

# PERFORMANCE AND QUALITY IMPROVEMENT ANNUAL REPORT 2023 - 2024



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 high praise from the site reviewers.

## Council on Accreditation (COA) Standards

### Administration and Management Standards

Financial Management

Performance & Quality Improvement

Governance

Risk Prevention & Management

Human Resources

### Service Delivery Administration Standards

Administrative & Service Environment

Program Administration

Client Rights

Training & Supervision

### Service Standards

Adoption Services

Family Foster Care & Kinship Care

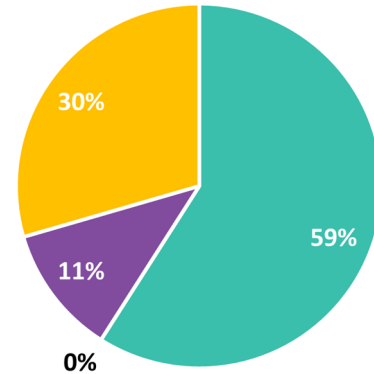
Group Living Services

# RESIDENTIAL CARE

TBCH served 73 children on its three campuses in the 2023-2024 fiscal year. This is the same number of children served in the 2022-2023 fiscal year.

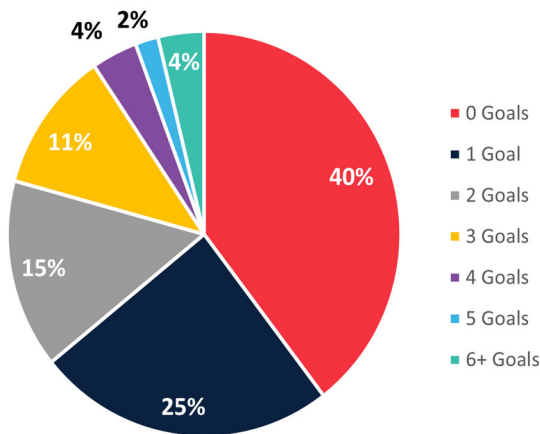
## Permanency Goals for Children in Residential Care

Reunification with parents, guardians or other family members was the goal for 59% of TBCH’s residents. TBCH is expected to provide Independent Living services for 30% of its current residents in the future. 11% of TBCH residents have Dual Goals which means they are preparing for more than one possible permanency goal (i.e., Reunification or Independent Living). At present, there are no residents with a goal of Adoption.



■ Reunification ■ Adoption ■ Dual Goals ■ Independent Living

## IPP Goals for Children in Residential Care



60% of TBCH youth in Residential Care completed at least one of the goals on their Individualized Program Plan (IPP). This is a 10% decrease from the 2022-2023 year. Completion of 6 or more goals dropped significantly from 18% in FYE 2023 to 4%. The decrease can be attributed to the long tenure of residents (average tenure is 4 years). Goals become increasingly more difficult as residents age. The majority of residents (86%) made progress toward completing goals in the areas monitored by the IPP including: Health/Medical, Education/Vocation, Social Skills and 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%	100%	100%	100%
Chattanooga	100%	99%	100%	100%
Millington	100%	100%	100%	100%

## CFARS for Residential Care

	No change	Decrease	Increase
Relationship	44%	30%	26%
Safety	64%	16%	20%
Emotionality	46%	28%	26%
Disability	60%	18%	22%

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 (40%) 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

