



# INTERCOUNTRY ADOPTION ACCREDITATION AND APPROVAL HAS ACCREDITATION AND APPROVAL CHANGED?

National Council for Adoption  
Conference  
June 2019

# IAAME PRESENTERS

- Stephen Pennypacker – Chief Executive Officer
- Michael Reneke – Chief Financial Officer
- Kim Loughe – Executive Director
- Jessica Conway – Assistant Executive Director
- Kimberly Westfahl – Manager
- Brittany Phares - Manager

# OBJECTIVES

- Overview of the Last Year
- Review Information, Expectations, and Accountability
  - Clear and Consistent Communication
  - Interrater Reliability
  - Utilization of Information
  - Areas in Need of Improvement
    - ❖ Including common mistakes and areas of non-compliance with the standards
- Review Data and the IAAME Portal
  - Frequently Asked Questions and Feedback

# IAAME CORE VALUES

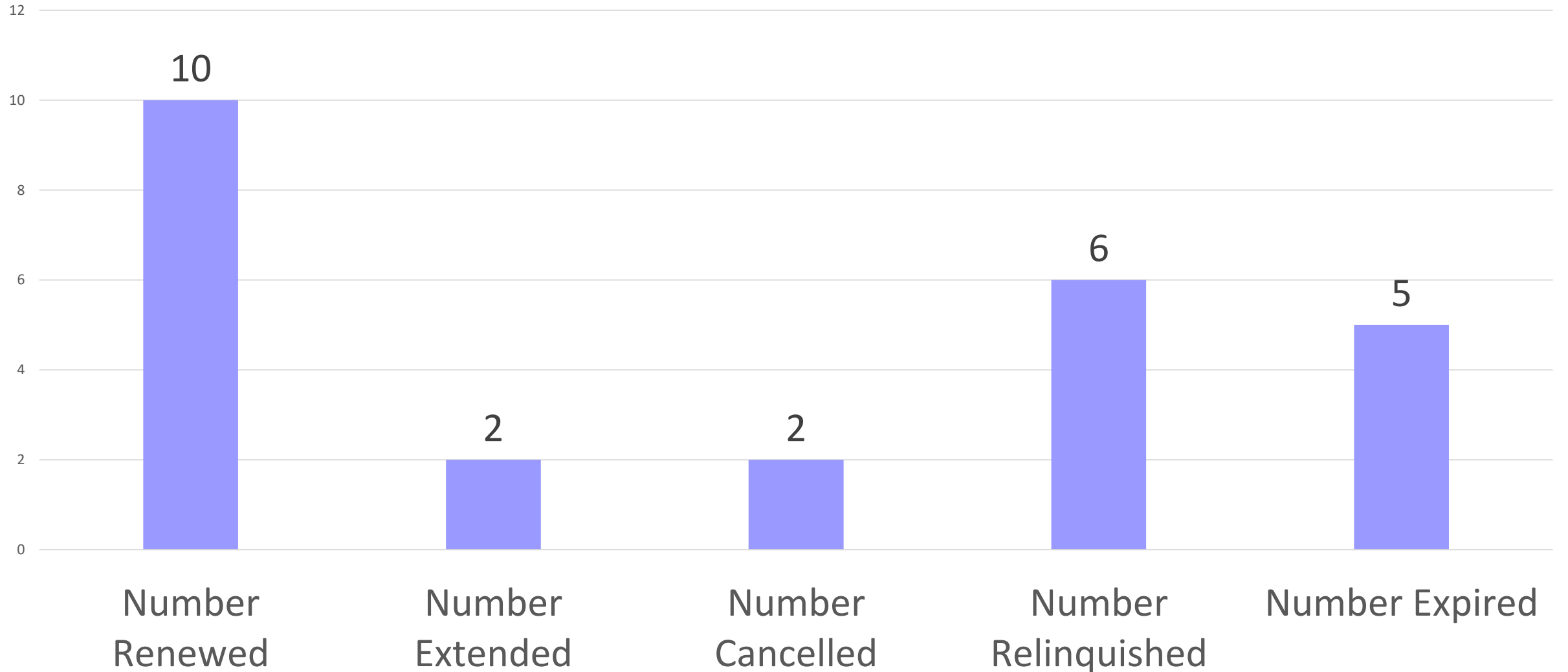
- Child Safety
- Data Driven Innovation
- Sustainability

