



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	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2017.</u>	
<u>Saint Mary International Adoption</u>	
<u>Shepherd Care Ministries, dba Adoption by Shepherd Care</u>	
<u>Small World</u>	
<u>Small World Adoption Foundation of Missouri, Inc.</u>	
<u>NOTE: This adoption service provider is no longer Hague Accredited, effective 3/31/2013.</u>	
<u>Spence-Chapin Services to Families and Children</u>	
<u>Steffas & Associates, P.C.</u>	
<u>Sunny Ridge Family Center, Inc.</u>	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 5/9/2015.</u>	
<u>TFI Family Services, Inc.</u>	
<u>The Baby Fold</u>	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 11/3/2016.</u>	
<u>The Barker Foundation</u>	
<u>The Center for Family Development</u>	
<u>The Cradle Society</u>	
<u>The Datz Foundation</u>	
<u>The Family Network, Inc.</u>	
<u>The Gladney Center for Adoption</u>	
<u>The Florence Crittenton League of Lowell aka Florence Crittenton League</u>	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 6/30/2011.</u>	
<u>The Home for Little Wanderers</u>	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 5/19/2015.</u>	
<u>The Lutheran Service Society of New York</u>	
<u>The Maine Children's Home for Little Wanderers</u>	
<u>The Open Door Adoption Agency</u>	
<u>The Open Way Adoptions</u>	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 5/30/2011.</u>	
<u>The Sacred Portion Children's Outreach</u>	
<u>Tree of Life Adoption Center</u>	
<u>Villa Hope International Adoptions</u>	
<u>Note: This adoption service provider is no longer Hague Accredited, effective 12/7/2016.</u>	
<u>Vista Del Mar Child and Family Services</u>	
<u>Voice for International Development and Adoption ("V.I.D.A.")</u>	
<u>Note: This adoption service provider's Hague Accreditation was cancelled, effective 3/14/2018.</u>	

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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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

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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

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	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
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 3/31/2017	
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	
Status: Complaint investigation completed 1/29/16 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.	

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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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	
Status: Compliance issue completed 1/26/18 Nature of the Substantiated Compliance Issues: 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. 96.46(b) AAI obtained a foreign supervised provider (FSP) agreement from the orphanage which was	

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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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	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
No adverse actions.	



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Substantiated Complaints and Adverse Action Report	
Note: This adoption service provider is no longer Hague Accredited, effective 3/8/15	
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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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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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
No adverse actions.	



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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
Status: Complaint investigation completed 7/16/10 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. 96.41(b) & 96.41(c) The agency did not respond to complaints in a timely manner. Adverse Action: Corrective Action Required Status of Adverse Action: Completed.
02/04/2010 – Complaint filed in the Complaint Registry
Status: Complaint investigation completed 6/18/10 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. Adverse Action: Corrective Action Required Status of Adverse Action: Completed.
04/16/2010 – Complaint filed in the Complaint Registry
Status: Complaint investigation completed 6/18/10 Nature of the Substantiated Violations: 96.30 (b, c) The agency was operating an office without the proper authorization. 96.30 (b) The agency was found to be out of compliance with state licensing regulations. 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. 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. Adverse Action: Corrective Action Required Status of Adverse Action: Completed.
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.



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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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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 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	
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.	

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.



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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	
Status: Complaint investigation completed 3/29/13	
Nature of the Substantiated Violations:	
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.	
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.	

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.	



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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.	



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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.	



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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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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
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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.	



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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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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.	



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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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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.	



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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).	



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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.	



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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

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 3/31/2010	
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.	



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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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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 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
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 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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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	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.	

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 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.	

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	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	

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	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
No adverse actions.	

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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
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 11/29/2016	
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
No adverse actions.	

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Substantiated Complaints and Adverse Action Report	
NOTE: This adoption service provider is no longer Hague Accredited, effective 3/1/2015.	
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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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	
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
No adverse actions.	



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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
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	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.	



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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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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	
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	
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. 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 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



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	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.	



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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 4/8/2010	
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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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 9/30/2011	
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 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	Americans for International Aid and Adoption
Mailing Address	2151 Livernois, Ste 200; Troy, MI48083
Website	www.aiaadopt.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	
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	
Status: Complaint investigation completed 10/12/12 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. Adverse Action - No adverse action	
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

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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 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	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.	



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 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
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 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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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 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
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 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
No adverse actions.	



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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 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
No adverse actions.	



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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
No adverse actions.	



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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

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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 10/19/2014	
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.	

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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.	

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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

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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	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

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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).	



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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	
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

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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.	



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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 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.	



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Hague Accreditation and Approval

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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.ccda.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	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.	



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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
No adverse actions.	



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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.	



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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	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.	



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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.	



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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.	



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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
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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
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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

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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, MA1890
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.	

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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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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 6/27/2017	
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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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'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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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'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	



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 4/18/2016	
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

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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 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	
Status: Complaint investigation completed 9/14/12 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.	

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.

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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	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.	

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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.	

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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	

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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

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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.	



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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	
Status: Complaint investigation completed 7/9/12 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.	

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	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.	



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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
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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	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.crincc.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	
Status: Complaint investigation completed 10/6/17 Nature of the Substantiated Violations: 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. 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.	

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.

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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 3/31/2017	
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.

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	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.

