

PQI ANNUAL REPORT

2021 - 2022



Tennessee Baptist Children's Homes

INTRODUCTION

In June of 2019, TBCH underwent re-accreditation with the Council on 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

Financial Management

Governance

Human Resources

Performance and Quality Improvement

Risk Prevention & Management

Service Delivery Administration Standards

Administrative & Service Environment

Client Rights

Program Administration

Training & Supervision

Service Standards

Adoption Services

Group Living Services

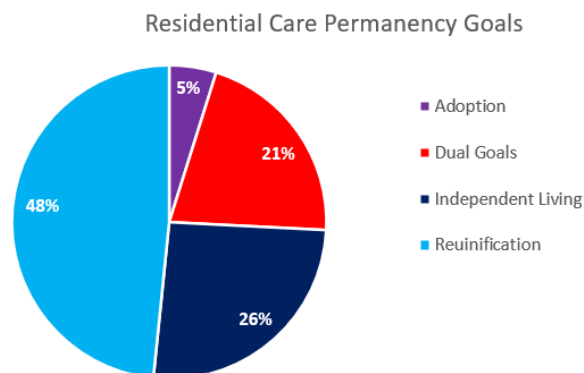
Family Foster Care & Kinship Care

RESIDENTIAL CARE

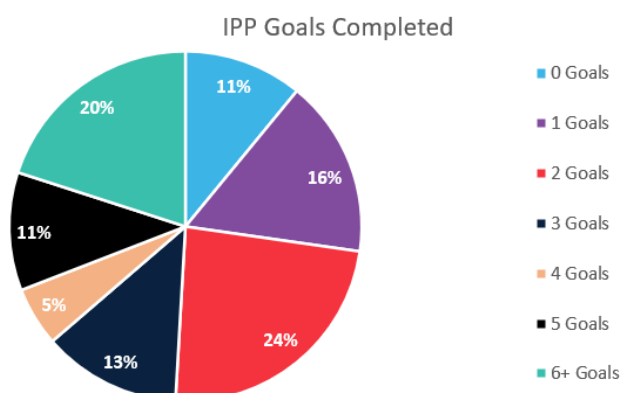
TBCH served 75 children on its three campuses in the 2021-2022 fiscal year. This is down from 85 children served in the 2020-2021 fiscal year. Staffing shortages and limited housing capacity due to pending construction were major factors in this 12% decrease.

Permanency Goals for Children in Residential Care

Reunification with parents, guardians or other family members was the goal for 48% of TBCH's residents, while 5% plan to move to an adoptive home at some point in the future. TBCH is expected to provide Independent Living services for 26% of its current residents in the future. 21% of TBCH residents have Dual Goals which means they are preparing for more than one possible permanency goal (i.e., Reunification or Independent Living).



IPP Goals for Children in Residential Care



88% of TBCH youth in Residential Care completed at least one of the goals on their Individualized Program Plan (IPP). This is a 10% increase over the 2020-2021 year. Completion of 6 or more goals was statistically unchanged (from 23% to 24%). This indicates residents are continuing to make 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 98% or higher.

	Q1	Q2	Q3	Q4
Brentwood	99%	99%	100%	99%
Chattanooga	100%	99%	100%	100%
Millington	96%	96%	100%	99%

CFARS for Residential Care

	No change	Decrease	Increase
Relationship	56%	22%	22%
Safety	76%	13%	11%
Emotionality	61%	17%	22%
Disability	78%	15%	7%

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 problem 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

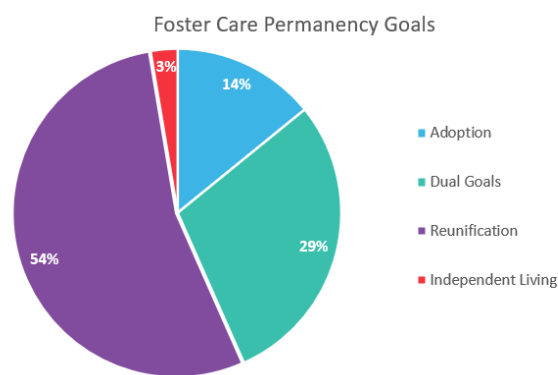
Disability—ADL (Activities of Daily Living) Functioning, Medical/Physical, Thought Process

FOSTER CARE

TBCH served 148 children in foster homes across the state during the 2021-2022 fiscal year. This is down from 175 children served in the 2020-2021 fiscal year. Staffing shortages and longer term placements were factors in 15% reduction in placements.

