

PERFORMANCE AND QUALITY IMPROVEMENT UPDATE July 2024

"Blessed is the man who remains steadfast under trial, for when he has stood the test he will receive the crown of life, which God has promised to those who love him" James 1:12



HUMAN RESOURCES FOCUS



The Staff Engagement & Compliance Team launched an Employee Appreciation Week in April that included three regional events at Broyhill Home, Mills Home, and Kennedy Home and included team Spring Socials across the state. Employees gathered across BCH to enjoy delicious meals from local food trucks. Spring Socials ranged from painting classes to movie outings to celebrating over meals. Events successfully strengthened team bonds through fellowship and fun. Employee Appreciation Week acknowledged individual contributions as well as underscored the collective achievements of the BCH Family. Additional recognitions included a financial award for every employee, an employee appreciation gift, and a BCH gear storefront. The Employee Appreciation Week initiative served as an acknowledgement of BCH's commitment to the dedicated and skilled employees that make "sharing hope ... changing lives" possible throughout our many ministries.

In response to employee requests and feedback, our HR team will be holding a comprehensive supervisor training for our supervisors this fall. Our goal upon completion of this training is for all supervisors to feel equipped and confident in the essential areas of supervision, and for all of us to be consistent in best HR practices.

The following topics will be covered in a one-and-a-half-day training:

- Employee Lifecycle: recruiting, interviewing, hiring, onboarding, resignations, terminations, employee retention.
- Compensation and Benefits: payroll cycle and functions, sign-on bonuses, employee incentives, retirement and insurance benefits.
- Employment Law: Dept. of Labor laws, Overtime regulations, Anti-Discrimination and EEO laws (ADA, Title VII, ADEA, GINA, EPA), FMLA.
- Risk Management: workplace health and safety, OSHA standards, workers compensation, compliance and legal risks.
- Performance Management: performance reviews, feedback and coaching, employee development, disciplinary action/ performance improvement plans.

PQI NEWS FROM BCH PROGRAMS



- **WEEKDAY EDUCATION**

- We celebrated Teacher's Appreciation Week with different types of snacks. We had brownies, doughnuts, pretzels, an ice cream bar, and chips for all of their hard work.
- Preschool class graduated on May 17th, 2024 and they will be starting Kindergarten in August 2024.
- We had a staff member graduate with their Associate Degree in Early Childhood Education.
- Submitted the renewal for the QSS Grant with Smart Start of Davidson County.
- Helped Fancy Finds with their tent sale in selling things from storage at CDC.
- In April we held a Parent Event for Spring. The theme was Spring Flowers, the kids planted seeds and decorated their planter, snack was making a dirt cake (pudding, Oreos, gummy worms), bubble station, dancing, picture booth, and much more.

- **IDD MINISTRY**

- Hired new Program Coordinator for I/DD, Mark Sparks
- Mark Sparks became trained as a Certified NCI+ trainer
- I/DD is at 95% slot utilization
- Developed new "radar reports" to ensure better accuracy for QP's personnel and chart compliance
- Residents participated in "Night to Shine" a Tim Tebow sponsored Prom event
- We have 4 new AFL Homes ready to receive residents
- Residents from the Stegall Home participated in the Special Olympics in Raleigh. Two of them brought home Gold medals for bowling!
- Our Ladies from the Lindsay Home visited the Billy Graham Library in Charlotte, NC.
- Several staff from our Joy Cove Ministries, participated in painting classes for their Employee Appreciation activities
- One of our residents from Alverta Bolick was featured in his hometown newspaper about his special relationship with a friend since kindergarten
- Joy Cove Staff and Residents welcomed the Ride to Clyde Bikers and helped to prepare a meal for them. A great time was had by all!
- Our Department has signed an agreement with the provider, UDI, to provide Long Term Community Supports to four of our residents at the Stegall Home. This will be an extra revenue source for our department.
- Two of our Homes had their annual reviews from the state these past two quarters and they had ZERO deficiencies! Way to go Laura Combs and Brandy Collins!
- We are working toward better utilization of our electronic record system, Therap.
- Two mental health trainings offered to BCH staff by Tara Sessoms

