

AMERICA WORLD A D O P T I O N

America World Adoption Association

Annual Report for Year 2011

Table of Contents

Chief Executive Officer Statement	03
Africa Program Update	04
Asia Program Update	06
Eastern Europe Program Update	07
Latin America Program Update	08
Public Relations Update	09
Financial Update	10
Performance and Quality Improvement Update	11
Offices and Staff	13

Chief Executive Officer Statement

2011 has been a year full of great change and much activity! America World's corporate and all affiliate offices were reaccredited by the Council on Accreditation (COA), we obtained our Foster Care license in Virginia, launched a new adoption program in Haiti, officially gained membership with the Evangelical Council for Financial Accountability (ECFA), successfully united a little girl with her forever family through our hosting program, and served over 1,400 more families. In all these things, we recognize the Lord's sovereignty and goodness to continue to lead and guide our agency and its direction.

Perhaps one of the most exciting efforts accomplished last year was the orphan identity work for vulnerable children in Honduras. America World's involvement enabled the generation of over 70 psychological and social evaluations necessary to make Best Interest Determination (BID) for each child, increasing efficiency by nearly 75%! This work allowed for multiple children to be reunited with their biological families and still others to have the necessary legal documentation in order, so that they can be adopted and brought into permanent, loving families.

I am eternally grateful to the staff at America World who consistently go above and beyond their job descriptions to serve the fatherless and interested families. I am also thankful for these families who continue to trust the Lord's leading and who step out in faith to be obedient to His call to pursue growing their family by adoption.

Although the number of completed international adoptions slightly declined this year, I am grateful to the Lord for His sustaining grace. We rest assured that God is the One who ordains adoption and therefore know that He will continue to watch over the fatherless and provide for families pursuing adoption and this agency's work in the coming year. We eagerly look forward to 2012 and all that He has in store for this agency and the families that we serve.

In Him,



Brian Luwis, Founder & CEO



Africa Program

Ethiopia

2011 was a combination of much excitement and many challenges in the Ethiopian adoption program. America World saw 170 families' dossiers submitted to Ethiopia, 123 referrals were issued to families and 131 adoptions were finalized. The children referred in 2011 ranged from healthy infants and toddlers to waiting children ranging from older, healthy children, to children with a variety of special needs. The Ethiopia Waiting Children program continues to grow and develop, and has seen great opportunities for placing older and special need children from Ethiopia.



The wait times between dossier submission and referral as well as between referral and adoption finalization both increased in 2011. Multiple variables contributed to these increases: In the summer of 2011 the Ministry of Women, Children, and Youth Affairs (MOWCYA) temporarily decreased the number of recommendation letters written per day. Additionally, government bodies within several regions of Ethiopia who oversee the clearance procedures for children to become eligible for adoption modified or changed their process and requirements, adding many months before children are cleared for adoption. Consequently this slowed down the timeframe for children to be referred to families.

USCIS held multiple conference calls in 2011 in order to discuss their goals for improving the quality and thoroughness of assessments done on inter-country adoption cases presented in Ethiopia. The US Embassy in Ethiopia also made some changes to the adoption visa process. Select cases which the Embassy did not feel were "clearly approvable" were forwarded from the US Embassy in Ethiopia to the US Embassy in Nairobi, Kenya for further review before adjudication.

America World started a hosting program in 2011 called Welcoming Angels. In May, five children from Ethiopia travelled to the United States for approximately one month to live with a family and experience life in the US. All five of the hosted children were matched with a family in 2011 following their hosting experience. Additionally, America World's Ethiopia program partnered with another hosting organization in Montana, [Sacred Portion](#), in the summer of 2011, which proved to be a success as 5 more children from Ethiopia participated in a hosting program and are in the process of being adopted.

Due to the continued increasing wait times, the decision was made to allow families in the Ethiopia program to have the option to pursue concurrently family build plans with an approved application. Numerous families in the Ethiopia program took advantage of this opportunity in 2011.