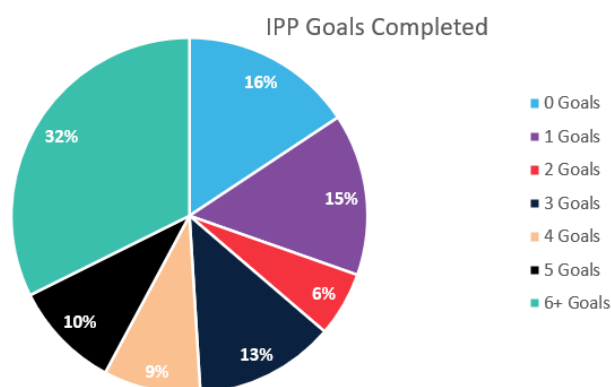
Permanency Goals for Children in Foster Care

Reunification with parents, guardians or other family members was the goal for 54% of children placed in TBCH's foster homes, while 14% plan to move to an adoptive home at some point in the future. TBCH and DCS are working on Dual Goals (adoption/reunification) for 29% 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 3% of the children/youth in TBCH foster care.



IPP Goals for Children in Foster Care

84% (up from 77% 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 23% to 32%. 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 the foster care program. The accuracy of the foster files consistently averages 97% or higher.

	Q1	Q2	Q3	Q4
West	96%	98%	97%	97%
Middle	97%	98%	97%	99%
East	97%	97%	98%	98%

CFARS for Foster Care

	No Change	Decrease	Increase
Relationship	71%	17%	12%
Safety	83%	9%	8%
Emotionality	69%	20%	11%
Disability	86%	8%	6%

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 problem 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

Questions		2021 Agree	2022 Agree	Change	2021 Disagree	2022 Disagree	Change
Benefits and Compensation	Employees benefits offered meet my needs.	99%	95%	-4%	1%	5%	4%
	My salary is appropriate compensation for my work.	86%	93%	7%	14%	7%	-7%
	My salary is connected to my performance.	54%	69%	15%	46%	31%	-15%
	Opportunities for raises, bonuses and career advancement are available.	73%	79%	6%	27%	21%	-6%
	Attendance and time off policies are fair.	95%	98%	3%	5%	2%	-3%
	I am satisfied with my benefits and salary.	89%	92%	3%	11%	8%	-3%
Professional Development	Necessary tools, technologies, and resources are available.	97%	98%	1%	3%	2%	-1%
	Balance between work and home life are encouraged.	91%	94%	3%	9%	6%	-3%
	My workplace is safe and comfortable.	96%	99%	3%	4%	1%	-3%
	I have clearly defined job responsibilities.	89%	92%	3%	11%	8%	-3%
	I am informed of promotion opportunities at TBCH.	76%	90%	14%	24%	10%	-14%
	I am satisfied with my role at TBCH.	96%	94%	-2%	4%	6%	2%
Personal Assessment	I understand the mission, vision, and values of TBCH.	99%	100%	1%	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%	99%	-1%	0%	1%	1%
	I feel a sense of personal accomplishment in my work.	98%	95%	-3%	2%	5%	3%
	Working at TBCH is a good fit for me.	99%	96%	-3%	1%	4%	3%
Communication and Involvement	I receive information I need to coordinate my work with others.	86%	91%	5%	14%	9%	-5%
	HR, management, and other departments respond in a timely manner.	98%	99%	1%	2%	1%	-1%
	The appropriate people are involved in meetings and initiatives.	90%	96%	6%	10%	4%	-6%
	I feel comfortable going to management with my concerns.	87%	90%	3%	13%	10%	-3%
	I am kept informed about relevant updates.	87%	96%	9%	13%	4%	-9%
	I receive helpful feedback about my performance.	88%	94%	6%	12%	6%	-6%
	My supervisor(s) takes an active role in my personal and/or spiritual growth.	81%	87%	6%	19%	13%	-6%
	Survey responses are used to improve programs.	77%	92%	15%	23%	8%	-15%