- Hosted an intern from UNCG and provided her what she needed to complete her senior year requirements
- Featured 2 IDD articles in C&C to promote our IDD program and our new AFL program
- Received a grant for Covid mitigation supplies applied for by Laura Combs
- Refiled old claims for higher rates to receive significant more revenue thanks to Sissy

- **WESTERN AREA**

- Turner Cottage Foster Home in Hayesville is successful with 3 foster children in place
- Dogwood Independent Living Home in Hayesville has 2 residents
- Truett Home is fully staffed
- Moody Family Foster Care will be open soon. It is in the process of being painted.
- Foster Care in the West continues to be stable and moving forward
- Drake Cottage is fully staffed.
- We have purchased a house behind HomeBase and are renovating to care for more college students who have aged out of foster care or who have no other family members assisting them.
- The Broyhill Residential Campus is full with four cottages open. We are interviewing for the fifth cottage. The Dalkes retired after 20 wonderful years at BCH.
- We continue to grow foster care across the state.
- All fire and sanitation reports were great
- Our cost of care is excellent
- Our CGAS scores continue to improve
- We had a successful BBQ festival raising over 50,000
- We had a wonderful beach experience and Dollywood Trip
- We continue to provide community outreach through giving of food, clothing, volunteering in the area, and sharing the BCH ministry.

- **OAK RANCH**

- Landscaping work was successfully completed around the cottages during this period of time. Trees were chipped up and other debris removed. Mulch was used to spread over ditches that are eroding.
- The gate was restored on pasture 6. The new gate is perfect size. Lightning protection was added to pastures 2 and 3 to keep the chargers from frying. Hot wire was installed between the electric braid strands on pasture 3. This keeps the horses safely inside the pasture.
- We continue to upgrade the pond and it is looking so much better and more fish are being caught at enrichment trips.
- The office flower beds were started this quarter. The work Michael completed two years ago on the flower beds for the spring came to fruition! The flowers this spring are absolutely beautiful!
- Alicia was able to reach out to her church about speaking to the congregation about volunteer opportunities at the ranch.
- We are re-establishing FOC day at the ranch for the first time in several years. The ranch will have a FOC on October 5th 2024!
- The lease ended with Justice Ministries for the 3010 home at the ranch. The home will become family foster care in the near future. 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 4 clients.
- The pasture six shelter is currently on hold. The materials that were purchased to complete this project are going to be used to make a small chapel area up by the cross on the red trail. This will give visitors a beautiful place to pray or hold devotions.
- Alicia was able to visit the IDD team in Sanford to promote the ranch. The staff seem excited about bringing their clients out for a visit.
- An enrichment trip video was completed to promote enrichment visits at the ranch for staff and BCH residents. It was presented at a spring meeting to BCH supervisors and leadership.
- The back steps and deck at the 1310 house were rebuilt. Michael had to add extra support under the deck at 1310 to make it code worthy. It looks wonderful!
- Alicia met with Danny Hawkins and a potential donor. We gave a tour of the ranch.
- At the end of June, the lease of Ewing house ended with Falcon. BCH will be using Ewing house for enrichment visits in the future. There is still discussion of having churches and volunteers use the house as well. A rejuvenation committee has met to make plans to begin cleaning up and restoring the home, the office, and the school house and other parts of the ranch. More on this to come, but we are excited!!!
- April was employee appreciation month. Martha, MT, and Alicia had a great time at Chatham Axes for their employee enrichment. They also attended a food truck day in April at Mills home.
- In May, the pump switch for the well that controls the water to the office, shop, apartment, and the barn had gone out. Michael replaced the switch to the pump. This saved BCH a good amount of money.
- Michael was able to update the escape room for the enrichment visitors. If you have not had your chance to conquer the escape room.... You need to come for an enrichment visit with your team or residents. Contact Alicia Rosser today to book your enrichment visit at the ranch!!
- The IDD Admin team came for an enrichment visit in May and had a wonderful time. They rode horses, fished, and played fun team building games. Part of the group did the escape room and loved it! They did escape!
- The orange trail restoration project is ongoing. A quarter of a mile was completed this quarter.
- Credit to Michael Travis Bennett for all of the maintenance completed in this list.