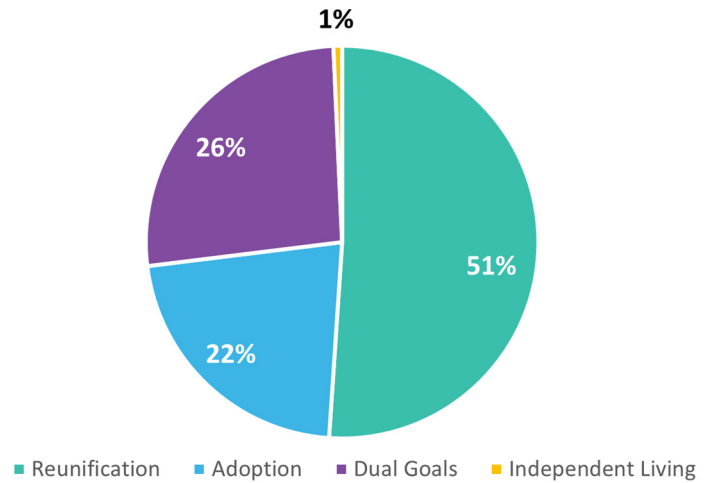
Disability—ADL (Activities of Daily Living) Functioning, Medical/Physical, Thought Process

# FOSTER CARE

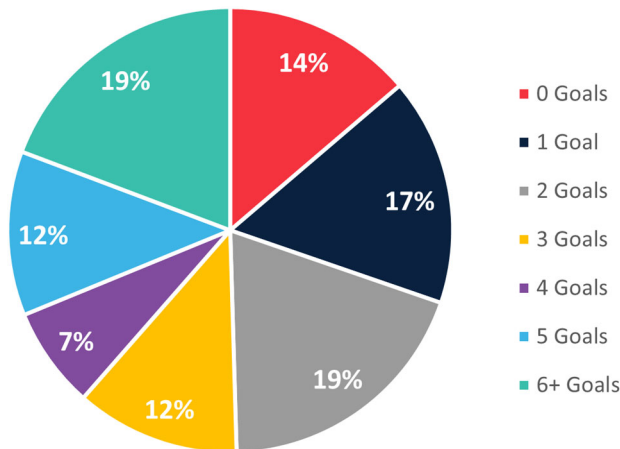
TBCH served 169 children in foster homes across the state during the 2023-2024 fiscal year. This is up from 164 children served in the 2022-2023 fiscal year. The 3% increase in placements is statistically insignificant and represents stability in the number of open homes, referrals from DCS and staff retention.

## Permanency Goals for Children in Foster Care

Reunification with parents, guardians or other family members was the goal for 51% of children placed in TBCH’s foster homes, while 22% plan to move to an adoptive home at some point in the future. TBCH and DCS are working on Dual Goals (adoption/reunification) for 26% of the foster children in TBCH foster homes. Independent Living is the goal for 1% of children placed in TBCH’s foster homes.



## IPP Goals for Children in Foster Care



86% (up from 62% last year) of children placed in TBCH’s foster homes completed at least one of the goals on their Individualized Program Plan. The increase can be attributed to staff retention and placement stability. Foster children continue to complete goals in all 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 continues to increase, and the statewide average increased to 98% from 97% for the previous year.

	Q1	Q2	Q3	Q4
West	99%	96%	99%	97%
Middle	99%	99%	98%	99%
East	100%	99%	99%	100%

## CFARS for Foster Care

	No change	Decrease	Increase
Relationship	58%	21%	21%
Safety	92%	2%	6%
Emotionality	72%	13%	15%
Disability	96%	2%	2%

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 (79%) 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