Houseparent Survey Results

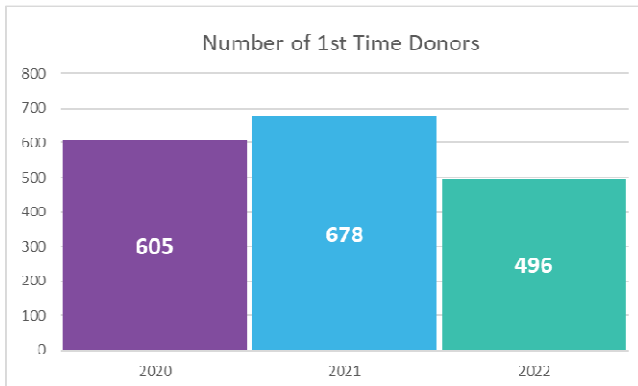
Questions	2021 Agree	2022 Agree	Change	2021 Disagree	2022 Disagree	Change
1. The training I receive from TBCH helps to improve my ability to parent residents.	90%	97%	7%	10%	3%	-7%
2. I would recommend being a houseparent at TBCH to others.	97%	94%	-3%	3%	6%	3%
3. I receive adequate background information from the program staff about residents prior to placement in the home.	83%	93%	10%	17%	7%	-10%
4. I receive adequate information from TBCH on an on-going basis about the residents.	83%	97%	14%	17%	3%	-14%
5. My concern and opinions are treated with respect and are responded to in a timely, adequate and fair manner by program staff.	87%	87%	0%	13%	13%	0%
6. My calls are returned from TBCH campus staff in a timely manner.	97%	100%	3%	3%	0%	-3%
7. I generally feel safe with the residents placed in the home.	100%	100%	0%	0%	0%	0%
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 approved by the program staff.	97%	100%	3%	3%	0%	-3%
11. I am confident in my ability to meet the needs of the residents placed in my care.	97%	94%	-3%	3%	6%	3%
12. TBCH support helps me meet the needs of the residents placed in my care.	94%	91%	-3%	6%	9%	3%
13. The home's safety and maintenance are monitored regularly by TBCH program staff (including myself) and /or Peer Review Teams.	91%	100%	9%	9%	0%	-9%
14. I have been able to manage the residents in my care, despite their individual level of need.	97%	89%	-8%	3%	11%	8%
15. Extra duties assigned by TBCH during down time (on duty) are disbursed equitably	73%	73%	0%	27%	27%	0%
16. The home's physical set-up meets the safety needs of the residents.	88%	80%	-8%	12%	20%	8%
17. I feel a sense of unity among the residential staff, including program staff and houseparents.	58%	58%	0%	42%	42%	0%
18. TBCH helps me develop plans in preparation of emergency (i.e., accidents, run away behavior, serious illness, fire and natural disasters).	94%	94%	0%	6%	6%	0%
19. Overall, I feel I have received all the support, training and assistance needed to be successful as a houseparent with TBCH.	93%	94%	1%	7%	6%	-1%

