



SURVEY ON INTERCOUNTRY ADOPTION FOR ADOPTIVE PARENTS

**A Survey of the Congressional Coalition on Adoption Institute
In Collaboration with the Center for Adoption Policy, Christian Alliance for Orphans,
Equality for Adopted Children, Joint Council, and National Council for Adoption.**

RESULTS AS OF 3-1-2012

The following 42 question survey was created and circulated in early February, 2012, prior to an off-the-record meeting hosted by the Senate Foreign Relations Committee to discuss intercountry adoption with officials from the Department of State and Homeland Security and various stakeholders from the adoption community, including The Congressional Coalition on Adoption Institute (CCAI), on February 16, 2012. Survey results received by February 14 were made available to the Committee staff prior to that meeting, but the survey remained open until March 1. These are the consolidated final results from 2938 U.S. adoptive parents as of that date.

CCAI administered the online survey and collected the results, but the survey was created and circulated in partnership with several organizations, including the Center for Adoption Policy, Christian Alliance for Orphans, Equality for Adopted Children, Joint Council, and National Council for Adoption.

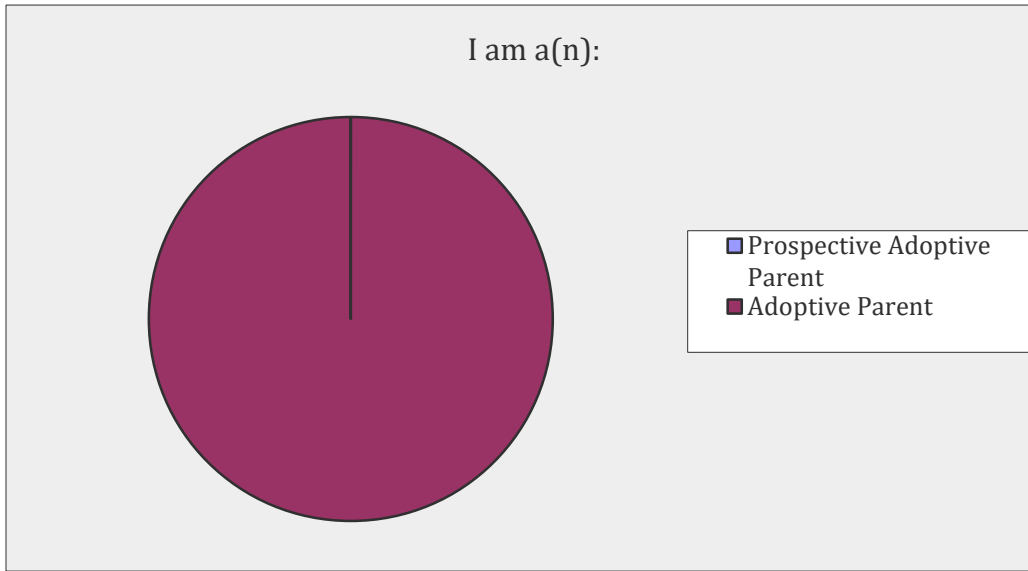
The intent of the survey is to inform policy makers on adoptive families' experiences when interacting with U.S. government officials during the intercountry adoption process. Information collected from this survey may be used to help identify areas of possible improvement within the current process. This survey is not a scientific poll. The original survey contained comments from thousands of respondents. For the purpose of space, those hundreds of pages of comments are not included here.

For more information about this survey, please contact CCAI's Director of External Relations, Elle Hogan at elle@ccainstitute.org or (202)544-8500.

RESPONSES ARE LISTED UNDER QUESTIONS BELOW:

1. I am a(n):

Answer Options	Response Percent	Response Count
Prospective Adoptive Parent	0.0%	0
Adoptive Parent	100.0%	2938
<i>answered question</i>		2938
<i>skipped question</i>		0



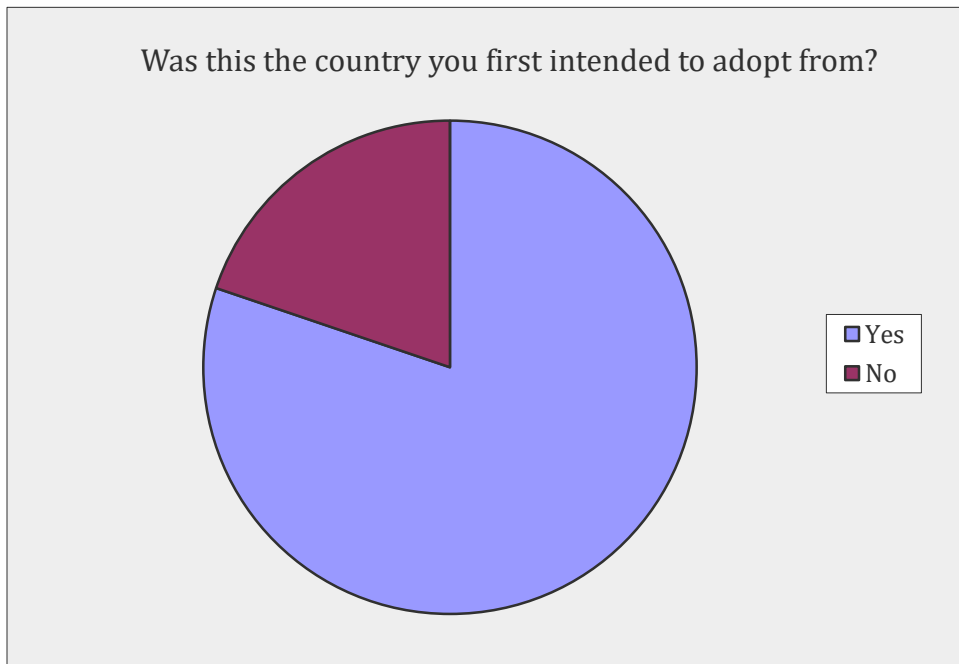
2. What country did you adopt or attempt to adopt from?

China	Colombia	Ethiopia	Guatemala	Haiti	India	Kazakhstan	Kyrgyzstan	Nepal
726	56	670	199	59	73	55	7	42
Nigeria	Russia	Rwanda	South Korea	Taiwan	Uganda	Ukraine	Vietnam	Other
2	332	23	240	34	39	43	125	211

Question Totals	
<i>answered question</i>	2936
<i>skipped question</i>	2

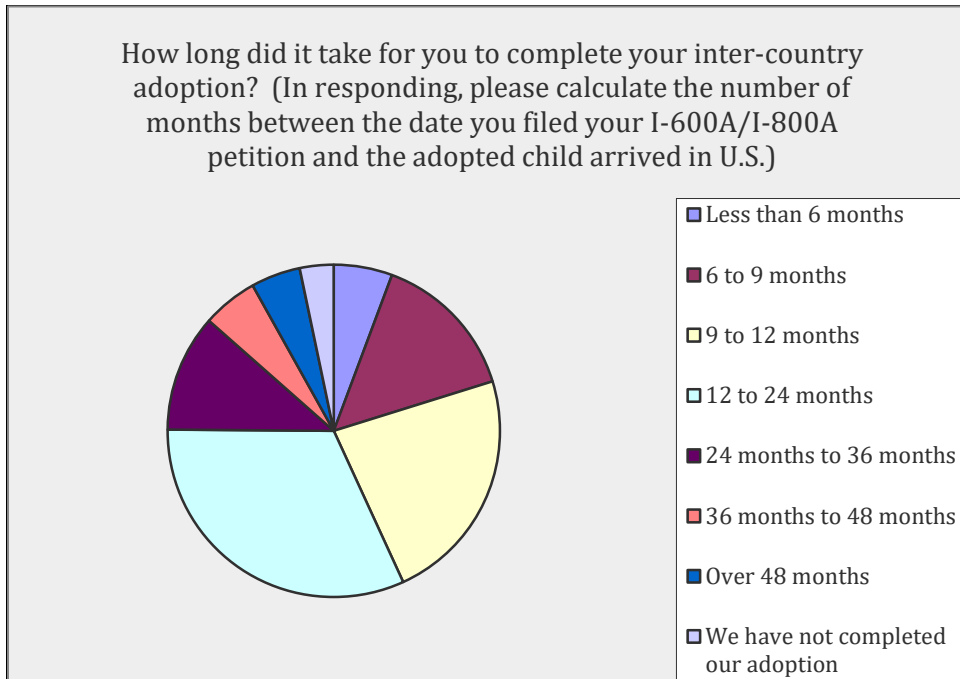
3. Was this the country you first intended to adopt from?

Answer Options	Response Percent	Response Count
Yes	80.2%	2348
No	19.8%	581
If no, provide reason for switching countries:		601
	<i>answered question</i>	2929
	<i>skipped question</i>	9



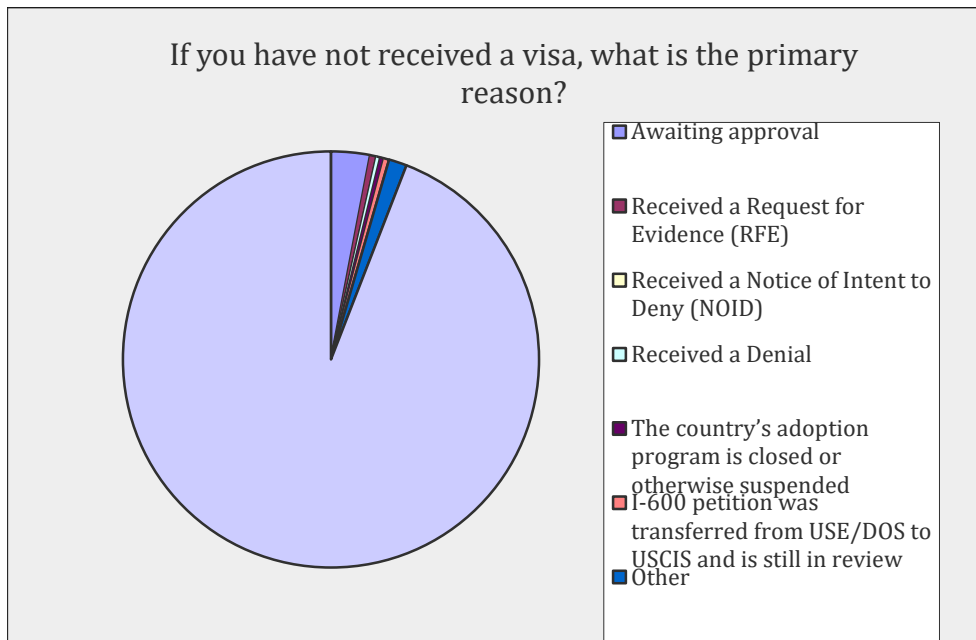
4. How long did it take for you to complete your inter-country adoption?

