

PQI ANNUAL REPORT

2020 - 2021



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

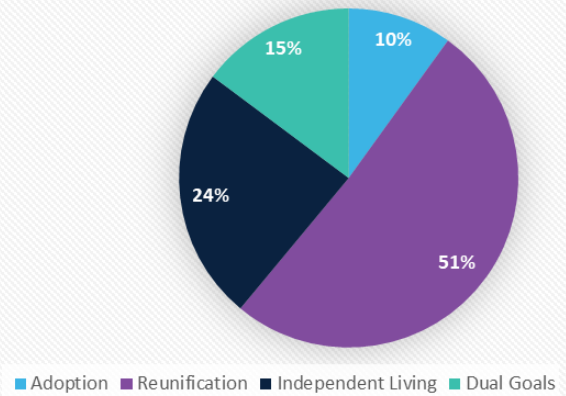
RESIDENTIAL CARE

TBCH served 85 children on its three campuses in the 2020-2021 fiscal year. This is down from 99 children served in the 2020-2021 fiscal year. The 14% decrease was due to staffing shortages and ongoing placement struggles caused by COVID.

Permanency Goals for Children in Residential Care

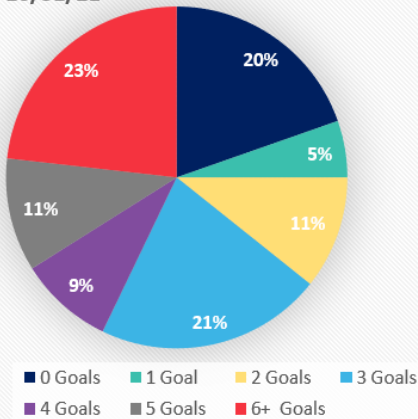
Reunification with parents, guardians or other family members is the goal for 51% of TBCH's residents, while 10% plan to move to an adoptive home at some point in the future. TBCH is expected to provide Independent Living services for 24% of its current residents in the future. 15% of TBCH residents have Dual Goals which means they are preparing for more than one possible permanency goal (i.e., Reunification or Independent Living).

Permanency Goals
11/1/20-10/31/21



IPP Goals for Children in Residential Care

IPP Goals Completed
11/1/20-10/31/21



80% (no change from last year) of TBCH youth in Residential Care completed at least one of the goals on their Individualized Program Plan (IPP). The persistent COVID pandemic continued to hamper scheduling counseling sessions and family visitations. Although the number of residents who completed at least one goal was unchanged, residents who completed 6 or more goals increased by 44%. This indicates residents are making more progress in the areas monitored by the IPP including: Health/Medical, Education/Vocation, Social Skills, Emotional/Behavioral.

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 consistently averages 100%.

	Q1	Q2	Q3	Q4
Brentwood	99%	100%	100%	97%
Chattanooga	100%	99%	100%	100%
Millington	100%	100%	100%	99%

CFARS for Residential Care

	No change	Decrease	Increase
Relationship	45%	13%	42%
Safety	65%	9%	25%
Emotionality	42%	25%	33%
Disability	78%	9%	13%

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

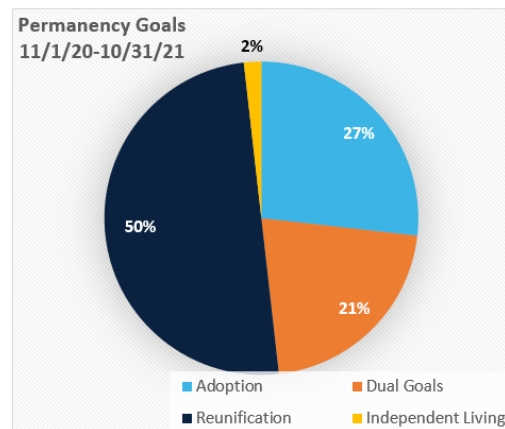
Disability—ADL (Activities of Daily Living) Functioning, Medical/Physical, Thought Process

