

[CHINA ADOPTION ONLINE]

ADOPTION AGENCY SURVEY RESULTS

SEPTEMBER 2011
STATISTICS, PERCENTAGES, AND
INDIVIDUAL AGENCY INFORMATION

CHINA ADOPTION ONLINE

INTRODUCTION

In this survey, we asked adoptive families to specify which adoption agency they would choose if they had to make the choice again today. Adoptive families based their decisions off combined factors of personal experience, word of mouth, reputation, fees, customer service, and more. We surveyed over 250 adoptive families. This has resulted in one of the largest compilations of agency information made available to prospective parents. It is our hope that this information will be helpful to families in making this all important decision.

These comments will give adoptive families items to talk about and discuss with potential agencies. This may also help you in making a priority list about what components are most important to you in an agency.

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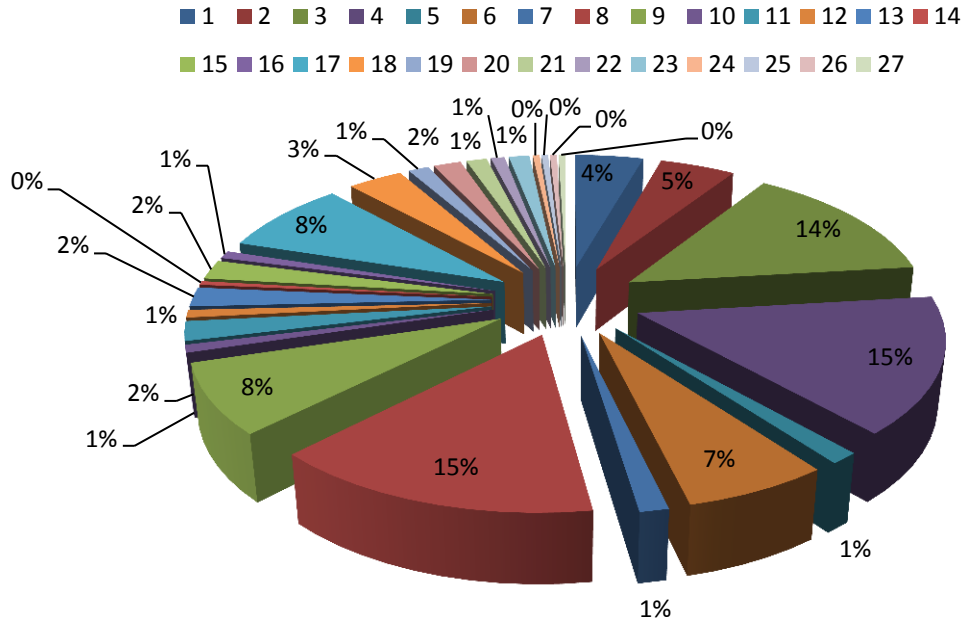
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CONTACT

If you have comments, questions, or concerns about the contents of this report, please feel free to contact us.

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Adoption Agency Survey Results



AGENCY KEY

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|---|---|
| <ul style="list-style-type: none"> 1. Great Wall China Adoption 2. China Adoption With Love International (CAWLI) 3. Chinese Children Adoption International (CCAI) 4. Madison Adoption Associates (MAA) 5. Gladney Center For Adoption 6. World Association for Children and Parents (WACAP) 7. Wasatch International Adoptions 8. Bay Area Adoption Services (BAAS) 9. Lifeline Adoption 10. International Family Services 11. Small World Adoption (SWA) 12. Faith International Adoptions 13. Adoption Associates, Inc | <ul style="list-style-type: none"> 14. La Vida International 15. Families Thru International Adoption (FTIA) 16. Children's Home and Family Services (CHFS) 17. Other (not listed) 18. Holt International 19. ASIA Adopt 20. American World Adoption (AWAA) 21. AAC Adoption 22. A Helping Hand 23. Wide Horizons 24. Living Hope Adoption Agency (LHAA) 25. Adoption Advocates 26. Dillon International |
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TOP FIVE AGENCIES

Based upon the data we received from the survey, the following agencies ranked as the top five selections by a very wide margin. Although the scope of this survey is limited, and not all adoptive families have had the same experience with their agency, we feel that these results represent a fair and wide range of responses. Over 250 adoptive families were surveyed.

- 1) Madison Adoption Associates – MAA (15% of votes)
- 2) Bay Area Adoption Services - BAAS (15% of votes)
- 3) Chinese Children Adoption International – CCAI (14% of votes)
- 4) Lifeline Adoption (8% of votes)
- 5) World Association for Children and Parents – WACAP (7% of votes)

Close Runners-Up:

- 1) China Adoption With Love – CAWLI (5% of votes)
- 2) Great Wall China Adoption – GWCA (4% of votes)

AGENCY DETAIL

During our survey, we asked respondents to explain why they made the agency selection they did. We received a wide range of answers that we think will be extremely helpful to adoptive families as they make this very important decision!



Great Wall China Adoption

www.gwca.org

Families who selected Great Wall as their agency of choice gave the following reasons:

“They are very knowledgeable in the adoption process. They were great to work with and really cared about us. They were wonderful while we were in China. We had to worry about nothing.”

“We like the single country focus offered by GWCA. We feel that with this singular focus they are able to be “experts” on the ever changing requirements brought forth by both China and the US. Additionally, their communication has been excellent and open. They seem very genuine and sincere when interacting with PAP. We also like their rule of only one family reviewing a child's file at a time. We also are pleased with their involvement with individual CWI's to assess the children with their own staff, the Hope Camps they host, and their orphan advocacy programs.”

“We used [GWCA] last adoption. They are so supportive and quick to answer/reply to calls. Very helpful and very organized. We are currently using BAAS. They are fine but they leave you on your own and if you don't need help with something you will not hear from them.”