Answer Options	Response Percent	Response Count
Less than 6 months	5.7%	166
6 to 9 months	14.5%	425
9 to 12 months	23.0%	675
12 to 24 months	32.0%	937
24 months to 36 months	11.4%	334
36 months to 48 months	5.4%	157
Over 48 months	4.8%	140
We have not completed our adoption	3.3%	96
<i>answered question</i>		2930
<i>skipped question</i>		8



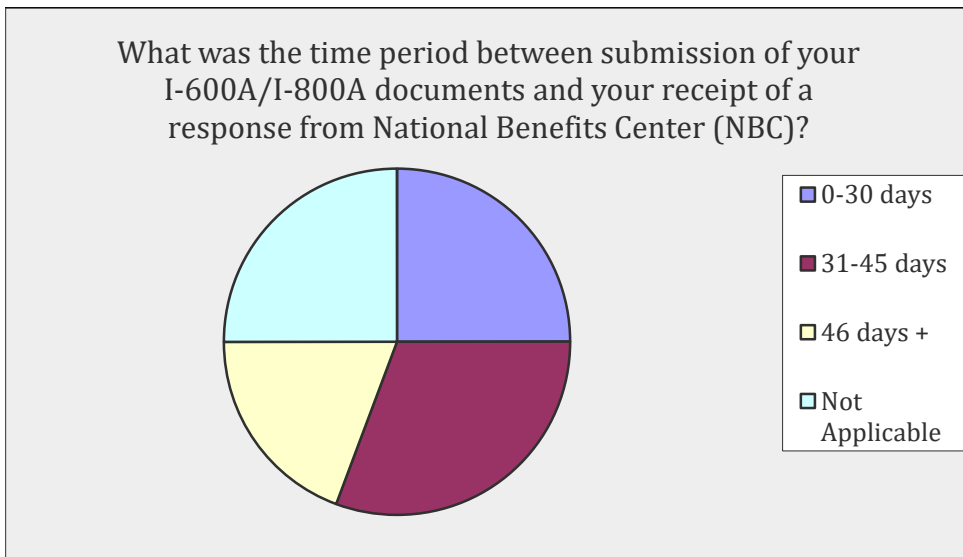
5. If you have not received a visa, what is the primary reason?

Answer Options	Response Percent	Response Count
Awaiting approval	3.0%	80
Received a Request for Evidence (RFE)	0.5%	12
Received a Notice of Intent to Deny (NOID)	0.0%	1
Received a Denial	0.3%	9
The country's adoption program is closed or otherwise suspended	0.3%	9
I-600 petition was transferred from USE/DOS to USCIS and is still in review	0.4%	11
Other	1.4%	36
Not Applicable	94.0%	2497
answered question		2655
skipped question		283



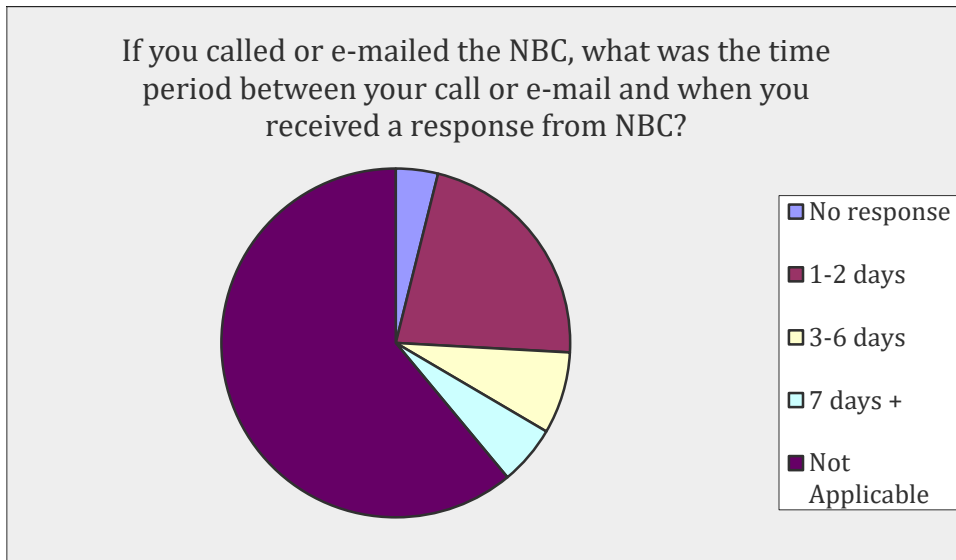
6. What was the time period between submission of your I-600A/I-800A documents and your receipt of a response from National Benefits Center (NBC)?

Answer Options	Response Percent	Response Count
0-30 days	25.0%	722
31-45 days	30.7%	887
46 days +	19.3%	558
Not Applicable	25.0%	724
<i>answered question</i>		2891
<i>skipped question</i>		47



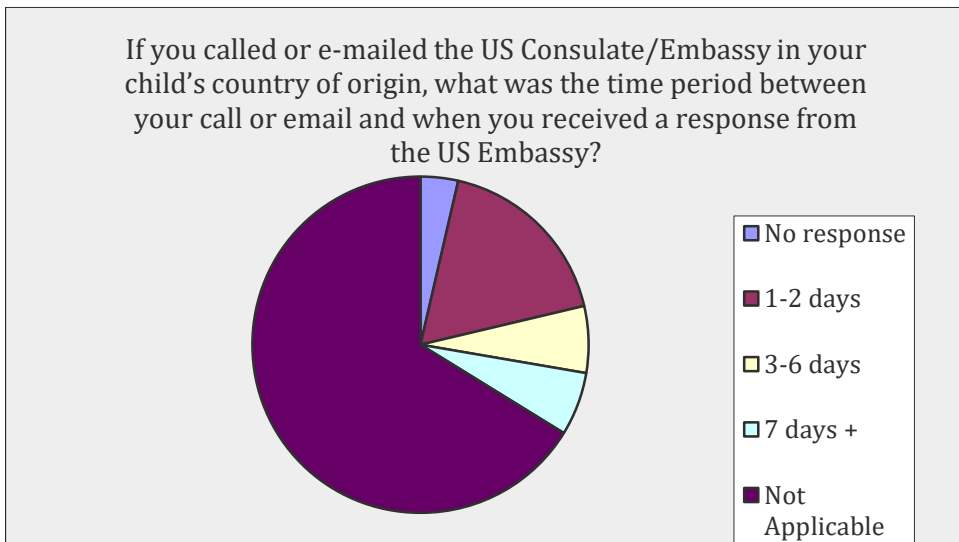
7. If you called or e-mailed the NBC, what was the time period between your call or e-mail and when you received a response from NBC?

Answer Options	Response Percent	Response Count
No response	3.9%	112
1-2 days	22.0%	637
3-6 days	7.6%	219
7 days +	5.5%	158
Not Applicable	61.1%	1766
<i>answered question</i>		2892
<i>skipped question</i>		46



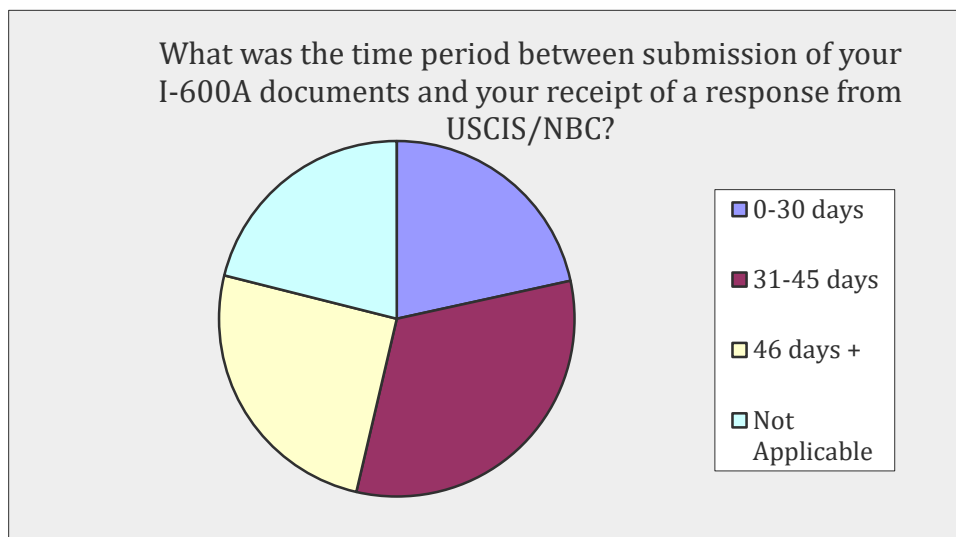
8. If you called or e-mailed the US Consulate/Embassy in your child’s country of origin, what was the time period between your call or email and when you received a response from the US Embassy?

Answer Options	Response Percent	Response Count
No response	3.6%	105
1-2 days	17.7%	511
3-6 days	6.4%	185
7 days +	6.1%	177
Not Applicable	66.2%	1916
<i>answered question</i>		2894
<i>skipped question</i>		44



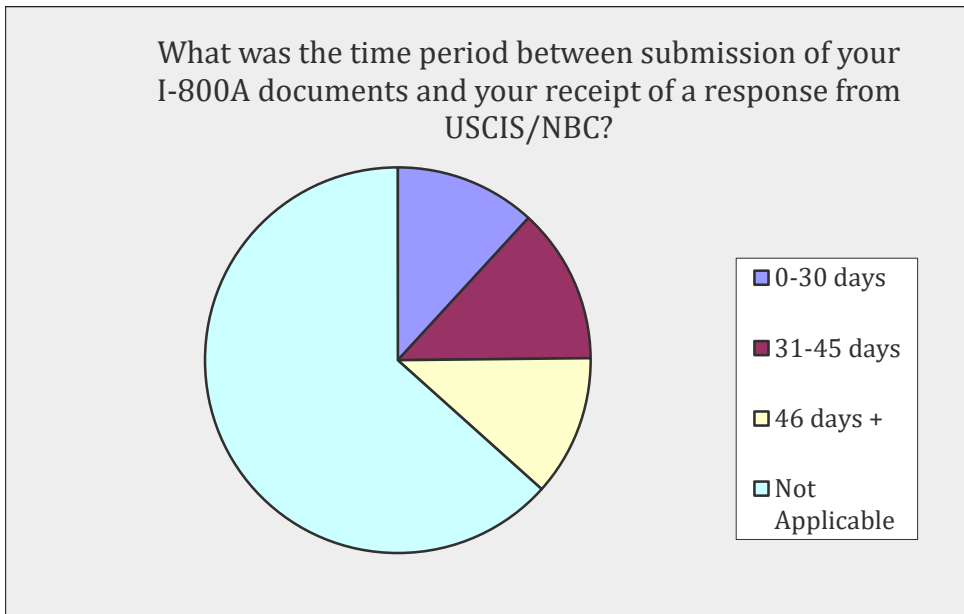
9. What was the time period between submission of your I-600A documents and your receipt of a response from USCIS/NBC?

