

# PQI ANNUAL REPORT

2019 - 2020



## Tennessee Baptist Children's Homes





# INTRODUCTION

In June of 2019, TBCH underwent re-accreditation with the Council of Accreditation (COA), an international independent, nonprofit accreditor of human services organizations. Our program services, administration and management, and service delivery received high marks across the board and praise from the site reviewers.

## Council on Accreditation (COA) Standards

### Administration and Management Standards

Ethical Practice

Financial Management

Governance

Human Resources Management

Performance & Quality Improvement

Risk Prevention & Management

### Service Delivery Administration Standards

Administrative & Service Environment

Behavior Support & Management

Client Rights

Training & Supervision

### Service Standards

Adoption Services

Family Foster Care & Kinship Care

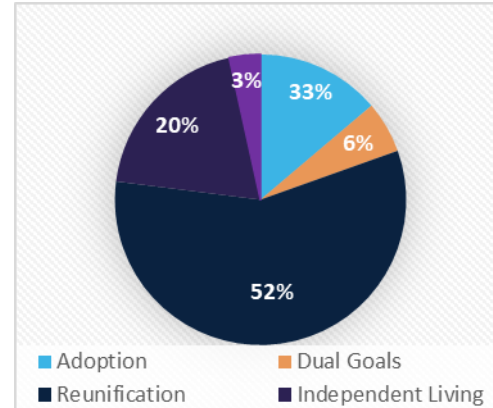
Group Living Services

# RESIDENTIAL CARE

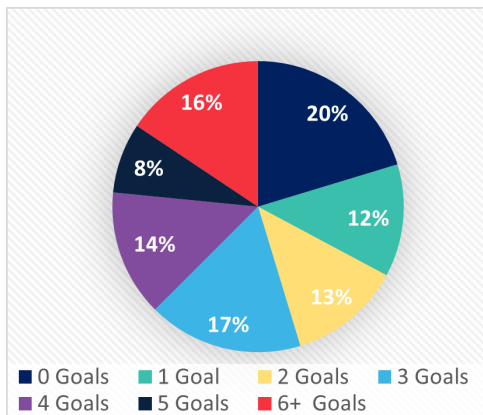
TBCH served 99 children on their three campuses in the 2019-2020 fiscal year. This is down from 123 children served in the 2018-2019 fiscal year. Due to COVID residential campuses suspended admission for approximately 90 days in the spring which explains the decrease in children served.

## Permanency Goals for Children in Residential Care

Reunification with parents, guardians or other family members is the goal for 52% of TBCH's residents, while 33% plan to move to an adoptive home at some point in the future. TBCH is expected to provide Independent Living services for 20% of its current residents in the future.



## IPP Goals for Children in Residential Care



80% (down from 83% last year) of TBCH youth in Residential Care completed at least one of the goals on their Individualized Program Plan. The uncertainty of COVID led to difficulties planning counseling sessions and family visitation. This coupled with school moving from remote to in-person learning sporadically made the decline in goal completion expected.

## QCRR for Residential Care

Quarterly Case Records Reviews evaluate the presence, clarity, quality, continuity, and completeness of required documents for children/youth in residential care. The accuracy of the residential files is consistently 100%.

	Q1	Q2	Q3	Q4
Brentwood	100%	100%	100%	100%
Chattanooga	100%	100%	100%	100%
Millington	100%	100%	100%	100%

## CFARS for Residential Care

	No change	Decrease	Increase
Relationship	65%	24%	12%
Safety	81%	12%	7%
Emotionality	62%	19%	19%
Disability	73%	7%	19%

The Child Functional Assessment Rating Scale rates children in 16 indexes\* organized in 4 domains and scores them accordingly. Decreases in CFARS reflect decline in problems severity, increases show elevations in problem severity and no change shows stability in problem severity.

