



## PERFORMANCE AND QUALITY IMPROVEMENT UPDATE January 2025

***"And we know that in all things God works for the good of those who love him, who have been called according to his purpose." – Romans 8:28***

Dear Team Members,

As I write this, I am excited to share that tomorrow marks my three-week anniversary with the BCH family. First, I want to express heartfelt gratitude on behalf of Tera and myself for the many encouraging notes and messages I received as I began this journey.

Reflecting on what the Lord has accomplished through BCH, I am immensely thankful for each of you and your commitment to using your talents to share hope and change lives. When you hear the phrase "Performance and Quality Improvement," it may bring various thoughts to mind.

As you get to know me better, you'll discover that I firmly believe in continual improvement in all areas of life. In the future, you will hear more about our unwavering pursuit of improvement as we strive to make BCH an exemplary organization.

The Bible teaches us about stewardship at many levels, and a key verse is found in Colossians 3:23: "Whatever you do, work heartily, as for the Lord and not for men." God expects our best efforts, and ultimately, our reward comes from Him.

I hope each of you feels renewed excitement and determination to be part of something special as we move forward together. By serving the Lord with all our strength, we can continually learn and improve so that His Kingdom can expand, and we may be astounded by what He accomplishes through BCH.

-David Melber, Chief Executive Officer

## HUMAN RESOURCES FOCUS



**Safety & Workers Compensation:** BCH has added virtual (video) physician consultation to our telemedicine options for assessing and treating non-emergency workplace injuries. This new service option is provided through collaboration with Berkshire Hathaway Homestate Companies (BHHC), our workers compensation insurance carrier, along with Paradigm Nurse Triage services and Concentra Virtual Physician services. The Paradigm Nurse Triage Hotline will serve as the employee's initial non-emergency treatment consult, at which point the nurse will coordinate with the injured employee to determine options for the best next step in the employee's care for their injury. This may be self-care, an in-person visit to an approved urgent care facility, or the nurse may offer for the employee to be connected at that time with a physician who can meet with the employee by video call. The choice for next step care will then be made by the employee, and will be covered under workers compensation insurance if it is consistent with state workers compensation guidelines. The Virtual (video) Physician Consultation is intended to provide additional timely and convenient guidance to the employee, so the employee can make decisions about their care and gain better peace of mind regarding their status. The employee's supervisor, office manager, and HR representatives will continue to support the injured employee, ensure prompt and beneficial communication for administration of any workers compensation claim, and help the employee navigate the workers compensation process.

**Supervisor Training:** HR is committed to providing quality professional development opportunities to build essential knowledge, skills and abilities to better equip our teams. 57 BCH supervisors from across the state gathered for a 2-day HR Comprehensive Training on Mills Home campus in October and November. We are grateful for the passionate professionals committed to serving God daily by "sharing hope ... changing lives". Core topics covered during the training included: Employee Lifecycle, Compensation and Benefits, Employment Law, Risk Management, Performance Management. Self-reported feedback resulted in improved understanding of core topics covered and increased awareness of HR support available to supervisors.

**Open Enrollment:** HR hosted our open enrollment meetings from the end of August-September. We had the pleasure of traveling to multiple locations to speak about our benefits regarding the 2024-2025 plan year. For our wellness initiative, employees participated in the BCH Wellness Olympics to encourage our staff to be health conscious and active. We had a wonderful amount of participation and congratulations to our winners; Gina Lingle, Shea Kirkpatrick, Kimberly Johnson, and Miriam Stradling.