# A YEAR IN REVIEW

- Accreditation and Approval Processes
- Monitoring and Oversight Processes
- Quarterly Presentations /Webinars
- IAAME Portal
- Feedback
- Goals and Objectives

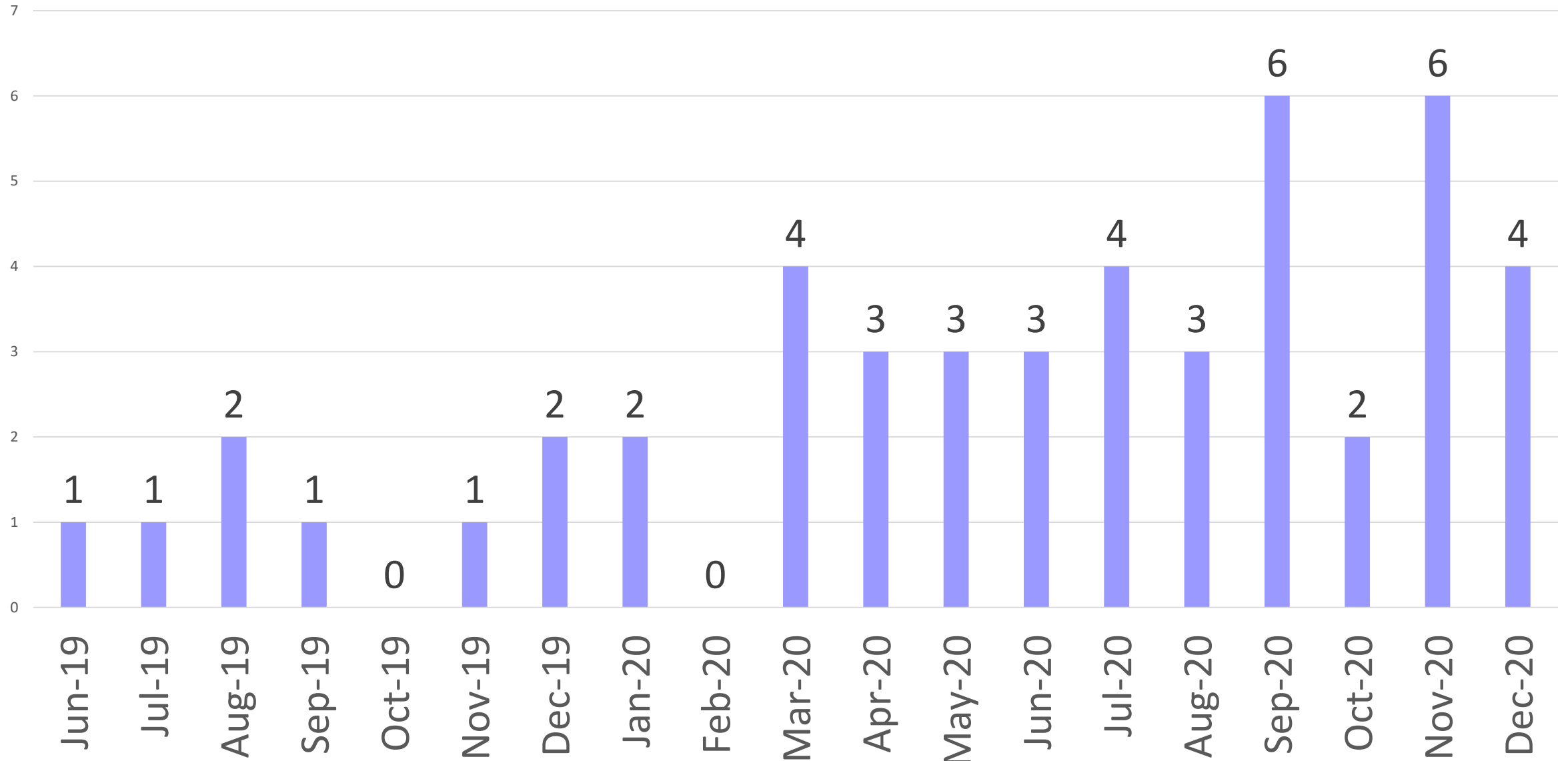
Changes in Accreditation and Approval Status  
April 1, 2018 - June 1, 2019