Answer Options	Response Percent	Response Count
0-30 days	21.6%	614
31-45 days	32.1%	913
46 days +	25.3%	719
Not Applicable	21.1%	601
<i>answered question</i>		2847
<i>skipped question</i>		91



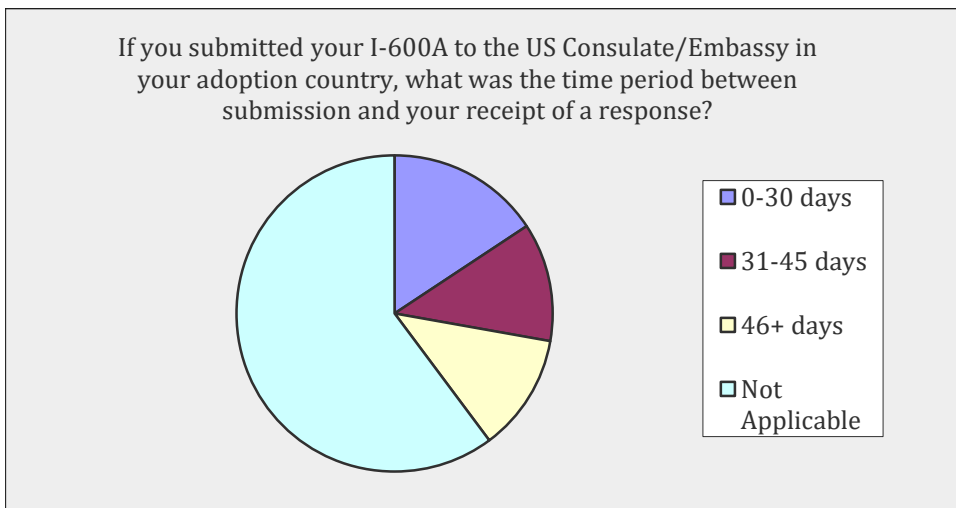
10. What was the time period between submission of your I-800A documents and your receipt of a response from USCIS/NBC?

Answer Options	Response Percent	Response Count
0-30 days	11.8%	337
31-45 days	13.0%	369
46 days +	11.8%	337
Not Applicable	63.3%	1802
<i>answered question</i>		2845
<i>skipped question</i>		93



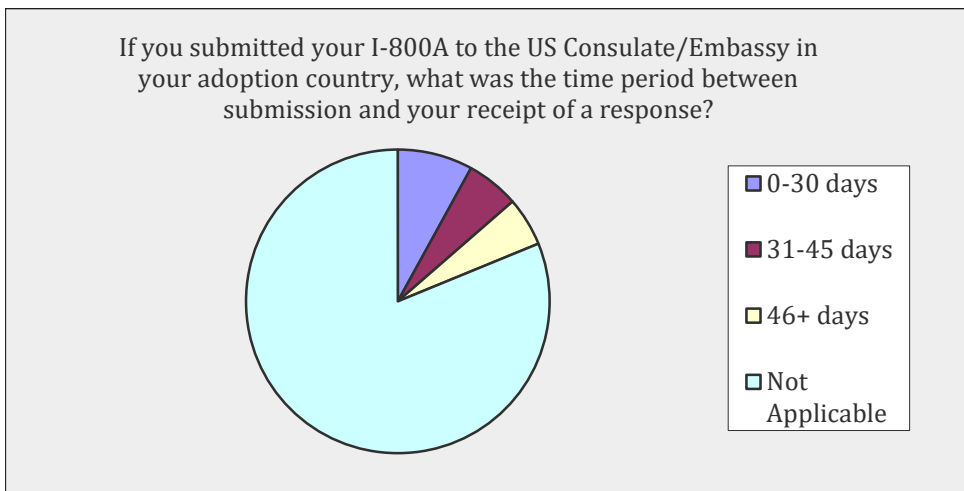
11. If you submitted your I-600A to the US Consulate/Embassy in your adoption country, what was the time period between submission and your receipt of a response?

Answer Options	Response Percent	Response Count
0-30 days	15.7%	443
31-45 days	12.1%	343
46+ days	12.0%	340
Not Applicable	60.2%	1702
answered question		2828
skipped question		110



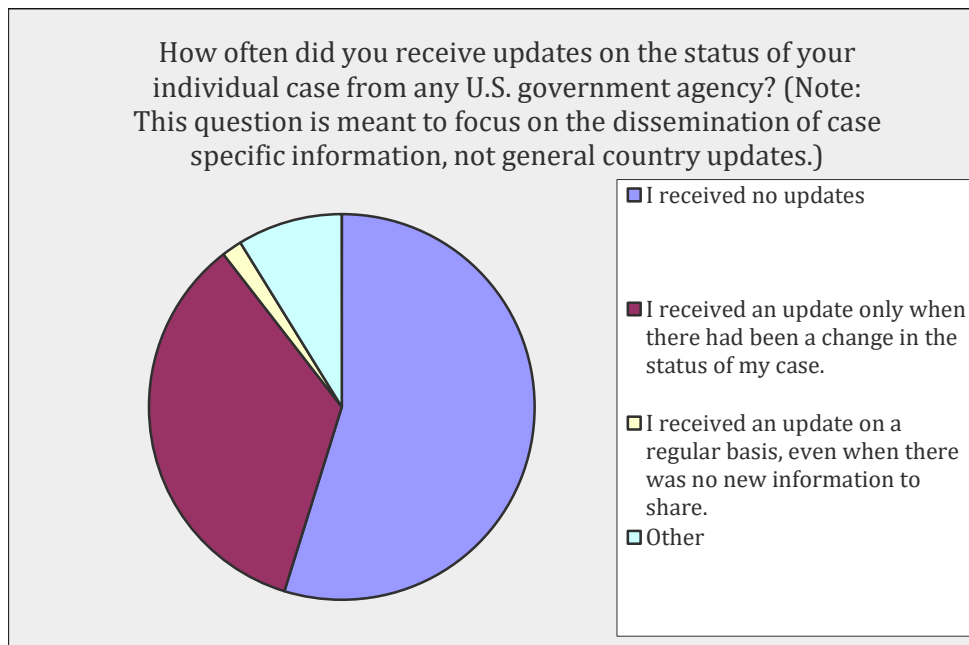
12. If you submitted your I-800A to the US Consulate/Embassy in your adoption country, what was the time period between submission and your receipt of a response?

Answer Options	Response Percent	Response Count
0-30 days	8.0%	225
31-45 days	5.6%	158
46+ days	5.2%	147
Not Applicable	81.2%	2286
<i>answered question</i>		2816
<i>skipped question</i>		122



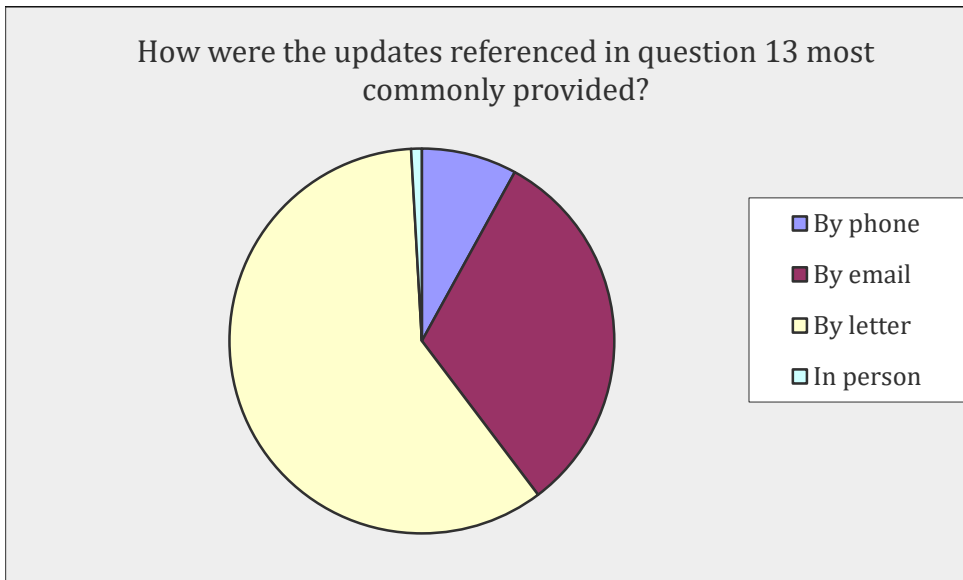
13. How often did you receive updates on the status of your individual case from any U.S. government agency? (Note: This question is meant to focus on the dissemination of case specific information, not general country updates.)

Answer Options	Response Percent	Response Count
I received no updates	54.8%	1595
I received an update only when there had been a change in the status of my case.	34.7%	1009
I received an update on a regular basis, even when there was no new information to share.	1.7%	49
Other	8.8%	255
Other (please specify)		340
answered question		2908
skipped question		30



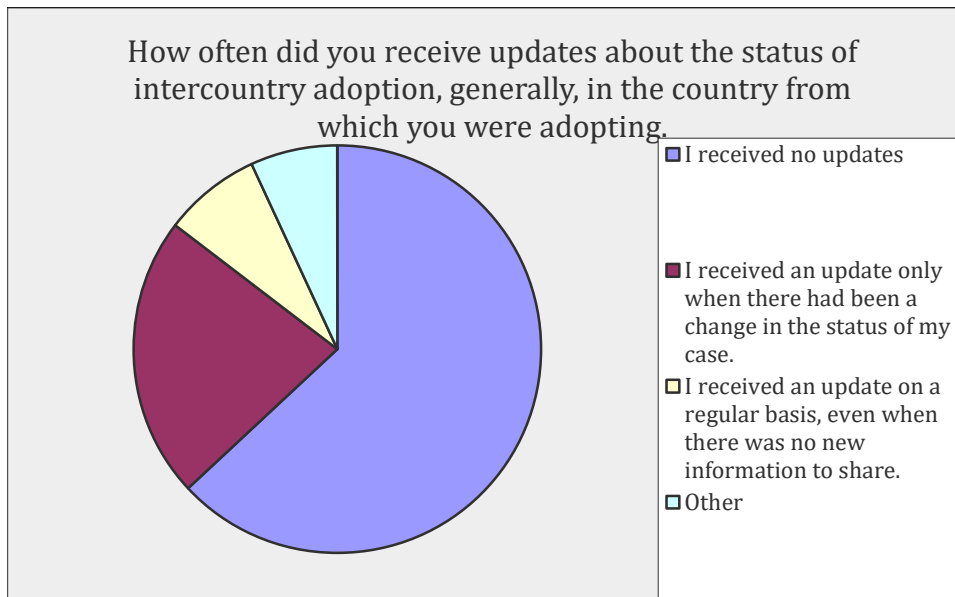
14. How were the updates referenced in question 13 most commonly provided?