# Houseparent Survey Results

## 2024 Comparison Houseparent Survey Results (26 Respondents)

	2023 Agree	2024 Agree	Change	2023 Disagree	2024 Disagree	Change
1. The training I receive from TBCH helps to improve my ability to parent residents.	100%	90%	-10%	0%	10%	10%
2. I would recommend being a houseparent at TBCH to others.	94%	75%	-19%	6%	25%	19%
3. I receive adequate background information from the program staff about residents prior to placement in the home.	83%	86%	3%	17%	14%	-3%
4. I receive adequate information from TBCH on an on-going basis about the residents placed in the home.	86%	88%	1%	14%	12%	-2%
5. My concerns and opinions are treated with respect and are responded to in a timely, adequate and fair manner by program staff.	78%	68%	-10%	22%	32%	10%
6. My calls are returned from TBCH campus staff in a timely manner.	94%	94%	0%	6%	6%	0%
7. I generally feel safe with the residents placed in the home.	92%	100%	8%	8%	0%	-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.	92%	97%	5%	8%	3%	-5%
12. TBCH support helps me meet the needs of the residents placed in my care.	94%	86%	-8%	6%	14%	8%
13. The home's safety and maintenance are monitored regularly by TBCH program staff (including myself) and /or Peer Review Teams.	100%	86%	-14%	0%	14%	14%
14. I have been able to manage the residents in my care, despite their individual level of need.	94%	97%	3%	6%	3%	-3%
15. Extra duties assigned by TBCH during down time (on duty) are disbursed equitably	86%	78%	-8%	14%	22%	8%
16. The home's physical set-up meets the safety needs of the residents.	86%	81%	-5%	14%	19%	5%
17. I feel a sense of unity among the residential staff, including program staff and houseparents.	81%	64%	-17%	19%	36%	17%
18. TBCH helps me develop plans in preparation of emergency (i.e., accidents, run away behavior, serious illness, fire and natural disasters).	94%	100%	6%	6%	0%	-6%
19. Overall, I feel I have received all the support, training and assistance needed to be successful as a houseparent with TBCH.	91%	81%	-10%	9%	19%	10%

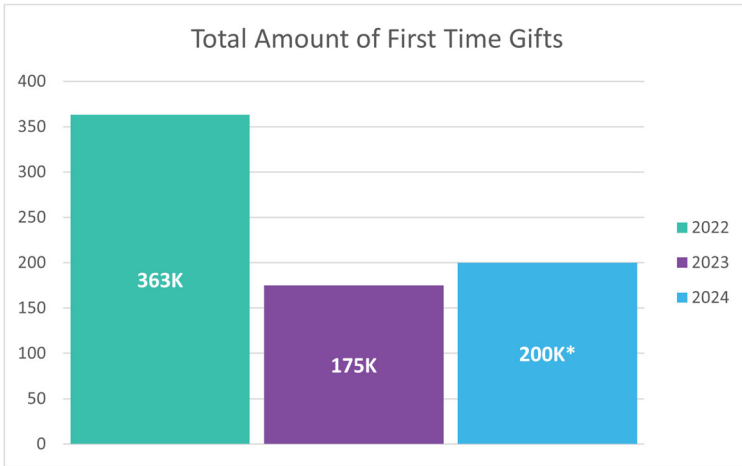
# Foster Parent Survey Results

Comparison Foster Parent Survey Responses 2023-2024 (42 Total Respondents)									
	2023 Agree	2024 Agree	Change	2023 Neutral	2024 Neutral	Change	2023 Disagree	2024 Disagree	Change
My feelings and needs were taken into consideration by TBCH during the planning process prior to bringing the child(ren) home.	100%	95%	-5%	0%	3%	3%	0%	2%	2%
TBCH provided me with as much specific information about the child(ren) as possible prior to placement in my home.	100%	97%	-3%	0%	2%	2%	0%	2%	2%
The TN-KEY training presented by TBCH provided me the necessary training I needed to meet the child(ren)'s needs.	100%	86%	-14%	0%	11%	11%	0%	3%	3%
I would recommend being a TBCH foster parent to others.	92%	95%	3%	8%	5%	-3%	0%	0%	0%
I know who my TBCH contact is if I have a problem with my case manager.	92%	97%	5%	0%	3%	3%	8%	0%	-8%
I have received adequate information from TBCH on an on-going basis about the children placed in my home.	90%	93%	3%	0%	6%	6%	10%	2%	-8%
TBCH responds proactively to challenges and conflicts associated with the placement.	100%	94%	-6%	0%	4%	4%	0%	2%	2%
My expressed concerns and opinions have been treated by TBCH with respect and with a timely, adequate, and fair response.	100%	95%	-5%	0%	2%	2%	0%	2%	2%
I have felt safe with the children placed in my home.	100%	94%	-6%	0%	4%	4%	0%	2%	2%
TBCH has adequately prepared me to be a foster parent.	100%	94%	-6%	0%	6%	6%	0%	0%	0%
I have been informed by TBCH of my rights and responsibilities as a foster parent.	100%	100%	0%	0%	0%	0%	0%	0%	0%
TBCH has prepared/helped me develop a plan in the event of an emergency (i.e. accidents, serious illness, fire and natural disasters)	100%	98%	-2%	0%	2%	2%	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%	95%	-5%	0%	3%	3%	0%	2%	2%
Children placed in my home have had adequate and appropriate contact with their parents and siblings, if approved.	100%	98%	-2%	0%	2%	2%	0%	0%	0%
I am confident in my ability to meet the needs of the child(ren) placed in my care.	100%	94%	-6%	0%	4%	4%	0%	2%	2%
I feel TBCH support helps me meet the needs of the child(ren) in my care.	100%	91%	-9%	0%	6%	6%	0%	3%	3%
I have been able to manage the child(ren) in my care, despite the care level of each individual.	100%	94%	-6%	0%	3%	3%	0%	3%	3%
My foster child(ren) receive regular/needed medical, dental, developmental and health services.	100%	97%	-3%	0%	2%	2%	0%	2%	2%
OVERALL, I feel I have received all the support, training and assistance needed as a foster parent from TBCH.	100%	94%	-6%	0%	3%	3%	0%	3%	3%



