



PERFORMANCE AND QUALITY IMPROVEMENT UPDATE March 2026

“And let us not grow weary of doing good, for in due season we will reap, if we do not give up, So then, as we have opportunity, let us do good to everyone and especially to those who are of the household of faith.” Galatians 6:9-10

As BCH prepares in 2026 for our upcoming reaccreditation, please take the time to celebrate the many improvements our organization has made through our PQI process and continue to seek out additional ways to improve our agency’s services and processes. Be sure to review helpful PQI reports and documentation available to all staff in the PQI Information folder on the public drive, and also visit our PQI Information link under Resources on the BCH website. Thank you for your continued commitment to excellence through our Performance and Quality Improvement program!

SEVEN STEPS TO A SUCCESSFUL PQI PROCESS

As a staff team...

1. Select a desired outcome along with appropriate measurements.
2. Collect and provide details of the current situation
3. Perform analysis; collect related measurable data over a specific period of time. Look for patterns, trends, or needs for improvement.
4. Develop realistic and specific goal(s) based on data.
5. Develop and implement an action plan to reach desired goal(s).
6. Collect further data and analyze results. Did the action plan successfully meet goals?
7. Share the information with stakeholders and begin again, either with the same need for improvement or a new one!

HUMAN RESOURCES FOCUS



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Payroll Updates: After thoughtful review of recent employee feedback and ongoing efforts to support financial well-being across the organization, we are transitioning to a semi-monthly payroll schedule. Effective April 1st, employees will be paid on the 15th and the last business day of each month. This adjustment is intended to provide employees with more consistent and predictable cash flow.

Benefit Updates: As BCH is constantly reviewing benefits to meet the needs of our employees, we have implemented Regenexx at the start of the year. This benefit is an advanced form of regenerative orthopedic care that uses your body’s own cells to help repair damage to bones, muscles, cartilage, tendons, and ligaments – helping you avoid surgery, pain prescriptions, and long recovery time. This benefit is built on a conservative care pathway and this step-by-step approach ensures every treatment recommendation is appropriate for your specific condition.

PQI NEWS FROM BCH PROGRAMS



- **WESTERN AREA**

- The western area has maintained our population at Broyhill, and Truett Home is at full capacity.
- One child in foster care was adopted.
- Western Area Conference in September was a success with around 200 supporters in attendance.
- Many churches held parties, delivered stockings, and gave gift cards to our children for Christmas.

- **MILLS HOME**

- We have appointed an Individual Staff to provide a monthly audit of our Licensed Residential Cottages
- Mills Home had 4 Salvations this Quarter and had 1 Baptism
- 1 of our Residents earned Good Character Award from the School Board. She was presented this award at a School Board meeting and 1 Resident earned the Shining Award at his school
- Our hard-working Case Managers coordinated 51 visits this Quarter!
- Mills Home Family Care filled 2 of the 3 Beds in the Home.

- **LAURA'S HOMES**

- All Health Inspections were passed with no demerits
- Laura's Homes has 7 children in care
- Our Residents maintain good grades in their academics. They scored A's, B's and C's throughout this Quarter.

- **WEST CENTRAL FOSTER CARE**

- We had 9 Adoptions Finalized
- We submitted 14 Foster Home Applications
- We Completed 2 Foster Care Training Classes
- We currently have 2 Foster Care Training Classes with 11 Families attending

- **EAST CENTRAL FOSTER CARE**

- We have trained 17 families
- We have had 6 adoptions from foster care
- We have licensed 6 new foster families.

- **KENNEDY HOME**
 - Two Residential cottages were supported, maintained, and fully staffed without service interruption for H2 CY 2025.
 - Three Family Care cottages were supported, maintained, and fully staffed without service interruption for H2 CY 2025.
 - Positive gains were made in Residential in measurable client outcomes (HSC score improved by -0.97 and GPA +1.24) for H2 CY 2025.
 - There was a 100% increase in Residential admissions for H2 CY 2025 vs. H2 CY in 2024.
 - The overall average score for returned Non-Client Stakeholder Questionnaires for H2 CY 2025 was 3.79.

- **EASTERN FOSTER CARE**
 - We had 6 children achieve permanency from Sept 2025 to January 2026 through reunification and guardianship.
 - We had several successful shared parenting experiences, but a highlight was when a foster family took their bio child, a foster sibling set of 2 (with the 3rd infant sibling being kept at another BCH home in respite), their other foster daughter and that foster daughter's BIO mom to Disney!! It was MAGICAL!
 - We have enriched and increased our relationship with our local DSS agencies by bringing them lunch, trays of goodies, blankets for children coming into care, and notes of appreciation. We also offered to help with Christmas Gift deliveries and holiday visit transportation to ease their burden.
 - We have licensed 4 new foster homes from Sept 2025 to January 2026 and successfully relicensed 4 current families who continue to serve with longevity.
 - We have started offering monthly virtual trainings to our families to provide opportunities for continuing education to help with training hour compliance.

- **IDD**
 - We spent a lot of time this quarter updating our electronic medical record with prior and new data for our residents so we can have a more comprehensive, reliable record.
 - We continue to see a positive trend in reducing medication errors since putting some new protocols in place.
 - We have a new headcount accountability form that verifies we have all of our residents every time we load the van, whether at the group home or another location. This is to ensure we leave no one behind.
 - We admitted a new resident at Mercer Home in Sanford.
 - We successfully renewed all IDD state licenses for our homes.