Answer Options	Response Percent	Response Count
By phone	8.0%	119
By email	31.7%	470
By letter	59.4%	882
In person	0.9%	13
<i>answered question</i>		1484
<i>skipped question</i>		1454



15. How often did you receive updates about the status of intercountry adoption, generally, in the country from which you were adopting?

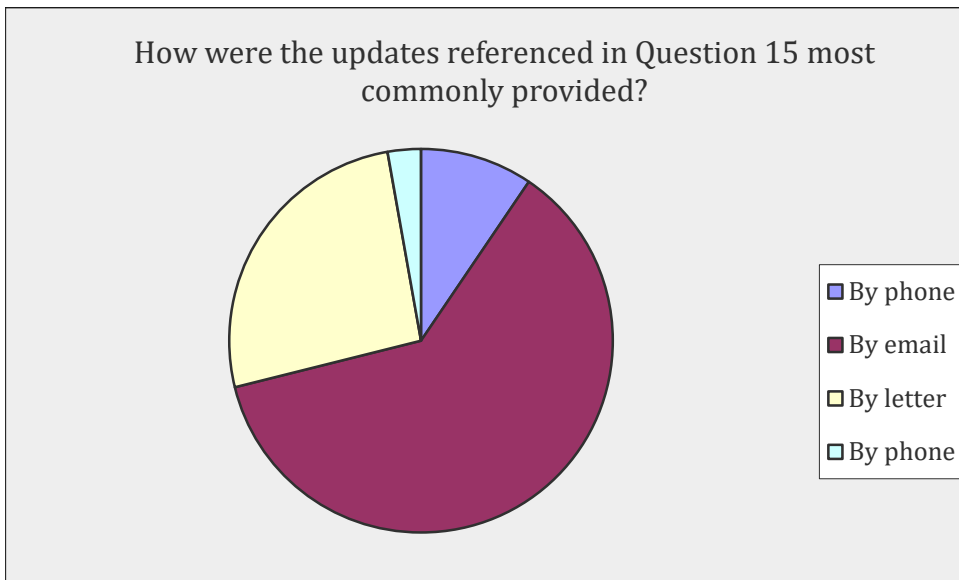
Answer Options	Response Percent	Response Count
I received no updates	63.0%	1816
I received an update only when there had been a change in the status of my case.	22.3%	642
I received an update on a regular basis, even when there was no new information to share.	7.7%	223
Other	6.9%	200
Other (please specify)		283
answered question		2881
skipped question		57



16.*How were the updates referenced in Question 15 most commonly provided?

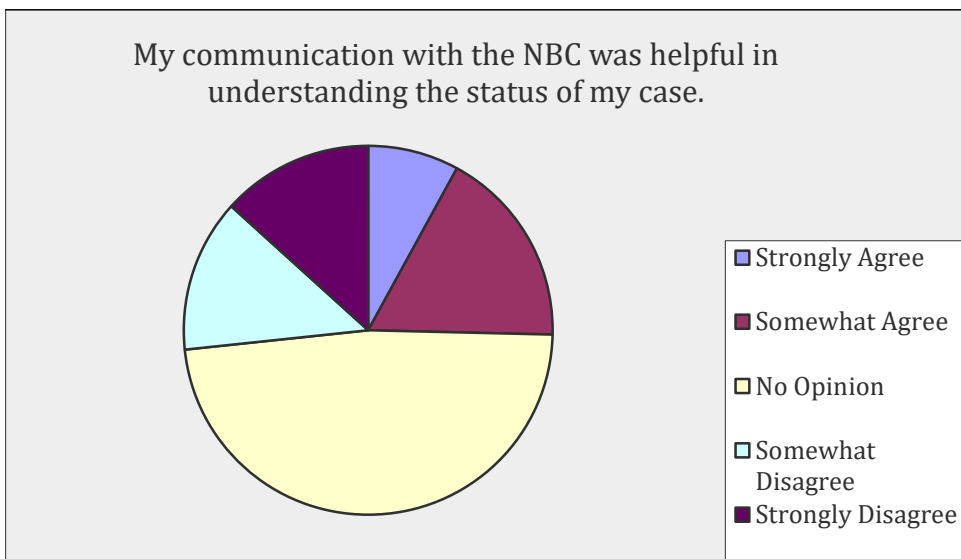
Answer Options	Response Percent	Response Count
By phone	9.5%	114
By email	61.6%	740
By letter	26.1%	313
By phone	2.8%	34
<i>answered question</i>		1201
<i>skipped question</i>		1737

***Answer option #4, “By phone” was intended to say “In person”.**



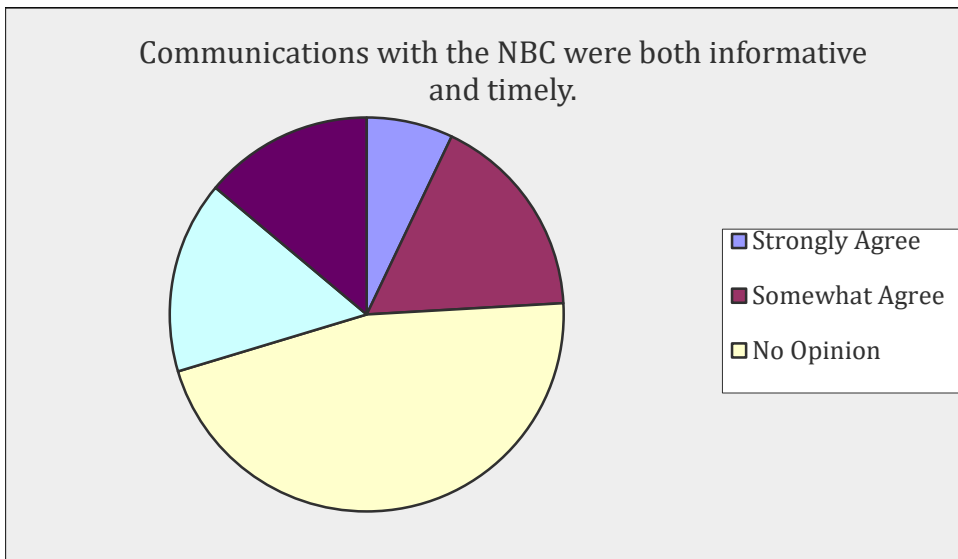
17. My communication with the NBC was helpful in understanding the status of my case.

Answer Options	Response Percent	Response Count
Strongly Agree	8.0%	217
Somewhat Agree	17.4%	473
No Opinion	48.0%	1307
Somewhat Disagree	13.4%	364
Strongly Disagree	13.3%	361
<i>answered question</i>		2722
<i>skipped question</i>		216



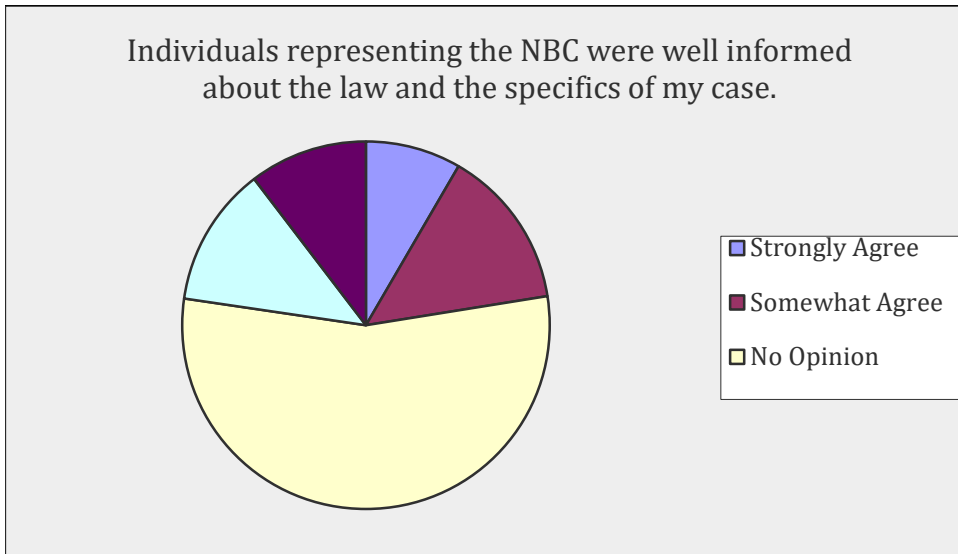
18. Communications with the NBC were both informative and timely.

Answer Options	Response Percent	Response Count
Strongly Agree	7.1%	193
Somewhat Agree	17.0%	464
No Opinion	46.3%	1264
Somewhat Disagree	15.8%	430
Strongly Disagree	13.9%	378
<i>answered question</i>		2729
<i>skipped question</i>		209



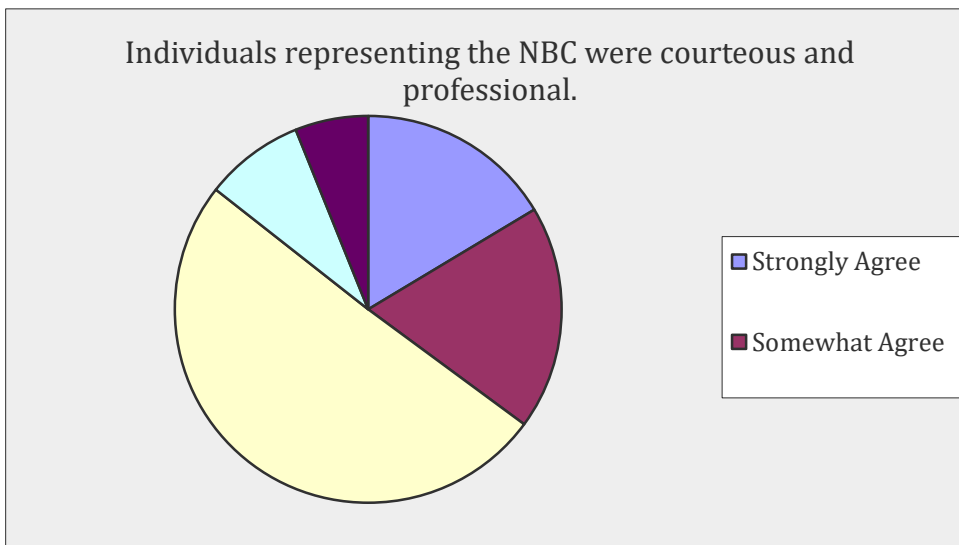
19. Individuals representing the NBC were well informed about the law and the specifics of my case.