“I would choose [GWCA] again simply because we've adopted twice with them before. Their “pre adoption” service has totally gone downhill but their “In China” experience and knowledge is phenomenal and for the comfort level I'd stay with them for that.”

“We chose GWCA because they are a China-only agency, have staff in China to help facilitate the paperwork, are ethical, and are in the mid-range for cost.”

“We are an “older” couple, past the “acceptable” age perimeter of the CCCWA. We used GWCA our last round. We had wanted to adopt another child from the same orphanage, but Henan is exclusive to CCAI. They wouldn't even consider us. GWCA submitted and received a pre-approval for us for our age. They made the extra effort, and we will be bringing our daughter home in November.”

"We have used [GWCA] for both of our adoptions and they have been extremely helpful and friendly each step of the way. I've also been advocating for some of their older children and they seem very eager for me to share the children's info. I've also heard of several instances where they have worked very hard to advocate to the CCCWA on behalf of families with very unique situations and have been successful."

"I have heard great things about [GWCA]. Have never personally used them, but I know they specialize in China adoptions (although now I hear they are branching out to a few other countries). I also heard they will go to bat for their families if there is a problem. They seem to care about the kids...i.e. are willing to transfer files. They also allow families to adopt 2 at once if they qualify."

"I would choose [GWCA] due to their experience, connections in China, and relationship with the CCCWA."



China Adoption With Love, Inc

www.cawli.org

Families who selected China Adoption With Love as their agency of choice gave the following reasons:

"I am speaking from Chinese Adoption, and I did not use the agency, but many friends have and they are the only ones with continued monthly updates. [CAWLI] does not charge annual fees to continue the adoption process, and they are really in touch with what is happening in China today."

"Lowest fees out there, caring agency, and a good reputation."

"Small China only agency with fabulous people. Prices are very low and Lillian works hard to place special needs kids. They have gone above and beyond."

"Their costs are less, and [CAWLI] handles all the paperwork that is so frustrating to accomplish while also being a mommy to children in the home."

"I have heard a lot of good things about [CAWLI]'s services & fees. We are currently with BAAS. While I feel that [BAAS]'s fees are fair, I find myself looking for answers to questions elsewhere. I do not need complete hand-holding, but this feels very do-it-yourself."

"[CAWLI is] extremely cost effective, great service, they do all the in-China travel arrangements. CAWLI is a small agency that is very much client driven. Families who love them serve on their board, maintain an e-group, assist with travel meetings, and a support group for older child adoption."

"We worked with CAWLI for our first NSN adoption. They are professional, answer questions quickly, friendly, extremely well organized and truly care about the families they serve. Travel was so well organized that it was a piece of cake. The director calls families while in China and being Chinese herself has direct communication with CCWA. Low fees too! They ROCK!! We are using them again for our SN adoption."

"[CAWLI] is the cheapest and the best. They basically do the notarization, certification and authentication for free!!!! Amazing."

"We found out about CAWLI through word of mouth as we were trying to decide between two other agencies. The people at CAWLI were open and honest, and the process there was transparent (and thus different from any others we'd looked into). Much to our happy surprise, CAWLI not only did more for their families than any other agency we'd researched, but somehow charged less. So we adopted through CAWLI and could not possibly be happier. Lillian truly cares about her families and works hard to make things as easy, comfortable, and well-organized as possible for us."



Chinese Children Adoption International (CCAI)

www.chinesechildren.org

Families who selected Chinese Children Adoption International as their agency of choice gave the following reasons:

"We have completed two adoptions through CCAI and we trust them implicitly - should we decide to adopt again, we wouldn't consider any other agency."

*"We had a *wonderful* experience with them before. I trust CCAI."*

"Their communication policies and standards as well as their reputation. I saw [CCAI] in action in China while there for our first adoption (not CCAI) and was amazed at the level of service provided. We had an absolutely wonderful experience and all fees were upfront and the process was made simple."

"We are currently with them. The staff has been outstanding, and has gone above and beyond. It has not been a perfect process. But what distinguishes them is that when they make a mistake, they take accountability and come to me with a solution. Superb customer service, follow through, everything."

"Very personal agency. For first time adoptive parents like we were, we found this helpful! Very caring and replied to emails and phone calls quickly."

"Past experience, thorough, always there, great communication while remaining conservative, reputation IN China."

"They were professional and very honest."

"We used CCAI before and we were pleased. We were matched at the beginning of our home study. They keep their families well- informed about what happens next and seem to be extremely ethical. They always got back to me promptly and were patient with all my questions and worries. I also like the charity work they do in Henan. Since their fees are competitive and we know we like how they operate, we'd choose them again."

"Proven caring reputation"

"Service, inter-country connections."

"Positive references from other adoptive parents, positive experience. [CCAI] kept us informed during the slowdown, helpful through entire process, including re-adoption."

"They are close to us and we hope to maintain contact with our travel group."

[CCAI] was highly recommended, their fees were some of the lowest, and I would definitely choose this agency again! They "held your hand" every step of the entire adoption process, offer great resources, call/email back in a timely matter, always friendly and willing to go "the extra mile".

"Good reputation. Good communication and fast response. Loved the staff in China. Smooth trip."

"Cost, travel support, reputation in China, large list of SF children."

"CCAI is a fantastic agency! They have gone above and beyond to help us through every fee, paperwork, question, etc. They will return our emails within a few hours. In the beginning we had many questions and one of the ladies would call us and chat rather than email back and forth. We have been amazed at how hands on they are! :)"

"I had several LID mates that used CCAI. Even though they are scattered throughout the country, they have still had two reunions. Our agency has provided no opportunities like that."

"We have used this agency several times and trust them. I will admit that I am a little less sure of things as they have lost a longtime employee but I am using them again. Their fees seem lower than other agencies and I trust them to stand beside us should we have a problem."

