

2022 - 2023
PERFORMANCE QUALITY
IMPROVEMENT
ANNUAL REPORT



Tennessee Baptist
Children's Homes

INTRODUCTION

In June of 2023, 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

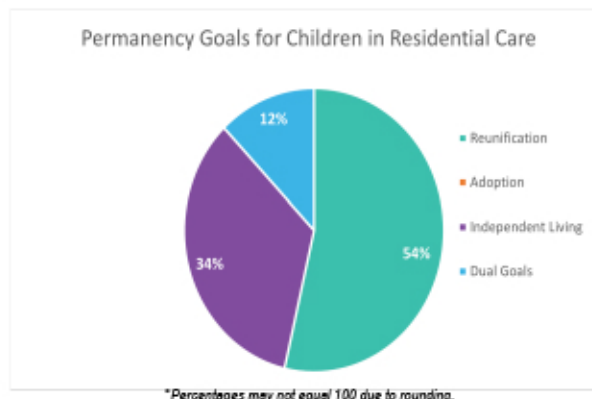
Family Foster Care & Kinship Care

RESIDENTIAL CARE

TBCH served 73 children on its three campuses in the 2022-2023 fiscal year. This is down from 75 children served in the 2021-2022 fiscal year. This 3% decrease is statistically insignificant.

Permanency Goals for Children in Residential Care

Reunification with parents, guardians or other family members was the goal for 54% of TBCH’s residents. TBCH is expected to provide Independent Living services for 34% of its current residents in the future. 12% 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



70% of TBCH youth in Residential Care completed at least one of the goals on their Individualized Program Plan (IPP). This is a 20% decrease from the 2021-2022 year. Completion of 6 or more goals declined from 24% to 18%. The decline in number of goals met can be explained by the tenure of residents, which ranges from 6 days to more than 2000 days. Resident goals become more long term as they reach the two and three year mark. The majority of residents are continuing to make consistent 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	100%	99%	100%	100%
Chattanooga	100%	98%	100%	100%
Millington	100%	100%	99%	100%

CFARS for Residential Care

	No change	Decrease	Increase
Relationship	68%	15%	17%
Safety	74%	13%	13%
Emotionality	57%	20%	23%
Disability	80%	15%	5%

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. The majority of “No Change” is due to the fact that a large percentage (36%) of the residents are initially rated at the lowest level of 1.

*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

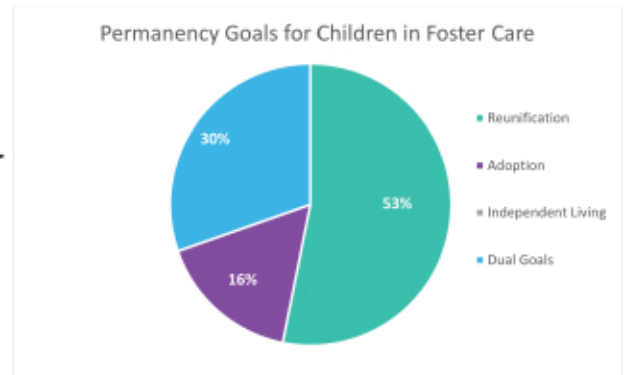
Disability—ADL (Activities of Daily Living) Functioning, Medical/Physical, Thought Process

FOSTER CARE

TBCH served 164 children in foster homes across the state during the 2022-2023 fiscal year. This is up from 148 children served in the 2021-2022 fiscal year. The 11% increase in placements is due to being fully staffed and strengthened relationships with DCS.

Permanency Goals for Children in Foster Care

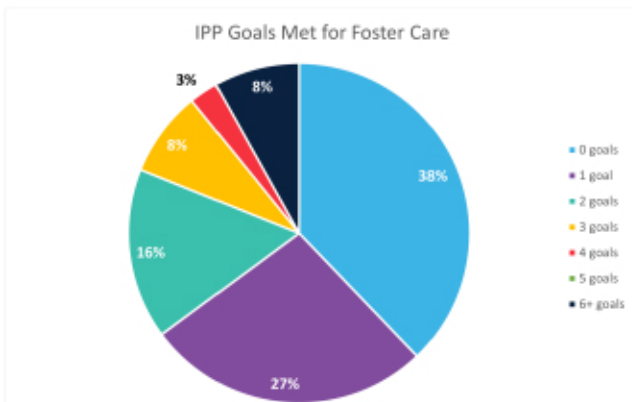
Reunification with parents, guardians or other family members was the goal for 53% of children placed in TBCH’s foster homes, while 16% plan to move to an adoptive home at some point in the future. TBCH and DCS are working on Dual Goals (adoption/reunification) for 30% of the foster children in TBCH foster homes.



*Percentages may not equal 100 due to rounding.

