



**Licensed Child Caring Agency
Site Visit Report
Adoption Agency**

Licensee: Holt International Children's Services

Executive Director: Phillip Littleton

Program Director: Namyi Min

Date of site visit: September 30, 2020

Licensing Coordinator: Tom Heidt and Holly Ivey

Other Regulatory or Accrediting Agencies:

- SNAC contract through the Oregon Department of Human Services.
- Hauge Accreditation until 2021 through the Intercountry Adoption Accreditation and Maintenance Entity (IAMME).
- Holt is licensed in fourteen states including: Oregon, Alaska, Washington, California, Iowa, Nebraska, Kansas, Missouri,
- South Dakota, Illinois, Wisconsin, New Jersey, New York and Pennsylvania.

Program Compliance: The program is or will be compliant with OAR 413-215-0001 through 0131 Licensing Umbrella Rules and OAR 413-215-0401 to 0481 Licensing Adoption Agencies

Personnel records were reviewed and compliance with required background checks was documented for employees in all programs.

Type of Adoptions provided:

Domestic X SNAC X International X Independent

Program Description: Holt International Children's Services was founded by a farming couple from rural Oregon, Harry and Bertha Holt, in 1956 when they sought families for children orphaned by the Korean War. They have been a licensed agency since licensing began in 1974. The Agency is now licensed in fourteen states and has adoption programs in ten countries. Holt's mission is to find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family; Provide services to ensure that children will grow and develop to their fullest potential; and to Lead the global community in advocating on behalf of the world's most vulnerable children. The Agency has a budget of approximately 27 million with close to 90 staff in Oregon. Holt has placed over four hundred and fifty children in the last two years.

The Agency is operating in the following countries: China, Hong Kong, Taiwan, South Korea, Philippines, Thailand, Vietnam, Bulgaria, Haiti, Columbia), domestic infant adoption, foster care and

adoption and post-adoption services in the United States. They also have Family Strengthening and Orphan Care programs in countries where they are not providing adoption services such as North Korea. They offer numerous varieties of humanitarian aid such as educational programs in China, aid to government run orphanages in North Korea, daycare programs in the Philippines, and microloan programs in Vietnam. In 2017, Holt served over 160,000 children.

Adoption Services provided: Holt provides the full array of adoption services.

Disruptions/dissolutions in the last review period: Four disruption reports were submitted. The documentation is detailed. Holt has a Disruption Committee which reviews each case. Program improvements are made based on their findings. Holt also has a Family to Family re-adoption program.

Number of adoptions finalized:

2020: 175

2019: 277

Average daily population served – number of families currently serving:

In Oregon, Holt is currently serving 32 families in the application phase of the process, 52 families with approved home studies and 16 families in post-placement supervision.

Program Strengths: Program strengths were identified by the agency Leadership at the time of the review:

- The agency is mission focused, and the staff are dedicated and always strive to do what is best for the child. We have high moral standards and operate conservatively.
- We have excellent post adoption services including adult adoptees on staff. We continue to develop new post adoption programs to provide more resources and support to families and children.
- We have a Family to Family re-adoption program that makes sure the process is safe, professional and as child-centered as possible.
- The agency has a great deal of experience evidenced by operating since 1956 and continually licensed since licensing began in 1974.
- Employee onboarding is well-documented and annual performance evaluations are consistent and done well.

- Staff training hours far exceed licensing requirements and there is a robust training schedule developed and carried out for staff by the agency.
- The agency has a strong base of donors to support the program.

Program Challenges: The following challenges were identified by the agency Leadership at the time of the review:

- COVID-19 has delayed adoption placement travel for many prospective adoptive Families
- International adoptions have continued their significant downward trend.