Rwanda

In August of 2010, the Rwandan Government made the decision to place a hold on accepting new dossiers in order to reform their adoption process and to pursue becoming a Hague Convention country. This hold remained in place for all of 2011. The government of Rwanda has given no timeline for the completion of their Hague process or any potential dates for re-opening their adoption program.

The Rwandan government continued to process adoptions for families who had submitted dossier prior to August 2010. In 2011, America World celebrated with 23 families as 31 children were united into forever homes.



Haiti

In September 2011, America World opened the Haiti Program. There was much interest in the program through many pre-applications and phone calls, and 9 applications for clients were received. America World established partnerships with 2 orphanages in the Port au Prince area that have been completing international adoptions with integrity for over 10 years. Our staff is extremely excited about growing this program and serving the children in this country.

Asia Program

China

In 2011, the China program saw many children united with their forever families. America World continued to partner with the China Center for Children's Welfare and Adoption (CCWA, formerly the China Center of Adoption Affairs - CCAA) in new initiatives to advocate on behalf of and place more waiting children into families. Even with the continually increasing wait time for a healthy referral, the China program continues to be the number one placing country for adoptions into families in the USA.

A total of 99 children were brought home by America World families in 2011, 79 of whom were through the [Waiting Children program](#) and 20 who were adopted through the healthy program. A decrease in children with minor needs and a smaller number of shared referrals through the Waiting Children program were seen.

The CCCWA continues to approve a select group of adoption agencies to partner with specific orphanages in China that are in need of assistance. The CCCWA was pleased with the success of America World's first partnership and allowed for an additional orphanage partnership in China during 2011, in addition to the previous partnership from 2010.



In March of 2011, many new changes occurred within the China program. The CCCWA reopened adoption to single women who meet certain criteria for a Special Focus Waiting Child adoption. The CCCWA increased post adoption requirements to reports and visits at 1, 6, and 12 months, and 2, 3, and 5 years. Home study and dossier requirements changed, which included 3 additional reference letters for the dossier, increased education and preparation for families adopting special needs and older children, and psychological evaluation reports being required (case by case basis) for the dossier for



certain families as defined under certain criteria outlined by the CCCWA. The CCCWA also launched "Heritage Tours" which allow a family and an adopted child to return to China to learn more about the child's heritage and culture by touring several locations in China, including the location where the child was born.

The wait time for a healthy referral increased to a 66 month wait in December 2011. Due to the patterns and trends when the wait time began increasing in 2006, the wait time is anticipated to continue to increase in the healthy program. Families who adopted through the Waiting Children program saw varied wait times for referrals, with some families being matched immediately with a referral and others who waited months – depending upon a family's referral requests and the types of referrals available for adoption. Families accepted referrals for boys and girls of all ages, from 6 months through 13 years. Some commonly seen needs in children placed through the Waiting Children program were conditions such as cleft lip and palate, heart conditions, limb deformities, spina bifida, and Down Syndrome, etc., while others placed were healthy older children.

Eastern Europe Program

Russia

America World was blessed to see an increase in Russian adoption placements in 2011. Seventeen children were placed into families throughout the year. Although not a seemingly tremendous number, it is significantly improved from recent years when total adoptions barely reached ten. In Spring/Summer of 2011 the United States and Russia signed a bilateral agreement that would place more safeguards in the adoption process. Once ratified by the Russian parliament, this agreement will affect prospective parents, home study agencies and information gathered for each referral. We anticipate these to be positive changes in the Russian adoption process and will be implemented throughout 2012.

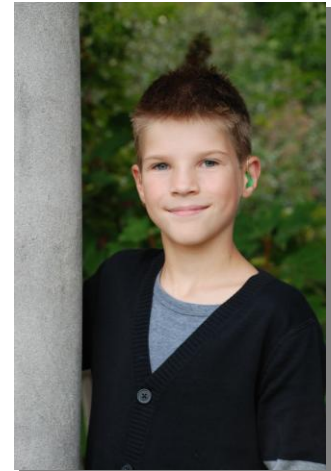


In December of 2011 America World learned that Russia had amended a law regarding the appeal period that takes place after each civil court case. This law extended the appeal period from ten days to thirty, thus requiring three trips to finalize the adoption in Russia rather than the previous two.