IPP Goals for Children in Foster Care

62% (down from 84% last year) of children placed in TBCH’s foster homes completed at least one of the goals on their Individualized Program Plan. The decrease can be attributed to staff turnover and a need to train new staff in effective goal writing. Foster children continue to complete goals in all areas monitored by the IPP including: Health/Medical, Education/Vocation, Social Skills, Emotional/Behavioral.



*Percentages may not equal 100 due to rounding.

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 continues to increase, and the statewide average increased from 98% from 97% for the previous year.

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

CFARS for Foster Care

	No Change	Decrease	Increase
Relationship	49%	24%	27%
Safety	88%	6%	6%
Emotionality	49%	30%	21%
Disability	76%	12%	12%

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. The majority of “No Change” is due to the fact that a large percentage (81%) of the residents are initially rated at the lowest level of 1.

*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	2022 Agree	2023 Agree	Change	2022 Disagree	2023 Disagree	Change
Benefits and Compensation	Employees benefits offered meet my needs.	95%	99%	4%	5%	1%	-4%
	My salary is appropriate compensation for my work.	93%	85%	-8%	7%	15%	8%
	My salary is connected to my performance.	69%	64%	-5%	31%	36%	5%
	Opportunities for raises, bonuses and career advancement are available.	79%	73%	-6%	21%	27%	6%
	Attendance and time off policies are fair.	98%	99%	1%	2%	1%	-1%
	I am satisfied with my benefits and salary.	92%	95%	3%	8%	5%	-3%
Professional Development	Necessary tools, technologies, and resources are available.	98%	94%	-3%	2%	6%	3%
	Balance between work and home life are encouraged.	94%	90%	-4%	6%	10%	4%
	My workplace is safe and comfortable.	99%	95%	-4%	1%	5%	4%
	I have clearly defined job responsibilities.	92%	91%	-1%	8%	9%	1%
	I am informed of promotion opportunities at TBCH.	90%	75%	-15%	10%	25%	15%
	I am satisfied with my role at TBCH.	94%	95%	1%	6%	5%	-1%
Personal Assessment	I understand the mission, vision, and values of TBCH.	100%	100%	0%	0%	0%	0%
	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.	99%	100%	1%	1%	0%	-1%
	I feel a sense of personal accomplishment in my work.	95%	97%	2%	5%	3%	-2%
	Working at TBCH is a good fit for me.	96%	99%	3%	4%	1%	-3%
Communication and Involvement	I receive information I need to coordinate my work with others.	91%	85%	-6%	9%	15%	6%
	HR, management, and other departments respond in a timely manner.	99%	98%	-1%	1%	2%	1%
	The appropriate people are involved in meetings and initiatives.	96%	91%	-5%	4%	9%	5%
	I feel comfortable going to management with my concerns.	90%	88%	-2%	10%	12%	2%
	I am kept informed about relevant updates.	96%	88%	-8%	4%	12%	8%
	I receive helpful feedback about my performance.	94%	85%	-9%	6%	15%	9%
	My supervisor(s) takes an active role in my personal and/or spiritual growth.	87%	89%	2%	13%	11%	2%
	Survey responses are used to improve programs.	92%	90%	-2%	8%	10%	2%

Houseparent Survey Results

Questions	2022 Agree	2023 Agree	Change	2022 Disagree	2023 Disagree	Change
1. The training I receive from TBCH helps to improve my ability to parent residents.	97%	100%	3%	3%	0%	-3%
2. I would recommend being a houseparent at TBCH to others.	94%	94%	0%	6%	6%	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.	97%	86%	-11%	3%	14%	11%
5. My concern and opinions are treated with respect and are responded to in a timely, adequate and fair manner by program staff.	87%	78%	-9%	13%	22%	9%
6. My calls are returned from TBCH campus staff in a timely manner.	100%	94%	-6%	0%	6%	6%
7. I generally feel safe with the residents placed in the home.	100%	92%	-8%	0%	8%	8%
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.	100%	100%	0%	0%	0%	0%
11. I am confident in my ability to meet the needs of the residents placed in my care.	94%	92%	-3%	6%	8%	3%
12. TBCH support helps me meet the needs of the residents placed in my care.	91%	94%	3%	9%	6%	-3%
13. The home's safety and maintenance are monitored regularly by TBCH program staff (including myself) and /or Peer Review Teams.	100%	100%	0%	0%	0%	0%
14. I have been able to manage the residents in my care, despite their individual level of need.	89%	94%	6%	11%	6%	-6%
15. Extra duties assigned by TBCH during down time (on duty) are disbursed equitably	73%	86%	13%	27%	14%	-13%
16. The home's physical set-up meets the safety needs of the residents.	80%	86%	6%	20%	14%	-6%
17. I feel a sense of unity among the residential staff, including program staff and houseparents.	58%	81%	22%	42%	19%	-22%
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.	94%	91%	-3%	6%	9%	3%