Changes that have occurred in the last 2 years: The following changes were identified by the agency Leadership at the time of the review:

- Holt International merged with WACAP in April 2019, the branch office and the new AK/OR/WA Branch Director was hired in April as well.
- The physical location of the branch moved from Eugene, OR to Renton, WA at this time.
- The Agency became licensed in 3 new states (Alaska, Wisconsin, New York) and took over 2 new international adoption programs (Bulgaria & Taiwan), one new domestic infant adoption program (Wisconsin), and one new foster care and adoption program (Washington).
- Launched the Post-Adoption Coaching & Education (PACE) program, where families work one-on-one with an adoption-competent Holt professional over three sessions to identify strategies, tools and resources to help address the specific issue(s) families and their children are struggling with.
- We also developed another program for adoptees called Circle Back Adoptee Mentorship. This program is led by Holt's expert post-adoption team of Adoptees to help youth Adoptees lay the foundation for healthy identity development, acknowledge and process different facets of their Adoptee and racial identities, and connect with older Adoptees in a way that is uniquely tailored to each Adoptee and

family.

- Due to COVID-19, travel to other countries is very limited and it is delaying the international adoption process especially for those countries where travel is not permitted at this time.

Lawsuits: N/A

Grievances and complaints filed in the last two years: The agency submitted documentation of grievances from parents with disrupted adoptions. It appeared that Holt followed their policies and worked toward resolutions.

Corrective Actions and Timeframes: Please submit the following to verify compliance.

Within 45 days of receipt of this report Holt International must submit a letter of verification indicating the agency is in compliance with the specific rules cited above and describing how compliance will be maintained going forward. Along with the letter of verification, the agency must submit any and all specific documentation requested in the body of this report. The letter of verification and any additional requested documents can be emailed directly to Holly.r.ivey@state.or.us or sent by regular mail to the following address:

Department of Human Services, Children's Care Licensing Program
Attn: Holly Ivey, DHS Licensing Coordinator
201 High St SE, Suite 500
Salem, OR 97301

Recommendations: It is strongly recommended that Holt use the documents provided by Licensing to track adoptive parent training, and staff trainings, as Holt names the trainings different than the DHS Licensing Rules, so it took a while to find the required trainings.

Exceptions: N/A

Changes in License: N/A

Summary of Review					
Program and Services 413-215-0011(2)	Yes	No	N/A	Comments	Corrective Action Completed
Program and services are in scope of license	X				

Governance of the Agency 413-215-0021	Yes	No	N/A	Comments	Corrective Action Completed
(1)(a) Minimum of 5 board members	X				
(2)(f) Formally evaluate the exec. Director's performance annually	X				
(2)(g) Approves annual budget	X				
(2)(h) Obtain and review an annual independent financial review or audit of financial records.	X				
(2)(k) Written quality improvement program	X				
(2)(l) Meeting minutes					
Executive Director or Program Director 413-215-0021	Yes	No	N/A	Comments	Corrective Action Completed
(3)(a) knowledge of requirements for providing care and treatment appropriate to programs	X				
(3)(g) Approval from BCU					
Physical Plant	Yes	No	N/A	Comments	Corrective Action Completed
413-215-0051(1) Sufficient safe space, equipment, and office equipment	X				
413-215-0091(12) License is posted in common area at each facility	X				

Personnel Files 413-215-0061	Yes	No	N/A	Comments	Corrective Action Completed
Staff Name	X				
Position	X				

(3)(g) Date of Hire	X				
(3)(a) record of education, training and previous employment	X				
(1)(b) & (3)(b) reference checks completed and documented	X				
(1)(a) & (3)(c) Background check completed and documented	X				
(3)(d) Annual performance evaluations	X				
(3)(f) Record of personnel actions	X				
(3)(g) Termination date, reason for termination	X				
(3)(h) Current job description (1)(c) Employee meets minimum qualifications stated in current job description	X				
Meets the qualifications in 413-215-0416	X				
New Employee Orientation – Umbrella Requirements (30 days) 413-215-0061(4)	Yes	No	N/A	Comments	Corrective Action Completed
(a) Agency policies and procedures	X				
(b) Ethical and professional guidelines	X				
(c) Organizational lines of authority	X				
(d) Attributes of population served	X				
(e) & (5)(a) to (c) Mandatory reporting that includes: (a) legal definition of child abuse ORS 419B.005, Oregon Laws 2016, chapter 106, section 36 (b) legal responsibility to immediately report (c) legal responsibility to report is personal to the employee	X				
(f) Privacy laws	X				
(g) Emergency procedures	X				
Ongoing Training 413-215-0421	Yes	No	N/A	Comments	Corrective Action Completed
(2) Social services staff and contracted providers complete 10 hours minimum training on issues related to adoption	X				
(3) Social services staff and those who provide adoption services complete training in all of the following areas:	X				