# PQI NEWS FROM BCH PROGRAMS



- **IDD MINISTRY**

- I/DD held an Adult MH/FA Training at our Zionville location. 5 additional staff were fully trained.
- I/DD held an Adult MH/FA Training at our Thomasville location. 7 additional staff were fully trained.
- Stegall Home received a handicap van for our residents. Praise the LORD!
- I/DD's new Alliance MCO contract was approved for Lindsay Home.
- I/DD collaborated with Charlotte at The Mill to bring on board our first ever I/DD volunteer staff at the Mill. Welcome Cassie!
- We participated in the Baptist State Convention this year and made several new contacts and friends.
- Alverta Bolick was able to upgrade their bathroom for the health and safety of our residents.
- We celebrated Martha Surratt's 25th work anniversary at BCH! Congratulations Martha!
- The QP's participated in Supervisory Training offered by BCH's HR staff on the campus in Thomasville.
- Our Winston Salem homes received a \$10,000 grant for appliances and repairs thanks to the hard work of David Marcus. Thank you, David!
- We received our first contract with Carolina Complete Home Managed Care Company.
- I/DD Administration moved out of the Tucker Building into the Fleshman Pratt Building.
- Average Revenue Per Day of care is \$145.38
- Year total for Evangelism and Outreach=2,326
- Slot Utilization for October through December=85.19%
- Slot Utilization for the year=92.6%
- We currently have an ongoing project uploading our electronic records in our Therap electronic documentation system.
- We had 2 new admissions this quarter, 1 to Mercer and 1 to Asheboro
- IDD team was able to manage a quick and safe evacuation during Hurricane Helene for our 3 western homes in Asheville and Boone during Hurricane Helene. We were able to provide alternate sites for them to stay while power and water were out at their homes. So many BCH staff participated in helping our staff and residents get what they needed. In addition, our residents were able to GIVE BACK and SERVE those in their community during this tragic time.
- New roof and gutters installed at Stegall Home
- All 9 licenses were renewed
- We were able to get some preliminary floor plans outlined for our IDD Independent Living home that will serve 2 IDD individuals

- **WESTERN AREA**

- The western area has increased the foster home program this year and has added one case manager to cover the growth.
- HomeBase has secured the house behind our present program and will be renovating it to assist students in need.
- We have filled our cottage parent positions and are continuing to interview for our Wall Cottage.
- All fire and sanitation inspections were done this quarter and our cottages excelled in this area.
- The Broyhill campus has a 100% capacity rate over the last quarter in the four cottages that have staff.
- The churches and community have been phenomenal in assisting during the Disaster Recovery. We have received the overage of food and supplies and have been able to give back to the communities surrounding us.
- The western area has been blessed with loving and generous donors and churches giving Christmas gifts, parties, etc. for the children
- Turner Cottage continues to thrive with a foster parent couple and 3 children.
- Truett Home is fully staffed and is blessed by the many relationships in that area.
- We have increased our slot utilization this quarter.
- The Moody Farm is undergoing some repairs to the 100-year-old barn.

- **OAK RANCH**

- MT was able to get the purple trail open and ready for use.
- THE TRACTOR IS BACK!!!! We have been getting the bush hogging completed after it was gone for so long.
- The bypass trail has been restored since the tractor is back.
- MT and Alicia met with John and Martha during this quarter about the idea of building a trailer to use for hay rides for those who come for enrichment trips. This meeting went very well! MT will be working quotes on how much this would cost.
- MT worked on the ditches alongside the main road. All the rain this year and the logging has done a number on the road and the erosion. MT was able to make the water flow somewhat better.
- We continue to upgrade the pond and it is looking so much better and more fish are being caught at enrichment trips.
- Friends of Children's Day IS BACK AT OAK RANCH!!!!!! We hosted the first FOC day at the ranch since 2019!! There were many projects completed that day such as building of first aid kits, cleaning up debris from ditches and trails, mowing down banks, cleaning down at the barn, moving furniture from garages, cutting back limbs on trails, and cleaning in Ewing house.
- MT was able to install all first aid kit stations along the blue and red trails.
- MT was able to take the refrigerator room at Ben & #39's house and put a passive flow air vent in the room. This allowed him to install a door so Falcon could lock up that area for licensing purposes.
- We have the furniture in Ewing, the 3010 house, and Apt staged for the move day that will be occurring soon. All furniture has been tagged to go into certain rooms in Ewing house for the day of the move.