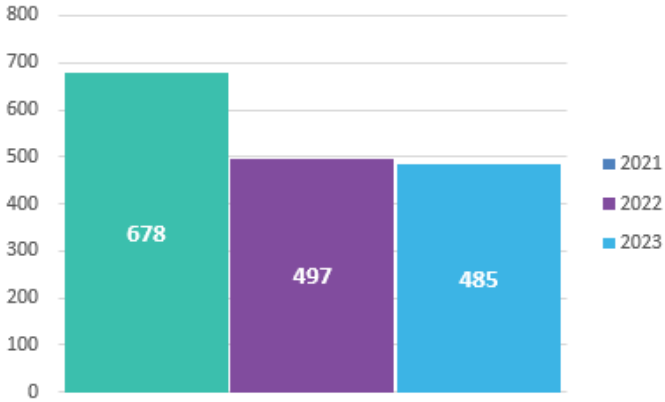
Foster Parent Survey Results

Questions	2022 Total Agree	2023 Total Agree	Change	2022 Neutral	2023 Neutral	Change	2022 Total Disagree	2023 Total Disagree	Change
My feelings and needs were taken into consideration by TBCH during the planning process prior to bringing the child(ren) home.	100%	100%	0%	0%	0%	0%	0%	0%	0%
TBCH provided me with as much specific information about the child(ren) as possible prior to placement in my home.	90%	100%	10%	10%	0%	-10%	0%	0%	0%
The TNKey training presented by TBCH provided me the necessary training I needed to meet the child(ren)'s needs.	83%	100%	17%	10%	0%	-10%	7%	0%	-7%
I would recommend being a TBCH foster parent to others.	98%	92%	-4%	4%	8%	4%	0%	0%	0%
I know who my TBCH contact is if I have a problem with my case manager.	90%	92%	2%	3%	0%	-3%	10%	8%	-2%
I have received adequate information from TBCH on an on-going basis about the children placed in my home.	98%	90%	-8%	0%	0%	0%	4%	10%	6%
TBCH responds proactively to challenges and conflicts associated with the placement.	92%	100%	8%	0%	0%	0%	8%	0%	-8%
My expressed concerns and opinions have been treated by TBCH with respect and with a timely, adequate, and fair response.	98%	100%	4%	4%	0%	-4%	0%	0%	0%
I have felt safe with the children placed in my home.	100%	100%	0%	0%	0%	0%	0%	0%	0%
TBCH has adequately prepared me to be a foster parent.	98%	100%	4%	4%	0%	-4%	0%	0%	0%
I have been informed by TBCH of my rights and responsibilities as a foster parent.	98%	100%	4%	0%	0%	0%	4%	0%	-4%
TBCH has prepared/helped me develop a plan in the event of an emergency (i.e. accidents, serious illness, fire and natural disasters)	92%	100%	8%	8%	0%	-8%	0%	0%	0%
TBCH assess the safety of my home.	100%	100%	0%	0%	0%	0%	0%	0%	0%
My child(ren) and I visit with our TBCH case manager as required in our service plan directed by DCS.	100%	100%	0%	0%	0%	0%	0%	0%	0%
My TBCH case manager has contacted me (by phone, visits, mail, etc.) on a regular and adequate basis.	100%	100%	0%	0%	0%	0%	0%	0%	0%
Children placed in my home have had adequate and appropriate contact with their parents and siblings, if approved.	84%	100%	16%	16%	0%	-16%	0%	0%	0%
I am confident in my ability to meet the needs of the child(ren) placed in my care.	100%	100%	0%	0%	0%	0%	0%	0%	0%
I feel TBCH support helps me meet the needs of the child(ren) in my care.	98%	100%	4%	4%	0%	-4%	0%	0%	0%
I have been able to manage the child(ren) in my care, despite the care level of each individual.	90%	100%	10%	4%	0%	-4%	6%	0%	-6%
My foster child(ren) receive regular/needed medical, dental, developmental and health services.	100%	100%	0%	0%	0%	0%	0%	0%	0%
OVERALL, I feel I have received all the support, training and assistance needed as a foster parent from TBCH.	100%	100%	0%	0%	0%	0%	0%	0%	0%