The average referral timeframe for families adopting from Russia throughout 2011 was approximately 7 months. Wait times depended on the number, gender and age range of children with whom families requested to be matched.

Ukraine

In January of 2011 one family finalized the adoption of three siblings from Ukraine and returned home to begin their life together. In April of 2011 Ukraine implemented a new law that prohibited the international adoption of children less than five years of age. Due to this law the Ukraine program has become a strictly [Waiting Children program](#) (for older children and ones with special needs). America World has since been investigating the possibilities of incorporating children from Ukraine into its [Welcoming Angels Hosting program](#).



Kazakhstan

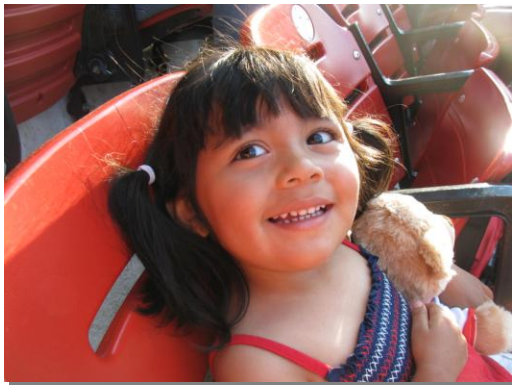
In May of 2011 America World suspended its Kazakhstan program as the country made significant moves to become part of the Hague Convention, thusly requiring new agreements and accreditation from agencies once completed. Throughout the remainder of 2011 the Kazakh parliament worked on its adoption laws in order to be compliant with Hague requirements. Prior to the program being put on hiatus, two families were able to finalize their adoption of sibling sets (both sets were female). America World intends to work towards accreditation with the Kazakhstan government in 2012 once it reopens the international adoption process and begins accepting applications by agencies for approval.



Latin America Program

Honduras

America World has been licensed in Honduras for several years and by partnering with Orphans Institute, was actively involved with an orphan identify program to help orphans obtain documentation needed to allow them eligibility for adoption. In 2011 America World officially opened its Honduras program as a placing agency. Throughout the year approximately 20 families signed agreements and began working on their dossier compilation. By the end of 2011 America World had submitted four dossiers to the Instituto Hondureño de la Niñez y la Familia (IHNFA) which put families on the waiting list to be matched with children available for adoption. In addition to serving as a placing agency, America World also enters into partnerships with families who need assistance to ensure compliances with IHNFA and their post adoption reporting.



El Salvador

America World was excited to issue referrals for four families, boys and girls over the age of 7 years of age. In August 2011 America World was honored to host the Director of Oficina Para Adopciones (OPA) and the Procuradura for meetings along with our attorney in El Salvador, at the office in McLean, Virginia over several days. While the program has still not reopened to the general public, on a case-by-case basis, America World will enter into partnerships with families who need assistance to ensure compliances with OPA and with their post adoption reporting process.

Public Relations Update



The Public Relations department continued to expand their reach to prospective families in 2011. A continual area of focus was our web presence through our [main website](#), our [official blog](#), and through social networking sites. We are actively reaching out to America World and prospective adoptive families through online resources, and added new Facebook program-specific pages in 2011 for our [Ethiopia](#), [China](#), [Honduras](#), [Haiti](#), and [Eastern Europe](#) programs.