FOSTER CARE

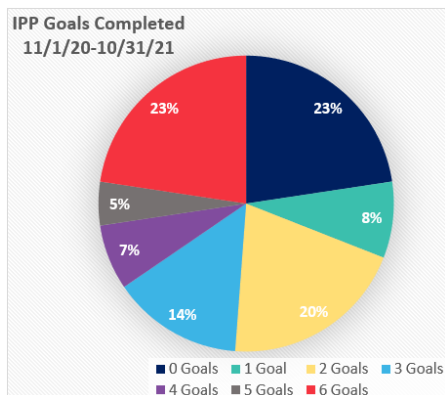
TBCH served 175 children in foster homes across the state during the 2020-2021 fiscal year. This is down from 180 children served in the 2019-2020 fiscal year. Due to COVID several foster homes were unable to take placements for a period of time due to remote school and foster parents working at home.

Permanency Goals for Children in Foster Care

Reunification with parents, guardians or other family members was the goal for 50% of children placed in TBCH's foster homes, while 27% plan to move to an adoptive home at some point in the future. TBCH and DCS are working on Dual Goals (adoption/reunification) for 21% of the foster children in TBCH foster homes. Independent Living either with TBCH or through DCS's extension of foster care is the goal for 2% of the children/youth in TBCH foster care.



IPP Goals for Children in Foster Care



77% (up from 66% last year) of children placed in TBCH's foster homes completed at least one of the goals on their Individualized Program Plan. Even more impressive is the increase in the percentage of children who met 6 or more goals from 8% to 23%. This reflects the work of case managers, foster parents, biological parents and children working to progress in the areas monitored by the IPP including: Health/Medical, Education/Vocation, Social Skills, Emotional/Behavioral.

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 96% for the previous year.

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

CFARS for Foster Care

	No Change	Decrease	Increase
Relationship	65%	16%	19%
Safety	73%	16%	11%
Emotionality	65%	19%	16%
Disability	76%	11%	13%

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

Employee Satisfaction Survey

Statewide
2020 vs. 2021 Comparison

Questions		2020 Agree	2021 Agree	Change	2020 Disagree	2021 Disagree	Change
Benefits and Compensation	Employees benefits offered meet my needs.	97%	99%	2%	3%	0%	-3%
	My salary is appropriate compensation for my work.	87%	86%	-1%	13%	0%	-13%
	My salary is connected to my performance.	58%	54%	-4%	42%	4%	-38%
	Opportunities for raises, bonuses and career advancement are available.	65%	73%	8%	35%	5%	-30%
	Attendance and time off policies are fair.	93%	95%	2%	7%	1%	-6%
	I am satisfied with my benefits and salary.	95%	89%	-6%	5%	0%	-5%
Professional Development	Necessary tools, technologies, and resources are available.	96%	97%	1%	4%	0%	-4%
	Balance between work and home life are encouraged.	92%	91%	-1%	8%	4%	-4%
	My workplace is safe and comfortable.	99%	96%	-3%	1%	1%	0%
	I have clearly defined job responsibilities.	91%	89%	-2%	9%	0%	-9%
	I am informed of promotion opportunities at TBCH.	61%	76%	15%	39%	4%	-35%
	I am satisfied with my role at TBCH.	98%	96%	-2%	2%	0%	-2%
Personal Assessment	I understand the mission, vision, and values of TBCH.	99%	99%	0%	1%	0%	-1%
	I am proud to be a part of the ministry at TBCH.	100%	100%	0%	0%	0%	0%
	My job makes a difference in the lives of others.	100%	100%	0%	0%	0%	0%
	I feel a sense of personal accomplishment in my work.	100%	98%	-2%	0%	0%	0%
	Working at TBCH is a good fit for me.	100%	99%	-1%	0%	0%	0%
Communication and Involvement	I receive information I need to coordinate my work with others.	89%	86%	-3%	11%	0%	-11%
	HR, management, and other departments respond in a timely manner.	100%	98%	-2%	0%	0%	0%
	The appropriate people are involved in meetings and initiatives.	89%	90%	1%	11%	1%	-10%
	I feel comfortable going to management with my concerns.	89%	87%	-2%	11%	2%	-9%
	I am kept informed about relevant updates.	83%	87%	4%	17%	0%	-17%
	I receive helpful feedback about my performance.	97%	88%	-9%	3%	3%	0%
	My supervisor(s) takes an active role in my personal and/or spiritual growth.	83%	81%	-2%	17%	1%	-16%
	Survey responses are used to improve programs.	87%	77%	-10%	13%	1%	-12%