- **CAMP DUNCAN**

- Duncan had a staff member get certified as an instructor in CARE
- We have moved chiefs into the newly renovated house in Carolina Rd. As a result, we have freed up the space in the apartments for a future TLP program. In preparation of that, we have partnered with a local church to fix up and paint the apartments and furnish them with some new stuff to make it move in ready.
- We have rebuilt a porch roof and the loading dock that needed repair.
- We have also utilized repeat volunteers to stain multiple decks and help them last longer. Our new deck around our boathouse was part of that list and it is being used a lot to fish from and enjoy the beautiful lake at Camp Duncan.
- We have had an increase in volunteers and local church giving. We are grateful for the increased partnership!

- **CAMP CAMERON**

- We first and foremost run a safe and effective wilderness program that ministers to broken and hurting families. We also develop top notch staff.
- We successfully opened the Haven.
- Utilization of the Ammons Building is ever increasing. We had a youth Group from Indiana utilize the Haven for a week and complete an extensive building project.
- The phone calls, visits and donations from outside visitors have increased at both camps.
- New people and repeat visitors have gone up, allowing events to make a larger impact and gaining exposure and support in our community.
- We have spoken in and attended more local churches and have gained more support through these visits.
- Through both camps working towards adding a transitional living program to our campuses, we have been working towards training staff for that program.
- Cameron has a staff member in school to be trained for leading the Barnabus Project, and staff are growing in their perspective roles.
- Both Camping Programs continue to develop community relationships that have had far reaching benefits.

- **MILLS HOME**

- The region is enjoying summer in full swing. Cottages across the region were able to spend time at McNeill Cottage, residential and foster care enjoyed Emerald Pointe Water Park, and youth have been enrolled in a number of summer camp activities.
- Mills Home Food Locker underwent some updates just in time to see a great deal of church support for our Food Roundup.
- The region underwent a successful Peer Review in May, pointing out a number of improvements and areas of growth.
- Our programs celebrated one youth graduating college, three youth graduating high school, and several other milestones.
- We successfully implemented financial literacy classes for our college age youth, high school students, and our family care program. Those classes are currently underway.
- Mills Home has partnered with a mental health therapist who will provide services to all youth on campus. That person now has office space on campus.
- Churches have been extremely engaged. We have had two churches spend a week residing and ministering on campus, another conducting a weeklong VBS, and several others providing day or half day events.

- **KENNEDY HOME**

- Kennedy Home receives much support from the churches across the East. Many various church groups had some sort of presence with our children nearly every weekend.
- Local businesses continue to recognize the tremendous impact our ministries have on the children and families we serve, and partner with us to join that positive influence.
- Family Care has such a strong presence at Kennedy Home, delivering quality care to the moms and their children. There was a Family Care Open House event where the vitality of this ministry was showcased to many local agencies.
- We were abundantly blessed by the addition of two new cottage parent couples in the Spring! We were able to open an additional cottage!