"Over 10,000 adoptions completed; personable; communicates well and often; lowest fees of all agencies; 20 to 30 reps in China thus making the China trip amazing."

"They were highly recommended by another adopter. When i contacted them they sent info, and they also sent a list of over a hundred possible references to call. Other agencies sent only a couple. I thought that said a lot. I would recommend [CCAI]! We are in process for our second adoption. CCAI was with us every step of the way, even when the wait grew. They were very professional, warm and caring here in the states and in China."

"We started looking at CCAI because of a recommendation from a friend. We loved all the information they provided and felt we could trust them to help us bring our child home."

"We love that they are so well connected in China and are on very good terms with the adoption staff"

in China. They have always been very helpful at every point in the adoption process. I found them willing to answer all the questions I had. Being new to this we had so many concerns and always felt they wanted to make sure we understood the process and the changes that were taking place. I would use them again if I was lucky enough to be adopting again."

"Years of researching agencies before I adopted influenced my decision. I have used CCAI both times to adopt, and they are consistently honest, and seriously care about both the kids and the clients. The staff in US and China are top-notch, and THERE for you and your child. They are also one of the least expensive agencies. In their case, you get way more than you pay for!"

"They have a good agency-only SN list. They do lots of non-profit work in China. They are very connected and have a good relationship with government officials in China."

"They have low costs that are not hidden. They are ranked #1 with CCCWA. They know how to facilitate adoptions and keep up with regulations. They are honest and ethical. Their in China travel and staff are awesome and go beyond the requirements."

"We used them in our previous adoption. 24 hour phone call return policy. Knowledgeable NICE staff!! Good fees."

"They are viewed as the #1 agency by the CCCWA. We traveled with a large group from CCAI (we were with another agency) and the CCAI adoptive parents LOVED their agency. Nothing speaks higher than recommendations and endorsements! They are large (pros and cons, I know)...but our last agency was extremely small. I think traveling with a larger group has benefits and the agency has many more resources in China and in the States to support adoptive families."

"Our first adoption, in 2003, was with CCAI, and they were great."

[CCAI was our] home study agency - very on the ball."

"I found [CCAI] online and they seemed the most reasonably priced. This seemed terribly important when we started, but we were happy to know that they are just a fantastic agency to work with. They did have lots of positive reviews."

"[CCAI was] helpful thru the entire process. They have active charity work going on in China. Their fees were reasonable. They update families regularly as to what the current situation is. My child was deathly ill, we were in the hospital in China. They got me a translator, and did their best to help us get home ASAP."

"I recently completed my adoption using GWCA. I would not choose them again. During the 5 years I watched the behavior of the various agencies, I have found CCAI to be straight forward and provide great service and information to their clients. I wish I had chosen them!"



Madison Adoption Associates
www.madisonadoption.com

Families who selected Madison Adoption as their agency of choice gave the following reasons:

"[MAA] has a heart for the kids. They communicate well and go to bat for their families."

"I am currently with Lifeline. I've loved them after LOA, not at all before; very uncommunicative social worker prior to the LOA stage. I have heard that Madison is excellent with communication at all stages."

"[MAA] has a huge heart for the kids and they are great with communication. Madison is generous with grants and truly care about their clients."

"Because [MAA] gives grants to kids that need homes!"

"We have adopted three times from China and really loved our last two agencies. I felt that Madison went above and beyond in every situation. We could tell how much they cared for these children and they were small enough that everyone we spoke to seemed to be able to help in some way."

"Madison consistently works around the clock for their families, has great favor with the CCCWA, and is passionate for the children of China and families. Although I have not yet used them for an adoption, I would have if they had one of my daughters. My decision is based on hundreds and hundreds of posts from Madison families since late 2009."

"[MAA] was very efficient and personal; on the ball about new China policies before other agencies and kept us current; very willing to answer our questions."

"We used [MAA] and were pleased with the personal service. The fees were about the same as other agencies. We liked being able to make our own travel arrangements and send care packages. Another agency (Children's Hope International) we used would not allow either."

"I love [MAA]'s customer service! They are very attentive to me and my family. I love the camps they hold--a great way to get to know the kids as well as bless them! They are a Christian based company, not by name only, and they pray for their clients!"

"[MAA] seems to have good communication and everyone who has used them seems very pleased. I selected them because of their compassion for the children and all the wonderful camps they do to learn more about waiting children and help find them home. They all have wonderful hearts."

"Have used [MAA] twice, and we're in the process of using them again. This is our 5th adoption, things have not gone smoothly and I am SO thankful that we are with an agency that is PROACTIVE and COMMUNICATES with us so well!"

"Madison worked diligently to help us bring our daughter home, but to also find the child that fit our family best."

"Madison goes out of their way to help you find your child, willing to work over time. They are very detailed in their info that they send their clients. They simply seem to care deeply for the children and their parents in the process and afterwards as well."

"We are working on our sixth adoption with our fifth agency (MAA). MAA is, by far, the best agency we have worked with. Their communication is fantastic, their coordinators seem honest and caring,

and their fee structure is very reasonable and upfront. Absolutely no complaints at all."

"[MAA] is very easy to work with and are willing to really try to get you matched with a child."

"This is our 3rd adoption and Madison is great! We have been very pleased with everything so far."

"Caring staff, quick answers to questions."

"I have adopted (and not with Madison) - I was pleased with Welcome House but in dealing with adoption number two our social worker from Welcome House has left (and Welcome House does seem to have a revolving door with employees) and I have called Madison twice and they get right back to me and I just get the feeling I am more than a number - they care and not only about the kids but how they will fit in with you."

"[MAA] is willing to work with families, ask for waivers, and truly seem to be doing this for the children (rather than a money business)."