\*Relationship—Hyperactivity, Work/School, Interpersonal Relationships, Cognitive Performance, Behavior in the Home, Danger to Others

Safety—Socio-Legal, Substance Use, Security Management Needs, Danger to Self

Emotionality—Anxiety, Traumatic Stress, Depression

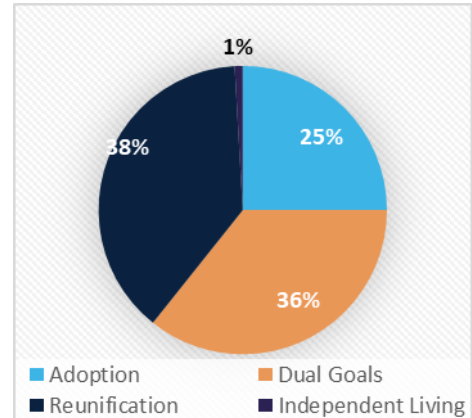
Disability—ADL (Activities of Daily Living) Functioning, Medical/Physical, Thought Process

# FOSTER CARE

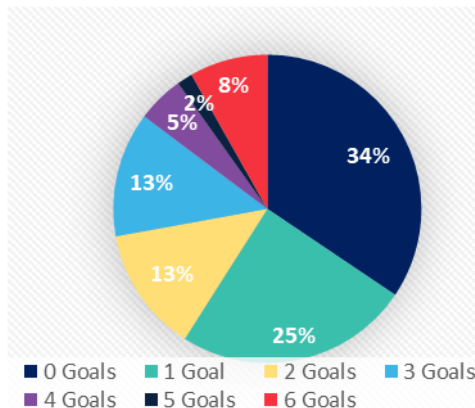
TBCH served 180 children in foster homes across the state during the 2019-2020 fiscal year. This is up from 177 children served in the 2018-2019 fiscal year. Due to COVID several foster homes were unable to take placements for a period of time due to remote school and foster parents working at home.

## Permanency Goals for Children in Foster Care

Reunification with parents, guardians or other family members is the goal for 38% of children placed in TBCH's foster homes, while 25% plan to move to an adoptive home at some point in the future. TBCH and DCS are working on Dual Goals (adoption/reunification) for 36% of the foster children in TBCH foster homes.



## IPP Goals for Children in Foster Care



66% (up from 54% last year) of children placed in TBCH's foster homes completed at least one of the goals on their Individualized Program Plan. The uncertainty of COVID led to difficulties scheduling case manager visits, counseling appointments and virtual schooling made it remarkable that children were completing more goals than in 2018-2019.

## QCRR for Foster Care

Quarterly Case Records Reviews evaluate the presence, clarity, quality, continuity, and completeness of required documents for children/youth in residential program. The accuracy of the foster files consistently continues to increase, and the statewide average has remained above 95% for the previous year.

	Q1	Q2	Q3	Q4
West	92%	97%	98%	97%
Middle	96%	95%	94%	93%
East	96%	98%	100%	100%

## CFARS for Foster Care

	No change	Decrease	Increase
Relationship	65%	24%	12%
Safety	81%	12%	7%

**\*Relationship**—Hyperactivity, Work/School, Interpersonal Relationships, Cognitive Performance, Behavior in the Home, Danger to Others

**Safety**—Socio-Legal, Substance Use, Security Management Needs, Danger to Self

**Emotionality**—Anxiety, Traumatic Stress, Depression

**Disability**—ADL (Activities of Daily Living) Functioning, Medical/Physical, Thought Process

The Child Functional Assessment Rating Scale rates children in 16 indexes\* organized in 4 domains and scores them accordingly. Decreases in CFARS reflect decline in problems severity, increases show elevations in problem severity and no change shows stability in problem severity.