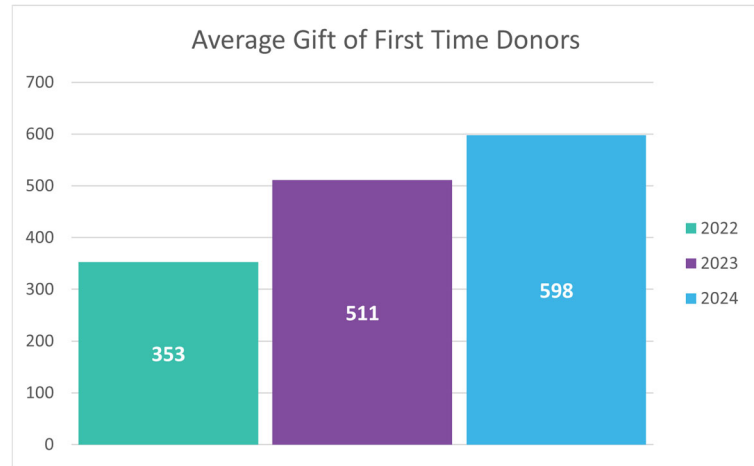
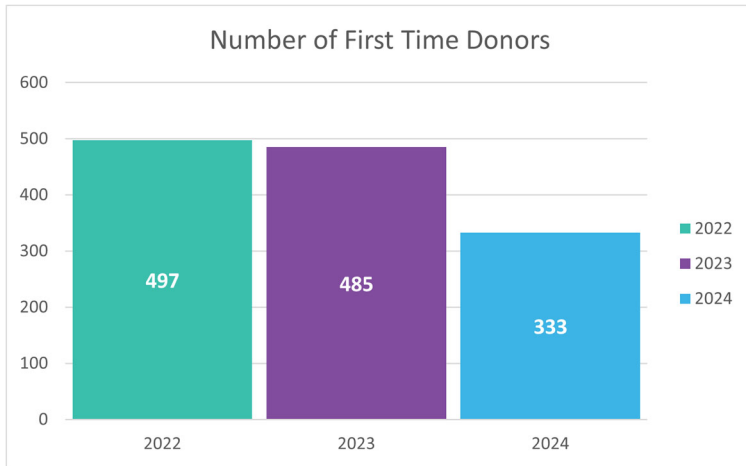
# Advancement

