

SHARING HOPE...CHANGING LIVES

Baptist Children's Homes
of NORTH CAROLINA

PERFORMANCE AND QUALITY IMPROVEMENT UPDATE

August 2025

“Trust in the Lord and do good; dwell in the land and enjoy safe pasture. Take delight in the Lord, and he will give you the desires of your heart.” Psalm 37:3-4



HUMAN RESOURCES FOCUS



HR teams with leadership and employees to prevent workplace accidents and better support injured employees.

As we near the end of the 2024/25 fiscal year, we are trending more than a 10% reduction in the number of workplace accidents. Total related financial losses are trending down over 50% from each of the past three years. This is a significant reduction, which means fewer people are getting hurt, those who do get hurt are able to get back to work more quickly, and we are able to better serve those in our care. Everyone is better able to enjoy the fullness of God's blessings through our ministry. Getting these results is no accident. Rather, we are all working together intentionally to be stewards of our work opportunities.

One of the ways HR supports the BCH family is to help our ministry areas prevent workplace accidents. In those relatively few instances when a BCH employee is injured at work, our approach has always been to ensure the injured employee receives prompt and appropriate care. This year, HR and supervisors have further prioritized connecting injured employees more quickly with the workers compensation carrier. We do this through our Paradigm Nurse Triage Hotline program (through Berkshire Hathaway Homestate Companies, our workers compensation insurance carrier) for non-emergency accidents. Paradigm nurses and, if needed, virtual physicians, ensure the employee gets clear guidance and support for assessment, treatment, and recovery. This can help a cottage parent stay in the cottage while they get guidance about a minor injury. It has also helped staff better enjoy their off-duty time.

The nurseline emphasis has expedited referrals and approval of treatment at urgent care facilities for those injuries that benefit from such care. It also reduces associated billing from being routed to the employee's home. We've taken this a step further when appropriate by helping employees select approved urgent care facilities with which we have relationships, such as Concentra and FastMed. We are able to better monitor the quality of care, the provider's follow up with the employee, and ensure the carrier is aware more quickly if a referral to a specialist is needed. As a result, we have been able to help get injured employees back to work sooner than they would otherwise have been able. All of this is possible because our leadership, supervisors, and staff care for each other as we all care for those we serve.

PQI NEWS FROM BCH PROGRAMS



- **WESTERN AREA**

- We have continued to maintain our population in the western area thus increasing our revenue and maintaining our occupancy rate.
- We have funding for renovation of the house behind HomeBase to increase our outreach to college students.
- We have hired a child care couple to fill the vacancy at Drake Cottage to ensure adequate staffing.
- We have continued to keep the Turner Foster Home full.
- We continue to market to DSS's to increase awareness of our programs.

- **MILLS HOME**

- West Central has two staff members trained in TBRI and will be giving our foster parents an overview of it at the upcoming foster family event day.
- There have been 3 children adopted from foster care this quarter.
- Mills Home Church Fellowship Hall received an update with fresh paint. It looks great and we welcome you to come see it when you're on campus again.
- The Family Care ministry at Culler cottage is currently full and we are serving two young adults in our TLP ministry.
- Mills Home had a busy summer with trips to the beach, the water park, VBS, and Bible Club with Pastor Luis. We also enjoyed Mountain Camp, Homecoming and Heritage Weekend.

- **LAURA'S HOMES**

- Laura's Homes has been able to maintain full or close to full capacity at both of our homes.
- Our residents have had quite a bit of success in their academics. They have all maintained As, Bs, and Cs through all of last year.
- As each quarter comes around for CGAS, our residents have either maintained or gone up in their scores. Each one of our kids has had growth in areas where they have struggled in the past.

- **KENNEDY HOME**

- We have supported and maintained four Cottage Parent couples in order to fully staff two Residential cottages without service interruption.
- We have supported and maintained three Family Care workers in order to fully staff three Family Care cottages without service interruption.
- We have made positive gains in Residential with measurable client outcomes (CGAS +6.97 and GPA +1.06).

- The Residential Team had a 75% increase in admissions Q2'25 vs. Q1'25.
- Non-client stakeholder questionnaires had an 18% increase in completed forms in Q2'25 vs. Q1'25. The overall average score also increased from 3.7 to 3.86 Quarter-over-Quarter.
- **ODUM HOME**
 - We continue to market to DSS's to increase the awareness of when we have openings in residential.
 - We continue to seek out and work with HR on possible candidates for staffing to fill openings at Indian Memorial Cottage in order to fill more beds as well.
 - We received a generator to use in the Gym which will benefit the cottages to move over to during power outages.
 - We were blessed with several volunteer groups who helped with work projects that saved us money for moving debris from trees.
 - The Old Main Stream Academy continues to grow in their student programs. They are adding a pre- kindergarten class this year as well.
- **IDD**
 - Slot Utilization for I/DD has increased by 3%
 - We hired a Full Time PRN DSP Staff
 - I/DD has 100% Staff Retention
 - 0% Employee Termination and 0 Employee Accidents
 - IDD received a \$3,000 grant from the Lamb Foundation for the Stegall Home to use toward Capital Improvements
- **HOMEBASE**
 - Between the last two quarters, Homebase had an average of 99% of students complete the semester.
 - Homebase provided 1,278 Nights of Housing
 - Homebase served 5,446 meals to those in need
 - We had 114 students in an advising relationship.
 - 383 students participated in worship and bible study the last two quarters.
- **OAK RANCH**
 - Ewing House is ready to receive guests!!!! MT and Alicia have finished outfitting Ewing House to receive overnight guests. The house is turn key ready! Contact Alicia Rosser to book your overnight BCH staff/BCH resident enrichment visit today!
 - MT and Alicia had two work days in January. Oak Ranch had help from Crossroads Ministry, Broadway Baptist, and Connect Church. There was a total of 19 volunteers.
 - Friends of Children Day for spring was successful!! It was held March 29th. Many projects were completed such as mowing at the barn, de-cob webbing the barn, pressure washing outdoor furniture at Ewing house, pressure washing the outside of Ewing House, and deep cleaning of the inside of Ewing House. A group also helped with making up the beds in the guest rooms at Ewing house. There was a total of 11 volunteers.
 - Oak Ranch hosted 3 enrichment visits during these two quarters. Some Greater Vision staff and interns on 03-27, IDD QP staff on 04-22, and Greater Vision staff/volunteers from Mills