Houseparent Survey Results

Statewide Averages 2020 v. 2021 Comparison						
	2020 Agree	2021 Agree	Change	2020 Disagree	2021 Disagree	Change
1. The training I receive from TBCH helps to improve my ability to parent residents.	97%	90%	-7%	3%	10%	7%
2. I would recommend being a houseparent at TBCH to others.	97%	97%	0%	3%	3%	0%
3. I receive adequate background information from the program staff about residents prior to placement in the home.	93%	83%	-10%	7%	17%	10%
4. I receive adequate information from TBCH on an on-going basis about the residents.	90%	83%	-7%	10%	17%	7%
5. My concern and opinions are treated with respect and are responded to in a timely, adequate and fair manner by program staff.	83%	87%	4%	17%	13%	-4%
6. My calls are returned from TBCH campus staff in a timely manner.	90%	97%	7%	10%	3%	-7%
7. I generally feel safe with the residents placed in the home.	97%	100%	3%	3%	0%	-3%
8. TBCH State Office staff treat me professionally and courteously.	100%	100%	0%	0%	0%	0%
9. TBCH State Office staff are helpful when I contact them.	100%	100%	0%	0%	0%	0%
10. Residents placed in the home have adequate and appropriate contact with their parents and/or sibling(s), if	93%	97%	4%	7%	3%	-4%
11. I am confident in my ability to meet the needs of the residents placed in my care.	97%	97%	0%	3%	3%	0%
12. TBCH support helps me meet the needs of the residents placed in my care.	97%	94%	-3%	3%	6%	3%
13. The home's safety and maintenance are monitored regularly by TBCH program staff and /or Peer Review Teams.	97%	91%	-6%	3%	9%	6%
14. I have been able to manage the residents in my care, despite their individual level of need.	97%	97%	0%	3%	3%	0%
15. Extra duties assigned by TBCH during down time (on duty) are disbursed equitably	80%	73%	-7%	17%	27%	10%
16. The home's physical set-up meets the safety needs of the residents.	77%	88%	11%	23%	12%	-11%
17. I feel a sense of unity among the residential staff, including program staff and houseparents.	60%	58%	-2%	40%	42%	2%
18. TBCH helps me develop plans in preparation of emergency (i.e., accidents, run away behavior, serious illness, fire and	90%	94%	4%	10%	6%	-4%
19. TBCH program and/or Peer Review teams frequently assess the safety of the home.	93%	85%	-8%	7%	15%	8%
20. Overall, I feel I have received all the support, training and assistance needed to be successful as a houseparent with TBCH.	93%	90%	-3%	7%	10%	3%