America World’s Public Relations department and its 65+ Associates conducted a total of 83 seminars in 26 states where over 800 prospective adoptive families attended throughout the year. In addition to our [Adopted by Design seminars](#), a National

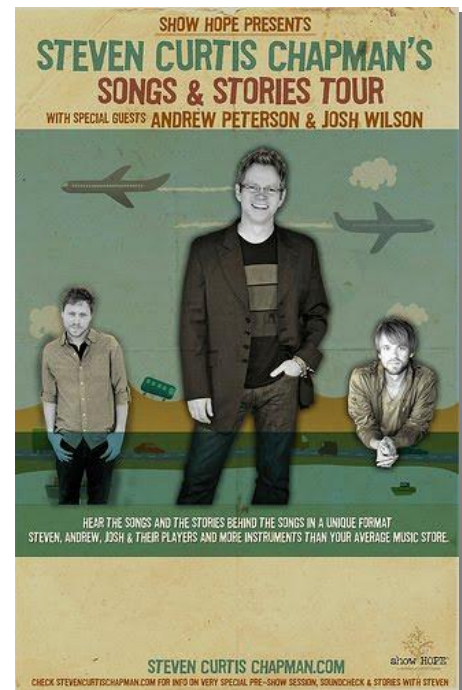
Reunion was held in July 2011 at Bull Run Park near the McLean, Virginia office. The Reunion was a great success, with more than 200 attending the event. Five affiliate offices conducted Regional Reunions in 2011, including Arizona, Oklahoma, Oregon, Ohio and Pennsylvania with many attending these events as well. Plans were also made in 2011 for an early-2012 America World Disney Cruise for adoptive families to be able to reconnect with one another.



Our partnership with [His Little Feet Choir](#) continued in 2011 as we worked with their staff in their preparations for the upcoming 2011-12 national tour. America World once again provided adoption materials at the America World booth at each His Little Feet concert in 2011.

In the Fall of 2011, America World partnered with [Steven Curtis Chapman](#) to be a sponsor on his “Songs & Stories” 20-city tour. America World set up a booth at each concert to provide informational materials to families considering adoption, and to answer general adoption questions. More than 100 America World volunteer families assisted at the booth throughout the Fall tour.

Our Public Relations department anticipates great things in the coming year as we continue to seek the Lord’s guidance and direction in reaching the body of Christ with the *Adopted by Design* message.



Financial Update

The unaudited operating results for the year ended December 31, 2011 show a decrease in unrestricted net assets of (\$296,000) or (18%) on revenue and support of approximately \$5.7 million. The 2011 operating results reflect a 20% reduction in finalized adoptions from 2010 and the related affect of increased expenses due to the slowing of the adoption process in Ethiopia. Although the 2011 operating results were significantly lower than in 2010 America World's cash reserves remain strong at nearly \$1 million as of December 31, 2011.

As in previous years, the America World's services are primarily paid for by adoptive families. The agency also received \$92,000 in general contributions, \$662,000 in temporarily restricted contributions to directly assist adoptive families and \$4,000 in permanently restricted funds. Furthermore, the CEO contributed his services to the agency with an estimated value of approximately \$135,000. The contributions received to directly assist adoptive families increased by \$230,000 in 2011 as a result of a hiatus of the Eternal Family Program in 2010 while the program was being re-constituted.

In comparing 2011 with 2010, revenue and support decreased by (\$630,000) or (9%) while at the same time total expenses increased by (\$520,000) or (8%) resulting in a significant change in results. Net assets increased by \$861,000 in 2010 whereas net assets decreased by (292,000) in 2011, an unfavorable change of nearly \$1.2 million. Service Fees decreased by (\$832,000) or (13%) as a result of 20% fewer finalized adoptions and Program Expenses increased by (\$550,000) or (12%) primarily due to assistance provided for orphan care, the slowing of the adoption process in Ethiopia and foreign facilitation costs being paid by America World rather than directly by families. General, administrative and fund raising expenses have remained the same but have increased slightly as a percentage of revenue and support to 26% from 24%. General and administrative expenses include the CEO's contributed services with an estimated value of \$135,000.

The annual audit is scheduled to be completed by the first part of April 2012 and shortly thereafter IRS Form 990 will be filed.