(3)(a) Potential short and long term effects of prenatal exposure to alcohol, drugs, and poor nutrition	X				
(3)(b) Potential effects of separation and loss	X				
(3)(c) Process of developing emotional ties to an adoptive family	X				
(3)(d) Normal child and adolescent development	X				
(3)(e) Potential effects of physical abuse, sexual abuse, neglect, and institutionalization on the development of the child	X				
(3)(f) Potential issues of race, culture, and identity; issues of acculturation and assimilation; and if applicable, the effects of having been adopted internationally	X				
(3)(g) Emotional adjustment of adopted children and their families	X				
(3)(h) Open adoption	X				
413-215-0061(5) Mandatory reporting that includes: (a) legal definition of child abuse ORS 419B.005, Oregon Laws 2016, chapter 106, section 36 (b) legal responsibility to immediately report (c) legal responsibility to report is personal to the employee	X				
<i>Intercountry Adoptions</i> 413-215-0476(1)(d) Employees and volunteers are trained about the adoption laws and procedures of sending country.	X				
Contractors (if applicable) 413-215-0061(6)	Yes	No	N/A	Comments	Corrective Action Completed
(a) Agency ensures the contractor meets the requirements of this rule and Chapter 413 division 215			X		
(b)(B) Contract includes the following: (i) Services provided (ii) Contractor fees (iii) Disclosure of information from contractor to agency (iv) Lines of authority			X		

(v) Adherence to rules, including background check (vi) Any liability of the agency for acts of the contractor, rights of indemnity and limitations on liability					
Comments:					

Adoption Files Compliance	Yes	No	N/A	Comments	Corrective Action Completed
413-215-0431(3) Adoption records are permanently retained and stored in a fire-retardant, locked location.	X				
Name of Family	X				
Orientation (before approving of home study) 413-215-0446(2)	Yes	No	N/A	Comments	Corrective Action Completed
(a) Adoption program, policies and procedures	X				
(b) Needs and characteristics of children available	X				
(c) Attachment, separation, and loss issues	X				
(d) Importance of cultural and ethnic identity to the child	X				
(e) Effects of adoption on child and family	X				
(f) Adoption process	X				
(g) Rights and responsibilities of adoptive family and agency	X				
(h) Information on potential risks and challenges	X				
(i) Pre-placement, placement, and post-legal adoption services and resources	X				
Training	Yes	No	N/A	Comments	Corrective Action Completed

413-215-0451(3)(a) 6 hour minimum pre-adoptive training and education before home study	X				
413-215-0456(1) 10 hours documented orientation and training independent of home study and covers the following:	X				
(a) Possible short and long term effects of prenatal exposure to alcohol, drugs and poor nutrition	X				
(b) Effects of separation and loss	X				
(c) Process of developing emotional ties to an adoptive family	X				
(d) Normal child and adolescent development	X				
(e) Research on potential effect on child's development from physical abuse, sexual abuse, neglect, institutionalization, and multiple caregivers	X				
(f) Issues related to race, culture, and identity	X				
(g) Acculturation, assimilation, and if applicable, effects of international adoption	X				
(h) Emotional adjustment of adopted children and their families	X				
(i) Intercountry adoption (if applicable)	X				
(2) Documented reasonable efforts to prepare prospective parents for each child under consideration <i>before</i> the earliest of the following; (a) child is placed (b) travel to child's country for purpose of adoption	X				
(3) Appropriate methods of training used	X				
(4)(a) Agency provided detailed written information on the following subjects:	X				
(A) Resources for financial support	X				
(B) Medical assistance availability	X				
(C) Support services	X				
(D) Identification of organization or individual who will be involved in proposed placement	X				
(E) Potential ramifications of a failure of birth	X				
Home Study 413-215-0451	Yes	No	N/A	Comments	Corrective Action Completed
(1)(a) Individual interviews completed with each household member	X				