- Alicia was able to type a proposal for Keith Henry and Martha to view. This proposal is to have BCH training held at Oak Ranch.
- The fence charger on P3 was replaced because the old one was taken out by a storm.
- The school house has been selected as the new site for the escape room. Details will be coming soon!
- MT submitted the plan to have the Ewing house wheelchair ramp project started. This included the supply list and the approx. cost.
- Alicia attended the annual Gifts of Grace at St. Michael & #39's Church. This is held every year to raise money for Ben & #39's house.
- We began the repair and cleaning of the Ewing house.
- MT winterized the greenhouse during the month of November.
- MT did an amazing job with cleaning out the garage!!! He was able to take off junk to the dump and organize the area. It looks great!
- The bulldozer at the ranch was sold! The dozer was not in working condition and was no use to the ranch anymore. Craig Buchanan, who rents cow pasture land at the ranch, bought the dozer for \$7,000.
- The fire marshal arrived on the 30th and MT had taken him around the ranch to complete his annual inspection. The ranch passed inspection!
- The insurance claim for the damage done at Ben & #39's house was approved by Falcon & #39's insurance company. Falcon had two residents cause damage to the house last year. BCH received a check for approx. \$41,000 to go to the repairs needed.
- The plans for the 3010 home becoming family foster care is in motion. We are excited about this new venture.
- Falcon Children's Homes will continue to rent Ben's house and continue to run their program. They are currently serving 3 clients. They had one client adopted this past December! They are very active with the equine program at the ranch.
- Kennedy's Home Blackwell Cottage came for a day enrichment trip on July 1st. Two staff members along with six residents enjoyed a day of riding horses, grooming horses, fishing, and playing team games!
- We have set work days for the month of January. These work days will be for church groups to assist us in moving furniture in Ewing house, staging each room in Ewing, and a final clean of the home. The dates will be January 11th and 18th. Both days are 8 am-12pm. We are hoping to have the house ready to receive overnight guests at the beginning of March.

- **CAMP DUNCAN**

- The apartments have been refreshed and we are nearing the launching of housing young ladies in the apartments with the start of our transitional living program.
- A third staff apartment recently had the bathroom gutted and redone, putting in a tiled shower and tile floor that is handicap accessible. They even put in a beautiful glass shower door, done in partnership with a local church who did the work and funded the project.
- We have purchased a new tractor that has been crucial in maintaining the property and keeping the roads in good repair.
- We had a great Turkey in the Hole Founders Day event and had several friends of Camp Duncan come and our tents were full! We even had a hay ride as a shuttle for campsite tours.

- We continue to have new partnerships and connections in the community around us, and support is up. Praying for follow through with those conversations.
  - Pioneers are finishing their planning of the Suwannee River Canoe Trip, where they are looking to cover 243 miles over their more than 3-week trip.
  - Pioneers have also rebuilt their Shower tent and added a sink, rebuilt their craft tent and added a rake tent for their rakes used on the walking trails.
- **WEST CENTRAL**
    - We are celebrating that both cottages at Laura's Homes are fully staffed!
    - Referrals to Mills Home were abundant, causing us to open a fourth cottage in order to meet the needs of children in our area.
    - Four baptisms were performed at Mills Home Baptist Church, and we were witness to several more professions of faith over this time period.
    - The Thanksgiving Offering season was a great time where we were able to build relationships with churches, meet new friends, and share the story of what God is doing through BCH.
    - Successful events included Mills Home Open House, the 38th annual Toy Run, and we had a float in the Thomasville City Christmas Parade.
    - Facility improvements included new paint and an updated kitchen in one cottage, and some minor updates in our Administrative office.
    - We added a second family at River Hill Refuge, welcomed more children into the homes there, and completed a playground project on site.
    - Our foster care team got the opportunity to lead a break out session at the State Convention.
  - **KENNEDY HOME**
    - Kennedy Home started this PQI update time in the busyness of summer activities. The children were treated to innumerable outings, volunteer opportunities and, of course, time at the beach cottage then mountain camp! One of the cottage girls gave her life to the Lord there!
    - At present, Kennedy Home supports five major ministries on its campus. Residential, Family Care, Foster Care, Greater Vision, and NCBAM. All work together to positively impact as many people as possible with the gospel of Christ.
    - Friends of Children in September was held with gorgeous weather and a great turnout! In excess of 200 people showed up that morning, and were so faithful to help out with our first large event using the Golden Volunteer management system that they crashed the servers! It was great!
    - The Faith Riders ministry at Temple Church in New Bern organized this year's 32nd annual Kennedy Home Toy Run. It was a cold but dry morning that drew about 200 motorcycles. It is Kennedy Home's single biggest fundraising event of the year.
    - Our annual Cedar Dell Open House saw roughly 300 visitors visit the campus on the first Friday of December. Our guests were able to tour Cedar Dell, Residential and Family Care cottages, NCBAM, Greater Vision, and the Foster Care office.
    - The year ended with the children being so very blessed by the generosity of many of our partners during the Christmas season. We are able to highlight that their generosity is

pointing to the most magnificent abundant blessing of all, our Savior, Jesus, whose birth we celebrate that morning.

