

Status of Adverse Action: Agency closed before it completed the adverse action.

96.35(a) The agency's procedures indicate that there is an expediting fee between \$300-\$500.

However,

no official fees or procedures to expedite cases are authorized under Congolese law. Representing that such official fees exist is false and payment may constitute a bribe payable to a government official.

This

constitutes egregious unethical conduct.

Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

05/9/2012 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 11/27/13

Nature of the Substantiated Violations:

96.35(a) The agency's procedures indicate that there is an expediting fee between \$300-\$500.

However,

no official fees or procedures to expedite cases are authorized under Congolese law. Representing that such official fees exist is false and payment may constitute a bribe payable to a government official.

This

constitutes egregious unethical conduct.

Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).

09/18/2012 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 2/14/14

Nature of the Substantiated Violations:

96.35(a) An agency employee provided the prospective adoptive parent a Certificate of Indigence which she believed contained false information knowing the document would be submitted to a governmental office for official use. This conduct constitutes egregious unethical conduct.

96.41(b) & 96.41(c) The agency failed to accept the complainant's complaint because it was not written on its official form. Requirements that limit a complainant's ability to make formal complaints violate the regulations. Additionally, the agency failed to advise the complainants to resubmit their complaint expressly stating the connection to the Convention, IAA, or regulations and to respond to the complaint within 30 days.

96.35(a) The agency represented to a prospective adoptive family that the children they were referred were eligible for intercountry adoption. However, the agency failed to obtain the Certificate of Indigence or Parental Authorization prior to issuing a referral. The agency's failure to obtain the

proper relinquishment documentation prior to the referral constitutes egregious unethical conduct and is not in the best interests of children.

Adverse Action: Suspension with Corrective Action Required, effective 6.25.2014

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

Status of Adverse Action: Agency closed before it completed the adverse action.

02/22/2013 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 12/6/13

Nature of the Substantiated Violations:

96.35(a) An agency employee forwarded a prospective adoptive parent a request from the agency's in-country attorney to send \$2000 in order to motivate public officials to act on the complainant's behalf acknowledging that it was common in the Democratic Republic of Congo to pay to get anything done. Forwarding the request for money and condoning payment of money to bring about a likely favorable outcome constitutes egregious unethical conduct.

96.35(a)) The agency represented to a prospective adoptive family that the child they were referred was eligible for intercountry adoption. However, the agency failed to obtain the Certificate of Abandonment prior to the referral. Additionally, the child arrived at the orphanage reportedly having been abandoned, but the abandonment was not reported to the authorities for approximately five (5) months, thus failing to determine if there were family members willing to care for the child. The agency's failure to obtain the proper relinquishment documentation prior to the referral and to report the "abandonment" in a timely manner constitutes egregious unethical conduct and is not in the best interests of children.

Adverse Action: Suspension with Corrective Action Required, effective 6.25.2014

- This adverse action was also taken in response to other complaints that were simultaneously investigated and substantiated.

Status of Adverse Action: Agency closed before it completed the adverse action.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Open Seas Adoption Services, Inc. |
| Mailing Address | 270 Madison Avenue, Suite 1203; New York, NY 10016 |
| Website | www.openseasadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Options for Families and Youth |
| Mailing Address | 5131 West 140 th Street; Brook Park, OH 44142 |
| Website | www.ofycares.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



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Hague Accreditation and Approval