"I have worked with three adoption agencies and by far, Madison is the best. I have found that they are professional, yet personable. They know what they are doing and they will do everything they can for their families. Every question I have asked has been answered quickly. Madison is also held in high regard by the China Center and that means a lot to us."

"They care about what they are doing."

"Just their reputation and the one agency we used that we liked is not on your list (pretty small)."

"Because they love the children!!!! [MAA] goes above and beyond the measure to find these children homes, to make it affordable, to provide information (up to date) AND they actually know these kids!!!"

"This agency has our son's case."

"[MAA] is very prompt in responding to your inquiries and very knowledgeable in the process."

"MAA is more personal in its approach than many agencies. We went with our local HS agency many years ago because of their personal approach, and MAA is very similar. We get good feelings, which I think is extremely important since you're basically sharing your lives with that agency. Other agencies we looked at (some of which are on your list) were too process-focused for us."

"Not a perfect agency but the best experience all round thus far!"

"We have adopted 4 times in 4-1/2 years all with "Christian" agencies... each had its strengths, but our last adoption was with Madison. We had heard of them and only knew one family who gave us good reviews. We were nervous since we were on the West Coast - but it was our best experience ever. They had our son and the experience left us referring approx. 6+ families to them and a desire to use them again in our future adoptions if this happens again."

"MAA walked us through the process and took the time to get to know us. We felt that they helped to match us with the child that was truly meant to be with us. MAA was thorough, kind, personal and even though they are on the opposite coast as us we felt like we knew them."

"We have had experience with 2 agencies and Madison is one of them. From our experience Madison gives a more caring and personalized approach. Even when talking via phone or email you can actually feel their passion for what they are doing. They are quick to respond to questions, have a great rep, fees are reasonable. Just an overall great agency to work with to bring your child home."

"I have used more than one agency and MAA has superb customer service. They care about their families and the children. Their fees are lower than most with grants available to apply for through them."

"This agency told us we would be able to adopt again, when other agencies told us we could not."

"Dedication to the children, first and foremost. Good relationship with CCCWA. Aggressive attempts to match children and families."

"I almost used this agency and then found our child on another agency list.....regretted it because there was no support, questions left unanswered for days, etc. I have heard and read nothing but praise for MAA since then and would use them if I'm so lucky to bring one more home."

"We used them for our last adoption and they were just AWESOME! ALWAYS working for the children to bring them to their Forever Families! Always there to answer questions, always got back in a timely manner."

[MAA] has a heart and love for the children! Their open and honest communication. Their understanding of us the adopting family."

"We have adopted using Great Wall, Small World and Lifeline. Small World and Lifeline both use the same in-China reps/guides and they are WONDERFUL! We would consider using those agencies again but we have heard such great things about Madison. Every time I call them, even before I am a client, they are very patient on the phone, answering questions, listening to me, etc. It makes me think they would do a very good job during the paperwork phase of the adoption as well."



Gladney Center for Adoption
www.adoptionsbygladney.com

Families who selected Gladney Adoption as their agency of choice gave the following reasons:

"[Gladney] is extremely ethical and is not just looking for business but wants to create healthy

families. Case in point... they have a two-day training session REQUIRED for all parents adopting a child three years old and up but available to all adoptive parents. The training is free and they believe so strongly in it that they discount your adoption fees for attending the training (prorated rates depending on how far you have to travel)."

"[We used Gladney] because we saw a little girl they had on their agency list that we just knew was our daughter."

"Gladney is very easy to work with. They care about the kids and actually respond to you quickly when you questions/concerns."



World Association for Children and Parents

www.wacap.com

Families who selected WACAP as their agency of choice gave the following reasons:

"[WACAP] works in a lot of countries and they seem to have a lot of experience with special needs adoptions. I've also heard good things about them from a couple friends who have used them."

"I love the personal attention. When in China there were several large groups representing a few of the bigger agencies. We were one-on-one with our guide. :)"

"We have used WACAP for a previous adoption. We love their waiting child program and ease at which you can review a child's file. They do not select you nor do you have to wait in line to review a child's file. We also loved their in country guides and organization while in China. We had trouble with a hotel and they moved us the next day."

"Other families have used [WACAP] and they came highly recommended. They have been in business for a long, long time and it shows. Our first agency, New Hope, went out of business. The second agency we used for our second child, Journeys of the Heart, was horrid. I would never recommend them. Not only were they poor communicators but they refused to actually answer many of our questions."

"WACAP offers generous grants for most of the children on their site. They make sure your paperwork is ready prior to each next step, and send things off immediately. They approved our home study in one day, they never caused us delays. They are a large agency with years of experience, but they are friendly and personable. They didn't send out a huge glossy expensive information package about their agency like we got from some of the other "big names", but they immediately sent info on every child we inquired about."

"Although this not the agency we used, many friends/parents I have spoken to had a wonderful experience with [WACAP]."

"Communication is huge. I have worked with 2 agencies and I have to tell you that lack of

good communication can be very frustrating.”

“WACAP was responsive with me and helped me every step of the way; even when I was in Russia for 6 weeks; their office called; I had a guide with me every day. They are also a large agency and that enables them to provide grants more readily.”

“They seem to have many grants and helpful folks.”

“[WACAP is] the only one we have experience with as placement agency. So far they have been very responsive, thorough, and worked well with our local home study agency. They have been very good about providing information about the process, making sure we have the forms we need for the next step completed and ready to go, and submitting paper work to China and USCIS as quickly as possible. For example, our dossier was sent to China the same day they received our authenticated I800A approval.”

“I like their website and I like their site that has waiting children. [WACAP] is very helpful, and they get right back to you.”

“The child we liked was on with [WACAP] and they had a substantial fee reduction which really helped. We are adopting an older child however and they are very conservative - they advise me with every contact just about how they cannot guarantee the success of the adoption. I have adopted before, I have several bio kids and a professional job - and I get it. I question who they are looking out for - me or the agency.”