- Foster Care added four new people to their team. There has been such growth that they now have their own office building.
 - The growing ministries/teams at Kennedy Home continue to find ways to support and encourage one another.
 - Our partnership with the on-campus Learning Academy continues to be strong. They held their graduation ceremony in our gymnasium this year.
 - Friends of Children in May had an abundant turnout of volunteers. Nearly 300 people registered and accomplished a lot of meaningful work in beautiful weather!
 - Many partners responded to our Food Roundup and have our Food Locker absolutely stocked.
 - The staff at Kennedy Home hosted the peer review team in May. They received much praise and recognition for the excellence
- **EAST CENTRAL FOSTER CARE**
 - Since the first of the year, we have licensed 4 foster homes so our current total for the region is 38 licensed homes.
 - We have admitted 6 foster children into care for a total number of 28 foster children.
 - We have 4 licensing applications at the state, 3 families undergoing licensing, and 5 families in training.
 - We have done at least 4 marketing events--Ridgecrest Baptist Church in Durham, Trinity Baptist Church in Raleigh (who gave to our foster care ministry through a March of Pennies and created birthday boxes for our foster children), Unity Fest in Carthage, and the Lumbee Homecoming in Pembroke.
 - We've hired two new foster care case managers for our Cary and Pembroke offices.
 - Four foster children are undergoing the adoption process with their foster parents.
- **ODUM HOME**
 - The Old Main Stream Academy has added two mobile units and a mobile unit for the bathrooms next to the Lindsay Administration building. This addition has enabled them to increase their attendance by adding two 7th grade classrooms for a total of 48 students. They will have 24 students in each mobile unit.
- **HOMEBASE**
 - Homebase is expanding their ministry and outreach. This quarter, BCHNC was able to secure a \$500,000 gift from the Dogwood Trust to purchase and begin repairs for a second building. This facility will allow Homebase to extend more housing options for our students during the semester and when the dorms close between semesters.
 - We celebrated with seven of our students who graduated from Western Carolina University. Four of them earned a Master's Degree.
 - Improvements were made on our existing facility as we worked with WCU's Construction Management program to make our upstairs ADA compliant by adding a handicap bathroom, shower and kitchenette. We also added security cameras and painted bathrooms.
 - We provided 5195 outreach services for our students this quarter. These included:
 - Housing: 655 nights
 - Food/ Meals: 2310
 - Advising: 58

- Worship: 95
 - Computer Lab: 264
- One student told me that Homebase was the only location on campus where they felt completely safe.
- Another lady said: I feel safe here. This place feels like home.
- A graduate student said: I would not have gotten my degree if it was not for you guys. Your comfort and support are the reason I am even alive.
- **NCBAM**
 - NCBAM recently completed its 4th Annual Camp BAM with 51 campers in attendance representing 7 churches. During the five-day camp, intergenerational teams were able to serve 15 aging adults by building five wheel chair ramps utilizing over 2800 feet of lumber. The 72-foot ramp built for a client in Davidson County is the longest recorded ramp ever built by NCBAM and partnering volunteers. During the week we served in 3 counties and were able to move over 2 tons of durable medical equipment to a new storage location at Mills Home.
 - NCBAM, has helped 90 clients in Alamance, Davidson, Guilford, and Randolph counties through the ARPA Grant awarded by PTRC. This represents \$210,000 in grant expenditures utilized out of the designated \$310,000 total funds.
 - The FEMA grant awarded to NCBA in the amount of \$77,434.28 has allowed for the installation of 354 smoke alarms and 65 CO alarms, enabling 158 individuals to stay safe in their homes, so far in 2024.
 - In May, NCBAM provided programming at Fort Caswell's first session of Summerfest in conjunction with their annual retreat for Aging Adults. All sessions were well attended and the Generation Gap game, hosted by Brian Roberts was a huge success for all involved.
 - In August, NCBAM will again provide programming for Fort Caswell's second session of Summerfest.
 - NCBAM has completed 329 referrals and served 595 individuals, in 140 different cities during the first 2 quarters of 2024.
 - The 4 call center specialists of NCBAM's Call Center received or made 7,153 phone calls and 809 texts to volunteers to assist in meeting the needs and referrals of aging adults.
 - NCBAM is celebrating its 15th year of ministry in 2024!!
- **GREATER VISION, Thomasville and Kinston Locations**
 - We have been blessed with so many donations...mattresses, snacks, clothes, food, household goods, baby blankets, baby formula, cash, etc. We have been blessed to be able to access food and supplies from our BCH food lockers as well.
 - We established a relationship with DDCC to partner with their social work students to intern at Greater Vision Thomasville at the end of their senior year. During this time period, we were able to have 4 interns with DDCC. They helped us so much while they learned new skills to guide them into their new career paths.
 - Trained and developed our new PT Receptionist in Kinston, Mary Jo Young, who was hired at the end of last year.
 - Hired PT Services Manager in Kinston, Gerald Jones.
 - Hired FT Warehouse Manager in Thomasville, Travis Benfield.
 - Hired Marketplace Coordinator in Thomasville, Micki Cooper.