N = 25

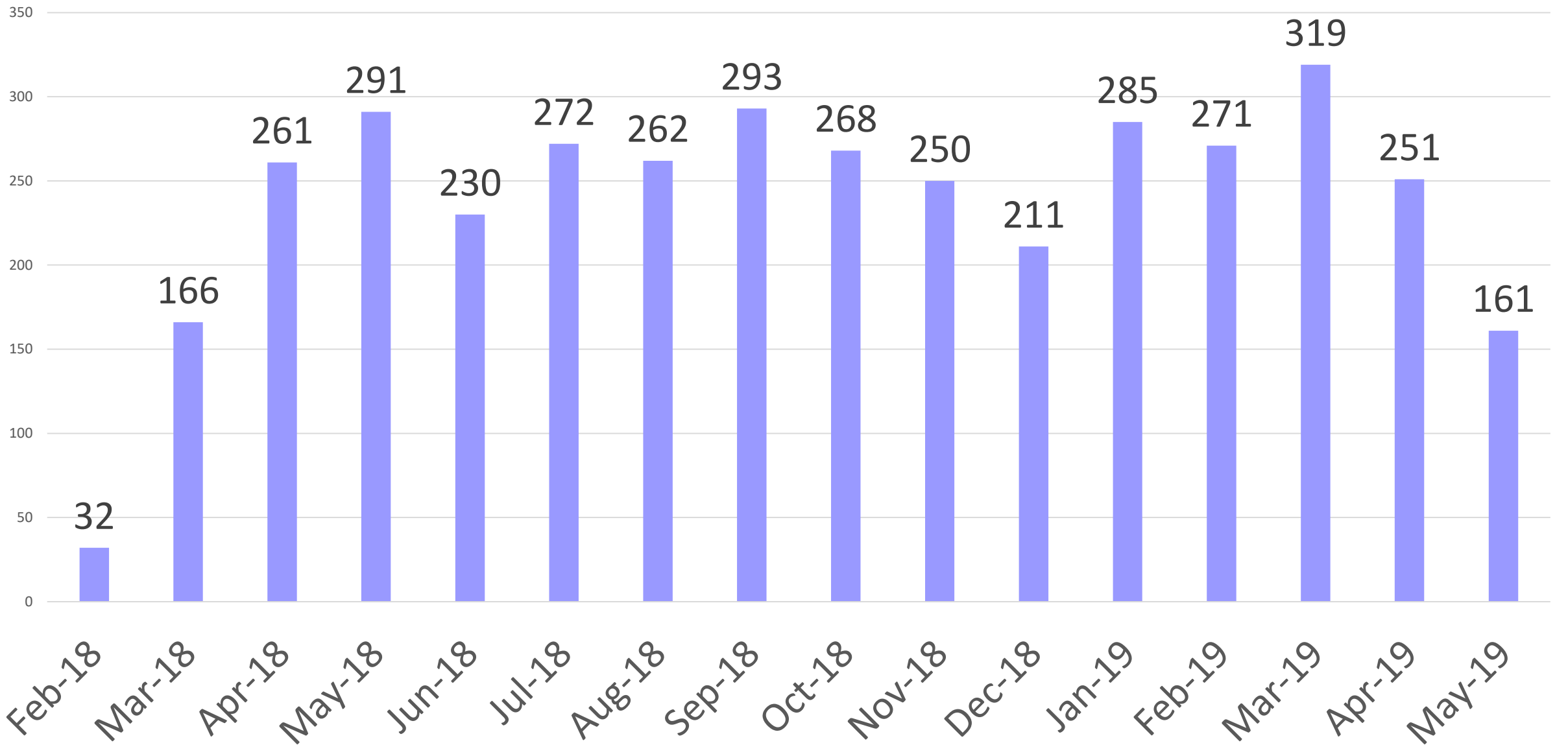


# Number of Adoption Service Providers Expiring By Month

N = 48

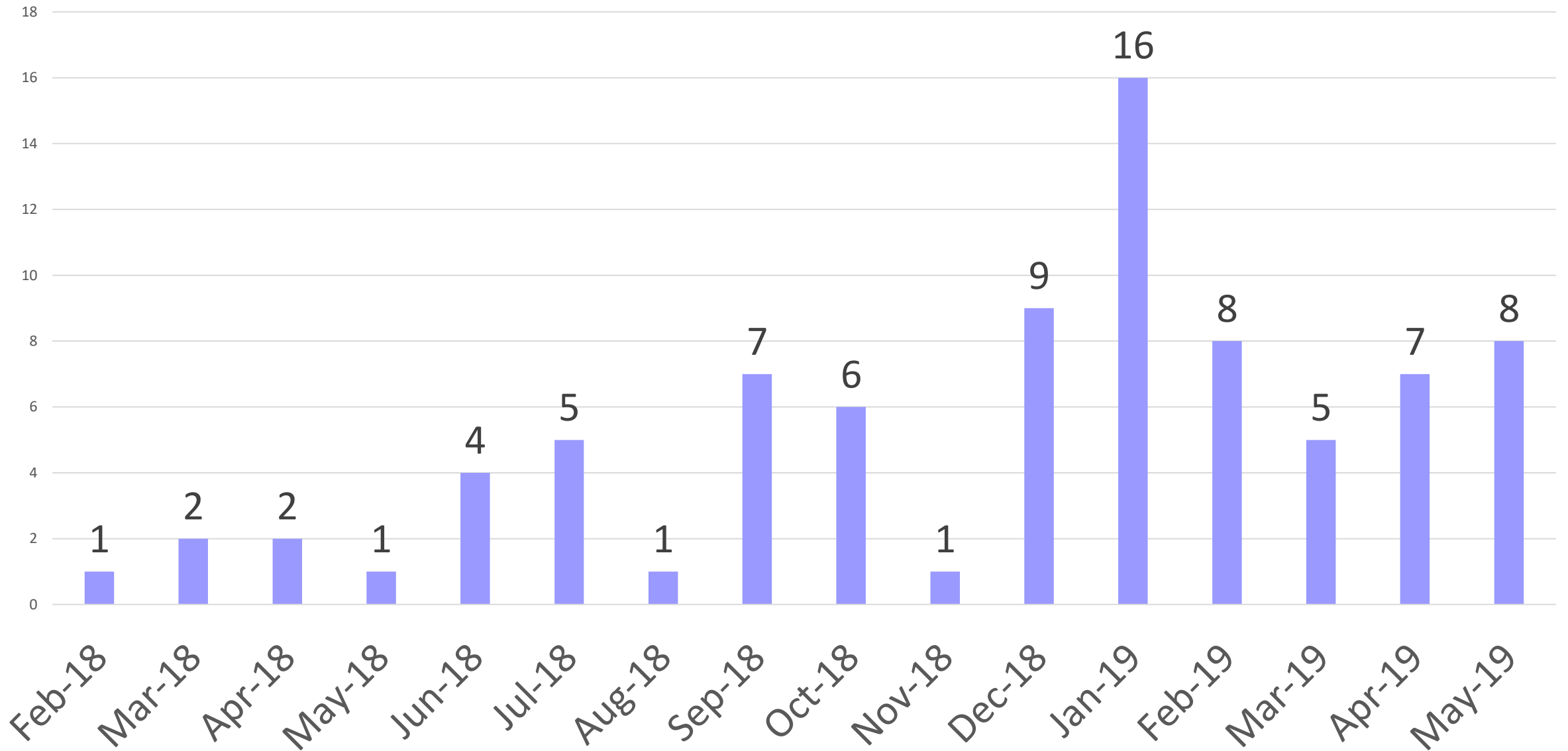


## Number of Client Applications Per Month



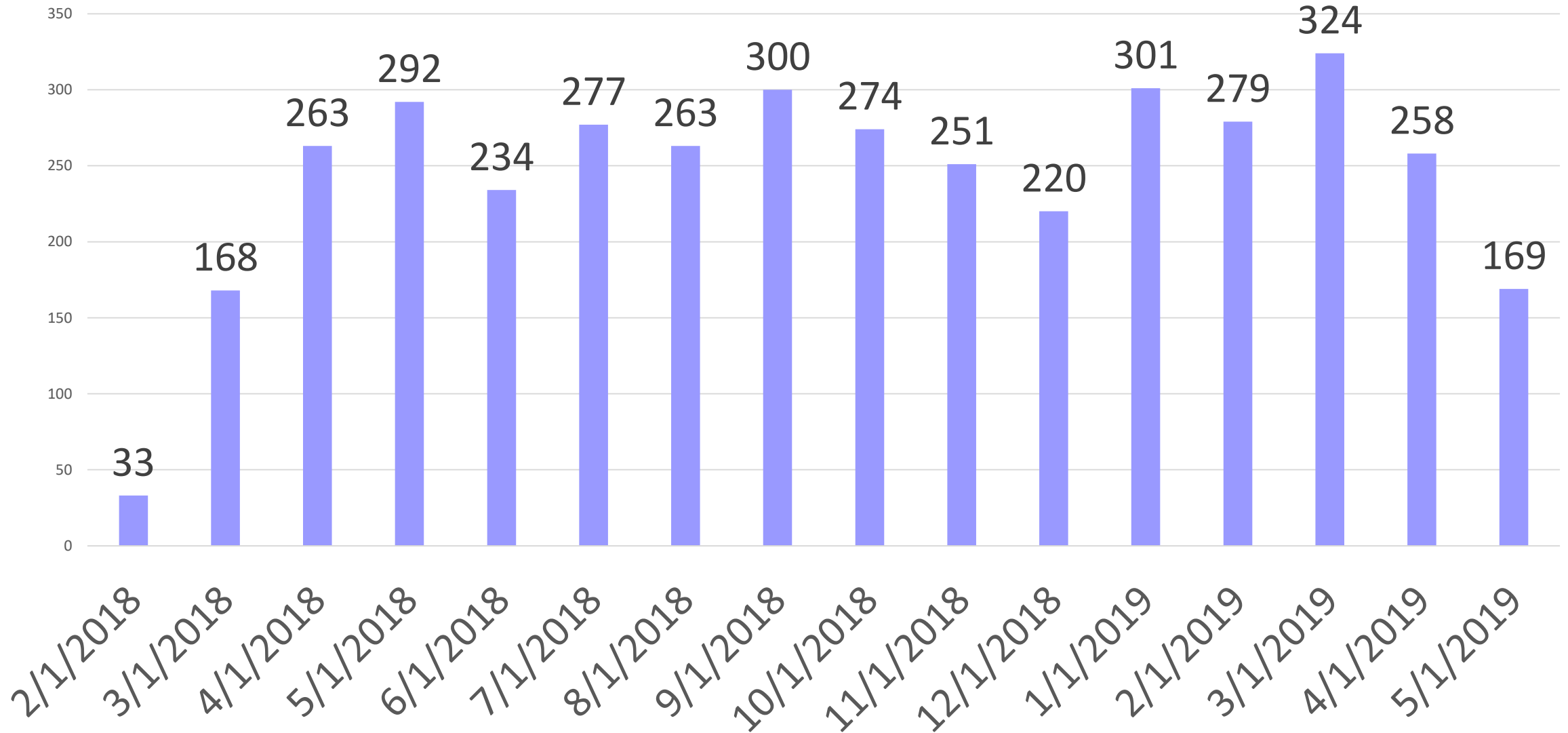


## Number of Additional Adoptions Per Month



# Total Number of Initial Applications and Additional Adoptions By Month

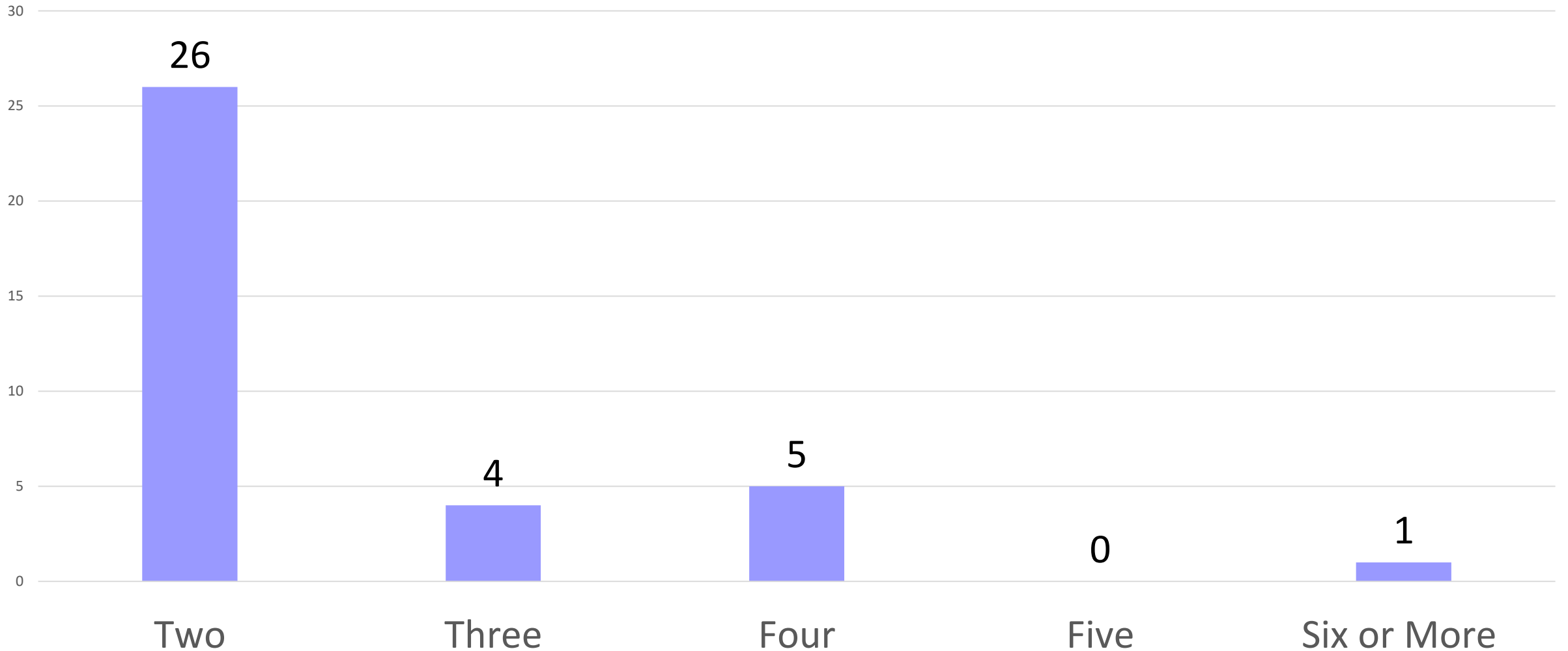
N = 3906



# Sibling Adoption Numbers

February 15, 2018 to April 30, 2019

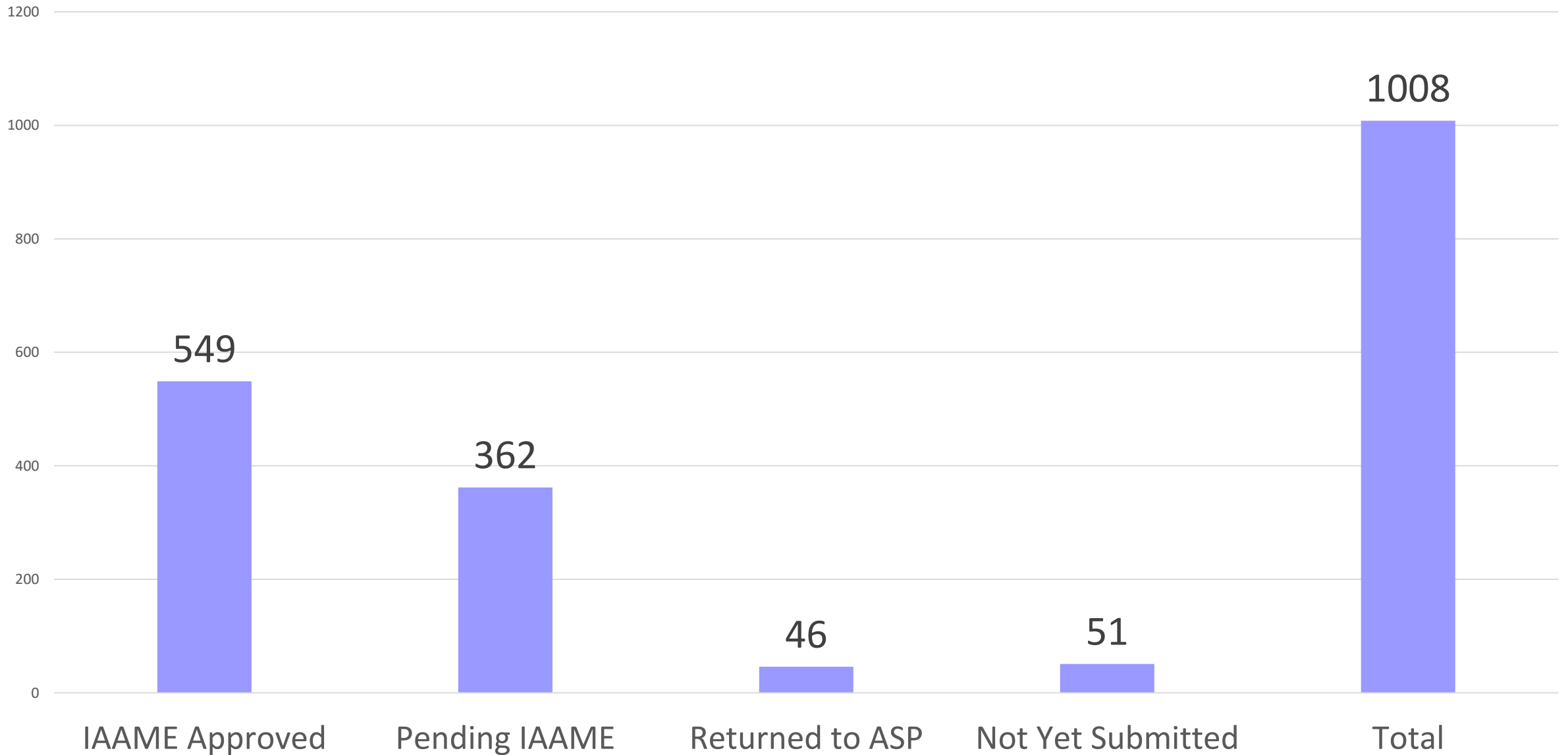
N = 36



# SIBLING ADOPTION NUMBERS

- IAAME will continue to collect and report on sibling group data from the portal.
- IAAME received information related to sibling adoption numbers from two Adoption Service Providers.