“Very proactive on matching families, organized, friendly and good reputation. With them for previous 2 adoptions. Habit? They are honest, to a fault actually. I would also seriously consider Bay Area Adoption Services--they are amazing at matching (but not so much about hand-holding through the dossier process).”

“Recommendations. We are about to travel for our second adoption and were not completely happy with our previous 3 agencies (we transferred agency for our first adoption).”



Wasatch International Adoption

www.wiaa.org

Families who selected Wasatch as their agency of choice gave the following reasons:

“[Wasatch] matches quickly, and some of my friends have used them and they were happy with them.”

“Answered calls/emails quickly, cost.”

“I have used three agencies, and have been really impressed with Wasatch. They do extra things that

no other agency I have worked with has done. We expect to travel soon and so far, I have been really impressed. I have also heard great things about Lifeline and Madison, though I have no personal experience with them."



Bay Area Adoption Services

www.baas.org

Families who selected Bay Area as their agency of choice gave the following reasons:

"Reputation, and most of all price. We loved Madison, and I would highly recommend them, but after talking with other families I have also heard good things about BAAS and their fees are MUCH lower. However, I would look at a few other agencies as well such as Lifeline. For a third adoption it would HAVE to be about price for us."

"We have found the China coordinator of BAAS to be very forthcoming with information, an extremely hard worker trying to match as many children and families as she can, and she is available by phone and email at any time."

"Special needs is the only way to go if you are wanting China. [BAAS]'s facilitator is awesome. Also I would not be trying to get more than 1 child at a time."

"We have 7 children adopted from China. I liked BAAS because Xiaoqing was always very accessible. She also is well connected in China. We used another agency last time because you have to wait a year between adoptions with BAAS. This other agency was good until you got to the travel and at that point I think they probably should have lost their agency license!"

"[BAAS]'s China Coordinator is so wonderful! Now that our adoption is complete she checks in regularly to make sure our daughter is doing well. There was no question she had our daughter's wellbeing in mind. I do not know a lot of other adoption agencies fees, but BAAS was much less expensive than our first agency!"

"I found an article on line regarding Why Adopt from China and contacted the author. Her recommendation was overwhelmingly to use BAAS and Xiaoqing. After further research, we chose BAAS."

"Xiaoqing is so on top of things. She works ~ even if it is a holiday and you are expecting something. She is not intimidated by the CCAA. They are consistent."

"Xiaoqing Cai is wonderful. She works all hours making sure families are matched accordingly and answering emails. The fees are very nominal compared to most agencies."

"BAAS has Xiaoqing. She works to know the families and match the children appropriately. She returns calls and emails in a timely manner. A professional and caring person!"

"I chose BAAS simply because they had my son's file. If they hadn't had my son's file, I probably would

have gone with FTIA, who we used before, just because they were familiar. I had heard positive things about my current agency (BAAS) - their fees seem reasonable, and their facilitator is fantastic about returning emails in a timely fashion."

"One word... Xiaoqing! She is simply the best. She is an advocate in all areas: the waiting children, her clients and our children. It is also a small agency so there is a more personal touch. Xiaoqing is emotionally involved in your case. She is a real advocate."

"We used them for our fourth adoption and I was just so impressed with all that Xiaoqing did to match us with our son and all that she did "behind the scenes" to ensure that we traveled as quickly as we could to bring our son home."

"The reputation of their special needs coordinator, Xiaoqing Cai is the main reason. Also, fees are low. You get to travel when you can, not with a group."

"Fast matches, good China connections. Good reputation!"

"We heard the China special needs coordinator was great and she was and we would be matched quickly. She did match us quickly and helped us through the process. She's very knowledgeable about how it all works. She stays up all night many nights just to talk to China."

"Xiaoqing Cai the Chinese special needs coordinator is amazing. She works at off hours to find matches, is receptive to your needs, cares about finding you your child, and is always available. The wait time is very short--my friend got matched last month with as young as possible, minor need, female, the day she was logged in, 3 days after a new list came out, when 72 hour lock was listed. Xiaoqing goes outside one's list, and finds kids that she thinks might work, but doesn't fault you if you're not comfortable, and have to release a referral."

"The costs are low and the time frame seems to be less than others. Although there is minimal hand holding along the way, the WC coordinator returns emails and is accessible."

"Fast match. Competitive fees. Great communication through process. Amazing coordinator who goes above and beyond every time."

"Fast service, Xiaoqing gets back to you at all times of the day. Xiaoqing works hard to match you to the right child."

"Xiaoqing is amazing at matching quickly!! No need to wait for a match if you choose BAAS. Good agency that is low cost and easy to deal with."

"I was referred to BAAS by a good friend. After talking with the program director on the phone and hearing APs rave about them on their Yahoo group, I knew we couldn't go wrong with them. Now we have been matched the first month possible and go to China in 3 months!"

"Xiaoqing was simply amazing throughout the process. She called the orphanage when we had a question about something in the file we had (she did this before ever receiving our payment). She was very up front with things and answered any questions we may have had and even stated it was her job to find the child that was for our family and we should accept a referral without doubts or questions about our child if we could get the answers. Xiaoqing works from her home and way after office hours going through the shared list looking for newly added children. That is how our little one was found. Nothing but good about her and BAAS!"

"I chose [BAAS] based on the Waiting Child coordinator, her work ethic, and honesty. You know where you stand when you work with her. She truly works for her families."

"The China coordinator is very responsive and expedites each step of the process as quickly as possible."

"The fact that their reputation is stellar. I think that having a person fluent in Mandarin along with connections at the CCWA is such an asset to the agency. [BAAS] fees are not overpriced and it is obvious that the children come first....before the parents. Which is an excellent thing in my opinion."