# Employee Satisfaction Survey 2019 vs. 2020

Questions		2019 Satisfied/ Agree	2020 Satisfied/ Agree	Change	2019 Dissatisfied/ Disagree	2020 Dissatisfied/ Disagree	Change
Benefits and Compensation	Employees benefits offered meet my needs.	95%	97%	2%	0%	3%	3%
	My salary is appropriate compensation for my work.	76%	87%	11%	15%	13%	-2%
	My salary is connected to my performance.	62%	58%	-4%	15%	42%	27%
	Opportunities for raises, bonuses and career advancement are available.	50%	65%	15%	26%	35%	9%
	Attendance and time off policies are fair.	86%	93%	7%	4%	7%	3%
	I am satisfied with my benefits and salary.	89%	95%	6%	5%	5%	0%
Professional Development	Necessary tools, technologies, and resources are available.	85%	96%	11%	4%	4%	0%
	Balance between work and home life are encouraged.	77%	92%	15%	6%	8%	2%
	My workplace is safe and comfortable.	89%	99%	10%	5%	1%	-4%
	I have clearly defined job responsibilities.	87%	91%	4%	5%	9%	4%
	I am informed of promotion opportunities at TBCH.	48%	61%	13%	20%	39%	19%
	I am satisfied with my role at TBCH.	91%	98%	7%	4%	2%	-2%
Personal Assessment	I understand the mission, vision, and values of TBCH.	94%	99%	5%	2%	1%	-1%
	I am proud to be a part of the ministry at TBCH.	98%	100%	2%	0%	0%	0%
	My job makes a difference in the lives of others.	98%	100%	2%	1%	0%	-1%
	I feel a sense of personal accomplishment in my work.	97%	100%	3%	0%	0%	0%
	Working at TBCH is a good fit for me.	99%	100%	1%	1%	0%	-1%
Communication and Involvement	I receive information I need to coordinate my work with others.	80%	89%	9%	5%	11%	-6%
	HR, management, and other departments respond in a timely manner.	81%	100%	19%	5%	0%	5%
	The appropriate people are involved in meetings and initiatives.	69%	89%	20%	12%	11%	1%
	I feel comfortable going to management with my concerns.	79%	89%	10%	9%	11%	-2%
	I am kept informed about relevant updates.	70%	83%	13%	7%	17%	-10%
	I receive helpful feedback about my performance.	78%	97%	19%	7%	3%	4%
	My supervisor(s) takes an active role in my personal and/or spiritual growth.	74%	83%	9%	12%	17%	-5%
	Survey responses are used to improve programs.		87%			13%	

Follow up conversations with leadership included:

Merit bonus and salary increase opportunities

Accountability for responding to emails and calls in a timely manner

Rewording the survey to change “promotion” to “job” opportunities due to the limited promotion opportunities of an organization the size of TBCH

# Giving Summary



When churches across Tennessee made the tough decision to cancel in-person gatherings and move to virtual services, we already understood that church giving would drop. Our fiscal year closed at the end of October, and now eight months into this pandemic we can see some very hopeful trends in the way our donors are giving. This perspective is based on a comparison of our past two fiscal years.

As expected, church gifts are down nearly **15%**, reflecting smaller gifts and gifts from fewer churches. Our prayers go out to the struggling congregations across the state. Perhaps in part because more people are worshipping at home, online giving has increased about **66%**, and almost **38%** more people are giving online!

Event giving yields another promising figure. Like many nonprofits, we've had to think outside the box. We rescheduled and modified golf tournaments, went virtual with the 2020 I Cared for One gala, and added a social-distancing-friendly TopGolf event. Supporters apparently appreciated our efforts with a **43%** increase in total event donations.

Through all the ups and downs of 2020, God has continued to bless TBCH through our faithful donors. With their help, we will continue to welcome children in hard places and show them the hope in Christ they may need now more than ever!