  - During the years 2015 to 3/8/2019 these two Adoption Service Providers reported:
    - ❖ Total number of sibling groups 31
    - ❖ 24 were sibling groups of 2
    - ❖ 5 were sibling groups of 3
    - ❖ 1 was a sibling group of 5
    - ❖ 1 was a sibling group of 6.
- IAAME is requesting Adoption Service Providers submit information so IAAME may collect and analyze historical data regarding numbers of siblings adopted.

# Self-Reports from IAAME Portal February 15, 2018 - June 7, 2019



# CONTINUOUS QUALITY IMPROVEMENT

- Throughout this year IAAME has gained insight and knowledge and has made changes to practice and processes as a result.
- Insight and Knowledge has been gathered via:
  - Ongoing internal review of IAAME's processes and practice
  - Training with and feedback from IAAME staff
  - Feedback and communication with Adoption Service Providers
  - Training with and feedback from Department of State

**Chief Executive Officer**  
**Stephen Pennypacker**

**General Counsel**  
**Deborah Schroth**

**Chief Financial Officer**  
**Michael Reneke**

**Assistant Executive Director**  
**Jessica Conway**

**Executive Director**  
**Kim Loughe**

**Executive Assistant**  
**Renee Carson**

**Manager**  
**Brittany Phares**

**Manager**  
**Kim Westfahl**

**Lead Analyst - Amy Mullen**

**Lead Analyst - Maria Gocke**

**Analyst – Elizabeth (“Betty”) Kelley**

**Analyst - Charity Provancal-Black**

**Analyst – Allison (“Allie”) Ray**

**Analyst - Adam Nelson**

**Analyst - Lillian Thogersen**

**Analyst - Amber Blair**

**Analyst – April Polyak**

**Analyst – Rachel Wegner**