Advancement

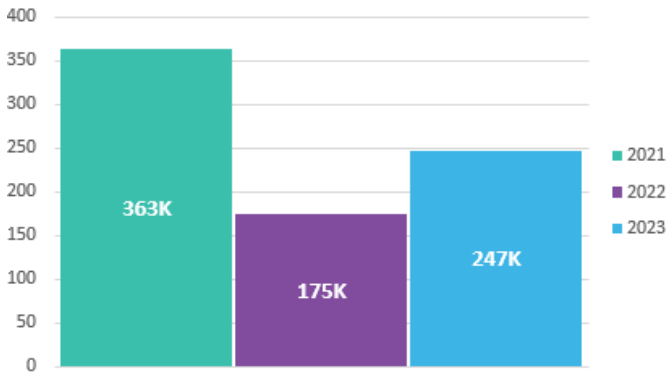
First Time Donor Information

Number of 1st Time Donors

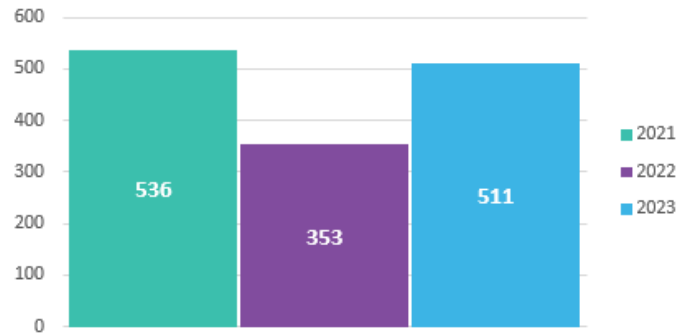


From 2022 to 2023, the number of first time donors was marginally lower. This may be part of a larger trend, influenced by factors such as the perception of a weaker economy and conservative giving habits associated with entering an election year. However, the amount of first time donor gifts more than made up the difference. This is in part attributed to the acquisition of some new donors who made larger than average gifts.

Total Amount of 1st Time Gifts



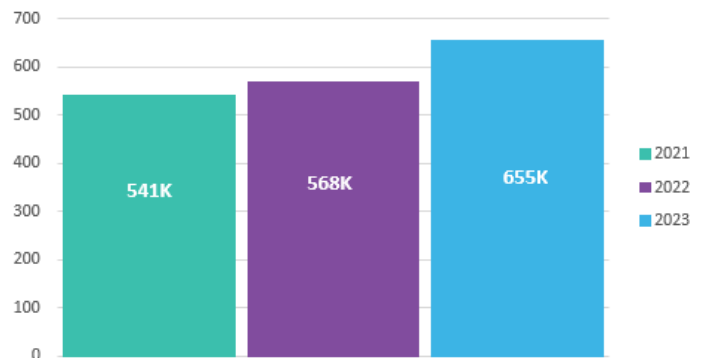
Average Gift of 1st Time Donors



Online Giving Information

As expected, online giving has continued to increase. An emphasis on digital communication, a simplified online giving process, and more online giving opportunities are certainly influential factors. Anecdotal information suggests that donors are becoming more likely to trust and use online forms of gift-giving.

Online Giving



Advancement

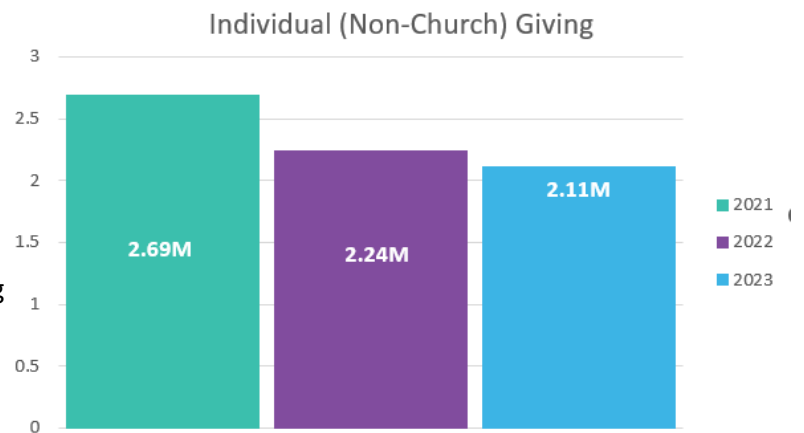
Church Giving Information



Thanks in part to a return to pre-pandemic patterns of church attendance, church giving over the last three years appears to be stabilizing. The decrease from 2022 to 2023 appears to coincide with the larger trend of decreasing church attendance. As more and more churches give based on budget and percentages, a decrease in the amount of their gifts is an expected change.

Individual (Non-Church) Giving Information

Data from the last three years, following the pandemic, suggests a strong connection between church and individual (non-church) giving behaviors. By necessity, many of our church-affiliated donors continued giving through 2020 and into 2021 despite their being unable to attend church. The downward trend in the last three years in this category is partially attributed to a return to giving at church, and partially attributed to the same economic and social factors affecting first-time donors.





Tennessee Baptist Children's Homes

Welcoming children in hard places with the love of Christ

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