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| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 5/31/2012** | |
| Adoption Service Provider Information | |
| Name | Our Children's Homestead |
| Mailing Address | 387 Shuman Boulevard, Suite 170E; Naperville, IL 60563-8137 |
| Website | http://www.ourchildrenshomestead.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 1/28/2013** | |
| Adoption Service Provider Information | |
| Name | Partners for Adoption |
| Mailing Address | 800 South Broadway, Suite 210 B; Walnut Creek, CA 94596 |
| Website | http://www.partnersforadoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 6/3/2010** | |
| Adoption Service Provider Information | |
| Name | Pauquette Adoption Services |
| Mailing Address | P.O. Box 162 Portage, WI 53901 |
| Website | https://www.adoptpas.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 9/30/2014** | |
| Adoption Service Provider Information | |
| Name | Pearl S. Buck International |
| Mailing Address | 520 Dublin Road; Perkasio, PA 18944 |
| Website | www.pearlsbuck.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Premier Adoption Agency, Inc. |
| Mailing Address | 590 West Mesquite Blvd, Suite 202 B; Mesquite, NV89027 |
| Website | www.premieradoption.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Promise Kids A Future |
| Mailing Address | 117 North Broadway, Ste.2; Georgetown, KY 40324 |
| Website | www.promisekidsafuture.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action – Corrective Action Required, effective 11/20/17 | |
| Status of Adverse Action – Completed 1/12/18 | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| Adoption Service Provider Information | |
| Name | Providence Place |
| Mailing Address | 6487 Whitby Road San Antonio, TX 78240 |
| Website | http://www.provplace.org/ |
| SARC Review | |
| Status: Compliance issue reviewed 6/14/17 | |
| Nature of the Substantiated Violations: 96.41(f) & 96.39(e) The agency failed to submit a semi-annual report on complaints (SARC) on April 1, 2017 for the filing period October 1, 2016 – March 31, 2017. Despite repeated requests, the ASP did not provide the documentation requested. The ASP failed to fully cooperate with COA's monitoring and oversight activities. | |
| Adverse Action – Corrective Action Required, effective 7/28/2017 | |
| Status of Adverse Action– Completed 8/23/2017 | |



Council on Accreditation

Hague Accreditation and Approval

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2017** | |
| Adoption Service Provider Information | |
| Name | Resources for Life |
| Mailing Address | 59 349 Olomana Road; Kamuela, HI96743 |
| Website | www.resourcesforlifehawaii.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Saint Mary International Adoption |
| Mailing Address | 1515 Mockingbird Lane, Suite 204; Charlotte, NC 28209 |
| Website | www.smiaadopt.com |
| Substantiated Complaints and Adverse Actions | |
| 9/30/2010 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/24/11 | |
| Nature of the Substantiated Violations: 96.41 (b) - The agency's initial response to concerns expressed by a complainant acknowledged receipt of a complaint and indicated a response would be provided. The agency's response did not address or provide a resolution to each of the concerns addressed by the complainant and did not provide guidance or clarification on the agency's procedures for filing a complaint. 96.41 (f) – The agency failed to report a complaint in its Semi-Annual Report on Complaints submitted to COA. | |

96.49 (d) – The information contained in the agency’s records did not demonstrate that the agency employed reasonable efforts on behalf of the family to obtain answers to their questions concerning the referral information.

96.49 (g) – The agency failed to document in the record the efforts made to obtain medical and social information and why it was not obtainable.

Adverse Action: Suspension with Corrective Action Required, effective 9/2/2011

Status of the Adverse Action: Completed 10/2/2011

3/20/2014 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 3/23/15

Nature of the Substantiated Violations:

96.35 (a) & 96.47 (b)- The ASP asserted to USCIS that a document submitted as a home study update met the requirements of Virginia, Chapter 12, 63.2-1231. However, the family was not re-evaluated for their suitability to adopt older children. It is not in the best interests of a child to grant such approval without conducting all of the required and necessary steps to re-evaluate the family. Certifying that the document complied with Virginia law was not true and thereby constituted an egregious and unethical violation of the standard.

96.41 (e) – The ASP removed the complainants from a social media site on the same day they filed the complaint with the agency suggesting that the removal was retaliation for filing the complaint. Additionally, the ASP discouraged the complainants from expressing an opinion about the agency’s performance by removing them from the social media site.

96.47 (a) – The agency’s home study template and instructions state that certain specified language must be copied exactly from the template, yet the large amount of specified language in the template is client specific and would need to be customized to meet the client’s circumstances. While this may not be intentional, the ASP’s instructions may result in inaccurate information and recommendations being included in home studies.