Answer Options	Response Percent	Response Count
Strongly Agree	8.4%	229
Somewhat Agree	14.1%	384
No Opinion	54.9%	1494
Somewhat Disagree	12.3%	334
Strongly Disagree	10.4%	282
<i>answered question</i>		2723
<i>skipped question</i>		215



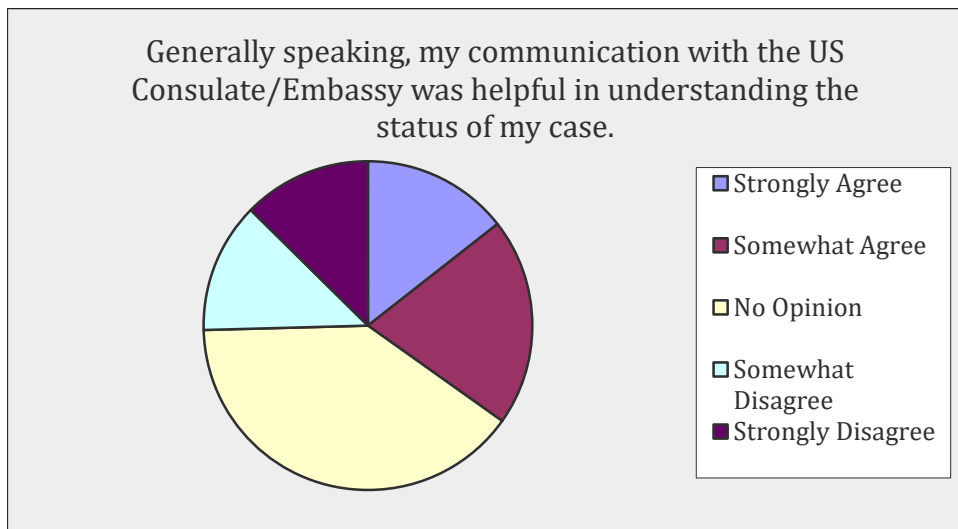
20. Individuals representing the NBC were courteous and professional.

Answer Options	Response Percent	Response Count
Strongly Agree	16.4%	446
Somewhat Agree	18.7%	509
No Opinion	50.5%	1372
Somewhat Disagree	8.3%	226
Strongly Disagree	6.1%	166
<i>answered question</i>		2719
<i>skipped question</i>		219



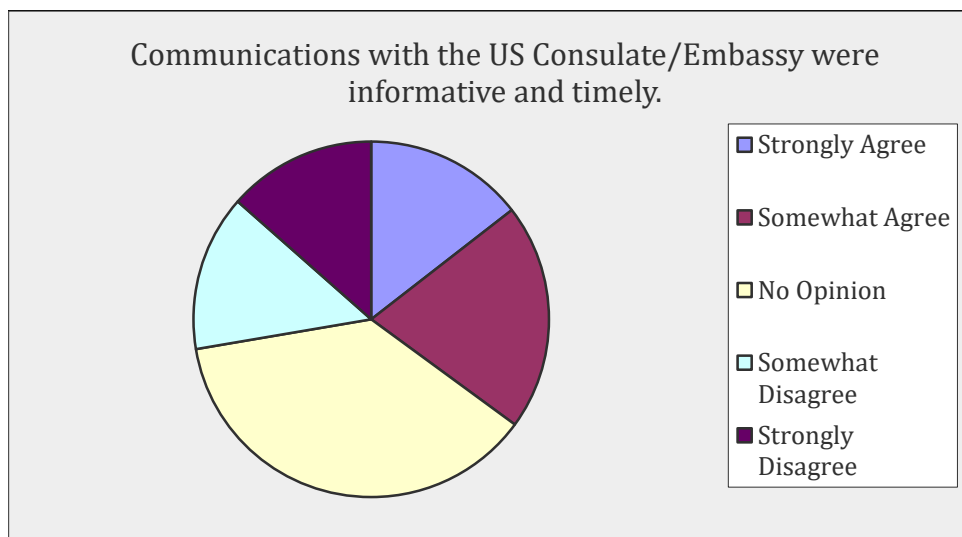
21. Generally speaking, my communication with the US Consulate/Embassy was helpful in understanding the status of my case.

Answer Options	Response Percent	Response Count
Strongly Agree	14.4%	403
Somewhat Agree	20.4%	571
No Opinion	39.7%	1111
Somewhat Disagree	12.8%	359
Strongly Disagree	12.6%	353
<i>answered question</i>		2797
<i>skipped question</i>		141



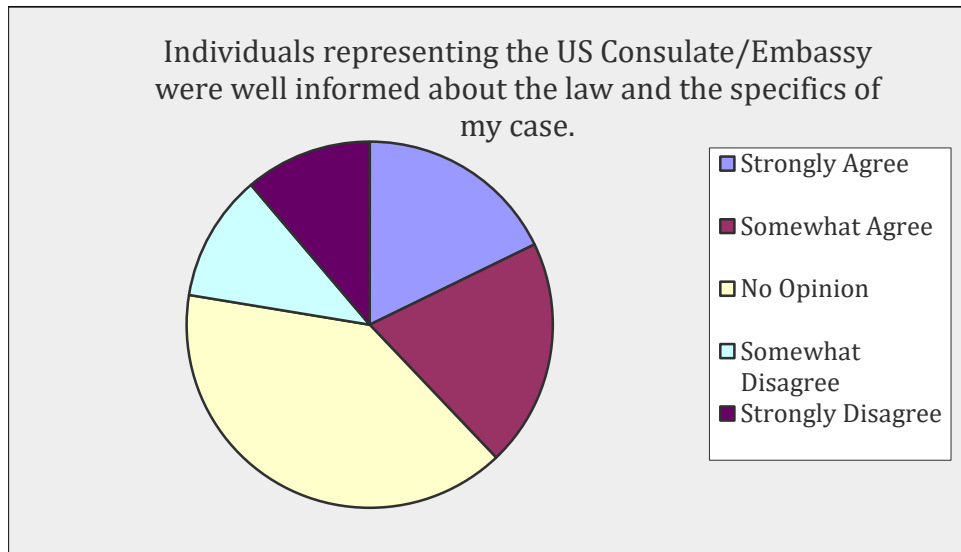
22. Communications with the US Consulate/Embassy were informative and timely.

Answer Options	Response Percent	Response Count
Strongly Agree	14.5%	404
Somewhat Agree	20.6%	574
No Opinion	37.3%	1042
Somewhat Disagree	14.2%	395
Strongly Disagree	13.5%	376
<i>answered question</i>		2791
<i>skipped question</i>		147



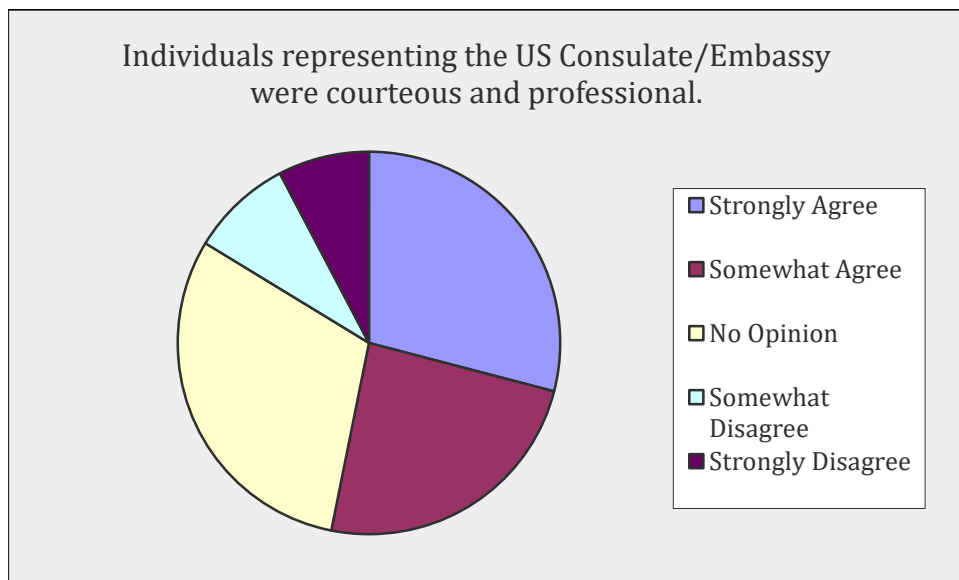
23. Individuals representing the US Consulate/Embassy were well informed about the law and the specifics of my case.

Answer Options	Response Percent	Response Count
Strongly Agree	17.8%	500
Somewhat Agree	20.1%	562
No Opinion	39.7%	1112
Somewhat Disagree	11.2%	315
Strongly Disagree	11.2%	313
<i>answered question</i>		2802
<i>skipped question</i>		136



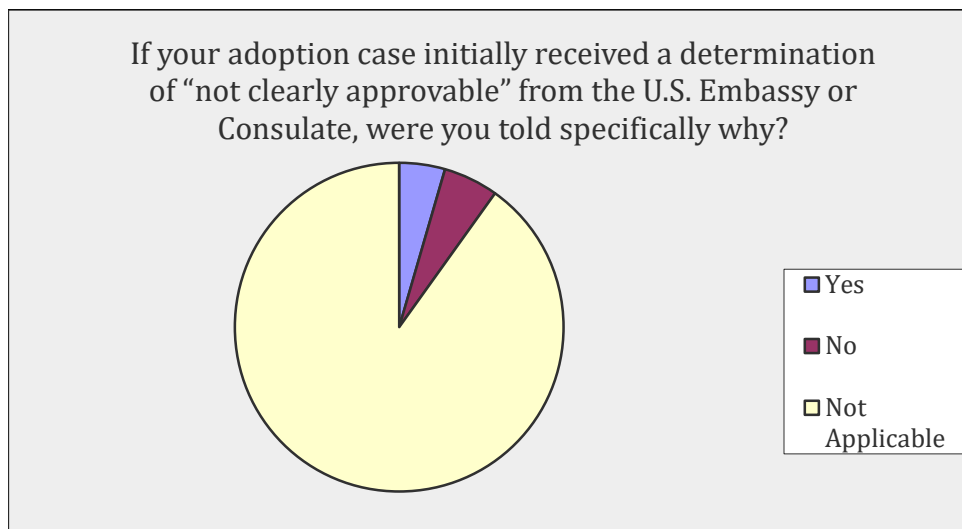
24. Individuals representing the US Consulate/Embassy were courteous and professional.