## First Time Donor Information



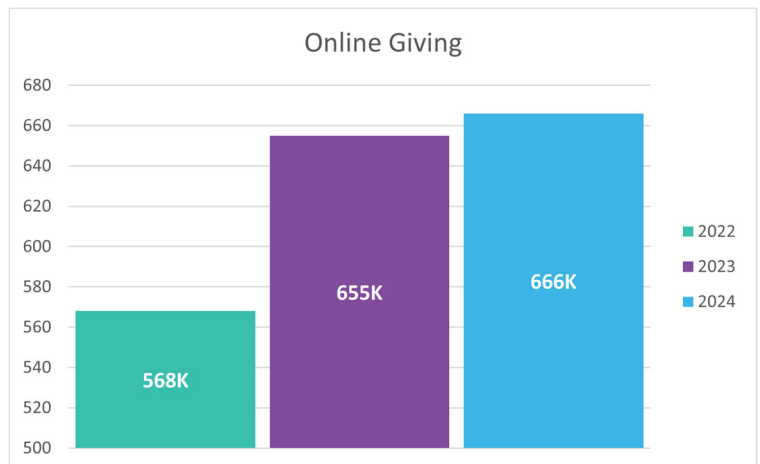
Amid several promising donor trends in 2024, we see a growth potential in acquiring first time donors. It may be too early to consider this a trend, but the decline in first time donors from 2023 to 2024 may be due to our team putting more emphasis on retention strategies last year.

*\*There is a one time gift of \$3,000,000 that was given as a First Time Donor and an Individual Donation made to the Firm Foundations Project that is not included in these charts.*



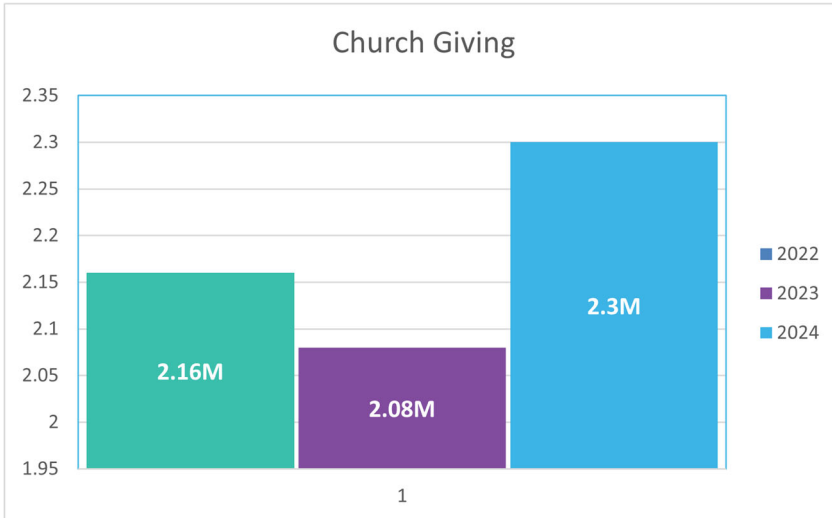
## Online Giving Information

The upward trend we see in online giving is in keeping with overall trends for all non-profit fundraising. Increased trust in online giving platforms, additional options for giving online, and the simplicity of the process have all contributed to this trend, and we continue to lean into these opportunities. Anecdotally, some of our donors have expressed their personal preferences to reduce paper waste and the cost associated with postage.



# Advancement

## Church Giving Information



Fluctuations in church giving patterns have been affected by church attendance patterns greatly influenced by post-pandemic behaviors, but 2024 saw an increase over each of the previous three years. We speculate that this has been influenced by the addition of a church engagement specialist and improved communication with churches during the Mother's Day Offering season.

## Individual (Non-Church) Giving Information

After a three-year downward trend, individual (non-church) giving experienced a rebound. This is despite the general expectation that charitable giving would continue to decrease in the face of election cycle and uncertainty about the economy. We attribute this to efforts to increase donor retention through new programs like Neighbors (monthly giving) and raising awareness of the Firm Foundations building program.







# Tennessee Baptist Children's Homes

*Welcoming children in hard places with the love of Christ*