Adverse Action: Suspension with Corrective Action Required, effective 11/19/2015

Status of the Adverse Action: Completed 12/10/15

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Shepherd Care Ministries, dba Adoption by Shepherd Care |
| Mailing Address | 5935 Taft Street; Hollywood, FL33021 |
| Website | www.adoptabsc.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Small World |
| Mailing Address | PO Box 1109; Mount Juliet, TN37121 |
| Website | www.swa.net |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| **NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2013 ** | |
| Adoption Service Provider Information | |
| Name | Small World Adoption Foundation of Missouri, Inc. |
| Mailing Address | 14272 Manchester Road; Manchester, MO 63011 |
| Website | www.swaf.com |
| Substantiated Complaints and Adverse Actions | |
| 8/12/2008 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 8/13/10 | |
| Nature of the Substantiated Violations: | |
| 96.32 (a) The agency failed to demonstrate that the current CEO/equivalent official meets the qualifications required by the standard with regards to education and management credentials. | |
| 96.32 (b) The agency failed to demonstrate that its governing body has performed all the duties outlined in the standard. | |

96.33 (b) The agency has failed to submit any annual internal financial reviews to COA for inspection.

96.33 (e) The agency has failed to demonstrate that it is operating on a sound financial basis and that it has sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months.

96.37 (d) The agency has failed to demonstrate that it has a qualified supervisor. Specifically, the agency failed to demonstrate that its new social work supervisor is an employee of the agency.

Adverse Action: Corrective Action Required

Status of the Adverse Action: Corrective action completed.

9/13/2011 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 11/16/12

Nature of the Substantiated Violations:

96.35 (a) The complainants were charged additional fees, some of which were listed as services covered in their fee agreement. The fee agreement given to the complainants was inaccurate and unclear.

96.35 (a) The agency attempted to impose a financial penalty on the complainants despite the complainant's repeated attempts to comply with the agency's requirements.

Adverse Action: Corrective Action Required

Status of the Adverse Action: The agency closed before the adverse action was completed.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Spence-Chapin Services to Families and Children |
| Mailing Address | 410 East 92nd Street; New York, NY10128 |
| Website | www.spence-chapin.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Steffas & Associates, P.C. |
| Mailing Address | 4343 Shallowford Road, H-1; Marietta, GA 30062 |
| Website | www.steffaslaw.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| ** Note: This adoption service provider is no longer Hague Accredited, effective 5/9/2015** | |
| Adoption Service Provider Information | |
| Name | Sunny Ridge Family Center, Inc. |
| Mailing Address | 270 Remington Boulevard, Suite C; Bolingbrook, IL 60440 |
| Website | www.sunnyridge.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | TFI Family Services, Inc. |
| Mailing Address | P.O. Box 2224; Emporia, KS66801 |
| Website | www.the-farm.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 11/3/2016** | |
| Adoption Service Provider Information | |
| Name | The Baby Fold |
| Mailing Address | P.O. Box 327; Normal, IL61761 |
| Website | www.thebabyfold.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | The Barker Foundation |
| Mailing Address | 7979 Old Georgetown Road; Bethesda, MD20814 |
| Website | www.barkerfoundation.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| Adoption Service Provider Information | |
| Name | The Center for Family Development |
| Mailing Address | 1304 Madison Street Shelbyville TN 37160 |
| Website | http://www.mycfd.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 10/26/17 | |
| Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action – Corrective Action Required, effective 11/20/17 | |
| Status of Adverse Action – Completed 1/19/18 | |
| 8/22/2017 – ASP Self-Report | |
| | |

Status: Compliance Issue completed 2/9/18

Nature of the Substantiated Violations:

96.33(e) – The agency’s balance sheets demonstrate that the agency was not operating on a sound financial basis for the fiscal year ending 2017.

Adverse Action – Corrective Action Required, effective 3/14/18

Status of Adverse Action – In Progress



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | The Cradle Society |
| Mailing Address | 2049 Ridge Avenue; Evanston, IL60201 |
| Website | www.cradle.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | The Datz Foundation |
| Mailing Address | 311 Maple Avenue W, Suite E; Vienna, VA 22180 |
| Website | www.datzfoundation.org |
| Substantiated Complaints and Adverse Actions | |
| 8/10/2011 – Complaint filed in the Complaint Registry | |
| <p>Status: Complaint investigation completed 5/5/11</p> <p>Nature of the Substantiated Violations:</p> <p>96.40 (g) – The agency charged additional fees beyond what was disclosed in the adoption contract.</p> <p>Adverse Action – No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).</p> | |
| 11/3/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 11/3/17 | |

Nature of the Substantiated Compliance Issues:

96.25(a) & 96.39(e) The agency failed to submit a verification of self-reporting compliance report.