# INFORMATION, EXPECTATIONS, AND ACCOUNTABILITY

- IAAME and Adoption Service Providers must be clear and consistent in communications
- Consistent and clear communication leads to:
  - Decreased confusion
  - Greater understanding and awareness by all parties
    - ❖ Expectations and requirements (IAAME)
    - ❖ How processes work and what practice looks like (Adoption Service Providers)
  - Better use of time – not wasting time trying to figure out what is needed or what has been provided
  - Uniform application of the standards with all Adoption Service Providers



# INFORMATION, EXPECTATIONS, AND ACCOUNTABILITY

- IAAME continues to work on interrater reliability and consistency in communication
- IAAME utilizes information provided to review Adoption Service Provider's compliance with applicable standards for accreditation/approval and monitoring and oversight activities.
- Information must be submitted timely
  - Be mindful of deadlines and timelines associated with various activities
- Information must be complete and demonstrate the agency/person's compliance with the standards

# INFORMATION, EXPECTATIONS, AND ACCOUNTABILITY

- Policies and procedures may not be a restatement of the standards.
- Policies and procedures must include specific details and information regarding actual internal processes specific to the agency or person.
- Examples are important to utilize in conjunction with policies, procedures, and narratives to provide evidence of practice.
- Be deliberate in what is submitted when providing examples – “Show your work”