"Xiaoqing Cai! China coordinator. She works all hours and always gets back with us quickly! Fees are very reasonable."

"A friend of mine had recommended BAAS to us. We contacted BAAS and they immediately signed us up for an orientation class. Since then, any questions about our process were either answered by a phone call or by e-mail. They supplied us with a HUGE binder of information, although it was overwhelming at first, it was very helpful. I never had to wait long for a return call or for an e-mail response. We got to know everyone by name. Since we live in the Bay Area, it was easier to stop by and drop-off/pick up paperwork and drop off our payments. BAAS got us in contact with Xiaoqing. She is the best!!! I can't believe how much she has done for us. She works odd hours, just like my husband and I. She does so much for us and from what I can tell she does a lot of work for everyone."

"We have had so much trouble with our present agency and this one stood out during the slowdown. [BAAS] clients always post wonderful comments."

"I have heard amazing things about this agency and been on one of their list serves. In comparison to the one we used it seems personal, informative and like they are passionate about getting special needs children matched well."

"BAAS was willing to do things quickly, they were inexpensive and would answer my questions almost immediately."

"BAAS actively participates in the shared list of China special needs children, and the overall price is significantly lower than our first agency, CCAI."



Lifeline Adoption

www.lifelineadoption.org

Families who selected Lifeline as their agency of choice gave the following reasons:

"Lifeline has phenomenal in-country services. These can be critical if anything goes wrong."

[Lifeline] prays for each family AND the children. Really cares about what we are doing and going through. Many have adopted themselves. Keeps you very informed of what is going on. They have a wonderful coordinator in China."

"Lifeline has what I call the Lifeline difference. They are truly out to find families for children, not to find children for families. I like that about them. Also, they pray daily for us and send us sweet little cards and messages letting us know they did. That warms a waiting mom's heart. I can't imagine not having the excellent Lifeline team holding my hand through every step."

"They have a great reputation, although I have not used them."

"I have only heard good things about [Lifeline]. I love their Christian stand. We are only at the beginning of the process with them."

"[Lifeline] matches super quickly, they do your dossier for you included in the fees and they answer your e-mails right away."

"[Lifeline] helped us get our daughter's file transferred to another agency! They spent a lot of time with me and knew I was not going to use them. They are faith based and I feel very comfortable with them. They obviously care about the children and will do whatever it takes. They have good relationships with China. Lastly, they are warm and fuzzy."

"Lifeline is a Christian agency with a stellar reputation. I have never heard one person say a bad thing about them. The women who I have worked with at Lifeline do not view their work as a job- it is their passion. They are amazingly quick to respond and will respond via email or phone at night, on weekends, and even holidays sometimes! Lifeline's China coordinator in country is amazing and she is great at helping families find a child that would be a good fit and she is great at matching families! Lifeline will transfer files from their designated list if they do not have any interested families and are currently even transferring a file of a child in an orphanage partnership who does not have a family. They are in it for the right reasons and truly care about the kids finding families!"

"Excellent reputation, affordable and they really do care!"

"[Lifeline] was willing to try for a second waiver when other agencies had just said "NO" AND they sent the LOI with only the application fee paid. No huge financial risk for us. So blessed that Lifeline said Yes. We are now bringing home 2!"

"[Lifeline] has been very positive in their responses. I like the way they handle their business and the people. I have heard nothing but good things from Lifeline."

"First chose [Lifeline] after I met the staff at an adoption conference I spoke at in November 2010. Loved the people and that they are real strong Christians. Then they worked very hard to get us waivers. We are a mega sized family nowhere close to income requirements. If not for Lifeline I am sure we would not be adopting. I would use them again for the same reasons. Love the strong Christians that most all of the staff are. Big plus in our book! They are not the cheapest agency though."

"Lifeline is interested in getting children into homes, and the staff is knowledgeable and reputable."

"[Lifeline is a] Christian agency and has a short wait for referral."

"Lifeline has a fabulous in-China team. They are also very fast with matching families and they are

great with communication. They understand the process inside and out and work hard to make it as easy/quick as possible for their families."

"I would choose Lifeline ... we are using Lifeline now and this is our 4th agency (because our children were on different agencies' WC lists.....before the shared list). Lifeline by far has all other agencies that we use beat. They are VERY mission minded and I like that. They work hard to place children in Christian homes so that they can be twice adopted. Adopted by a family and then adopted by God."

"We just finished our third adoption, but first with Lifeline. They were amazing!"



International Family Services

www.ifservices.org

Families who selected International Family Services as their agency of choice gave the following reasons:

"We received such personal service from everyone in the agency. They took all my calls no matter how often I called and we were well cared for. To this day, I am close to the Executive Director. I would select them today for this same reason. They were a perfect fit for us."

"They have been amazing with both of our previous adoptions! They all give out their personal cell phone numbers and are always available. (They have even been available to answer questions while they were on their vacations!)"



Small World Adoptions

www.swa.net

Families who selected Small World as their agency of choice gave the following reasons:

"We switched to [Small World] at the front of our adoption of Jolie. We had asked another reputable person of her opinion on agencies and she gave us several with good reputations and encouraged us to ask them questions. We sent our questions to 3 of her top choices and Small World answered the questions with the answers we were looking for. They did everything they said they would do. We chose them for the reputation of having an SN adoption complete within 1 year from signing up to Gotcha Day. AND ours was almost a year to the day. They also offered a fee reduction to tithing families and people in the ministry....I thought that was nice even though we are not in the ministry."

"We used [Small World] for our first adoption from China. We have since used three other agencies. None compares to [Small World's] in country service, support and encouragement during the paperwork

process, and actual interest in our child.”