Performance and Quality Improvement (PQI) Update

A. Summary of Improvement Items

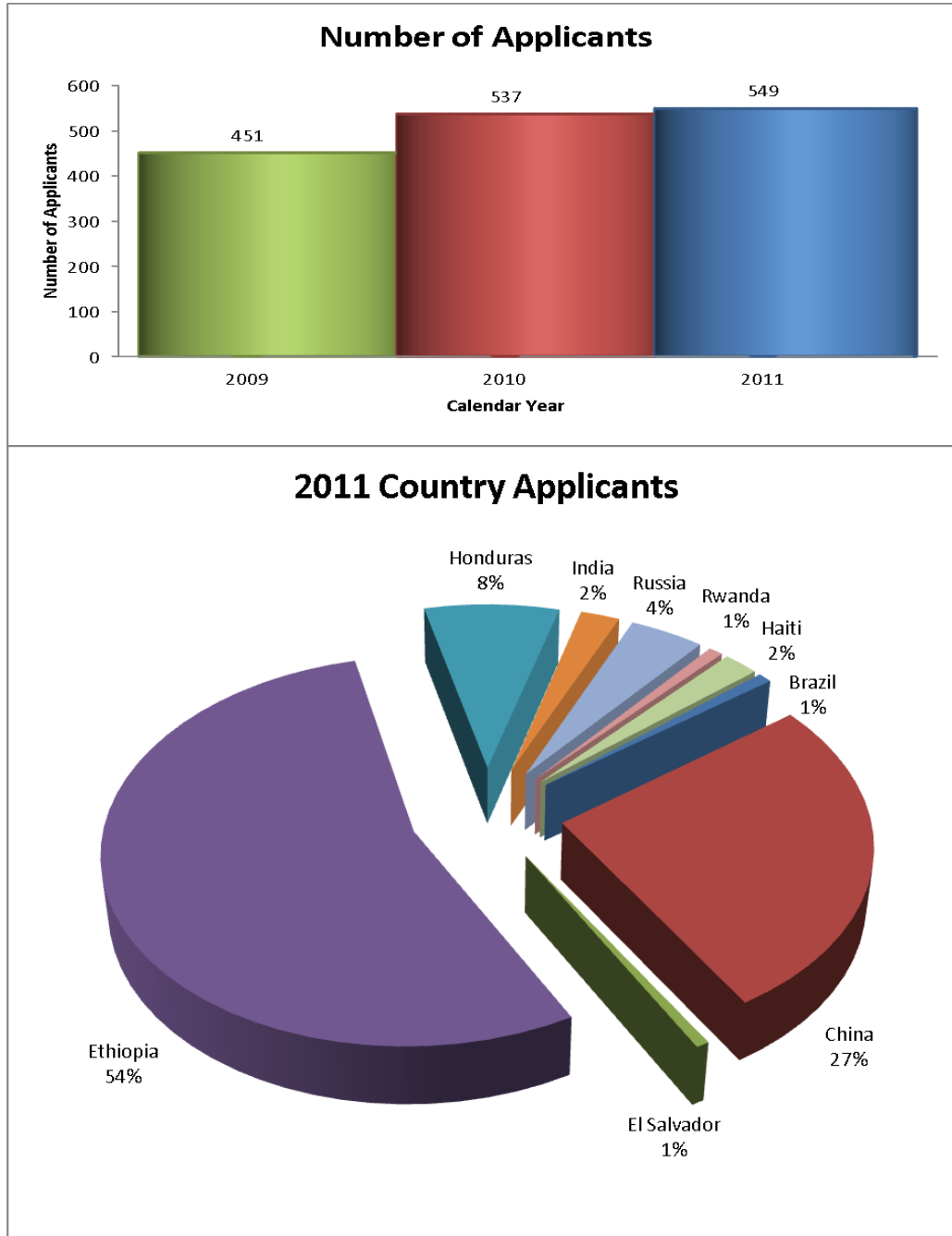
America World Adoption officially began implementing its performance and quality improvement (PQI) process in 2003 and since that time has seen many improvements as a result of this process. In 2011 the PQI Team continued to collect and apply data and made progress in the following areas:

1. The PQI team met 21 times in 2011. Each meeting was spent reviewing incidents/grievances, discussing the improvement of policies and practices, or analyzing data. There were 9 incidents and 11 grievances in 2011.
2. As America World grows, the Case Record Review process continues to be revised to ensure the accurate collection of useful information. Data in 2011 showed an improvement in the organization and completeness of files.
3. Revisions to the Program Handbooks and Mailings continued to be made in 2011.
4. Results of the Client Satisfaction Surveys continue to be positive. In the event of criticism, these issues are brought before the PQI team and discussions ensue regarding how to improve services. If home study agencies not affiliated with America World receive repeat criticism, America World will make decisions to stop working with those agencies. The process of reviewing Client Satisfaction Surveys has greatly improved, largely due to the fact that they are all now available via website surveys.
5. The PQI team began recording Outcome Measurement in 2004. The team measured the number of adopted children that remained in their adoptive placement for one year. In 2011, a single dissolution occurred with a family in the Ethiopia program.

The team also measured the percentage of client surveys received that gave America World a positive rating. A positive rating is defined as a rating of at least a 4 on a scale of 1 to 5, with 5 being the best. In 2011, 89% of all America World families who completed survey 1 and 2 gave us a rating of 4 or 5, whereas 82% of those who completed survey 3 gave us a rating of 4 or 5. Overall, the outcome measurement proved to be positive in 2011.

In 2011, America World ensured that families requesting contact continued to be followed up with on a monthly basis and the general feedback on surveys 1, 2 and 3 are being reviewed and evaluated by program directors on a quarterly basis in order to implement changes to policies and procedures. Our expectation is that a timelier follow-up will result in even fewer grievances and more satisfied clients.

B. Intake Data



In 2011, a total of 3,266 information packets were sent to prospective families. Trends are certainly affected by positive trends of prospective families more easily being able to find the most current information on the agency's [website](#). America World Adoption had 549 applicants in 2011 – a slight increase from 2010's numbers. The majority of applicants first heard about America World through past and present clients (word of mouth). This number was closely followed by clients who found America World through the internet – specifically through [Google.com](#) and an increasing number of prospects finding America World through the social networking site, [Facebook.com](#).

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Les Gallagher, Chief Operating & Financial Officer
Susan Maines, Senior Executive Director - Programs
Ryan Hanlon, Executive Director - Programs
Jennifer Allen
Jillian Bashore
Melissa Blauvelt
Andrew Brown
Luke Bullock
Christina Dixon (*part-time*)
Caitlin Edwards
Faith Fidler (*part-time*)
Anna Graham
Mary Hamilton
Ryan Hanlon
Kelsey Hansen (*part-time*)
Kristen Hansen
Joy Kauffman
Elise Lowe
Mike Mank
Aimee Meier
Sara Munyan
Cynthia Norberg (*part-time*)
Julia Norris
Amy Pearson (*part-time*)
Michelle Reed
Teresa Spencer
Mike Stone
Tammy Stone (*part-time*)
Jason West
Johnna Wilson
Rea Woodruff (*part-time*)

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Joan Benson
Mark Gregston
Cristie Martine (*non-voting member*)
Marci Mercado
Lynne Prinzing
Ralph Rinaldi

Affiliate / State Offices:

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Robert Woolridge, MSW (CA)
Amy Kryszan, MSW (FL)
LeAnne Craig, MSSW (GA)
Kim Laube (IA)
Kim Tilley, LMSW (KS)
Harlan Dalluge, MSW (KY)
Karen Coughlin, MSW, LCSW (MO)
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Roberto Toledo, R-LCSW (NY)
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Erika Coleman, BSW (PA)
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Laurel Hanlon, MSW, LGSW (VA)

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