Foster Parent Survey Results

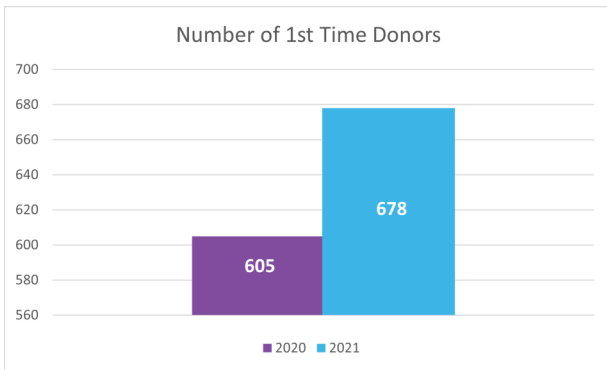
Foster Parent Survey Results 2021
(35 Respondents)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Answer
My feelings and needs were taken into consideration by TBCH during the planning process prior to bringing the child(ren) home.	54%	29%	9%	0%	3%	6%
TBCH provided me with as much specific information about the child(ren) as possible prior to placement in my home.	63%	23%	9%	3%	0%	3%
The PATH training presented by TBCH provided me the necessary training I needed to meet the child(ren)'s needs.	34%	40%	17%	3%	0%	6%
I would recommend being a TBCH foster parent to others.	69%	17%	9%	0%	3%	3%
I know who my TBCH contact is if I have a problem with my case manager.	66%	23%	3%	6%	3%	0%
I have received adequate information from TBCH on an on-going basis about the children placed in my home.	51%	37%	3%	3%	0%	6%
TBCH responds proactively to challenges and conflicts associated with the placement.	63%	11%	14%	3%	3%	6%
My expressed concerns and opinions have been treated by TBCH with respect and with a timely, adequate, and fair response.	63%	17%	11%	3%	3%	3%
I have felt safe with the children placed in my home.	60%	26%	9%	0%	0%	6%
TBCH has adequately prepared me to be a foster parent.	54%	29%	9%	0%	3%	6%
I have been informed by TBCH of my rights and responsibilities as a foster parent.	66%	29%	0%	3%	3%	0%
TBCH has prepared/helped me develop a plan in the event of an emergency (i.e. accidents, serious illness, fire and natural disasters)	63%	26%	3%	6%	3%	0%
TBCH assess the safety of my home.	77%	20%	0%	0%	3%	0%
My child(ren) and I visit with our TBCH case manager as required in our service plan directed by DCS.	77%	9%	6%	0%	0%	9%
My TBCH case manager has contacted me (by phone, visits, mail, etc.) on a regular and adequate basis.	80%	9%	6%	0%	3%	3%
Children placed in my home have had adequate and appropriate contact with their parents and siblings, if approved.	69%	6%	17%	0%	0%	9%
I am confident in my ability to meet the needs of the child(ren) placed in my care.	63%	26%	6%	0%	0%	6%
I feel TBCH support helps me meet the needs of the child(ren) in my care.	66%	20%	9%	0%	0%	6%
I have been able to manage the child(ren) in my care, despite the care level of each individual.	54%	26%	11%	3%	0%	6%
My foster child(ren) receive regular/needed medical, dental, developmental and health services.	80%	6%	6%	3%	0%	6%
OVERALL, I feel I have received all the support, training and assistance needed as a foster parent from TBCH.	63%	23%	3%	6%	3%	3%

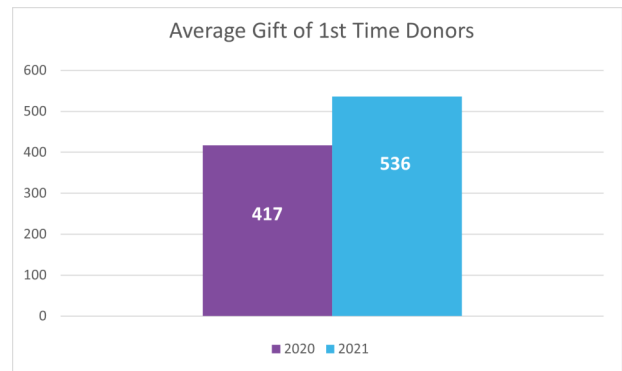
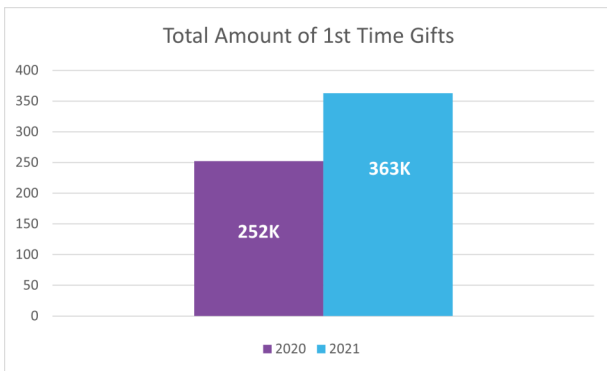
**Changes were made to the 2021 Foster Parent Survey; therefore, no comparison is available*