“[Small World] is a small agency that has great moral values. They match very quickly, in fact we were LOI before DTC. They care more about the children than the money. Everything went very smoothly for our adoption. When we hit a road bump, they bent over backwards to help!”

“We completed an adoption with [Small World] in December 2010 and were very happy with them. This was our 2nd special needs adoption from China but our first time to use Small World.”

“Honestly they had a specific referral for a child we decided was to be our daughter. It was a leap of faith but turned out they are an excellent agency!”



Faith International Adoptions

www.faithadopt.org

Families who selected Faith International as their agency of choice gave the following reasons:

“[Faith] happened to be advocating for our daughter and we weren't even considering adoption – we didn't qualify. But they went to bat for us and got a length of marriage waiver! They have been a dream to work with every step of the way. Waiting for their call telling me I have TA!”

“We didn't choose Faith per say, our son was on their waiting children's list and another agency was working with them. We sort of used both agencies but travelled with Faith.”



Adoption Associates Inc.

www.adoptionassociates.net

Families who selected Adoption Associates as their agency of choice gave the following reasons:

“[AAI] has excellent communication and in country staff. Everything was taken care of for me - I just had to send the check. Prices were fair, and response was fast.”

“[AAI] has its' own social workers so you don't have to coordinate with a separate agency for your home study. Their China staff is fantastic, particularly the woman who does the matching from the Waiting Children program. She gets to know the families very well in order to make the best match possible. In recent months, they have also become strong advocates for the Special Focus kids and have a password-protected advocacy site on their website with information about kids on the shared list as well as kids designated to the agency.”

"[AAI] came HIGHLY recommended by a woman that had used them twice. My meeting this woman was at the perfect time and in the perfect way. We felt very led. The amount of time [AAI] spent with us was incredible, and we have felt very prepared throughout the process. I have been amazed that so many people are looking for answers on Yahoo groups that their agencies should have provided on day one. They answer the phones and return calls and emails promptly. The compassion, dedication and honesty we receive from Adoption Associates, Inc is amazing."

"Fees seem reasonable, personable staff, good history, available via email, phone, or Skype for those of us not in Michigan."



Families Thru International Adoptions

www.ftia.org

Families who selected FTIA as their agency of choice gave the following reasons:

"Personal references."

"Reputation (other families we met in China), cost & handling of the travel part of our adoption."

"We have used FTIA for our three adoptions. Betty - the China coordinator is wonderful, and all the staff have been more than helpful in getting our daughters home (one of which was aging out and the process needed to be completed quickly)."

"We have used [FTIA] for two adoptions, and they have been above and beyond both times! I receive a response to my emails or phone calls usually within the hour and always within a few hours. Their fees are some of the lowest. They were helpful throughout the process and our in-China travel and service was excellent!"

"[FTIA] has an excellent reputation, established programs in China, Russia and Guatemala. But they still look at additional countries/programs. One reason I chose them is their location (near). Throughout the process, they held my hand, listened to me complain and cry. My placement coordinator personally saw my daughter on a trip to China and was able to bring back both official updates and a "mommy opinion"."



La Vida

www.lavida.org

Families who selected La Vida as their agency of choice gave the following reasons:

*"I've heard that La Vida is one of the more expensive agencies, but I appreciated that they handled *everything* for me. I never struggled with paperwork or red tape."*



Holt International

www.holtinternational.org

Families who selected Holt as their agency of choice gave the following reasons:

"I have heard a lot of good things about [Holt]. They have been around for a long time. I would not go with the same agency we used for our first 2 adoptions."

"[Holt] tries to keep families together (not push adoption first). Local offices."

"We are currently in process with Holt so it wasn't all that long ago we did research and chose Holt. We wanted a Christian agency, not China only, that had a solid reputation. The main reason I would choose Holt again is their China program director, Beth Smith. There are other agencies I did not research before that I would look at now."

"After using another agency in which we lost all our money when the country closed down for International adoption we chose Holt because they will refund most of your money if a problem occurs out of your control."

"We chose Holt for their reputation, history and care we experienced from their staff."

"We felt that [Holt] adhered to high ethical standards Their long-term relationships in India and China Ethics (not necessarily religion, though we know that Holt seeks to adhere to Christian principles) above all was our determining factor."

"We have used [Holt] in the past and the service we received both here and in China was stellar. They were always willing to answer questions and we never felt rushed or not important to them."



ASIA Adopt

www.asiaadopt.org

Families who selected ASIA as their agency of choice gave the following reasons:

"Honest, quick to respond, works hard for their clients and others. Bilingual staff speeds the process."

GREAT! WONDERFUL support in China!"

"We are not in process (saving for next adoption) but we will only choose among agencies that allow families to choose two adoptions at once, allow us to match with our children ourselves, and those who charge reasonable fees. ASIA seems like the best fit, but honestly, we registered and participated in their phone conference months ago, and no one even emailed much less telephoned to follow up with us. Seems like even in days when agencies are crying poor that not one I have contacted actually is looking for new clients because none have followed up after my first contact with them. So frustrating!"

"We have been very impressed with the responsiveness of the staff and the way they seem to truly care about the families and the children. The process has been flawless each time (on our third adoption through them), travel has been efficiently planned and executed, and we have had nothing but praise for everyone involved. Great experiences with them."



America World Adoption

www.awaa.org

Families who selected America World as their agency of choice gave the following reasons:

[AWAA is] Christian based. Past wonderful experiences with all expectations met."

"Christian agency, great track record for getting everything together. Walked us through every step. Low rates for travel and hotels."

"I find [AWAA] very trustworthy and really in it for the children."



Wide Horizons

www.whfc.org

Families who selected Wide Horizons as their agency of choice gave the following reasons:

"Because [WH] knows a lot of the children personally and it seems more personal."

"Very personable and knowledgeable. Held our hands throughout the whole process. Really cared."