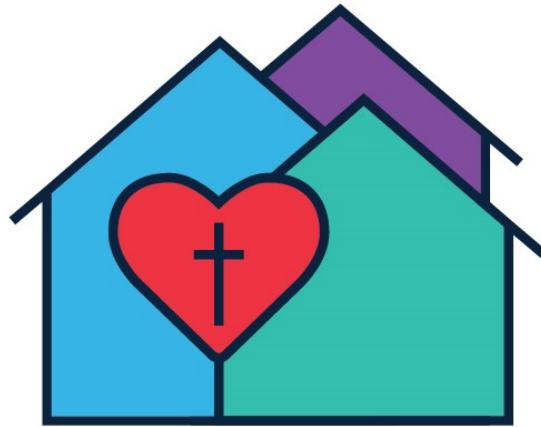
# Houseparent Survey Results

Statewide Averages						
	Strongly Agree	Agree	Total Agree	Disagree	Strongly Disagree	Total Disagree
1. The training I receive from TBCH helps to improve my ability to parent residents.	57%	40%	97%	3%	0%	3%
2. I would recommend being a houseparent at TBCH to others.	52%	45%	97%	3%	0%	3%
3. I receive adequate background information from the program staff about residents prior to placement in the home.	28%	66%	93%	7%	0%	7%
4. I receive adequate information from TBCH on an on-going basis about the residents.	31%	59%	90%	10%	0%	10%
5. My concern and opinions are treated with respect and are responded to in a timely, adequate and fair manner by program staff.	27%	57%	83%	17%	0%	17%
6. My calls are returned from TBCH campus staff in a timely manner.	40%	50%	90%	10%	0%	10%
7. I generally feel safe with the residents placed in the home.	47%	50%	97%	3%	0%	3%
8. TBCH State Office staff treat me professionally and courteously.	53%	47%	100%	0%	0%	0%
9. TBCH State Office staff are helpful when I contact them.	53%	47%	100%	0%	0%	0%
10. Residents placed in the home have adequate and appropriate contact with their parents and/or sibling(s), if approved by the program staff.	57%	37%	93%	7%	0%	7%
11. I am confident in my ability to meet the needs of the residents placed in my care.	47%	50%	97%	3%	0%	3%
12. TBCH support helps me meet the needs of the residents placed in my care.	50%	47%	97%	3%	0%	3%
13. The home's safety and maintenance are monitored regularly by TBCH program staff and/or Peer Review Teams.	60%	37%	97%	3%	0%	3%
14. I have been able to manage the residents in my care, despite their individual level of need.	50%	47%	97%	3%	0%	3%
15. Extra duties assigned by TBCH during down time (on duty) are disbursed equitably	30%	50%	80%	17%	0%	17%
16. The home's physical set-up meets the safety needs of the residents.	43%	33%	77%	20%	3%	23%
17. I feel a sense of unity among the residential staff, including program staff and houseparents.	13%	47%	60%	33%	7%	40%
18. TBCH helps me develop plans in preparation of emergency (i.e., accidents, run away behavior, serious illness, fire and natural disasters).	33%	57%	90%	10%	0%	10%
19. TBCH program and/or Peer Review teams frequently assess the safety of the home.	37%	57%	93%	7%	0%	7%
20. Overall, I feel I have received all the support, training and assistance needed to be successful as a houseparent with TBCH.	43%	50%	93%	7%	0%	7%

# Foster Parent Survey Results

Statewide Averages						
	Strongly Agree	Agree	Total Agree	Disagree	Strongly Disagree	Total Disagree
1. My preferences, needs and abilities were taken into consideration by TBCH prior to bringing the child(ren) into my home.	73%	21%	94%	0%	6%	6%
2. TBCH provided me with as much specific information about the child(ren) as possible prior to placement in my home.	61%	32%	93%	7%	0%	7%
3. The PATH and/or TNKey training was presented by TBCH in a professional manner.	79%	20%	99%	0%	1%	1%
4. I would recommend being a TBCH foster parent to others.	81%	17%	98%	2%	0%	2%
5. I know who I can contact at TBCH if there is a problem with my case manager.	71%	23%	94%	6%	0%	6%
6. I have received adequate information from TBCH on an on-going basis about the child(ren) placed in my home.	58%	33%	92%	8%	0%	8%
7. TBCH responds proactively to challenges and conflicts associated with placements.	69%	27%	96%	0%	4%	4%
8. When I express concerns and opinions they are met with respect and handled by TBCH with respect in a timely, adequate, and fair manner.	67%	25%	92%	6%	2%	8%
9. I have felt safe with the children placed in my home.	78%	19%	98%	2%	0%	2%
10. I have been informed by TBCH of my rights and responsibilities as a foster parent.	66%	30%	96%	4%	0%	4%
11. TBCH required me to develop a plan in the event of an emergency (i.e. accidents, serious illness, fire and natural disasters) during the home study process.	92%	8%	100%	0%	0%	0%
12. TBCH assess the safety of my home regularly.	80%	19%	98%	2%	0%	2%
13. The child(ren) and I visit with our TBCH case manager as required in our service plan directed by DCS.	80%	20%	100%	0%	0%	0%
14. My TBCH case manager has contacted me (by phone, visits, mail, etc.) on a regular basis during COVID-19.	65%	33%	98%	2%	0%	2%
15. The child(ren) placed in my home have had adequate and appropriate contact with their parents and siblings, if approved.	62%	37%	99%	1%	0%	1%
16. I am confident TBCH will help me when needs arise concerning the child(ren) placed in my care.	74%	22%	96%	2%	2%	4%
17. I have been assisted in getting what the child(ren) in my care need, despite the care level of each individual.	64%	34%	98%	2%	0%	2%
18. My foster child(ren) receive regular/needed medical, dental, developmental and health services.	74%	26%	100%	0%	0%	0%
19. OVERALL, I feel I have received all the support, training and assistance needed as a foster parent from TBCH.	74%	20%	94%	4%	2%	6%





**Tennessee Baptist  
Children's Homes**