Adverse Action – Corrective Action Required, effective 11/21/17

Status of Adverse Action – Completed 12/21/17



Council on Accreditation

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Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | The Family Network, Inc. |
| Mailing Address | 2959 Park Avenue, suite D; Soquel, CA95073 |
| Website | www.adopt-familynetwork.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | The Gladney Center for Adoption |
| Mailing Address | 6300 John Ryan Drive; Fort Worth, TX76132 |
| Website | www.gladney.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|---|
| ** Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2011** | |
| Adoption Service Provider Information | |
| Name | The Florence Crittenton League League of Lowell aka Florence Crittenton League |
| Mailing Address | 119 Hall Street Lowell, MA 1854 |
| Website | http://www.fcleague.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| ** Note: This adoption service provider is no longer Hague Accredited, effective 5/19/2015** | |
| Adoption Service Provider Information | |
| Name | The Home for Little Wanderers |
| Mailing Address | 271 Huntington Avenue; Boston, MA 2115 |
| Website | www.thehome.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | The Lutheran Service Society of New York |
| Mailing Address | 6680 Main Street; Williamsville, NY 14221 |
| Website | www.lssfn.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| <p>Status: Compliance Issue completed 10/26/17</p> <p>Nature of the Substantiated Violations: 96.39(e) & 96.25(a) – The agency failed to submit a verification of foreign supervised provider report.</p> <p>Adverse Action – Corrective Action Required, effective 11/20/17</p> <p>Status of Adverse Action – Completed 12/15/17</p> | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | The Maine Children's Home for Little Wanderers |
| Mailing Address | 93 Silver Street; Waterville, ME 4901 |
| Website | www.mainechildrenshome.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | The Open Door Adoption Agency |
| Mailing Address | 218 E. Jackson Street; Thomasville, GA 31792 |
| Website | www.opendooradoption.org |
| SARC Review | |
| Status: Compliance issue reviewed 3/18/16 | |
| Nature of the Substantiated Violations: 96.41(f) The agency failed to submit a semi-annual report on complaints (SARC) on October 1, 2015 for the filing period April 1, 2015 – September 30, 2015. | |
| Adverse Action – Corrective Action Required, effective 6/9/2016 | |
| Status of Adverse Action– Completed 8/2/2016 | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|---|
| **Note: This adoption service provider is no longer Hague Accredited, effective 5/30/2011** | |
| Adoption Service Provider Information | |
| Name | The Open Way Adoptions |
| Mailing Address | P.O. Box 731128; Puyallup, WA 98373-0049 |
| Website | http://www.theopenwayadoptions.com |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | The Sacred Portion Children's Outreach |
| Mailing Address | 7104 Bristol Lane; Bozeman, MT 59715 |
| Website | www.sacredportion.org |
| Substantiated Complaints and Adverse Actions | |
| 10/26/2017 – ASP Self-Report | |
| Status: Complaint review completed 10/26/17 | |
| Nature of the Substantiated Compliance Issues: 96.25(a) & 96.39(e) The agency failed to submit a verification of foreign supervised provider report. | |
| Adverse Action: No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Tree of Life Adoption Center |
| Mailing Address | 5816 SE Powell Boulevard, Suite A; Portland, OR97206 |
| Website | www.toladopt.org |
| Substantiated Complaints and Adverse Actions | |
| 11/3/2017 – ASP Self-Report | |
| Status: Compliance Issue completed 11/3/17 | |
| Nature of the Substantiated Violations: | |
| 96.39(e) & 96.25(a) – The agency failed to submit a verification of self-reporting compliance report. | |
| 96.39(e) & 96.41(f) – The agency failed to submit the Semi-Annual Report on Complaints for the filing period April 1, 2017 – September 30, 2017. | |
| Adverse Action – Corrective Action Required, effective 11/27/17 | |
| Status of Adverse Action – Completed 1/4/18 | |



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

In accordance with 22 CFR Part 96.91 and 92, COA makes information available about substantiated complaints and adverse actions against an accredited agency or approved person.

COA recognizes that before making a final decision on an adoption service provider many prospective adoptive parents want to know if the program has a history of violations. It's not uncommon for programs to have an occasional state licensing or Hague Accreditation regulatory violation. However, serious or regular, on-going violations are reasons for concern.