Foster Parent Survey Results

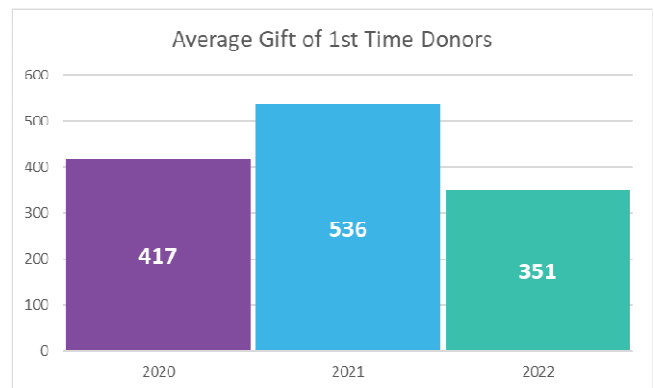
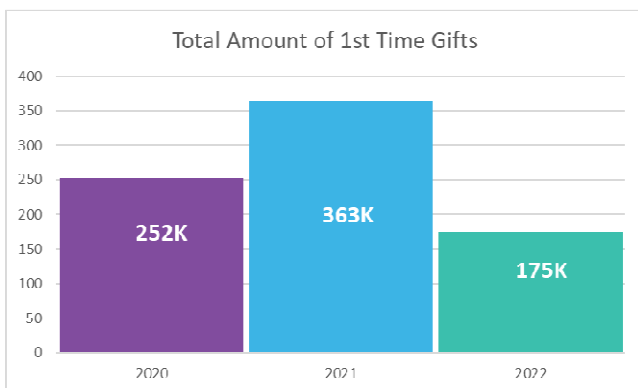
Questions	2021 Total Agree	2022 Total Agree	Change	2021 Neutral	2022 Neutral	Change	2021 Total Disagree	2022 Total Disagree	Change	2021 No Answer
My feelings and needs were taken into consideration by TBCH during the planning process prior to bringing the child(ren) home.	83%	100%	17%	9%	0%	-9%	3%	0%	-3%	6%
TBCH provided me with as much specific information about the child(ren) as possible prior to placement in my home.	86%	90%	4%	9%	10%	1%	3%	0%	-3%	3%
The TNKey training presented by TBCH provided me the necessary training I needed to meet the child(ren)'s needs.	74%	83%	9%	17%	10%	-7%	3%	7%	4%	6%
I would recommend being a TBCH foster parent to others.	86%	96%	10%	9%	4%	-5%	3%	0%	-3%	3%
I know who my TBCH contact is if I have a problem with my case manager.	89%	90%	1%	3%	3%	0%	9%	10%	1%	0%
I have received adequate information from TBCH on an on-going basis about the children placed in my home.	88%	96%	8%	3%	0%	-3%	3%	4%	1%	6%
TBCH responds proactively to challenges and conflicts associated with the placement.	74%	92%	18%	14%	0%	-14%	6%	8%	2%	6%
My expressed concerns and opinions have been treated by TBCH with respect and with a timely, adequate, and fair response.	80%	96%	16%	11%	4%	-7%	6%	0%	-6%	3%
I have felt safe with the children placed in my home.	86%	100%	14%	9%	0%	-9%	0%	0%	0%	6%
TBCH has adequately prepared me to be a foster parent.	83%	96%	13%	9%	4%	-5%	3%	0%	-3%	6%
I have been informed by TBCH of my rights and responsibilities as a foster parent.	96%	96%	1%	0%	0%	0%	6%	4%	-2%	0%
TBCH has prepared/helped me develop a plan in the event of an emergency (i.e. accidents, serious illness, fire and natural disasters)	89%	92%	3%	3%	8%	5%	9%	0%	-9%	0%
TBCH assess the safety of my home.	97%	100%	3%	0%	0%	0%	3%	0%	-3%	0%
My child(ren) and I visit with our TBCH case manager as required in our service plan directed by DCS.	86%	100%	14%	6%	0%	-6%	0%	0%	0%	9%
My TBCH case manager has contacted me (by phone, visits, mail, etc.) on a regular and adequate basis.	89%	100%	11%	6%	0%	-6%	3%	0%	-3%	3%
Children placed in my home have had adequate and appropriate contact with their parents and siblings, if approved.	75%	84%	9%	17%	16%	-1%	0%	0%	0%	9%
I am confident in my ability to meet the needs of the child(ren) placed in my care.	89%	100%	11%	6%	0%	-6%	0%	0%	0%	6%
I feel TBCH support helps me meet the needs of the child(ren) in my care.	88%	96%	10%	9%	4%	-5%	0%	0%	0%	6%
I have been able to manage the child(ren) in my care, despite the care level of each individual.	80%	90%	10%	11%	4%	-7%	3%	6%	3%	6%
My foster child(ren) receive regular/needed medical, dental, developmental and health services.	86%	100%	14%	6%	0%	-6%	3%	0%	-3%	6%
OVERALL, I feel I have received all the support, training and assistance needed as a foster parent from TBCH.	86%	100%	14%	3%	0%	-3%	9%	0%	-9%	3%