and Kennedy Homes on 05-08. A total of 31 people attended. The guests enjoyed the new escape room at the schoolhouse. Come see if you can break out!

- We have served 5 clients through our partner agency Falcon Children's Homes. The ranch has brought them a sense of healing and safety. They have enjoyed all the amenities of the ranch, including soothing time with the horses, quiet and thought-provoking fishing, and mind-clearing walks on the trails.

- **NCBAM**

- NCBAM hosted Camp BAM at Camp Truett in Hayesville, NC on June 18-22, 2025. During the week camp attendees were able to serve 39 aging adults, assist 2 Helene recovery families, minister to 24 memory care residents, and spend time with girls from Truett Home.
- NCBAM's Call Center has completed 307 projects across the state this year, and was able to served 542 individual senior adults.
- NCBAM partnered with the teams from Deep Impact (Baptists on Mission) to complete numerous projects across the state as our Call Center was able to provide client needs to DI directors.
- NCBAM once again provided programming for Fort Caswell's Summerfest for senior adults where our regional directors taught classes on chair movement/flexibility (Charity Johnson), disaster preparedness (Sandy Gregory and Matt Martin) and assisted with the closing worship service.
- NCBAM will be participating in the ServeNC initiative in August and working to complete 6 projects in Guilford County during the first week of August.

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

- Greater Vision has distributed enough food to provide 829,042 meals. That means we have distributed 994,850 pounds of food since opening in 2017. In the last two quarters, we distributed 51,052 pounds of food to families and partner agencies, which is the equivalent of 42,545 meals. We are continually seeking opportunities to partner with food manufacturers, wholesalers, and distributors to accept donations of food and other items, which we share with BCH service areas, families in need within our communities, and community partners, thereby increasing our impact on addressing food insecurity in the communities we serve.
- We are working on increasing community involvement at both Greater Vision locations. In July, we began tracking the number of donations we receive from community members. We accept donations of new/gently used clothing, shoes, household items, toys, and furniture. We also accept donations of new hygiene items, household cleaners, and food. We document the total number of people we share with about how we serve our communities; through tours, speaking engagements, and participation in community fairs and events. We will continue to increase community engagement by spreading the word about Greater Vision and promoting outreach among churches and community organizations.
- Many of the families we serve do not have a current church home. We have made an intentional effort to gather information from local churches to be able to refer people to a church home. We have contacted 12 local churches regarding referring the families we serve. They are very excited to come alongside Greater Vision to grow God's Kingdom. We have referred 8 families to several of these churches. We encourage our clients to seek a church family that can help them grow spiritually and encourage them on their journey.

- We continue to grow our Charity Tracker networks in both locations. Thomasville has 99 partner agencies in its network, and Kinston has 48 partner agencies in its network. In the past two quarters we added 7 new agencies to our networks. BCH provides funding to cover the costs for all participating agencies. Charity Tracker is a web-based case management software designed to help manage client information, track assistance, and streamline operations. It enables collaboration between different agencies, reducing service duplication and improving overall efficiency. We regularly share information about our networks with churches, nonprofits, and social service organizations to increase participation.
- In the past six months, Greater Vision served 167 households, which include 558 household members. Of those households, 78% of clients are making progress toward their goals. As clients continue to come monthly, we assist them in creating SMART goals in various areas of their lives, identifying action steps they take every month to progress toward goal completion. We encourage clients to take ownership of their success and cheer them on as they meet their goals and work toward becoming self-sufficient.

- **CHRISTIAN ADOPTION SERVICES**

- During file reviews, it was noted that dates on medical exams need to be checked to ensure they are accurate as well as verifying criminal clearances from other states. Action step- staff made aware of the need to verify documents before approving in our portal system.
- A survey identified that resources moving forward could be faith based and more modern. Action step- we have been promoting more faith-based learning resources for families.
- Communication with families not documented. During a file review it was noted that there was minimal communication with a family. It was identified that the communication did occur but was not put into our portal system and we were able to copy and paste the missing communication. Action step- staff reminded to ensure their notes and communication contacts with families are put into the family's file.
- USCIS Request for Evidence: We received a RFE from USCIS because a family omitted their required tax information as well as missed signing the application. Action step- staff is diligently reviewing the application packets families are submitting to USCIS and reminding them of all the required supportive documents.
- Feedback was received from a training held for families and our team continues to monitor the survey results, both the successes identified and the improvement suggestions, while also taking into consideration what is most applicable to the larger group. All feedback is considered, however, may not apply to the group as a whole.

“Command them to do good, to be rich in good deeds, and to be generous and willing to share.” – Timothy 6:18

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.”*