They are located close to where we live. [WH] has a great reputation, and has come highly

recommended.”



AAC Adoption

www.aacadoption.com

Families who selected AAC as their agency of choice gave the following reasons:

“I chose [AAC] first because I saw my son on their waiting list. I have enjoyed the personalized service and attention to detail that this smaller agency has provided. I would definitely use them again.”

“We are using [AAC] with our current adoption (traveling Oct. 8th) and have had a great experience so far. They always returned our emails and calls within a few hours if we don't speak to someone immediately.”

“We started our process with AAI. We did not have good luck with them and they would not even attempt to get a waiver for us. AAC was wonderful. Very responsive, caring and worked hard to get us the waiver that allowed us to bring home our beautiful daughter.”



Dillon International Adoption

www.dillonadopt.com

Families who selected Dillon as their agency of choice gave the following reasons:

“Denise, the China coordinator was amazing throughout our adoption. She was very honest with us. She was always available to us by phone or email. I got EVERY one of my questions answered- and I had a lot! The fees were a bit higher than other agencies, but they did our dossier authentication for us and it was worth the extra money to me. They do not do group travel, and were very flexible with our travel plans. Dillon is also a Christian agency, not only in name, but in action. They pray for each of their families weekly and prayed for the children as they were matched, asking for God's guidance. They are VERY helpful post-adoption with any struggles we've had (even minor), and offer some amazing summer camps for adopted kids.



Children’s Hope International

www.childrenshopeint.org

Families who selected Children’s Hope as their agency of choice gave the following reasons:

“I have used them before and am currently using them for my 2nd adoption. I find them great to work with. They keep you really informed.”



Adoption Advocates

www.adoptionadvocates.org

Families who selected Adoption Advocates as their agency of choice gave the following reasons:

“Lower fees, and [AA] is more down-to-earth than many agencies. I really connected with the program coordinator.”



Living Hope Adoption

www.livinghopeadoption.org

Families who selected Living Hope as their agency of choice gave the following reasons:

“Travel facilitation was good. Prices were reasonable and competitive. Special Needs Program coordinator is very good with the shared list.”



A Helping Hand

www.worldadoptions.org

Families who selected A Helping Hand as their agency of choice gave the following reasons:

"I adopted my daughter through [Helping Hand], and they were good."

"They were recommended by a family in our church who used them. I would select [Helping Hand] only because we had used in the past, and I really don't know anything about the other agencies. I'm open to learning about them though."



Children's Home Society and Family Services

www.chsfs.org

Families who selected CHSFS as their agency of choice gave the following reasons:

"Have used [CHSFS] twice for special needs China and they were on top of things and reasonably priced."

"We recently completed an adoption with them through the China Waiting Child program. They had excellent staff from home study through in-country guides. They are quick to make matches off the shared list and returned messages quickly. Their pre-adoption education was great, too. We were extremely pleased."



OTHER

Families who selected Other as their agency of choice did so because their agency was not listed on the survey. Respondents were asked to name their agency in their comments below:

"Pearl S. Buck Agency for their historical and supportive programs, follow through and hand-holding through the process. I wish we had been able to go with them (but we ended up having a perfect child walk into our lives, so who knows). I know I don't recommend the agency we used!"

"Heartsent Adoptions in Orinda, CA is the most amazing agency! They have a true heart and they help you so much along the way! They truly care for parents and the children! They are VERY experienced with Taiwan and China Adoption as well as other countries, but Asia is their main focus. I cannot recommend them highly enough!"

"This is our third adoption. We have used 3 different agencies. Children's House International by far was our favorite. They have a very supportive yahoo group and the agency is always very willing to answer questions and guide the way. They are more like a family than a business."

"All God's Children! We are working with Wasatch currently and while I do like them overall we are not thrilled with the level of involvement that we have received from our coordinator. We would choose a slightly smaller Christian organization if we were to do this again."

"We used Children's House International and would love to see them on the survey."

"Family Tree (now Bethany). They had many openings and were very supportive."

"Our agency is in our state, European Adoption Consultants. They have been wonderful in walking us through the process and have been very attentive. I feel like they have held our hand through this and appreciate their knowledge and care of us since this is our first adoption."

"Children's House Int'l is superb in every area. They are informative, responsive, and they do not minimize questions from adoptive parents. Also, they do not force a travel agenda on parents. They made contact with us in China and we were assured that they were available if we needed them."

"Hand In Hand is our agency. We really have no complaints, think their prices are fair, didn't really do a lot of "shopping" in that area though. They are a small but reputable agency. We like their way of matching. We are using them right now and would use them again!"

"Christian World Adoption - we chose them because of the Hope Project. Used Small World for home study. I would use them again because their website was very informative and I thought my CWA case worker was great."

"Villa Hope: they are small, have excellent communication with families. There is only one person to deal with from dossier to travel rather than departments. Stayed up all night for new lists. Pulled all the files we wanted."

"We have used Villa Hope in Birmingham, Alabama for two adoptions from China. We are currently using them for a third adoption. I selected this agency because it is local. The China Coordinator is amazing."

"European Adoption Consultants. Decision Points: their China Guide-Uncle Zhou, the agency is personal and full service."

"We would select Heartsent Adoptions because they are a smaller agency that is more willing to work with each client based on their individual needs. While larger, longer established agencies are not always willing to ask for waivers or support their client on a matter that may not appear to be acceptable to CCAA, this agency is willing to give it a try."

"Homeland Adoptions. They are a "no frills" agency, reputable, reliable and cost effective".

"We used Pearl S. Buck International out of Perkasio. It is a small agency but they are ALWAYS there for you (even when you are in crisis in another country). Their waiting children's facilitator matches very quickly because she is only looking for several children at a time. Very honest, reputable and have been around a long time."