Advancement

First Time Donor Information

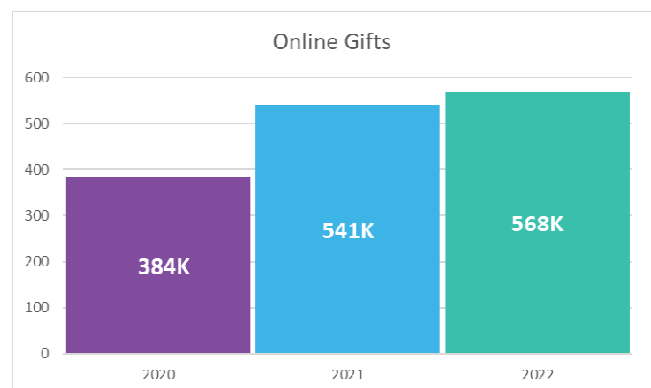


TBCH saw strong increases in first time donors in 2021, due in part to increased donor confidence and abated pandemic concerns. 2022 saw decreases in number of first time donors, as well as total amount and average gift sizes. This can be attributed to a few factors, including economic conditions, changes to events in which TBCH participates, and the stabilization of post-pandemic giving trends.



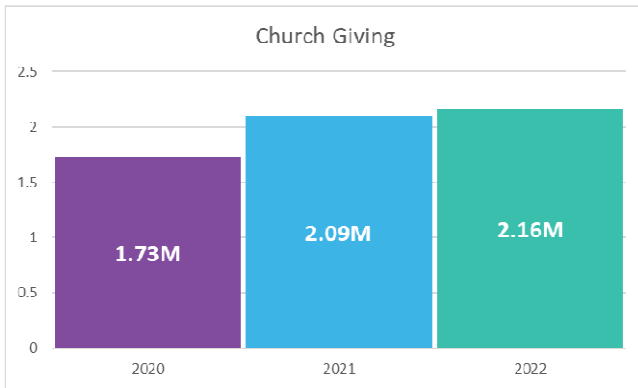
Online Giving Information

A drastic increase in online giving in 2021 continued throughout the following year. The Advancement team has continued to emphasize online and digital opportunities to donors. 2022 also saw the consistent addition of QR codes to all forms of communication and a streamlined online giving experience.



Advancement

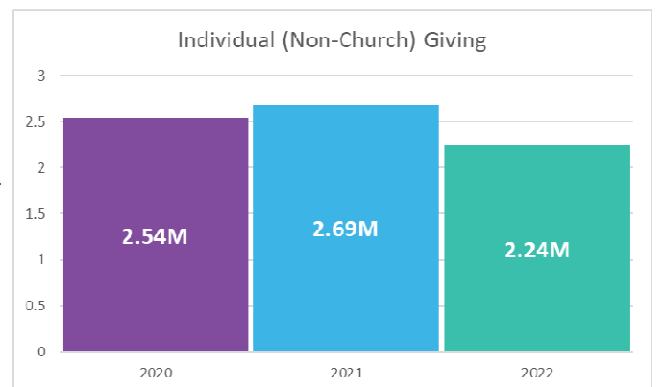
Church Giving Information



Church giving also continued to steadily increase from 2021 through 2022. This may be attributed to the general resiliency of faith-based philanthropy. It is also likely affected by churches emphasizing the importance of regular in-person attendance over virtual participation, and an overall strengthening of church health and membership.

Individual (Non-Church) Giving Information

An overall decrease in this category is attributed to the same factors as the decrease in first-time donors and the transitioning in 2022 of many individual donors to pre-pandemic church giving practices. This also reflects somewhat of an expected balance between church and non-church giving considering the changes to in-person church attendance over the last three years.





Tennessee Baptist Children's Homes

Welcoming children in hard places with the love of Christ

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