- **ODUM HOME**

- Over the last two quarters we were blessed with several volunteer groups to help accomplish several needed projects. Projects included were trees that fell during the storm and replacing the canal walls that cross over the canal that holds the water back and safety from crossing over it.
- We had very successful work projects on our FOC workdays with over 165 in attendance at each one.
- The children and campus as a whole were blessed by churches and anonymous donors who shared the love of Christ in many special ways. It was a joy to watch the kids' expressions when they opened their gifts!
- We helped a couple of families who needed food and clothing and gave them toys for their kids for Christmas.
- Fire and Sanitation inspections went well with no demerits.
- We were blessed by Cornerstone Church who paid for a flooring job in the kitchen at IMC Cottage that cost \$3,000.
- The kids stayed busy with activities this summer even though we had to shorten our beach time due to the storms.
- One of our seniors was able to purchase one of the vehicles from donors to BCH. He was blessed with that opportunity and it encouraged him to work harder to purchase other needs for himself which increased his independence.
- The staff enjoyed employee appreciation month. The meal, desserts and grilling out was great.
- We are interviewing for Case Manager positions.

- **HOMEBASE**

- Homebase had a remarkable summer and fall semester as we saw a record number of students come into our building for services.
- This summer, the Dogwood Trust and other agencies helped BCHNC secure an additional building for Homebase to expand their housing services. This 4/ 3 house will eventually become a 7/ 3 home for students to stay while they are attending school of transitioning in their current housing situations.
- We housed twenty-five students over the summer break and another twelve students over our winter break. These are students who have nowhere to go when the dorms close. The new facility will help us be more accommodating as will be able to expand services.
- We took a summer trip to Dollywood and had a fall retreat in Asheville.
- In December, we celebrated with a graduation party for ten of our students. WCU buys graduation diploma frames and Homebase hosts the party and provides the food.
- We continue to hold weekly worship services and began a men's Bible study this semester.
- Overall in 2024, we provided over 20,000 outreach services for students. This included over 2,000 nights of housing, 8512 food boxes/meals and 1462 using our computer lab.
- Our Associate, Sydney Young, has become a full-time employee and has contributed to promoting Homebase around campus, running our social media and hosting regular social and educational events.

- **NCBAM**

- NCBAM celebrated 15 years of ministry service during the Baptist State Convention of North Carolina's annual meeting in November in Greensboro, NC!!
- NCBAM celebrated the many years of service in the Western areas of the state by Anita Davie. She retired in October, and we are forever grateful for her contributions to NCBAM, including the initiative that she developed before retiring, Let's Stop The Hurting which focuses on the church's reach to serve as advocates for Elder Abuse Awareness.
- Jimmy Lancaster has been hired to serve as NCBAM's regional director for the counties in the western part of the state. Jimmy brings 20+ years of fulltime vocational ministry experience to our team as our newest team member.
- NCBAM has helped 123 clients, and assisted 231 individuals in Alamance, Davidson, Guilford, and Randolph counties through the ARPA Grant awarded by PTRC. This reflects the full utilization of \$310,000 in grant expenditures drawn from the total available funds of \$310,000.
- The FEMA grant awarded to NCBA in the amount of \$77,434.28 has allowed for the installation of 450 smoke alarms and 28 CO alarms, enabling 190 individuals to stay safe in their homes.
- In October, NCBAM again provided programming for Camp Caraway's Fall Festival of Fellowship. Anita Davie and Brian Roberts presented on Let's Stop the Hurting during the plenary session, while Matt Martin, Melanie Beeson, and Austin Decker held breakout sessions representing the ministry outreaches of NCBAM.
- NCBAM has completed 223 referrals and served 393 individuals, in 110 different cities during the final 2 quarters of 2024.
- The 4 call center specialists of NCBAM's Call Center received or made 5,666 phone calls and 526 texts to volunteers to assist in meeting the needs and referrals of aging adults during the final six months of 2024.