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	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 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 3/31/2017	
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

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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 1/14/2018	
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	
Nature of the Substantiated Violations: 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. Adverse Action – Corrective Action Required, effective 6/19/2015 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
8/26/2014 & 9/11/14 Complaints filed in the Complaint Registry
Status: Complaint investigations completed 3/16/15 & 3/23/15 Nature of the Substantiated Violations: 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. 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. 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. Adverse Action – Corrective Action Required, effective 6/19/2015 • 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
9/3/2014 – Complaint filed in the Complaint Registry
Status: Complaint investigation completed 5/1/15 Nature of the Substantiated Violations: 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. 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. Adverse Action – Corrective Action, effective 6/19/2015

- 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

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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 5/11/2017	
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

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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

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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

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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 1/19/2017	
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 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

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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.

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 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.	

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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.	

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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.	

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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.	

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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, NY11362
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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Substantiated Complaints and Adverse Action Report	
Adoption Service Provider Information	
Name	Family Resource Center
Mailing Address	5828 N. Clark Street; Chicago, IL 60660
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
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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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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.	



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Hague Accreditation and Approval

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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.foreverfamielsthroughadoption.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	
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	
Status: Compliance Issue completed 8/30/17 Nature of the Substantiated Violations: 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. 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.	

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

Status of Adverse Action – Completed 1/26/18



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	
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

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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
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 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
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 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
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	
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
No adverse actions.	



Council on Accreditation

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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 12/20/2012	
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.godsfamilies.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	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.	



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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 4/8/2014	
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.	



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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 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	
Status: Compliance Issue completed 8/30/17 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	

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	
Status: Complaint investigation completed 7/31/12 Nature of the Substantiated Violations: 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. 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.	

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.

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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	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.

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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.	

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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.	

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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	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.	

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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).	

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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.	

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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.	

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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.	

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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	

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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.	

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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	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.	

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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.	

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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 6/11/2010	
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.	

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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

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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

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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).	



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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.	



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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.	



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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.	



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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.	



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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

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

11/4/2008 – Complaint filed in the Complaint Registry Status: Complaint investigation completed 7/20/10 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. Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).
10/28/2009 – Complaint filed in the Complaint Registry Status: Complaint investigation completed 8/13/10 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. Adverse Action - No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).
10/09/2010 – Complaint filed in the Complaint Registry Status: Complaint investigation completed 11/9/11 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. 96.42(c) Confidential information about a prospective adoptive parent’s children was released without the prospective adoptive parent’s written authorization. 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. 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. 96.40(g) - The agency charged additional foreseeable fees beyond what was disclosed in the adoption contract. 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. 96.49(a) & 96.49(b) - The agency failed to provide a prospective adoptive family their referred children’s medical records.

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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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

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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	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.	

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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	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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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 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	
Status: Complaint investigation completed 8/30/17 Nature of the Substantiated Violations: 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. 96.41(c) The agency's response to the complainant's complaint did not fully address all of her concerns. Adverse Action – Corrective Action Required, effective 1/9/18	

Status of Adverse Action – Completed 3/28/18
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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	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	
Status: Compliance issue reviewed 7/10/14 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 and 2013. Adverse Action – Corrective Action Required, effective 3/16/15 Status of Adverse Action – Completed 10/23/15	



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 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.



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	
Adoption Service Provider Information	
Name	International 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.	



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 3/27/2014	
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

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	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.	

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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.	



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Hague Accreditation and Approval

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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.	



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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.	



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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	
Status: Complaint investigation completed 6/24/11 Nature of the Substantiated Violations: 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. 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. 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.	

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 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

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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	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).	



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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

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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	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.	



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	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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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	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.	



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Hague Accreditation and Approval

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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

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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 2/28/2018	
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

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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 7/15/2014	
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.	



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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'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	
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).	

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	

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	
Status: Complaint investigation completed 6/17/13	
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.	
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 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



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	
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.	



Council on Accreditation

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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	Lutheran Family and Children's Services of Missouri
Mailing Address	8631 Delmar Boulevard; St. Louis, MO63124
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
No adverse actions.	



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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
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	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
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 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
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	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.	



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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	
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.	



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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.	



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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.	



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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	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.	



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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 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	
Status: Complaint investigation completed 10/24/14 Nature of the Substantiated Violations: 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. 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	

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.

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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	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.	

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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.

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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.	

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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	

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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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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

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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 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.	

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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	

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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.	

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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

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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.	



Council on Accreditation

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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 5/31/2012	
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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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	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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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

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 6/30/2017	
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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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	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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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	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.	

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 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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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.	

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	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.	

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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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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.	

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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.	

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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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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.mytcfcd.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

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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	
Status: Complaint investigation completed 5/5/11 Nature of the Substantiated Violations: 96.40 (g) – The agency charged additional fees beyond what was disclosed in the adoption contract. Adverse Action – No adverse action, the agency completed voluntary corrective action pursuant to §96.76 (a).	
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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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	
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.	



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Hague Accreditation and Approval

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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.	



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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 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.	



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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.	



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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	
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	



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 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.	



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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	



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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 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.	



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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).	



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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

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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 12/7/2016	
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.

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	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	
Status: Compliance review completed 2/9/18 Nature of the Substantiated Violations: 96.39(e) 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: 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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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	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.	