Answer Options	Response Percent	Response Count
Strongly Agree	29.1%	822
Somewhat Agree	24.1%	680
No Opinion	30.6%	866
Somewhat Disagree	8.6%	242
Strongly Disagree	7.7%	217
<i>answered question</i>		2827
<i>skipped question</i>		111



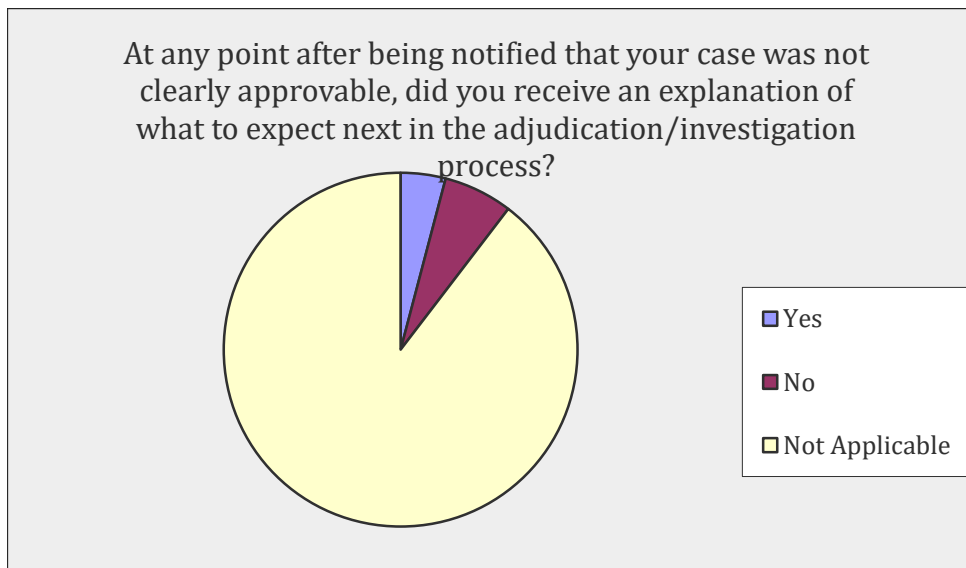
25. If your adoption case initially received a determination of “not clearly approvable” from the U.S. Embassy or Consulate, were you told specifically why?

Answer Options	Response Percent	Response Count
Yes	4.5%	130
No	5.4%	158
Not Applicable	90.1%	2612
<i>answered question</i>		2900
<i>skipped question</i>		38



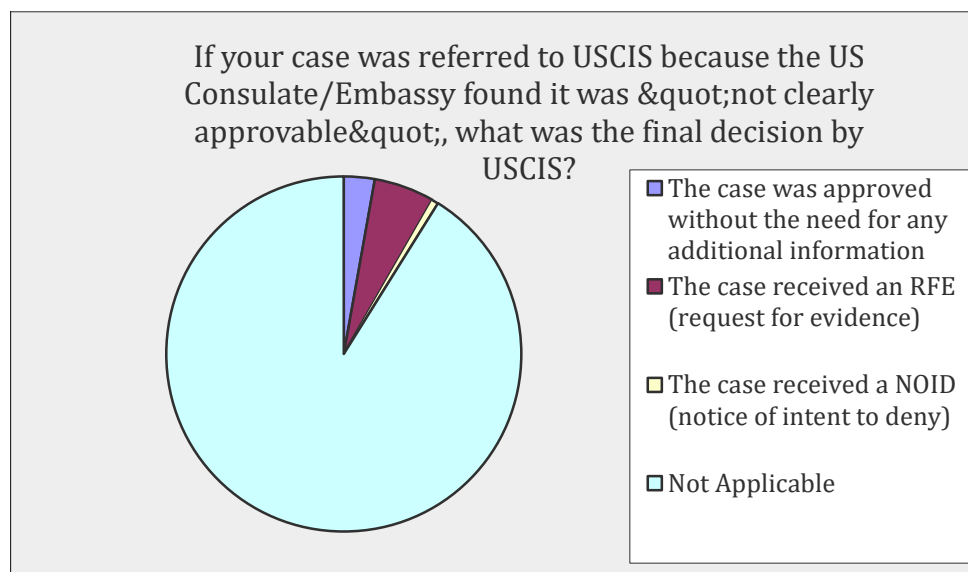
26. At any point after being notified that your case was not clearly approvable, did you receive an explanation of what to expect next in the adjudication/investigation process?

Answer Options	Response Percent	Response Count
Yes	4.1%	117
No	6.3%	180
Not Applicable	89.6%	2569
<i>answered question</i>		2866
<i>skipped question</i>		72



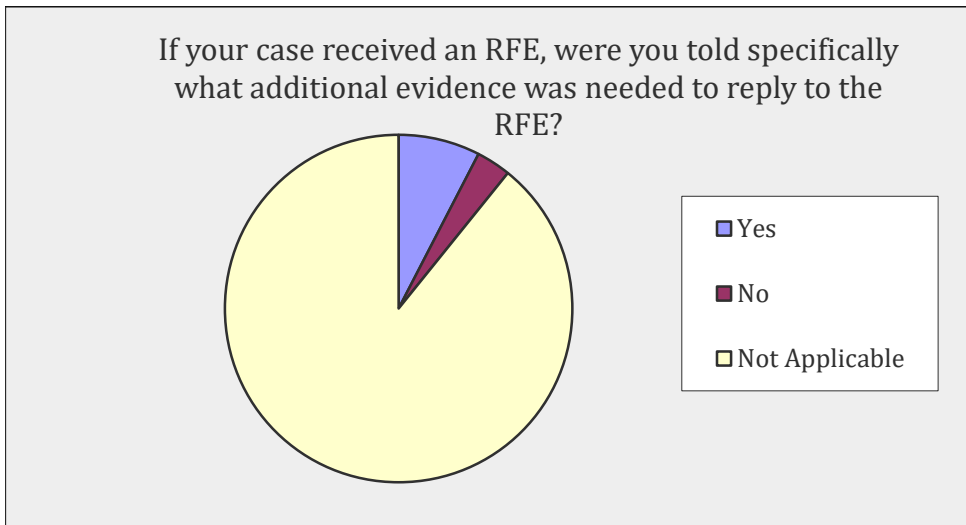
27. If your case was referred to USCIS because the US Consulate/Embassy found it was "not clearly approvable", what was the final decision by USCIS?

Answer Options	Response Percent	Response Count
The case was approved without the need for any additional information	2.8%	81
The case received an RFE (request for evidence)	5.5%	157
The case received a NOID (notice of intent to deny)	0.6%	18
Not Applicable	91.1%	2623
<i>answered question</i>		2879
<i>skipped question</i>		59



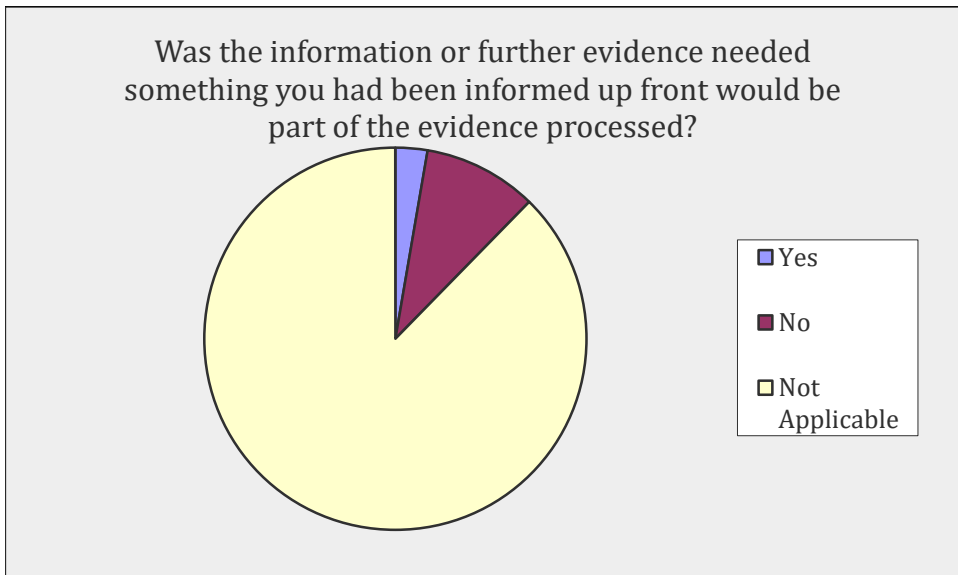
28.If your case received an RFE, were you told specifically what additional evidence was needed to reply to the RFE?

Answer Options	Response Percent	Response Count
Yes	7.6%	220
No	3.2%	92
Not Applicable	89.2%	2564
<i>answered question</i>		2876
<i>skipped question</i>		62



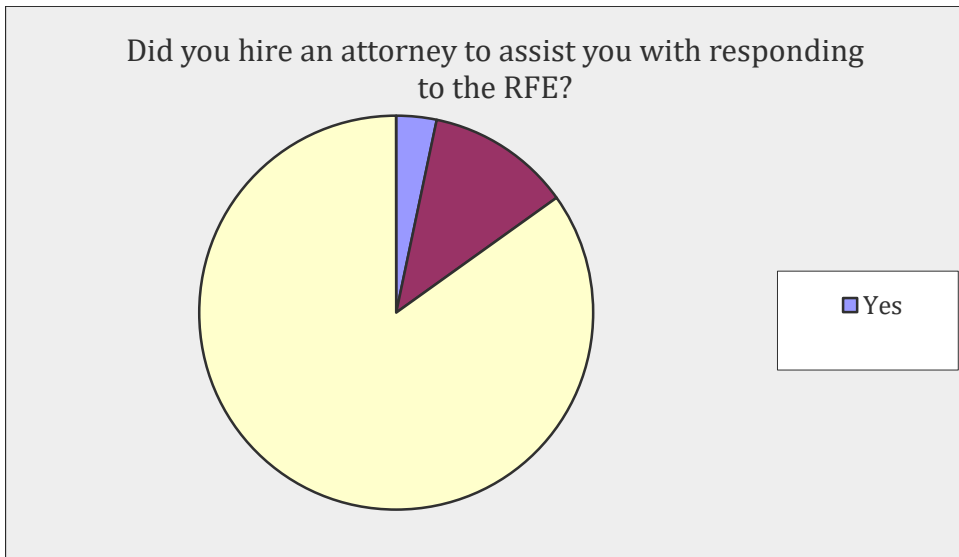
29. Was the information or further evidence needed something you had been informed up front would be part of the evidence processed?