- **GREATER VISION, Thomasville and Kinston Locations**

- The last six months of 2024 were busy at both locations, with individual donations increasing, as well as several larger donations of food and bottled water coming in. We also received donations that were intended for Western NC after Hurricane Helene but were turned away due to a lack of space. We were able to share these items with BCH Service Areas and Partner Agencies as well as keep some for our clients at Greater Vision. We sent much needed winter items to Burnsville, NC by way of two local churches along with two pallets of wet wipes and other cleaning supplies.
- We had a senior social work student from UNCG join us as an intern in August. She will complete her internship in April and graduate in May.
- We hired a PT client advisor to help meet the needs of our growing client list in Thomasville.
- We served 175 households with 584 household members in 2024 through both Thomasville and Kinston locations. With increased needs in our local communities, we have been able to reach more people and impact more lives than ever before.
- We were able to show our appreciation to our local First Responders by providing a homemade lunch for them in October. We provided 137 meals and delivered them to the Police and Sherriff's Departments, local fire departments and EMS.



- We were able to provide Thanksgiving boxes to 90 families in need. We received 80 boxes through Mountaire’s “Thanksgiving for Thousands” Program. Two local Food Lion stores discounted turkeys and other items needed to complete the boxes.
- Our annual Breakfast with Santa was held on Saturday, December 14th. 45 children from 11 families we serve sat on Santa’s lap and received a special gift. Families enjoyed pancakes and bacon prepared by GV staff, as well as fellowship with each other. Through faithful sponsorship by members of Mt. Zion Wesleyan Church in Thomasville, 162 children received Christmas presents through the church’s Angel Tree program.
- We currently have 139 partner agencies in Charity Tracker. These agencies are able to receive needed items when we have excess at GV.
- We remained at maximum capacity in both locations with our self-sufficiency client case load. Thomasville has 60 participating families and Kinston has 24.
- We continue to rely on faithful volunteers to help us sort and process donations. We logged over 3,000 volunteer hours in the past two quarters! The new Golden Volunteer database has been critical in helping us keep more accurate records of volunteer service.
- We set up a table at National Night Out in Thomasville where we spoke with 56 people about the services we provide to families in our community.
- We held a chili lunch fundraiser in October to raise money for Baptist on Mission Disaster Relief. We raised \$660 for Hurricane Helene relief.
- Both locations participated in the Fall Friends of Children. Thomasville had 43 volunteers who helped sort donations, stock and organize food and deep clean the center. Kinston had 13 volunteers who helped process donations and reorganize the clothing room.
- Through our partnership with Piedmont Fresh, we are now certified by the NC Department of Agriculture as a meat and poultry handling agency.
- Kinston had 28 visitors stop by during Kennedy Home’s Christmas Open House. They were able to tour the center and enjoy light refreshments.

- **CHRISTIAN ADOPTION SERVICES**

- We are enjoying this year’s benefit banquet series with Dove Award-Winning Platinum Recording Artist Mark Schultz. Our fall banquets in Apex, Rocky Mount, Boiling Springs, and Hilton Head raised over \$250,000 for the ministry with over six hundred people in attendance. We have three more banquets planned this spring!
- Domestic Adoptions:
  - The domestic adoption program had an exciting and impactful year, ending the fiscal year with 42 placements in the Carolinas.
  - This Christmas, the domestic team was able to minister to three birth moms and place their babies with their adoptive families.
  - 2025 is off to a busy start with several placements projected for the weeks and months ahead.
  - The ministry celebrated 17 birth mothers who made a decision for Christ at our last Birth Mother’s Retreat and plans are underway for the 28th annual retreat this year.
- International Adoptions:
  - The international adoption program also had a noteworthy year, ending the fiscal year with 7 Philippines adoptions.
  - Many families are currently matched to children and in progress which leads the team to anticipate 14 Filipino children being placed this year.

- Our child hosting program experienced a 100% success rate and all 5 children who were hosted from the Philippines are now being adopted. After this positive experience, the ministry has set a goal for 10 children to be hosted during the summer of 2025 with the hope that it leads to an adoption for each child.

***“Come to me, all you who are weary and burdened, and I will give you rest. Take my yoke upon you and learn from me, for I am gentle and humble in heart, and you will find rest for your souls. For my yoke is easy and my burden is light.” – Matthew 11:28-30***

Thank you to our Baptist Children’s Homes family for your commitment to Performance and Quality Improvement and to the BCH vision, *“To provide the highest quality of Christian services to children, adults, and families in a caring culture of measurable excellence.”*