COA also encourages prospective adoptive parents to obtain additional information from the adoption service provider to evaluate compliance information in the context of the adoption service provider's operations. For example, one might assess the number of substantiated complaints in relation to the average number of adoptions completed. (In accordance with 22 CFR Part 96.39 (b), accredited agencies and approved persons are required to make available upon request, information about the number of placements per year, and the number and percentage of disrupted/dissolved adoptions.)

COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| **Note: This adoption service provider is no longer Hague Accredited, effective 12/7/2016** | |
| Adoption Service Provider Information | |
| Name | Villa Hope International Adoptions |
| Mailing Address | 6 Office Park Circle, #218; Birmingham, AL35223 |
| Website | www.villahope.org |
| Substantiated Complaints and Adverse Actions | |
| 12/16/2014 – ASP Self-Report | |
| Status: Compliance Issue Reviewed 9/4/15 | |
| Nature of the Substantiated Violations: | |
| 96.32(b) The agency's board of directors has not been performing its required functions. | |
| 96.33(a) The agency was not operating under a budget approved by its governing body. | |
| 96.33(b) The agency did not submit a copy of their 2014 internal financial review report for inspection by the accrediting entity. | |

96.39(e) The agency has not cooperated with reviews, inspections, and audits by the accrediting entity and the Secretary.

Adverse Action: Suspension with Corrective Action Required, effective 2/12/16

Status of the Adverse Action: Completed 3/18/16

2/26/2016 – ASP Self-Reports

Status: Compliance issue reviewed 3/18/16

Nature of the Substantiated Violations:

96.33(e) The agency failed to demonstrate that it was financially stable and maintained sufficient cash reserves, assets, or other financial resources to meet its operating expenses for two months throughout fiscal years 2014 and 2015.

Adverse Action – Corrective Action Required, effective 5/23/16

Status of Adverse Action – The agency's accreditation expired before the adverse action was completed.

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Adoption Service Provider Information | |
| Name | Vista Del Mar Child and Family Services |
| Mailing Address | 3200 Motor Avenue; Los Angeles, CA 90034 |
| Website | www.vistadelmar.org |
| Substantiated Complaints and Adverse Actions | |
| 4/20/2010 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/18/10 | |
| Nature of the Substantiated Violations: | |
| 96.44(a) The agency did not develop a service plan for the family and did not ensure that all adoption services were provided in accordance with the Hague Convention and applicable rules. | |
| 96.47(a) The agency did not complete a homestudy that completely and accurately addressed all elements of the standard. | |
| Adverse Action – No Adverse Action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |

2/3/2011 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 7/20/12

Nature of the Substantiated Violations:

96.44(a) The agency was not authorized to provide adoption services in El Salvador. However, the agency performed the functions of the primary provider in an El Salvador adoption case which it was not authorized to perform. Additionally, the agency failed to identify another agency as the primary provider.

96.41(f) The agency failed to report the complainant's complaint in their Semi Annual Report on Complaints sent to COA on 10.1.2010.

Adverse Action: Corrective Action Required

Status of Adverse Action: Completed.



Council on Accreditation

Hague Accreditation and Approval

Monitoring and Oversight Report

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COA is not authorized to disclose any additional information about complaint(s) or adverse actions. For additional information please contact the adoption service provider directly.

| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Note: This adoption service provider's Hague Accreditation was cancelled, effective 3/14/2018 | |
| Adoption Service Provider Information | |
| Name | Voice for International Development and Adoption ("V.I.D.A.") |
| Mailing Address | 354 Allen Street; Hudson, NY 12534 |
| Website | www.vidaadoptions.org |
| Substantiated Complaints and Adverse Actions | |
| 11/14/2017 – Monitoring & Oversight | |
| <p>Status: Compliance review completed 2/9/18</p> <p>Nature of the Substantiated Violations:</p> <p>96.39(e) The agency failed to provide COA with 2017 Fiscal Year to Date financial statements.</p> <p>96.33(e) The agency has failed to provide a case transfer plan to COA and has failed to demonstrate that the plan addresses reimbursements. This is particularly concerning since the agency is planning to allow their accreditation to expire in March 2018, without an appropriate case transfer plan that</p> | |

includes details for how any applicable refunds will be issued or that names an accredited ASP to accept any cases that are required to be transferred.