Answer Options	Response Percent	Response Count
Yes	2.7%	79
No	9.6%	278
Not Applicable	87.6%	2526
<i>answered question</i>		2883
<i>skipped question</i>		55



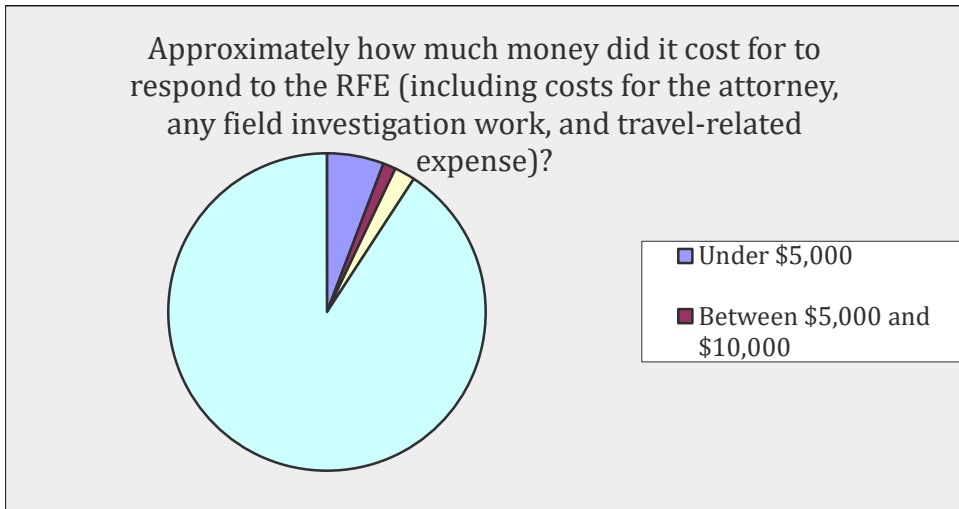
30. Did you hire an attorney to assist you with responding to the RFE?

Answer Options	Response Percent	Response Count
Yes	3.3%	94
No	11.8%	340
Not Applicable	84.9%	2445
<i>answered question</i>		2879
<i>skipped question</i>		59



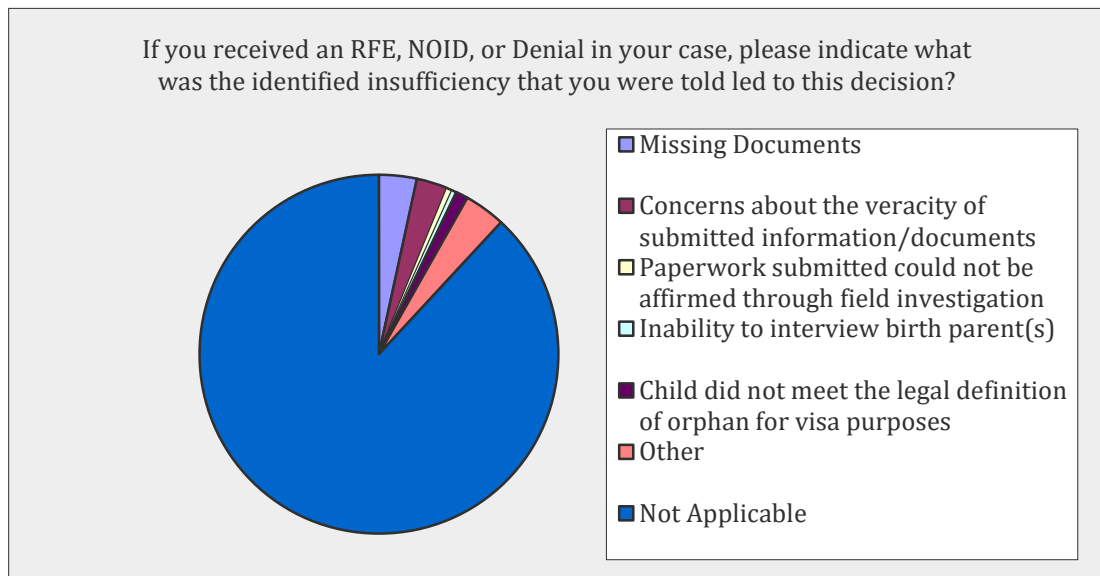
31. Approximately how much money did it cost for to respond to the RFE (including costs for the attorney, any field investigation work, and travel-related expense)?

Answer Options	Response Percent	Response Count
Under \$5,000	5.8%	165
Between \$5,000 and \$10,000	1.3%	37
Over \$10,000	2.1%	59
Not Applicable	90.9%	2602
<i>answered question</i>		2863
<i>skipped question</i>		75



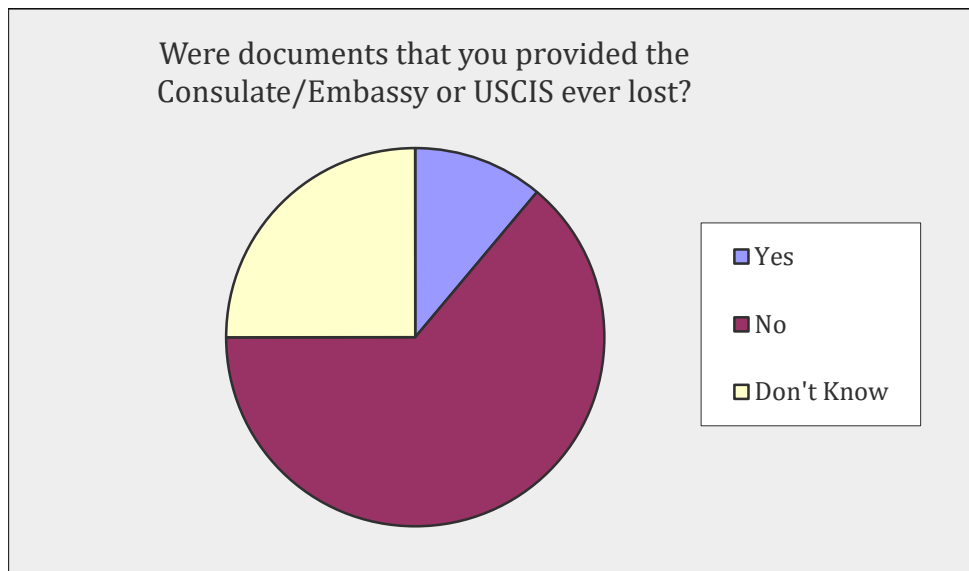
32. If you received an RFE, NOID, or Denial in your case, please indicate what was the identified insufficiency that you were told led to this decision?

Answer Options	Response Percent	Response Count
Missing Documents	3.4%	97
Concerns about the veracity of submitted information/documents	2.8%	79
Paperwork submitted could not be affirmed through field investigation	0.5%	14
Inability to interview birth parent(s)	0.4%	12
Child did not meet the legal definition of orphan for visa purposes	1.1%	31
Other	3.7%	107
Not Applicable	88.2%	2531
<i>answered question</i>		2871
<i>skipped question</i>		67



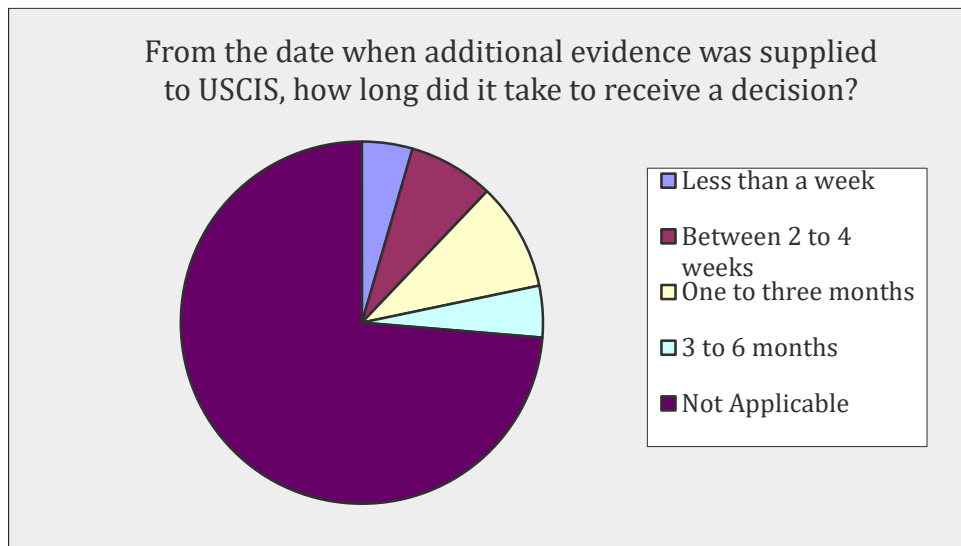
33. Were documents that you provided the Consulate/Embassy or USCIS ever lost?

Answer Options	Response Percent	Response Count
Yes	11.1%	320
No	63.9%	1836
Don't Know	25.0%	717
<i>answered question</i>		2873
<i>skipped question</i>		65



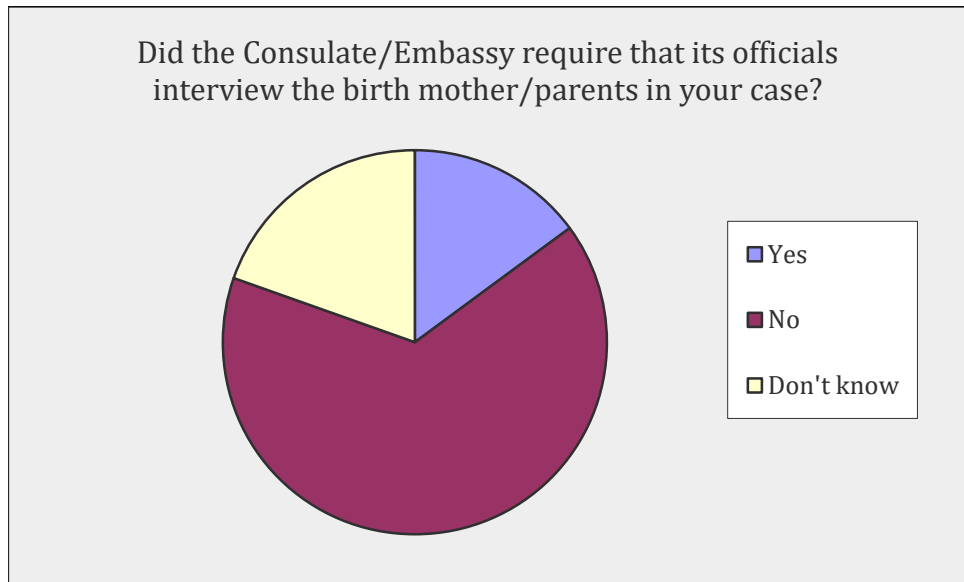
34. From the date when additional evidence was supplied to USCIS, how long did it take to receive a decision?