- **NCBAM**
 - North Carolina Baptist Aging Ministry hosted their annual Aging Well Conference at Woodlawn Baptist Church (Conover, NC) with over 100 in attendance. This is by far the largest attendance for the conference in the 17 years of NCBAM. The featured keynote speaker was Dr. George Fuller, author of "Life Compass Living."

- NCBAM added a new Call Center Specialist, Alison Howell. She come to us with a wealth of knowledge with missional relations having previous served stints with her husband in Europe and Sweden, as well as Hawaii through YWAM.
 - NCBAM is partnering with Baptists On Mission for their Annual Missions Conference. We will be providing an exhibit table as part of their missions fair. Matt Martin and Brian Roberts will also be presenting a breakout session entitled, "4th Quarter: Senior Adults Living on Mission Locally and Beyond."
 - NCBAM Call Center completed 116 referral projects during the first quarter of the 2026 FY, including 76 Wheel Chair Ramp Builds. These completed referrals impacted the lives of 198 senior adults across 43 counties in North Carolina.
 - NCBAM will once again provide programming for Fort Caswell's Summerfest and the BSCNC's Senior Adult Retreats, beginning in April and staggered through August.
- **GREATER VISION, Thomasville and Kinston Locations**
 - God has been at work at Greater Vision the past 2 quarters, from significant monetary donations to help us purchase food for our families to other needed donations given through individuals and vendors. We have provided emergency assistance to families experiencing crisis and have offered prayer, encouragement, and hope to them. God has laid Greater Vision on the hearts of church volunteers who have shown up to volunteer in a variety of ways. It is always amazing to see how God works behind the scenes to help us minister to others. We are so grateful for his provision and faithfulness.
 - Greater Vision Thomasville and Kinston (in partnership with Kinston's NCBAM) each hosted a First Responder Appreciation Event to honor our local heroes serving our communities. Over 500 meals were served. The first responders are always so grateful and humbled by this annual event.
 - Greater Vision provided 90 Thanksgiving food boxes to Thomasville and Kinston client families so that they could enjoy a traditional Thanksgiving meal. This couldn't have been done without a generous donation from Mountaire Farms and deep discounts through our partnership with Food Lion.
 - Greater Vision provided Christmas gifts to 197 Thomasville and Kinston area client children with the help of our great partnership with Mt. Zion Wesleyan Church in Thomasville. This event greatly helps our struggling families to provide a nice Christmas to their children, while being able to funnel their paychecks to their existing bills.
 - We have updated guidelines surrounding emergency assistance for non-clients. We have updated guidelines for when clients do not actively participate towards their goals. We also have kindly but firmly enforced required documentation to participate in the self-sufficiency program. These changes will better serve the clients that are serious about the program and want to make a difference in their lives.
- **CHRISTIAN ADOPTION SERVICES**
 - Adoption Program Outcomes and Placements: Christian Adoption Services experienced strong placement outcomes during the final two quarters of the year. In 2025, the domestic program completed 46 placements across North and South Carolina, while the Philippines program completed 7 international placements. In addition, the ministry received 329

- inquiries from expectant mothers or parenting mothers exploring adoption, demonstrating sustained demand for services.
- Home Study Assessment Capacity: The ministry successfully completed a high volume of home studies/preplacement assessments, reflecting operational capacity and timely service delivery. Our final year numbers:
 - 47 domestic preplacement assessments
 - 7 Philippines preplacement assessment and oversight of 6 out-of-state studies
 - 8 international direct services preplacement assessments
 - 19 domestic direct services preplacement assessments
 - Education, Training and Support Services: Christian Adoption Services expanded outreach, education and support through a wide range of events and trainings:
 - 3 Evening Interest Meetings for hopeful domestic adoptive couples
 - 3 Two-day Intensive in-person HEART trainings for prospective adoptive couples
 - 6 Evening Waiting Family Support Group meetings
 - 2 In-Person Saturday Adoptive Family Gatherings/Picnics
 - 1 Birth Mothers Weekend Retreat (resulting in 17 decisions for Christ)
 - 2 Saturday birth mother lunches/gatherings
 - 23 in-services trainings provided to hospitals, pregnancy resource centers, health departments, etc.
 - 2nd Annual Philippines Heritage Weekend
 - Participant feedback was reviewed through the PQI process and consistently supported a high standard of excellence in service delivery.
 - Emmanuel Home Program Outcomes: During the final quarter of the fiscal year, Christian Adoption Services assumed responsibility for the care and oversight of the Emmanuel Home. A dedicated staff member was hired to manage the residents, and a structured program with clear goals was developed for those currently in the home. Both birth mother residents are actively engaging in the program, successfully meeting their identified goals, and are anticipated to graduate in the near future.
 - Organizational Strength and Mission Alignment: The ministry continues to receive church support across North and South Carolina. The team remains highly committed, mission-driven and aligned with Christian values, which continues to be a core organizational strength. This is evidenced by staff engagement, collaborative teamwork and the successful placement of children into Christian homes. During the past two quarters, the ministry also celebrated four children publicly professing their faith in Jesus Christ, reflecting both program impact and spiritual outcomes.

“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

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.”*