Adverse Action: Corrective Action Required, effective 1/18/18

Status of Adverse Action: In Progress (never completed, see below)

2/9/2018 – Monitoring & Oversight (see above)

Status: Compliance review completed 2/9/18

Nature of the Substantiated Violations:

96.39(e) Despite receiving notice of the required corrective action, VIDA did not provide all of the corrective action by the due date it was given to comply. Although VIDA submitted some information regarding the status of its adoption cases, it did not submit a case transfer plan that meets the requirements of the standards.

96.39(e) and 96.25(a) The agency failed to provide COA with 2017 Fiscal Year to Date financial statements.

96.33(e) The agency has failed to provide a case transfer plan to COA and has failed to demonstrate that the plan addresses reimbursements. This is particularly concerning since the agency is planning to allow their accreditation to expire in March 2018, without an appropriate case transfer plan that includes details for how any applicable refunds will be issued or that names an accredited ASP to accept any cases that are required to be transferred.

Adverse Action: Cancellation, effective 3/14/18

Status of Adverse Action: In Progress

1/19/2018 – Complaint filed in the Complaint Registry (see above)

Status: Complaint review completed 3/7/18

Nature of the Substantiated Violations:

96.33(e) VIDA informed the complainant that its accreditation would expire in March of 2018 and that they would need to find another Hague accredited agency. Instead of assuming the responsibility to find an agency for the complainant, VIDA put the onus on the complainant to find a Hague accredited agency to take over their case. Since the agency does not have an appropriate case transfer plan in place and was cited as being out of compliance in a previous decision for cancellation, it follows that the agency does not have an appropriate plan in place for this complainant.

Adverse Action: Cancellation, effective 3/14/18

Status of Adverse Action: In Progress

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | WACAP (World Association for Children and Parents) |
| Mailing Address | P.O. Box 88948; Seattle, WA 98138 |
| Website | www.wacap.org |
| Substantiated Complaints and Adverse Actions | |
| 3/25/2010 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/20/11 | |
| Nature of the Substantiated Violations: 96.41 (a) – The agency did not provide a copy of its complaint policies and procedures at the time the adoption services contract was signed. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |
| 5/9/2017 – Complaints filed in the Complaint Registry | |
| | |

Status: Complaint investigation completed 10/13/17

Nature of the Substantiated Violations:

96.40(d) According to WACAP's fee schedule, "all fees are nonrefundable." Although WACAP's Refund Policy indicates that certain exceptions apply with regards to third party fees, itemized fees, and post-placement fee, policy continues to exclude the refund of some fees paid in advance for services that might not have been completely provided.

96.40(h) When the agency determined that the client was not eligible to transfer to the agency's other country program, it should have refunded those fees paid for services not yet rendered directly to the complainant.

96.41(f) The agency failed to report the this subject of this complaint in its Semi-Annual Report on Complaints due on April 1, 2017.

Adverse Action – Corrective Action Required, effective 3/1/18

Status of Adverse Action – In Process

2/2/2017 – ASP Self-Report

Status: Compliance Issue completed 1/4/18

Nature of the Substantiated Violations:

96.33(e) The agency's balance sheets do not evidence that it is operating on a sound financial basis for the fiscal years 2014 through 2017.

Adverse Action – Corrective Action Required, effective 3/1/18

Status of Adverse Action – In Process

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Wasatch International Adoptions |
| Mailing Address | 1140 36th Street #204; Ogden, UT84403 |
| Website | www.wiaa.org |
| Substantiated Complaints and Adverse Actions | |
| 5/30/2012 ASP Self-Report | |
| Status: Compliance issue completed 10/23/12 | |
| Nature of the Substantiated Violations: 96.35 (a) The agency failed to properly oversee their contractor's work who violated The China Center for Children's Welfare and Adoption procedures and disrupted the placing order of children. | |
| Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a). | |
| 8/14/2012 – Complaint filed in the Complaint Registry | |

Status: Complaint investigation completed 11/8/13

Nature of the Substantiated Violations:

96.35(a) & 96.44(a) The agency failed to ensure that adoption services were provided in the proper order and issued a referral for a Special Focus child without the prospective adoptive family completing a home study or dossier. This resulted in the child being removed from China's shared list and prolonging her stay in institutional care which is known to have detrimental effects on children's well-being and development. The agency's failure to ensure the best interests of the child constitutes egregious unethical conduct.