Answer Options	Response Percent	Response Count
Less than a week	4.5%	130
Between 2 to 4 weeks	7.6%	220
One to three months	9.6%	277
3 to 6 months	4.6%	133
Not Applicable	73.6%	2123
<i>answered question</i>		2883
<i>skipped question</i>		55



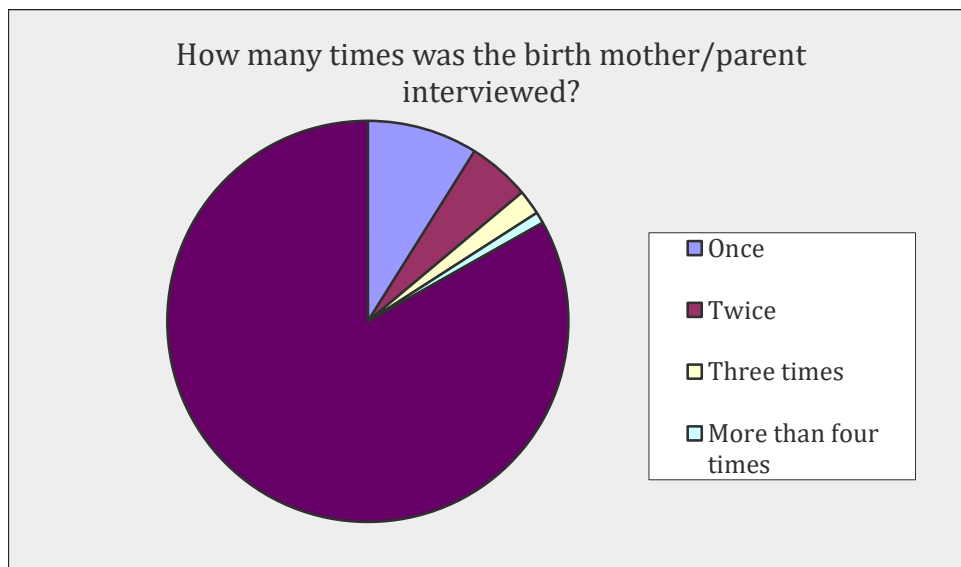
35. Did the Consulate/Embassy require that its officials interview the birth mother/parents in your case?

Answer Options	Response Percent	Response Count
Yes	14.9%	431
No	65.6%	1900
Don't know	19.6%	567
<i>answered question</i>		2898
<i>skipped question</i>		40



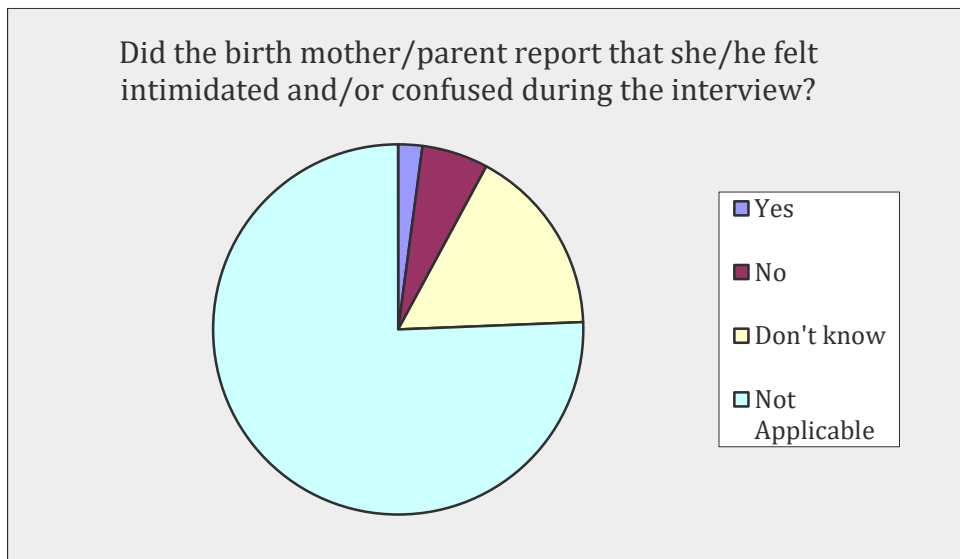
36. How many times was the birth mother/parent interviewed?

Answer Options	Response Percent	Response Count
Once	8.9%	256
Twice	5.0%	144
Three times	2.0%	57
More than four times	0.9%	27
Not Applicable	83.1%	2378
<i>answered question</i>		2862
<i>skipped question</i>		76



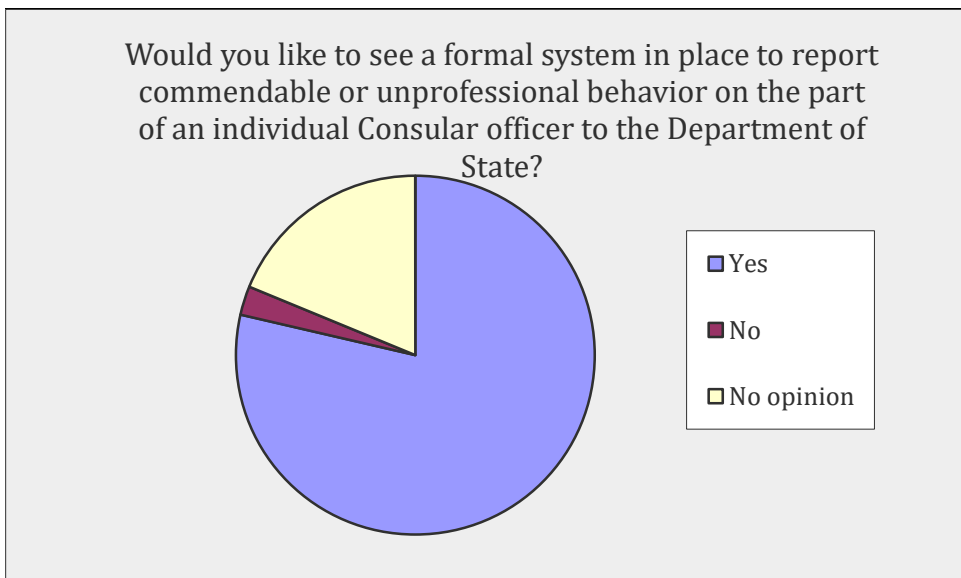
37. Did the birth mother/parent report that she/he felt intimidated and/or confused during the interview?

Answer Options	Response Percent	Response Count
Yes	2.1%	60
No	5.8%	167
Don't know	16.5%	478
Not Applicable	75.7%	2196
<i>answered question</i>		2901
<i>skipped question</i>		37



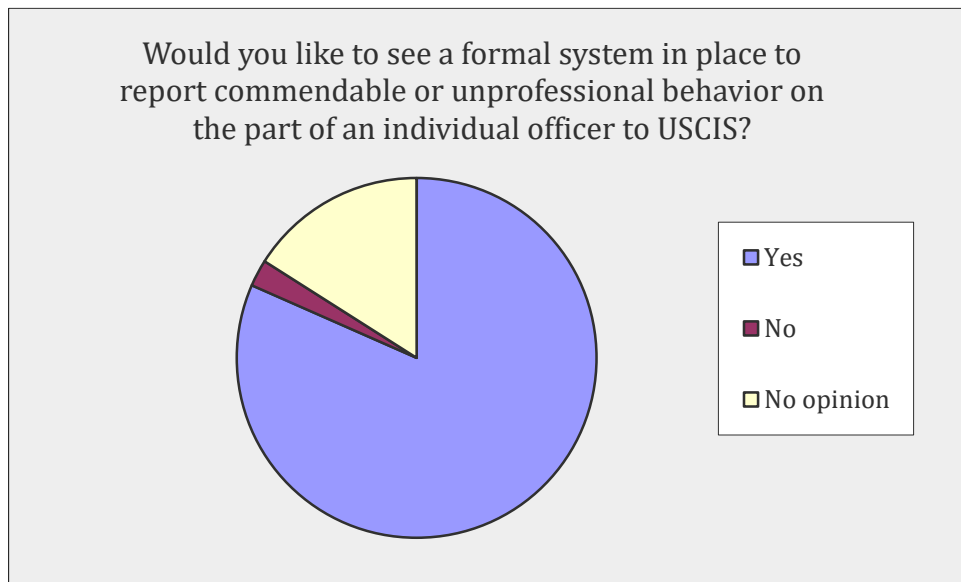
38. Would you like to see a formal system in place to report commendable or unprofessional behavior on the part of an individual Consular officer to the Department of State?

Answer Options	Response Percent	Response Count
Yes	78.7%	2288
No	2.6%	75
No opinion	18.8%	546
<i>answered question</i>		2909
<i>skipped question</i>		29



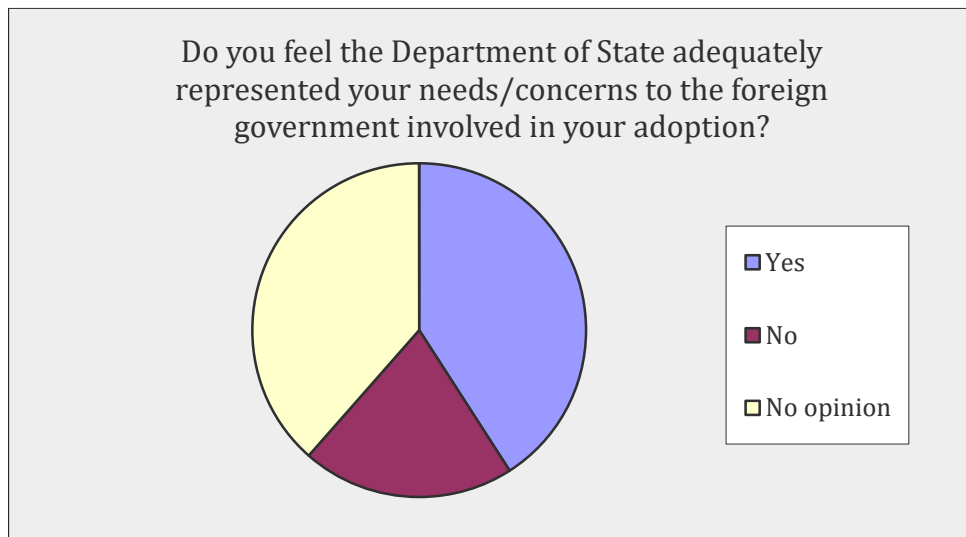
39. Would you like to see a formal system in place to report commendable or unprofessional behavior on the part of an individual officer to USCIS?

Answer Options	Response Percent	Response Count
Yes	81.6%	2370
No	2.4%	70
No opinion	16.0%	466
<i>answered question</i>		2906
<i>skipped question</i>		32



40. Do you feel the Department of State adequately represented your needs/concerns to the foreign government involved in your adoption?

Answer Options	Response Percent	Response Count
Yes	40.9%	1186
No	20.6%	597
No opinion	38.5%	1114
<i>answered question</i>		2897
<i>skipped question</i>		41



41. What specific recommendations do you have to improve the overall US Consulate/Embassy experience in your child's country?

Answer Options	Response Count
	1427
<i>answered question</i>	1427
<i>skipped question</i>	1511

42. Do you have any specific comments about your experience that you think might be helpful in improving the inter-country adoption experience for other prospective adoptive parents?

Answer Options	Response Count
	1421
<i>answered question</i>	1421
<i>skipped question</i>	1517