# INFORMATION, EXPECTATIONS, AND ACCOUNTABILITY

- Examples of Areas in Which IAAME is Continuing to Make Efforts to Improve:

- IAAME:

- ❖ Consistency in communication
- ❖ Clear expectations
- ❖ Interrater reliability
- ❖ Data reliability
- ❖ Enhancements to the portal
- ❖ Updates to the IAAME.net website

# INFORMATION, EXPECTATIONS, AND ACCOUNTABILITY

- Examples of Adoption Service Provider Common Mistakes and Areas of Non-Compliance with Standards:
  - Policies and procedures not a restatement of the standard
    - ❖ Must detail the who, what, why, when and how
  - Documentation of required training for Adoption Service Provider Staff and Prospective Adoptive Parents
  - Foreign supervised provider agreements
  - Primary provider activities
    - ❖ Parent initiated adoptions
    - ❖ Countries in which the ASP does not provide the referral of the child to the prospective adoptive parent
    - ❖ Supervision of Foreign Supervised Providers
  - Submission of annual internal financial reviews

# DATA AND THE IAAME PORTAL

- Data must be accurate and timely
- Reliable data is utilized to determine trends and areas for focused attention
- Data helps to “tell the story” and direct the “narrative” for intercountry adoptions

# PORTAL QUESTIONNAIRE AND ADOPTION SERVICE PROVIDER FEEDBACK

- **Consistent Themes in Responses to Surveys:**

- Provide more clarity regarding Client Application Detail required fields, including help text.
- Ability to extract Client Application detail information from the portal.
- Better organization of Documents section of the Portal, including addition of standardized naming conventions for documents.

# PORTAL QUESTIONNAIRE AND ADOPTION SERVICE PROVIDER FEEDBACK

- Improvement of the self-reporting process in the portal
- Better access to information in the Portal, including in which countries ASPs are actively providing or have provided adoption services, foreign supervised providers and which ASPs they're actively engaged with, etc.
- Triggers or ticklers reminding ASPs of pending reports, or other information due to IAAME.

## RECENT UPDATE: STATUS CHANGES FOR CLIENT APPLICATIONS (ACTIVE, TRANSFERRED, WITHDRAWN, PENDING FINALIZATION, CLOSED)

	AppID	Application Acceptance	Parent 1	Parent 2	Adoptions	City	State	Country	Created by	Created ↓	Status
	2621	05/31/2019	Doe, John	Doe, Jane	1	Tempe	Arizona	United States	Conway, Jessica	06/07/2019	Closed
	2503	05/01/2019	Johnson, Elizabeth	, Elizabeth	1	Gainesville	Colorado	United States	Conway, Jessica	05/13/2019	Pending Finalization
	2502	05/01/2019	Anderson, Jessica	,	1	Atlanta	Washington DC	United States	Conway, Jessica	05/13/2019	Active



## Recent Update: IAAME Staff Assignments on ASP Home Page

Agreement Due	10/01/2018
Application B Due	08/14/2018
On-Site Review	11/12/2018 - 11/15/2019
Expiration	12/31/2018

▼ IAAME Staff Assigned

# Recent Update:

## Client Applications – Follow-Up section of Adoption Detail

(Help Text Added for Fields)

Follow Up

Home Study Approved <sup>?</sup>	USCIS Filed <sup>?</sup>	USCIS Approval <sup>?</sup>	Dossier Date <sup>?</sup>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Referral Given <sup>?</sup>	Referral Accepted <sup>?</sup>	Name of Orphanage/FCO <sup>?</sup>	Relative Adoption? <sup>?</sup>
<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes <b>No</b>
Adopting Unrelated Children? <sup>?</sup>	Out of Birth Order Placement? <sup>?</sup>	Foreign Custody <sup>?</sup>	Visa Issuance <sup>?</sup>
Yes <b>No</b>	Yes <b>No</b>	<input type="text"/>	<input type="text"/>
Finalized In <sup>?</sup>	Citizenship Acquisition <sup>?</sup>		
- select -	<input type="text"/>		

# PORTAL ENHANCEMENTS

- Examples of Upcoming Portal Enhancements:
  - Adoption Service Providers access to various report formats - e.g. Client Application data
  - Improved functionality of Documents section, including naming conventions
  - Changes to Self-Reports and other Activities