(1)(b) Joint interview with couple (if applicable)	X				
(1)(c) On-site evaluation of home and compliance with CF979	X				
(2)Written Home Study includes all of the following:	X				
(a) Dates and places of interviews	X				
(b) Identity of each child to be considered for placement (if known)	X				
(c) Motivation for adoption	X				
(d) Family's plan for honoring ethnic and cultural heritage	X				
(e) Education or training needs	X				
(f) Need for support services and description of current support system	X				
(g) Life experiences and challenges	X				
(h) Marriage status or relationship	X				
(i) Names and ages of children in home	X				
(j) Names and ages of children not living in the home	X				
(k) Parenting skills and values	X				
(l) Lifestyle	X				
(m) Home and community	X				
(n) Health	X				
(o) Religion or spiritual beliefs	X				
(p) Employment and finances	X				
(q) Safety information and safety issues	X				
(r) Minimum 4 references - not related	X				
(s) Compliance with background check rules	X				
(t) Release of information	X				
(u) Background check from every state lived in for last 5 years	X				
(v) Background check from every country lived in last 5 years	X				
(w) Assessment of all information gathered and recommendations	X				
(x) Signed approval or denial by social services supervisor to use home for adoption	X				
413-215-0461 Pre-placement evaluation	X				
INTERCOUNTRY ADOPTIONS 413-215-0476	Yes	No	N/A	Comments	Corrective Action Completed

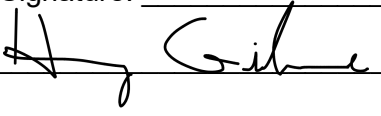
(1) In <u>compliance with foreign law</u> and makes reasonable efforts to learn and understand requirements in sending country	X				
(2) <u>Compliance by foreign representatives</u> (if applicable) Reasonable efforts are made to ensure: (a) Compliance with laws and procedures of sending country (b) Licensed or otherwise authorized (c) Does not engage in practices that are not in best interests of child or exploitation, trafficking of children (d) No pattern of licensing suspensions or sanctions (e)&(f) Full disclosure	X				
(3) <u>Pre-placement determination of compliance</u> . Authorized service or person has certified that: (a) Child is qualified for adoption (b) Necessary consents and determination made that placement in best interests of child (c) Proper emigration and immigration permits (d) Child's social and medical history or reasons why it could not be obtained	X				
(4) <u>Child information requirements</u> (reasonable efforts made) (a) Date the authority in sending country took custody and reasons why child in custody (b) Child's history (c) Information on child's immediate family (d) Information on child's cultural, racial, religious, ethnic, and linguistic background (e) Child's medical information (f) Videotapes and photographs of child (date) (g) Health risks specific to region or country where child resides	X				
(5) Information in section (4) is provided to prospective adoptive parents at least 2 weeks before adoption or placement for adoption, or date which the prospective	X				

adoptive parents travel to sending country to complete adoption procedures					
(6) The file documents all of the following: (a) Efforts of the agency to obtain the information (b) Reasons why agency was not able to obtain information (c) All communications with prospective adoptive parents (contents, dates, manner information was provided)	X				
(7) <u>Post placement and post-legalization</u> (a) Ensure appropriate measures to transfer child (b) Post placement reports (c) Home visit (1-4 months) documented in the post placement report (d) Original post-placement report is filed with the court and forwarded to the department (e) Parents are informed of other available post-placement services and resources (f) Adoption not finalized in sending country; (A) agency monitors and supervises placement, (B) informs importance of finalizing in U.S. and (C) advise parents means of obtaining proof of citizenship and SSN	X				
413-215-0481 Prior to placing a child in another country, reasonable efforts are made to search for prospective adoptive parents in the U.S.	X				
Comments:					

Adoption Finalization 413-215-0471	Yes	No	N/A	Comments	Corrective Action Completed
(1) Documents required for filing with court are promptly provided to adoptive family or attorney	X				
(2) Agency promptly files all required documents with the court	X				

Records and Documentation 413-215-0071	Yes	No	N/A	Comments	Corrective Action Completed
(1) Stored safely	X				
(2) Permanent, legible, dated, and signed	X				
(3)&(4) Uniform in organization, readily identifiable and accessible, current, and complete, containing all required info. No eraser tape or white out.	X				
(7) Permanent registry of each child	X				

Licensing Coordinator's Signature:  Date: 10-27-2020

Manager Review:  Date: 10-27-2020