Adverse Action – Corrective Action Required, effective 7/11/14

Status of Adverse Action – Completed 8/22/14

9/25/2012 – Complaint filed in the Complaint Registry

Status: Complaint investigation completed 2/7/14

Nature of the Substantiated Violations:

96.35(a) The child the complainants brought to the United States may not be the same child who was referred to the complainants or who the complainants agreed to adopt and the agency did not take the appropriate steps to follow-up on the adoptive parent's requests and concerns regarding the child. Her eligibility for intercountry adoption is in question, possibly impacting her ability to achieve permanency with an adoptive family. The agency's failure to look into the child's background and ensure the best interests of the child constitutes egregious unethical conduct.

Adverse Action – Corrective Action Required, effective 7/30/14

Status of Adverse Action – Completed 9/12/14

2/5/2013 ASP Self-Report

Status: Compliance issue completed 4/25/14

Nature of the Substantiated Violations:

96.48 (e) The agency did not provide individualized counseling and preparation to meet the needs of the prospective adoptive parents in light of the particular child's special needs.

Adverse Action – Corrective Action Required, effective 10/15/14

Status of Adverse Action – Completed 11/14/14

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| Substantiated Complaints and Adverse Action Report | |
|---|--|
| Note: This adoption service provider's Hague Accreditation was cancelled, effective 9/18/2017 | |
| Adoption Service Provider Information | |
| Name | West Sands Adoption |
| Mailing Address | 321 No. Mall Dr. A-202; St. George, UT84790 |
| Website | www.westsandsadoption.org |
| Substantiated Complaints and Adverse Action | |
| 5/30/2017 – Monitoring & Oversight Activity | |
| Status: Compliance issue reviewed 6/14/17 | |
| Nature of the Substantiated Violations: 96.33(e) The agency failed to demonstrate that it was financially stable throughout fiscal year 2017. Additionally, the agency's current case transfer plan is not sufficient. | |

Adverse Action – Corrective Action Required and No fees can be charged of PAPs in advance of any services being provided and the ASP must not use funds previously collected from clients in advance of services for any other purposes other than for which they were paid, effective 7/13/17.

Status of the Adverse Action: In Progress (never completed, see below)

7-27-2017 Monitoring & Oversight Activity (see above)

Status: Compliance issue reviewed 8/1/17

Nature of the Substantiated Violations:

96.33(e) COA took an adverse action for corrective action against the ASP because the agency failed to demonstrate that it was financially stable throughout fiscal year 2017 and its current case transfer plan was not sufficient. During the ASP's corrective action period, it failed to provide the required corrective action within the specified deadline. The little information that was provided indicates that the ASP's financial position is worse than when COA took its original adverse action decision. The ASP's continued noncompliance with the standard has necessitated a more severe adverse action.

96.39(e) The ASP did not cooperate with the corrective action review process required by the accrediting entity.

Adverse Action – Cancellation, effective 9/18/17.

Status of the Adverse Action: In Progress

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Wide Horizons For Children |
| Mailing Address | 38 Edge Hill Road; Waltham, MA2451 |
| Website | www.whfc.org |
| Substantiated Complaints and Adverse Actions | |
| 6/23/2011 – Complaint filed in the Complaint Registry | |
| Status: Complaint investigation completed 6/8/12 | |
| Nature of the Substantiated Violations: 96.41 (a) – The agency's grievance procedures were misleading, allowing prospective adoptive parents of non-Hague nations to believe they were unable to seek recourse in filing complaints with the Department of State. | |
| Adverse Action: Corrective Action Required | |
| Status of the Adverse Action: Completed. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | World Links Association, Inc. |
| Mailing Address | 418 Jefferson Avenue; Scranton, PA18510 |
| Website | www.wliaa.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |

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| Substantiated Complaints and Adverse Action Report | |
|--|--|
| Adoption Service Provider Information | |
| Name | Wyoming Children's Society |
| Mailing Address | 314 East 21st Street; Cheyenne, WY82001 |
| Website | www.wyomingcs.org |
| Substantiated Complaints | |
| Status of the Complaint | Nature of the Complaint – Substantiated Violations |
| No substantiated complaints. | |
| Adverse Action | |
| Type and Status of the Adverse Action | Reasons for the Action |
| No adverse actions. | |