Gains against Goals

The PQI Committee submitted three improvement plans to COA in June of 2019. The goals for these plans are as follows:

- Residential and Foster Care Clients—Goal Completion Improvement

- Residential and Foster Care Clients—CFARS Score Improvement

- Foster Care Quarterly Records Review—Accuracy Improvement

Four Components of a COA Improvement Plan

Plan	Do	Check	Act

✓	8/10/19	Researched new tools for client assessments. Spoke with Children's Functional Assessment Rating Scale (CFARS) creator.
✓	8/20/2019	New procedures for Foster Care Quarterly Case Records Review (QCRR) were established with input from VP of Foster Care, Foster Care Coordinator and Supervisors.
✓	8/27/2019	Team (PQI Coordinator Residential VPs, Foster Care VPs and Supervisors)decided on replacing the Children's Global Assessment Scale (CGAS) with the CFARS
✓	9/5/2019	Online training/certification for administering the CFARS was made available to Residential and Foster Care Case Managers.

✓	9/15/2019	A sample review of foster care files was completed with the following results:
		    West TN 75% accuracy
		    Middle TN 86% accuracy
		    East TN 90% accuracy

✓	10/16/2019	All Residential and Foster Care Case Managers completed CFARS certification. Face to face staff training for CFARS, Program Goals and KalediaCare changes was completed for all Residential and Foster Care Case Managers.
✓	11/1/2019	CFARS replaced the CGAS. Individual Program Plan goals for each client were updated with CFARS and pertinent goals.

✓	11/7/2019	QCRR were completed for foster care with the following results:
		    West TN 94% accuracy
		    Middle TN 92% accuracy
		    East TN 95% accuracy

☐	1/2020	PQI Coordinator will complete QCRR on all campuses and locations. Dashboard (at tennesseechildren.org) will be updated with results on reviews.
☐	2/17/2020	PQI Quarterly Meeting—PQI Committee will review gains against goals, evaluate progress and implement changes, if needed.
☐	2020	Continue quarterly monitoring of all program improvement plans

Final Accreditation Report (FAR)

In 2015, TBCH had ten areas designated as "Areas for Opportunities" or weaknesses.
In 2019, TBCH has only one area designated as an "Area of Opportunity" or weakness.

AREA	2015			2019		
	1	2	3	1	2	3
ETHICS	33%	66%	0%	100%	0%	0%
FINANCE	87%	13%	0%	100%	0%	0%
GOVERNANCE	69%	31%	0%	80%	20%	0%
HUMAN RESOURCES	66%	33%	0%	52%	48%	0%
PERFORMANCE QUALITY IMPROVEMENT	7%	80%	13%	0%	100%	0%
RISK PREVENTION MANAGEMENT	36%	61%	2%	56%	44%	0%
ADMINISTRATIVE AND SERVICE ENVIRONMENT	47%	53%	0%	100%	0%	0%
BEHAVIOR SUPPORT AND MANAGEMENT	69%	31%	0%	100%	0%	0%
CLIENT RIGHTS	38%	62%	0%	88%	12%	0%
TRAINING AND SUPERVISION	50%	50%	0%	100%	0%	0%
ADOPTION SERVICES	31%	67%	2%	100%	0%	0%
FOSTER KINSHIP SERVICES	26%	72%	1%	96%	4%	0%
GROUP LIVING SERVICES	46%	52%	2%	67%	31%	2%

Ratings: 1 = Full Implementation; 2 = Substantial Implementation; 3 = Partial Implementation; 4 = Unsatisfactory Implementation

Comments from COA

ETHICS

The board members who were interviewed explained that ethics was the most important trait to consider when selecting new board members. It is clear that this attitude is consistent throughout the board, President, and staff of the organization.

FINANCE

The organization has comprehensive financial data and reports that are reviewed monthly by leadership and the board. The financial processes are clearly defined, and resources are managed effectively.

GOVERANCE

There is great continuity on the organization's board as a result of staggering terms, members returning to the board, and mixing in new board members in this process.

HUMAN RESOURCES

The personnel files are very well maintained and organized. The staff members are highly committed to the organization's mission.

PERFORMANCE QUALITY IMPROVEMENT

The organization has taken steps to strengthen their performance and quality improvement practices.

RISK PREVENTION MANAGEMENT

A review of potential risk is conducted annually. The leadership is attentive to any risk that may affect the ability to carry out the organization's mission.

ADMINISTRATIVE AND SERVICE ENVIRONMENT

The organization has strong policies and procedures to ensure accessibility, health, and safety. The organization is very thorough in their documentation of safety issues. They have developed clear, concise protocol for emergency situations.

BEHAVIOR SUPPORT AND MANAGEMENT

The organization has strong, concrete evidence of the effectiveness of its behavioral management training.

CLIENT RIGHTS

The policies and procedures are in compliance. The staff members demonstrate respect for the clients and clients are aware of their rights.

TRAINING AND SUPERVISION

The organization provides strong supervision to the staff. The supervisors are very dedicated to the organization and supportive of their staff. They provide required training and are cognizant of additional training needs or interests their staff may have.

ADOPTION SERVICES

The continuum of services enables the organization to work with foster families who decide to adopt. The organization has an open-door policy for families who are in need of assistance after their adoption is finalized.

FOSTER KINSHIP SERVICES

The strength of the foster care program is the staff. They show a strong dedication to ensuring the youth in care are provided a safe, stable, and nurturing family.

GROUP LIVING SERVICES

GLS The staff members are clear on the mission to provide a safe and caring environment for children. All children who were interviewed reported feeling safe and cared for in the program. The program facilities are exceptional in their cleanliness, organization, and size.