Advancement

First Time Donor Information 2020 vs. 2021

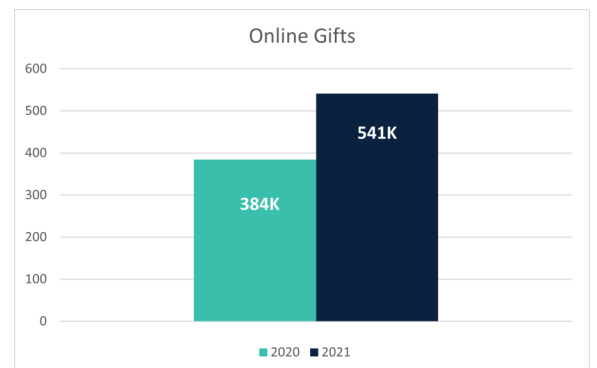


TBCH continues to grow a solid base of new donors each year. The number of 1st Time Donors increased by 12% from the previous year. The Average Gift of 1st Time Donors increased by 29% which yielded a Total Amount of 1st Time Gifts increase of 44%. The goal is to move our 1st Time Donors to consistent monthly, quarterly or annual givers.



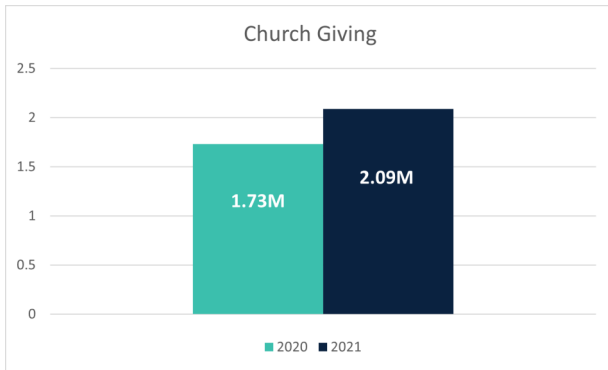
Online Giving Information 2020 vs. 2021

The 40% increase in Online Gifts can be attributed to a combination of conditions. Primarily, the Advancement Team has made a concerted effort to drive donors to give online. Advantages to online giving extend to donors and provide a simpler way to track giving for TBCH. We also speculate that Online Gifts have continued to increase based on the pandemic and some donor's inability to give at their local churches.



Advancement

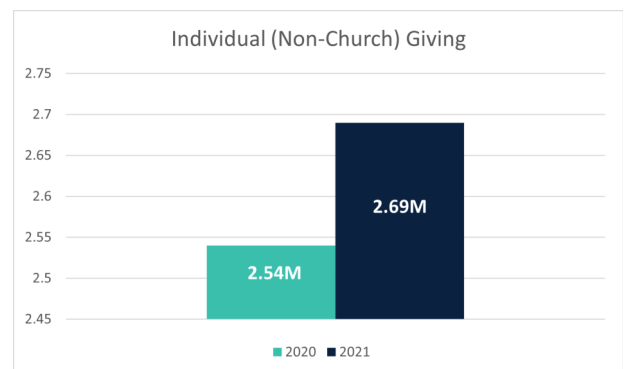
Church Giving Information 2020 vs. 2021



Church giving increased by approximately 20% from 2020 to 2021. One likely component of this increase is due to churches returning to in-person services. Churches were also in-person for the Mother's Day Offering which is a substantial source of funding for TBCH.

Individual (Non-Church) Giving Information 2020 vs. 2021

Individual (Non-Church) Giving continues to grow in response to the Advancement Team's effort to get out a clear message of the mission of TBCH. This giving increased approximately 6% from 2020 to 2021. Growth in this area is also a factor of first time donors transitioning to recurring donors and successful events generating new donors.





Tennessee Baptist Children's Homes

Welcoming children in hard places with the love of Christ

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