- Hired PT Bilingual Client Advisor in Thomasville to work with our growing Spanish speaking client population.
- Worked closely with Kristyn Butts to test the new volunteer engagement software. We have had great success with volunteers, some that have been with us for a long time and some new groups that have engaged with us in this time period.
- Held a party to celebrate serving over 500,000 meals since GV's inception in 2017.
- Held a large Easter Basket distribution to BCH service areas, clients, and partner agencies.
- Enjoyed quality time as a team celebrating employee appreciation in April. We were able to enjoy lunch together and get a treat at the candy store. We also enjoyed the food trucks.
- We increased our client caseload to max capacities. Thomasville is at 60 and Kinston is at 24.
- We increased our partner agencies at each location. Thomasville is at 93 and Kinston is at 41.
- We increased our volunteers serving at GV. During this time period, we signed up 39 new ones in Thomasville and 48 in Kinston.

- **CHRISTIAN ADOPTION SERVICES**

- The ministries which make up Adoptions and International Ministries have had an exciting first half of 2024! We are thankful for the opportunities to serve others, and share the following updates.
- Domestic Adoptions:
 - 1. The 27th annual Birth Mother's retreat was held in March and was deemed successful. 17 mothers made a commitment for Christ.
 - 2. Domestic Placements remain steady for the 2024 year, with the expectation to reach our projected goal of 40+ placements.
 - 3. Despite being short staffed for most of the year, the domestic team remains committed and passionate about the work we do, sharing CAS resources with over 641 potential referral sources in this calendar year so far.
- International Adoptions
 - 1. Child Hosting Program: Much preparation has gone into reviving a child hosting program that will take place this summer. Five children from The Philippines and their government chaperon will be hosted by families for four weeks this summer in North and South Carolina. We are excited for the impact these weeks will have on the future of these children!
 - 2. Inaugural Philippines Heritage Weekend: CAS will host a weekend retreat for families who have adopted children from The Philippines. The weekend event will be held on the Mills Home campus in Thomasville.
 - 3. We have had 4 placements over the last two quarters! This is success in the work of international adoptions! International adoptions take longer because of the extensive government involvement from both countries, ensuring the adoption is in the child's best interest and meets all the required standards.
- Adoption and Foster Care Support
 - 1. Emmanuel Home admitted the second birth mom this spring! Both moms are fully employed, and saving money for the goal of living independently!
 - 2. Case Manager for post adoption support has met with all state-wide family resource centers, identifying programs and services to create resources for adoptive and foster families.

- 3. Duke Endowment has awarded support for a Foster Care Family Retreat Proposal and a new staff member has been secured in that position. There will be 4 foster care retreats each year in NC, beginning in 2025.
- Guatemala
 - 1. BCH has formed a new partnership with Volunteer Baptists International which serves impoverished families and children in several Latin American countries. Specifically, BCH has partnered to serve in Guatemala as represented by Mike and Arwen Elders. The Elders are serving as camp directors at the Baptist Camp in Santiago, Guatemala, leading a revitalization of the camp.
 - 2. Good Shepherd Ministries has served over 30 children in care during this period. Good Shepherd continues to serve the local rural community of Cantel with an affordable medical clinic. This ministry provides health services, and Christian counseling and support.

“Do not be afraid or discouraged, for the Lord will personally go ahead of you. He will be with you; he will neither fail you nor abandon you.” – Deuteronomy 31:8

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.”*